

DESIGNED BY GLOBAL REINSURANCE HOSTS OF THE DUBAI WORLD INSURANCE CONGRESS

GR INNOVATION & INSURTECH

MONDAY 2ND OCTOBER 2017, DUBAI

- WHAT ARE INVESTORS AND INCUMBENTS LOOKING FOR?
- COLLABORATE OR COMPETE? THE POWER OF PARTNERSHIPS

- FRANÇOISE LAMOTTE, SVP, HEAD OF DIRECT AND DIGITAL | EMEA, METLIFE

◆ THE INSURER

WHAT ARE INCUMBENTS LOOKING
FOR?
COLLABORATE OR COMPETE? THE
POWER OF PARTNERSHIPS

YOUR SPEAKER



Françoise
LAMOTTE
SVP, HEAD OF DIGITAL

MetLife EMEA

The only thing insurance and innovation have in common



Insurance incumbents like us have the following assets



Capital



Data



Channels



Brand

But we lack agility and experience -lity

FACT: legacy system and robust processes

6 months to launch a new product

FACT: Insurance companies have roughly

1.44 customer interactions per year.

Insurtech startups are changing the basis of competition by impacting revenue and cost drivers for insurers



Increases in new revenue



Cost reduction due to implementation of new technology



Increases in VoNB



Increases in persistency

Insurtech has seen a surge of VC funding, indicating that Silicon Valley is focusing on insurance

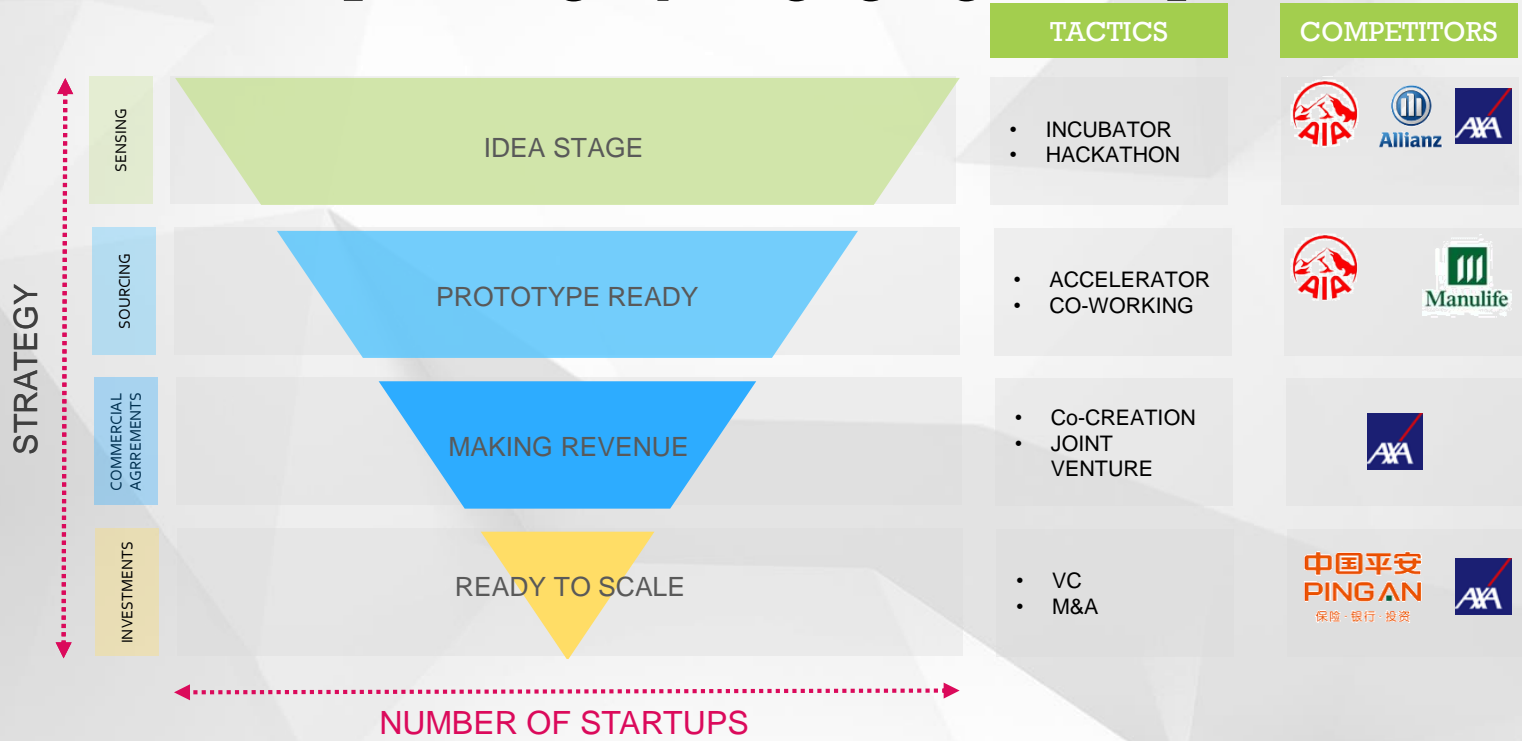
Insurance Tech Financing Trend
2011 - 2015



"One in five insurers is engaged in joint partnerships with start-ups" - PwC

Source: PwC's March report - "InsurTech: A golden opportunity for insurers to innovate"

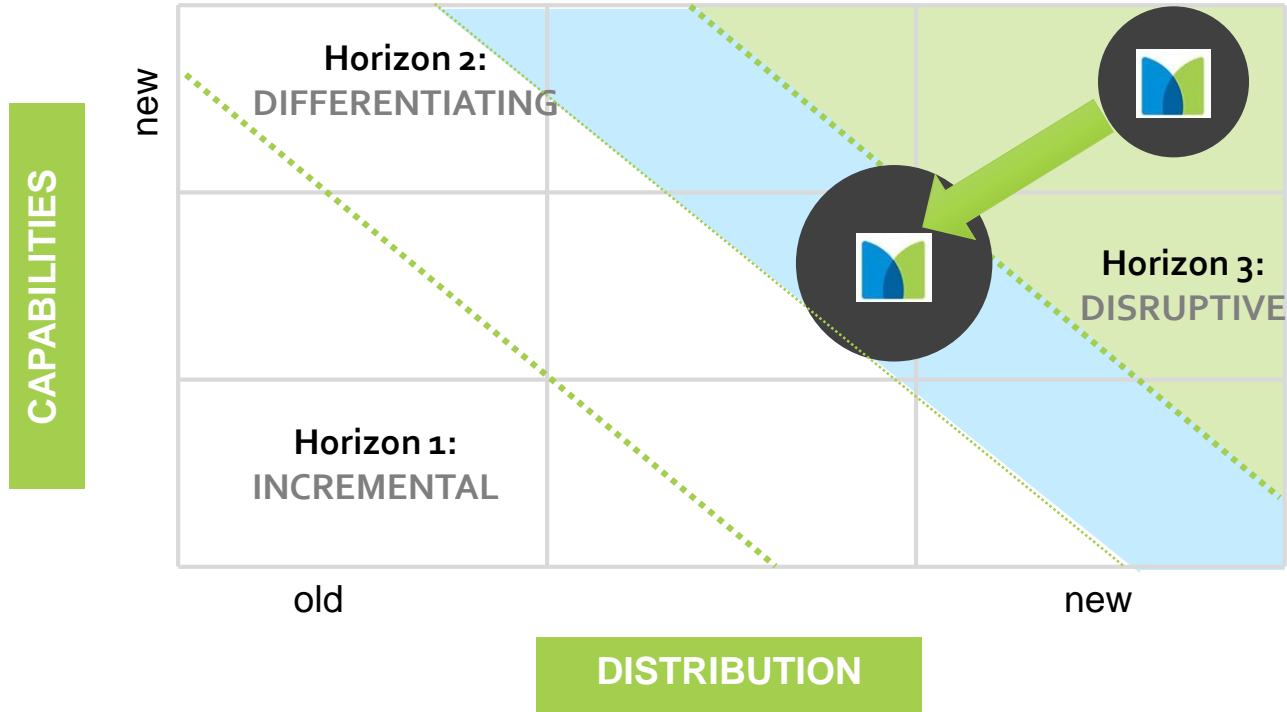
The incumbents in the insurance industry are responding by engaging startups



But almost all innovation is focused on perpetuating the existing business model



Our approach is focused on disruptive innovation which can truly differentiate value propositions





Françoise
LAMOTTE
SVP, HEAD OF DIGITAL

MetLife EMEA

Thank you



MetLife

Navigating life together