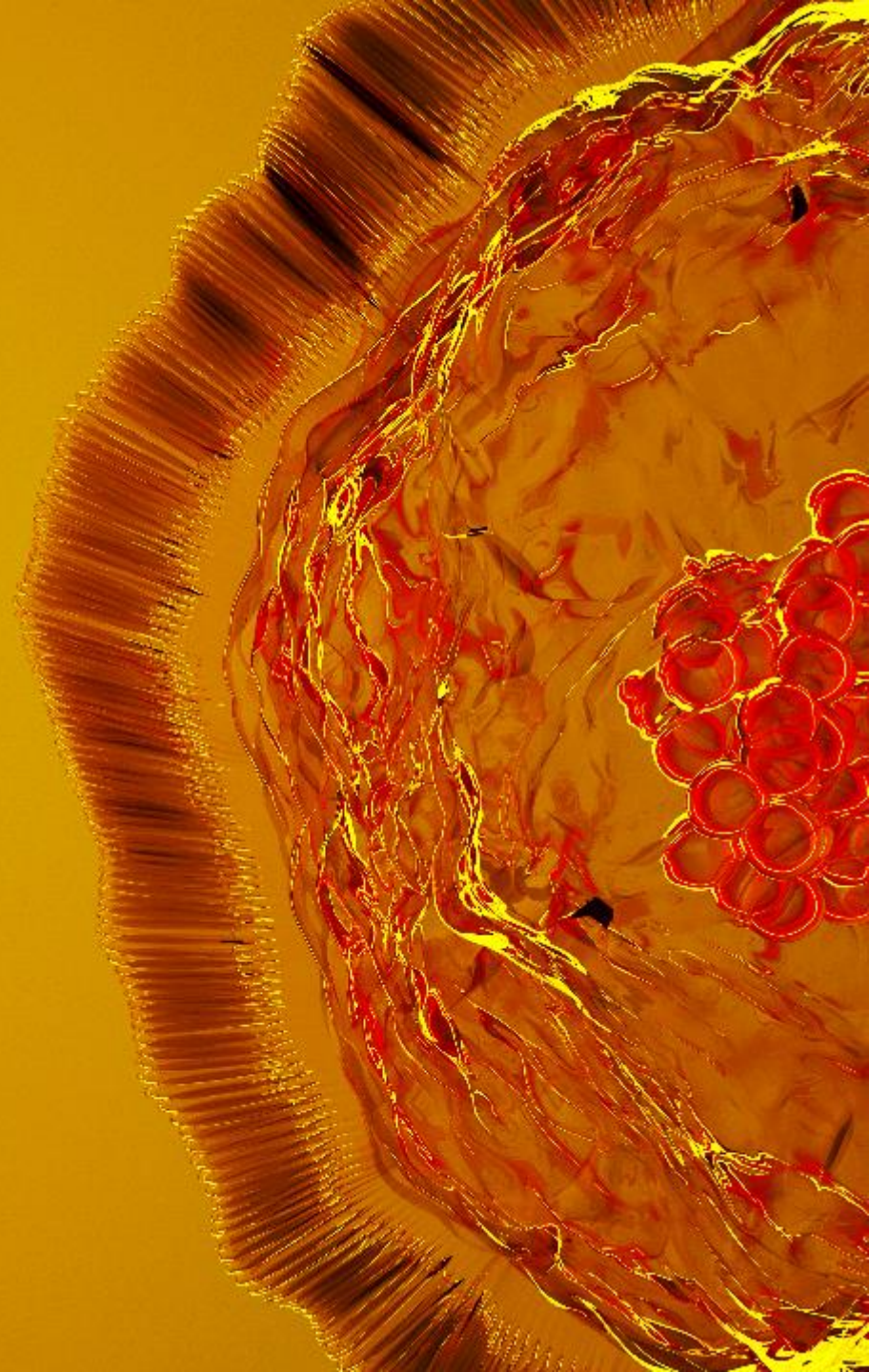


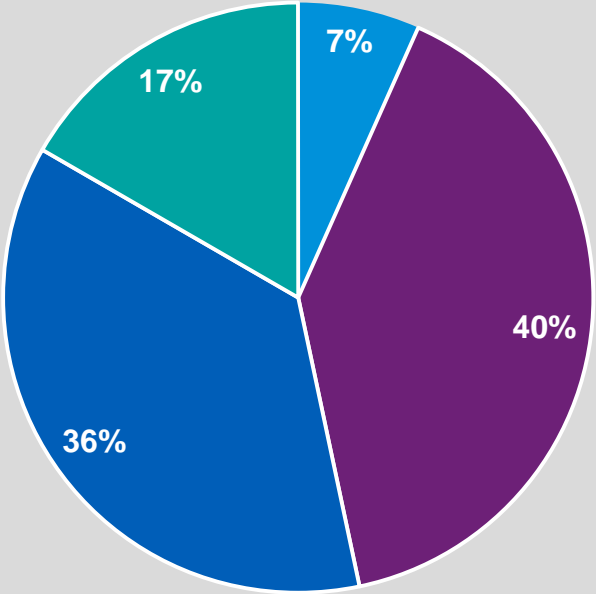


9th Webcast Polling Report

July 2020

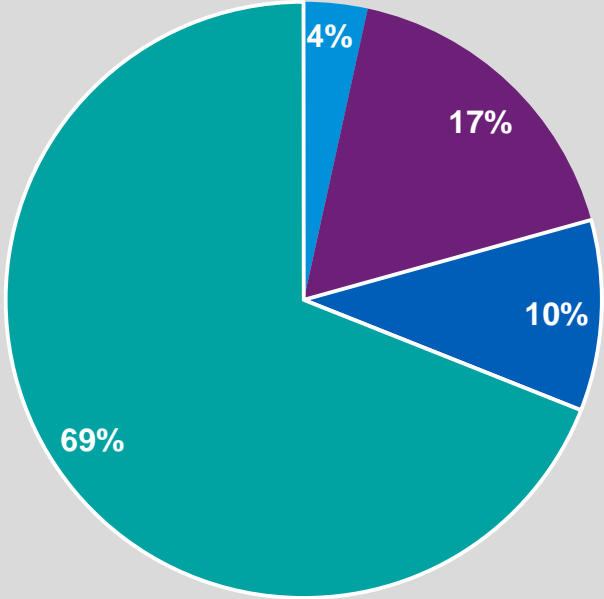


How did COVID-19 affect your digital transformation journey?



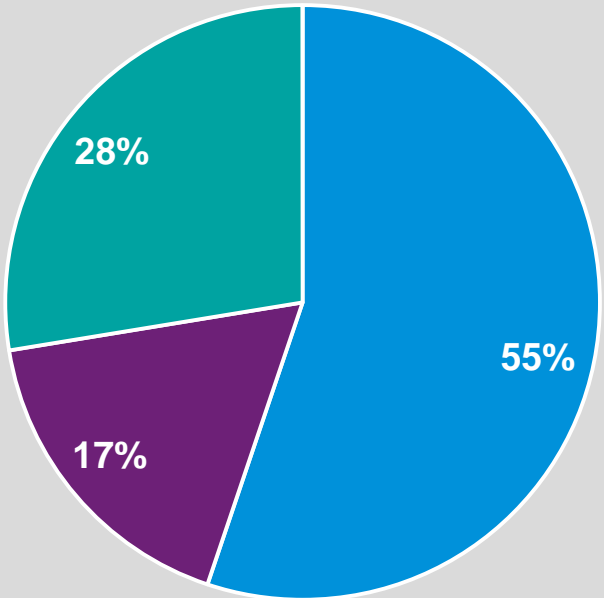
- Slow down the plans and efforts
- We were already in a good place so we keep the same pace
- Accelerated our plans
- Made us start the journey

What is the most important risk affecting the industry after the pandemic?



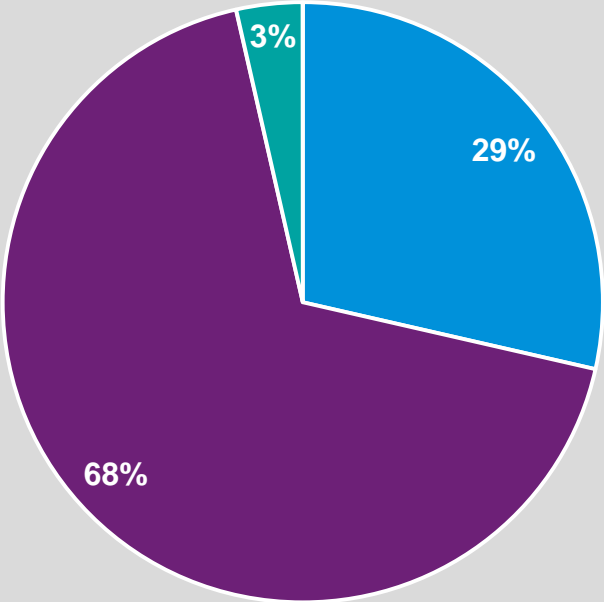
- Inability to meet reporting deadlines
- Insurance Fraud
- Solvency Issues
- Market volatility

What is your opinion on COVID-19 related insurance products and or risk coverage?



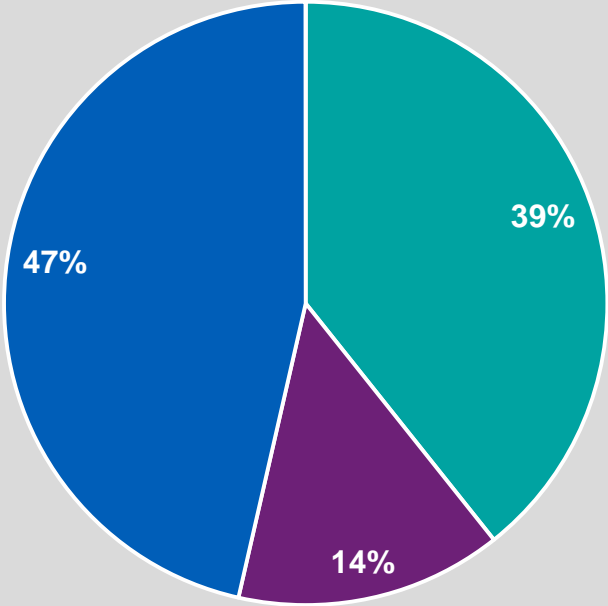
- We will see new products or new risk coverage on existing
- No significant changes expected
- A good idea, yet too expensive to be launched, at this time

How did COVID-19 affect your IFRS 17 implementation plans?



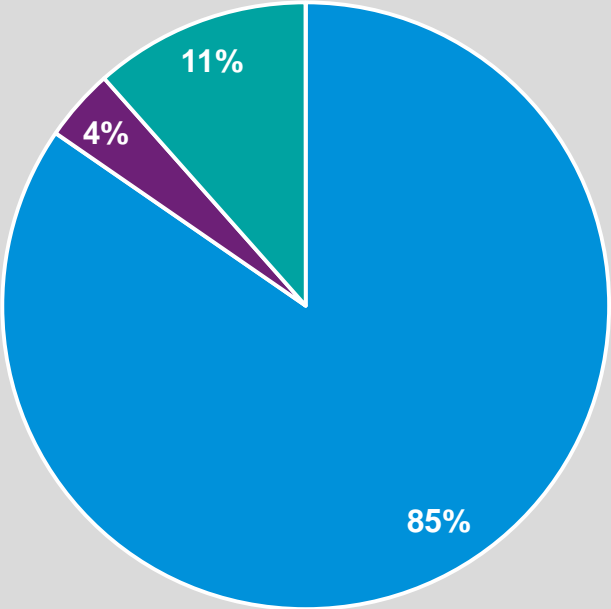
- Slow down the plans and efforts
- We were already in a good stage so we keep the same pace
- Accelerated the implementation

How did COVID-19 affect the customer experience?



- Increased satisfaction, quicker response, digital communication
- Less satisfied, insurers not responsive, not found when reached
- No significant changes

How do you expect COVID-19 to affect the distribution channels?



- Increase on line – direct channels
- Increase trust on traditional channels (brokers – agents)
- No significant changes expected



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