

Continuing Professional Development Certificate

Global trends in life insurance

Date: Wednesday 22 March 2017 **Time:** 1.15pm - 2.00pm

Speaker: Jules Constantinou, Life/Health Regional Manager UK & Ireland, Gen Re

In this IIL lecture Jules Constantinou discussed the potential for new technology and the changing demands of consumers to disrupt how life and health insurance is bought, sold, priced and underwritten.

The convergence of factors in the biological, physical and digital world will bring waves of disruption to life insurers across the globe. New non-traditional players are starting to encroach on life insurers' domain – some by invitation and in collaboration. The influence of this new technology will fundamentally alter the life and health insurance market. The rapid pace of change will see new providers adopting radically different ways of engagement and providing new services that put the customer at the centre. This will ultimately lead to greater use of data analytics and automation.

By the end of this lecture members would have gained an insight into:

- How technology and other factors will re-shape the business model of life and health insurance providers.
- How customers will become the drivers for change.
- Ideas on how providers might innovate to improve customer engagement and retention.



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.