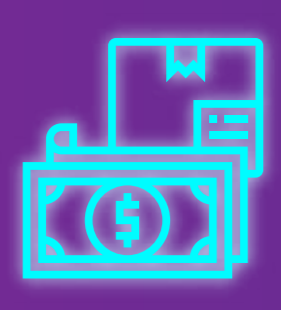




# FACT SHEET INSURTECH

The world has changed after lockdowns, impacting directly the insurance companies and their priorities:



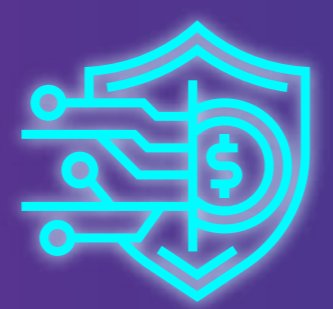
Reducing non-essential expenses to free up capital for areas needed to recover and thrive.



Privacy concerns & data security by implementing cloud computing to safeguard customer data.



Adapt and refine their technology strategy to accommodate the new normal.



Payment functionality technology architecture.

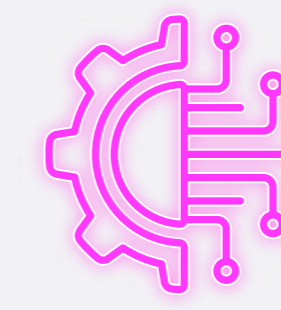


Providers are now looking for ways to cut middlemen, while also enhancing customer experience at the same time.



Restructuring strategic interests to become a more focused business model on InsurTech capabilities.

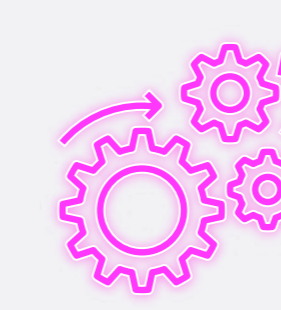
## Trends for 2022



**Digital Transformation:** resourcefulness, ease of setup, flexibility capabilities.



**Cloud-computing:** customized IT solutions that bring agility to operations.



**Automation:** enrolment, claims management, & underwriting reduce operational costs.



**Legacy systems:** Cloud systems keep companies equipped to scale as per demand.



**Analytics & AI:** risk control in underwriting, pricing, rating, claims, and marketing.

insurance companies are 6-7 behind in digitization vs other industries

## How can Teleperformance help?

### Cloud Migration

- Achieve higher speed-to-market
- Innovate new products
- Manage risks
- Ensure business agility
- Automate processes
- Meet compliance norms

### Innovation

- Identification of new technologies
- Redesigning services
- Customer satisfaction mapping
- Addressing specific points in customer journey
- Best practices applications from insurance companies in other countries

### Security & Compliance

- Security mitigation approach
- Anticipation & Detection of Cyber-threats
- Regulatory compliance and proper treatment of sensitive data
- Cloud services

### Customer Care

- Quick responses to problems and crisis, queries
- Case follow-ups, callbacks
- Complaint & claims handling
- Omnichannel integration to respond all the requests
- Unification of responses: all channels must have the same messaging

### Tech Support

- Migration of legacy systems
- Integration of legacy systems with new technologies
- Transactional issues
- Onboarding
- Authentication

### Sales

- Digital first strategy
- Online self-service modules on web portals and mobile applications
- Digital payment architecture for premiums & reimbursements

### Back Office

- Premium and claims payment processing
- Policy management
- Administration services
- Claims management
- Commission management services
- Insurance data processing
- Insurance accounting

### Analytics & Automation

- Automating repetitive processes
- Managing risk
- Pricing
- Innovative products

Health Insurance providers had the 4th worst satisfaction and 3rd lowest advocacy out of all 19 sectors according to the CX Lab global survey.



## Proven results for some of our clients

**-48**

hours average response time

**-40**

Seconds for each processing case

**15%**

efficiency on AHT

**70%**

reduction of work in document validation, checking coverage, and verifications.

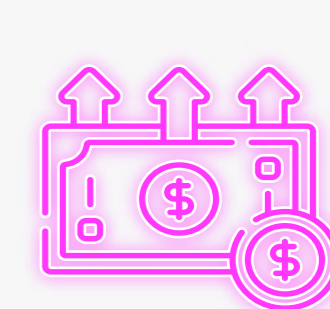
**+13%**

productivity

## Are consumers planning to spend more or less with Auto Insurance?



56% expect to maintain their current spending level



12% has an intention of spending more than before



11% will decrease the spending



22% Don't have insurance/not responsible to choose

*"At the same time, Teleperformance offers us innovative solutions such as speech analytics via TP Interact. We are going to combine it with our internal scoring tool in the context of anti-churn campaigns in order to improve customer loyalty. This solution will enable us to cross-reference our clients' voices with our internal scoring and thus increase performance and ROI"*

-Dominique Yapi, Head of Development, Marketing & Sales Promotion at Groupama.

Teleperformance has worked with more than 70 insurance clients around the world in 24 different countries. Implementing technology in the Insurance sector has given rise to InsurTech which represents innovation in the industry.



**Teleperformance**  
each interaction matters