

Insurance 2022 onwards: no old normal The Personal Lines perspective

The changing shape of Personal Lines digital experiences
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Why Digitalise Insurance?

Influencing factors for Insurers to embrace the digital revolution



**CUSTOMER
EXPERIENCE**

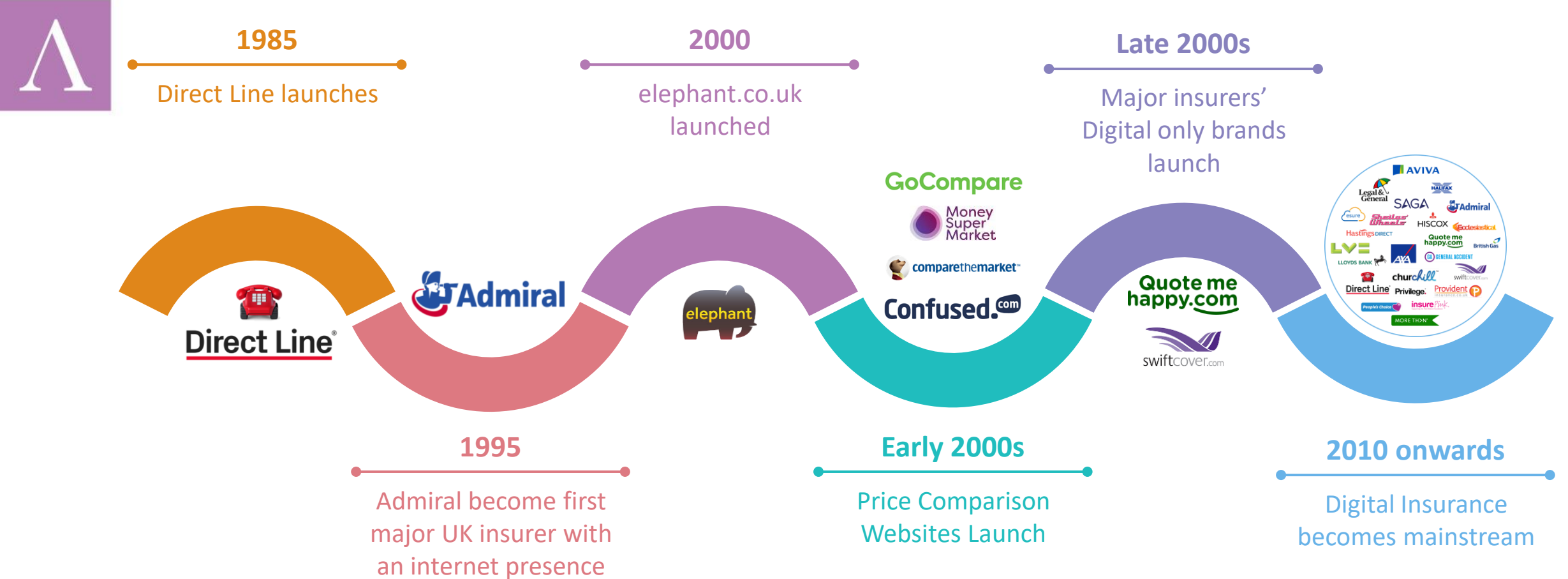
**OPERATIONAL
COSTS**

**EMPLOYEE
EXPERIENCE**

**DIGITAL
INSURANCE**

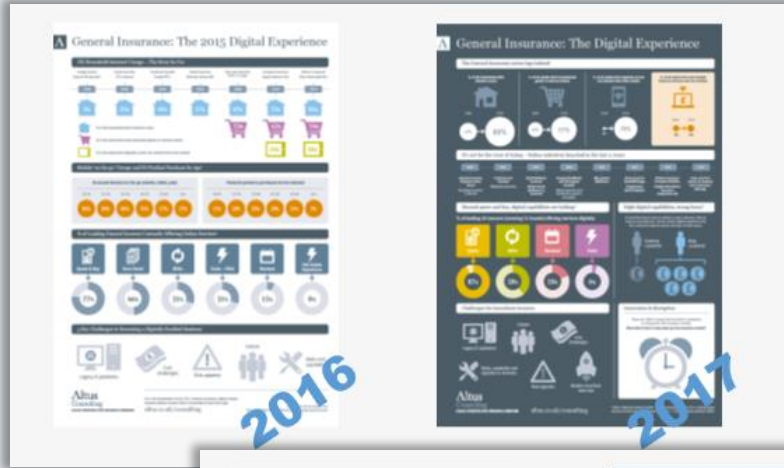
Digitalisation in Personal Lines

Stepping back through some key milestones

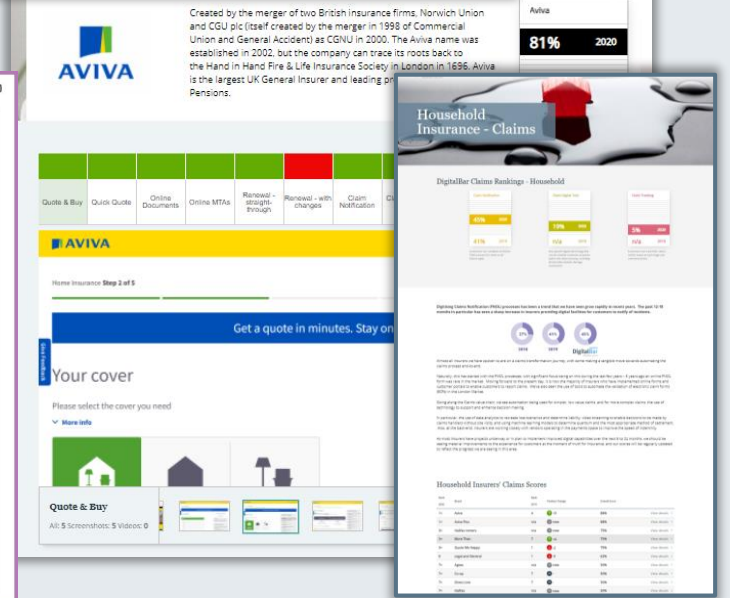
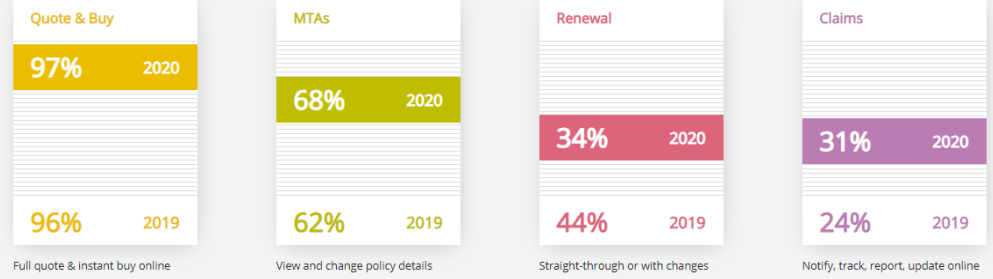


Continuing the Digitalisation story in the DigitalBar

Altus has been tracking the digital capabilities of leading Home and Motor insurers over the past 5 years

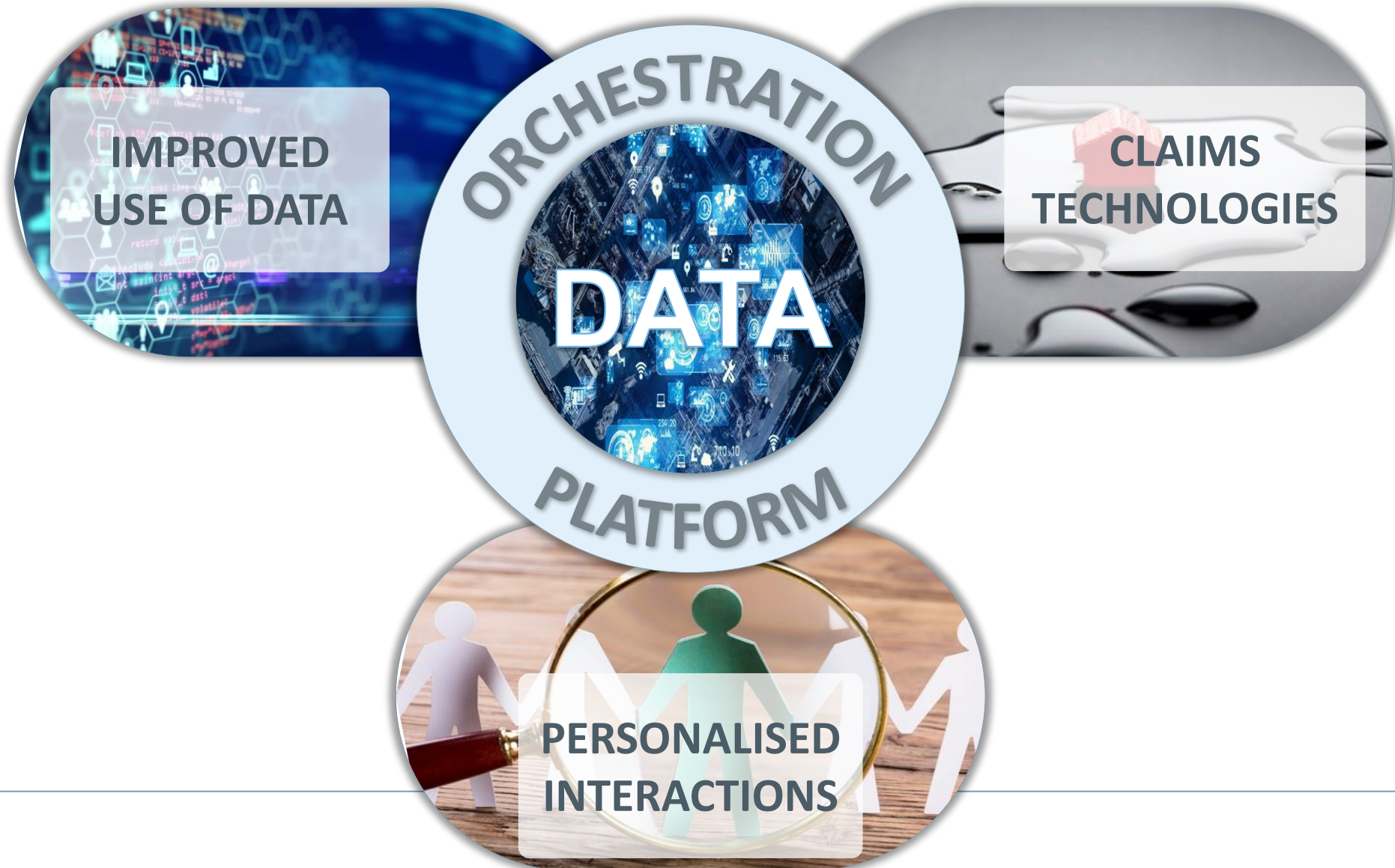


Digital maturity scores across customer journeys for top insurers



Key Themes for Personal Lines Transformation

Transformational areas for consideration



The End

Thank you for listening

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