

Digital insurance 2022 onwards...

No Old Normal

(...and why we should leverage “Digital Discomfort” to forge a new paradigm instead...)

- Financial advice regulations
- The digital de-personalization problem
- Believing in digital
- Key improvements that are here to stay



Before COVID:

“highly transactional, advisors remunerated through commission”

“affordable and accessible financial advice and guidance [for] everyone”

FAMR Advice gap
... “address through Robo” ... “**slow uptake**”
... enter the pandemic

2006

RDR/TCF

- June 2006: launch of Retail Distribution Review (RDR) by [then] FSA
- July 2006: launch of Treating Customer Fairly (TCF)
- January 2013: RDR comes into force

2015

FAMR

- August 2015: Financial Advice Market Review (FAMR)
- March 2016: final report

2020

FCA evaluation

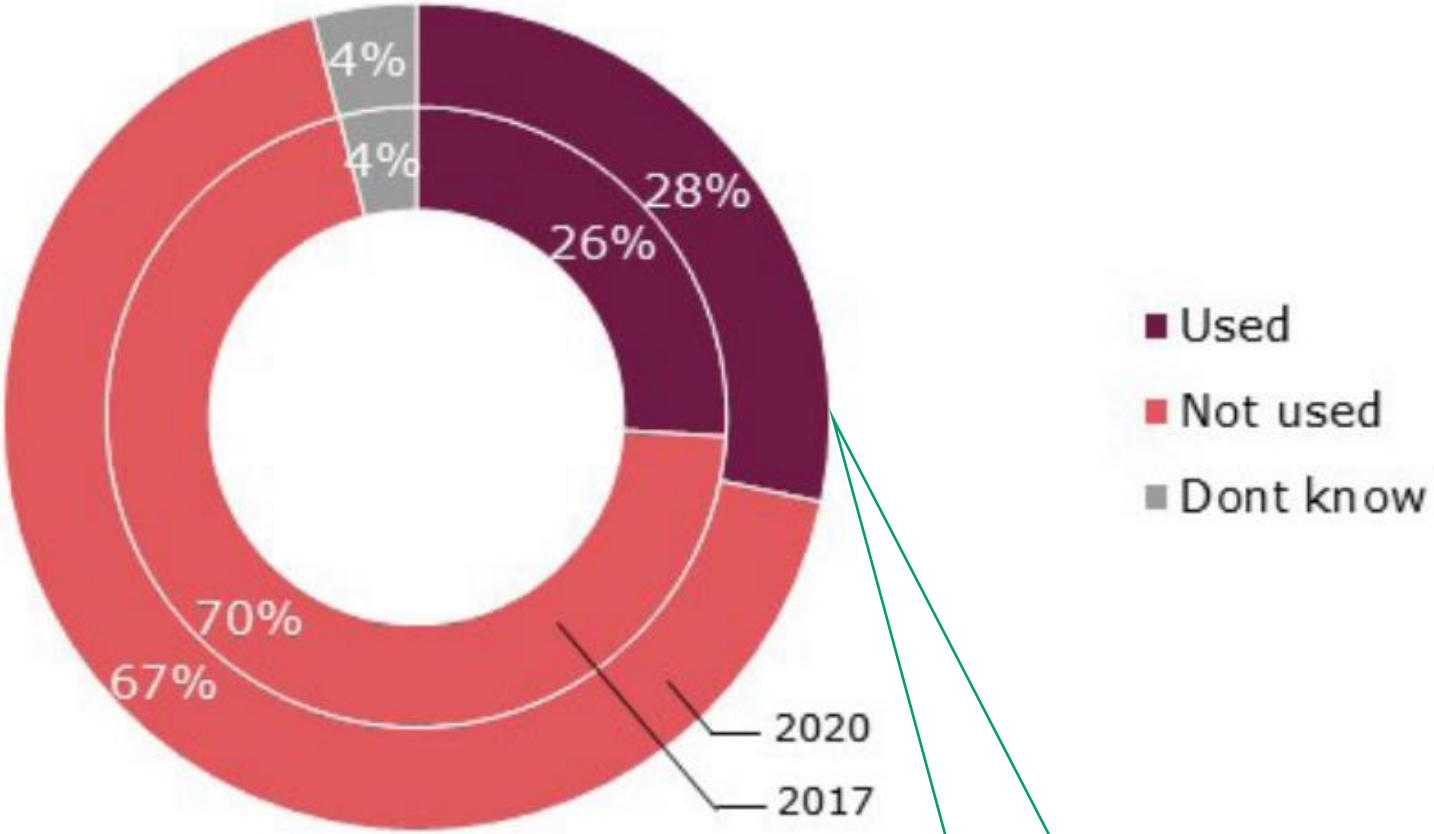
- August 2018: interim consumer research
- December 2020: FCA evaluation of the impact of the Retail Distribution Review (RDR) and the Financial Advice Market Review (FAMR).

Ambitions and Objectives ONGOING ADVICE and LIFETIME VALUE

- “a **competitive** and **innovative** market that works well for consumers, firms and the wider economy”
- “help to **improve people’s lives**”
- “information, **guidance**, and **advice**”
- “Although there has been some innovation in the market, in particular around the development of **automated advice**, there is **more scope for further development and innovation** of models and services that could serve more consumers at different stages of their lives”

Slow adoption / increasing unmet demand

Figure 2.3: Proportion of UK adults who have used information or guidance in the last 12 months, 2017 vs 2020



Source: Financial Lives Survey 2020

Still only 28% in 2020

Nearly one in five (17%) of adults say they are now **more likely to seek financial advice** in the wake of economic hit from Covid-19, rising to nearly one in four (23%) among under-35s.

A major motivation for seeking advice is the **financial impact of Covid-19**, with 29% of respondents saying the pandemic has knocked their financial planning off course.

However, lockdown and ongoing social distancing has not changed how people prefer to receive advice - nearly two thirds of adults (63%) **still want face-to-face** support while 66% **worry** Robo Advice currently may not meet their needs.

Nearly half (47%) of advisers think that Covid-19 could mean firms need to recruit more advisers to meet **growing demand**

Financial reporter - 18 September 2020

Good advice or guidance... scalable / digital?

Consultative and Personal



Challenging and *Transactional*



Challenges to scalable, high quality financial advice

Enter the "COVID- 19 Catalyst"*



Challenges to scalable, high quality financial advice

Digital de-personalisation, disempowerment

Customer uniqueness, complexity

Lack of customer expertise

Unwillingness to pay for expertise

Regulatory uncertainty // risk // ethics

Intuitive, responsive and empowering...

Richer customer data, context

Easier-to-understand products

Automated/Smart guidance

Re-personalisation

*Insurers are no longer competing against other insurers,
but rather against the wide range of digital experiences customers now enjoy....*

Here to stay

- are we achieving personalization at scale?

Intuitive, responsive and empowering...

Richer customer data, context

Easier-to-understand products

Automated/Smart guidance

Re-personalisation

Co-browsing/AI

Smart
"demands &
needs"

Going
paperless:
In a better way

The service
matches the
person

*Eighty-five percent of Insurance CEOs say COVID-19 has accelerated the digitization of their operations

and the creation of next-generation operating models – KPMG "The COVID-19 Catalyst"

Find out more about FintechOS:

NEWS

Ready to fuel our international expansion

SERIES B \$60M

fintechOS

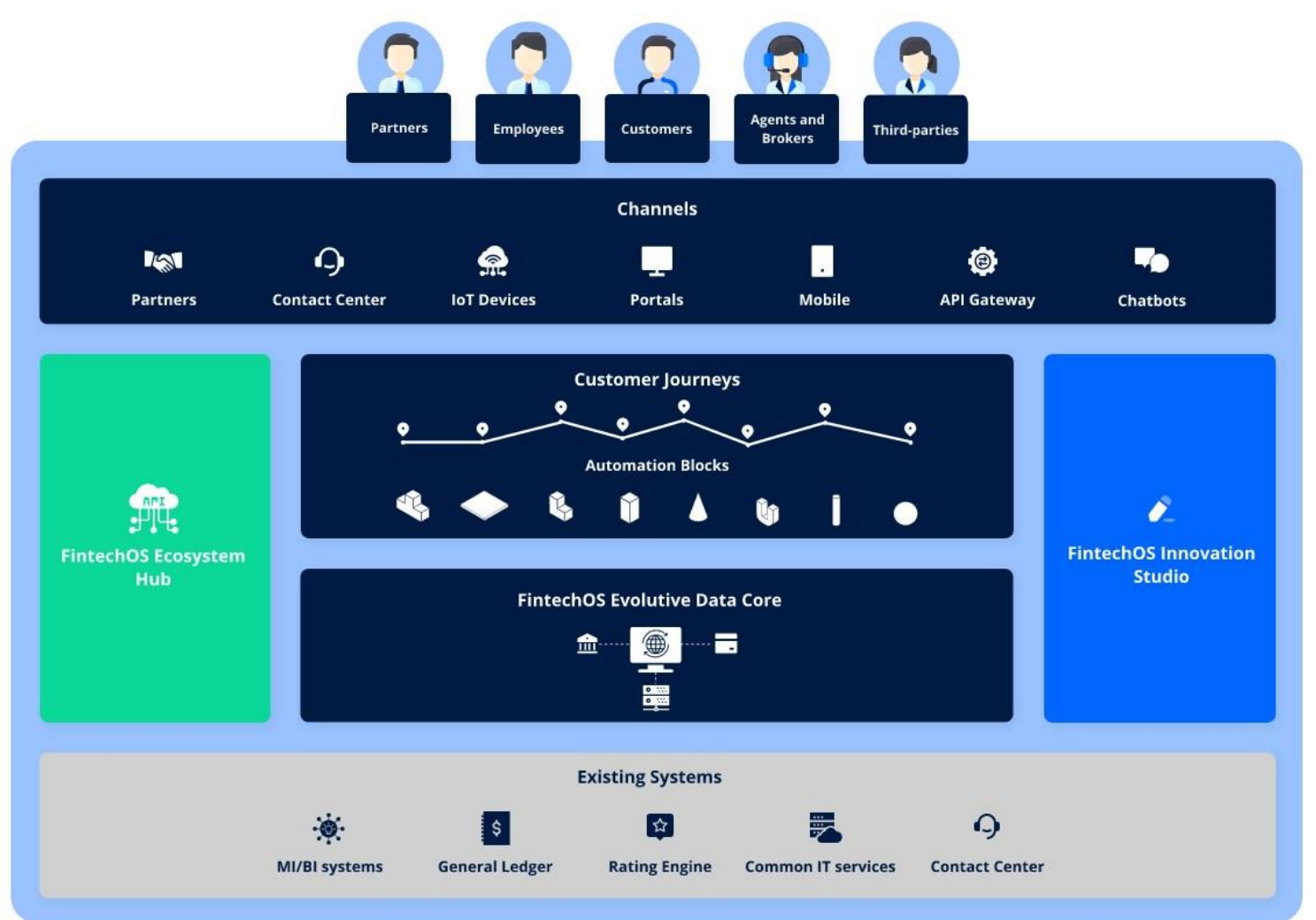
Home / FintechOS raises USD60 million in Draper Esprit-led Series B funding round to fuel global expansion

FintechOS raises USD60 million in Draper Esprit-led Series B funding round to fuel global expansion

- FintechOS' low-code approach to digital transformation has seen rapid adoption from financial institutions across Europe
- Investment will be used to cement its position in UK and Europe and fuel international expansion
- FintechOS to add 120 in headcount and set-up new offices to support market drive

London, Tuesday 20th April 2021 - FintechOS the global technology provider for banks, insurers and other financial services companies, today announced it has raised USD60 million (EUR51 million) in Series B funding. The round was led by Draper Esprit, a leading venture capital firm whose investments include Form3, ICEYE, Revolut, Thought Machine, UiPath. Existing investors Earlybird Digital East, Gapminder Ventures, LAUNCHub Ventures, and OTB Ventures also participated in the round. Further investors are set to be announced at a later date.

<https://fintechos.com/news/fintechos-raises-usd60-million-series-b/>



FintechOS Northstar, the customer-centric insurance platform

<https://fintechos.com/northstar/>

WHITEPAPER

Digital-First SME Banking — Efma

Read more >

WHITEPAPER

Unlocking the SME Insurance Opportunity — Insurtech Insights

Read more >

WHITEPAPER

Low-code / No-code Insurtech Platforms — Instech London

Read more >

WHITEPAPER

Low Code Innovation for Financial Services — Aite Group

Read more >

WHITEPAPER

SME Lending - How data and tech can bring a surge for banks

Read more >

WHITEPAPER

Core Banking - How to deliver incremental innovation

Read more >

WHITEPAPER

Digital CX - The new growth engine in Retail Banking

Read more >

WHITEPAPER

Oxbow Report: FintechOS Featured in Oxbow Partners 2021 InsurTech Impact 25

Read more >

WHITEPAPER

The 4 Steps to Future-Fit SME Banking

Read more >

<https://fintechos.com/whitepapers/>