

EFMA-ACCENTURE INNOVATION IN INSURANCE AWARDS 2019 HIGHLIGHTS

VIDEO TRANSCRIPT

MAKING THE EXCEPTIONAL VISIBLE

Hannah Moisand – Head of Content & Strategic Partnerships – Efma

The Efma-Accenture Innovation in Insurance Awards is a global scheme to reward innovation in insurance by really bringing the best case practices to the fore. Making what is going on in the background, those really innovative projects, and bringing them forward for global recognition.

Piercarlo Gera – Senior Managing Director, Financial Services, Customer Insight & Growth – Accenture

Both Accenture and Efma share a common strategy to focus on innovation. We want to be at the forefront in our businesses, and so we team very effectively together, because we share the same beliefs and values.

Innovation is extremely important in the insurance industry. Insurers need to change their business models in order to avoid being disrupted.

Jean-François Gasc – Managing Director, Insurance Strategy – Accenture

The key innovation trends we see in insurance today, coming out of the Innovation in Insurance Awards submissions, is really about using

AI in all forms. So smart automation came out very strongly – applying it to insurance processes, applying it underwriting, applying it to better understanding personalizing the customer experience. This was by far the most striking trend. The other one is looking beyond insurance, so using insurtech partnerships, ecosystems potentially powered by IoT, to provide new value propositions. That would be my top two in terms of the trends.

Kristina Leach – Director, Product Development – MassMutual

It was fantastic – it's a wonderful thing to be recognized for the work that we're doing, that the team has spent so much time on. Appreciate it!

Stefano de Liguoro – Digital Business Director & Direct Channel – Zurich

Presenting what we have done during the year was really good. I love the place, I love the motion around the event itself...

Sven Evens – Strategy & Innovation Manager – KBC

It's really cool to see all the innovations. Also the trends that are going on. I want to come back next year for sure!

Julien Brunel – Head of Concierge Offers & Product Design – AXA Partners

Amazing! Just look at that! Thanks a lot that was a very good experience!



Hannah Moisand – Head of Content & Strategic Partnerships – Efma

For the fourth edition of the Innovation in Insurance Awards, I think it's been really interesting to see over the years the bridges that are being built across geographies, the more and more innovations that we are getting every year, and the more and more countries that are participating. I'm really excited to see just exactly what we have offer next year in 2020.

**2020 AWARDS
NOW OPEN FOR ENTRIES! [Efma.com/
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