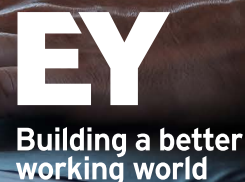


COVID-19 impact on Insurance Industry



We see these possible aspects for COVID-19 situation for the insurance (and financial services as such) business:

■ Short-term:

- ▶ Keeping business continuity esp. in customer care (back-office, call center; claims, sales networks support): home office can help if the companies are able to fulfill their tasks on-line from many different places
- ▶ Technology help in keeping business continuity: e.g. DreamView (pls. see below) - these technologies provide screen sharing + biometric signature and can be implemented in a few days
- ▶ Is a pandemic risk / business interruption risk stemming from a pandemic covered in the existing (mainly) corporate insurance programs? Number of companies now asks these questions. EY can help with reviewing insurance terms and conditions (those are in corporate insurance often tailor-made and case by case specific) and assess the potential claim.

■ Mid and long-term:

- ▶ Speeding up digitization of financial (insurance) industries: COVID-19 crisis will make explicit the bill for those who are late in digitization
- ▶ Same holds true for the need of enhanced robustness of ICT and business architecture, IT design and implementation, that including speed of bringing new digital products and services to the market
- ▶ We expect the regulation to be adjusted in direction of extended possibility and enablement of use of electronic signature of customer in different parts of client processes

Dreamview technology enables financial services companies to digitize their business on customer interface. This means real-time remote access to the client while enabling proper client identification and legally-conform digital signature of documents.

The communication itself is enabled by Snapview. It is a solution optimized for distance selling. Simple and intuitive interface provides agent with all the tools needed to conclude a proper sales process and the sale itself. By just sending a link the client can connect (up to a party of five people) and share the screen. The SW features video module, presentation board to show all documents, chat and other features. Apart from its application in sales it could be used as well for a intra-company communication. Implementation of Snapview is fast and quite seamless.

Biometric signature InSign is the other part of SW. It can be connected to Snapview thus enabling real-time signature of documents. That can be done at any touch-enabling device - tablet, customers phone etc. The signed documents are distributed to parties in pdf format thus enabling consequent digital processing at insurer's side. Like for Snapview the implementation of InSign is equally quick.



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