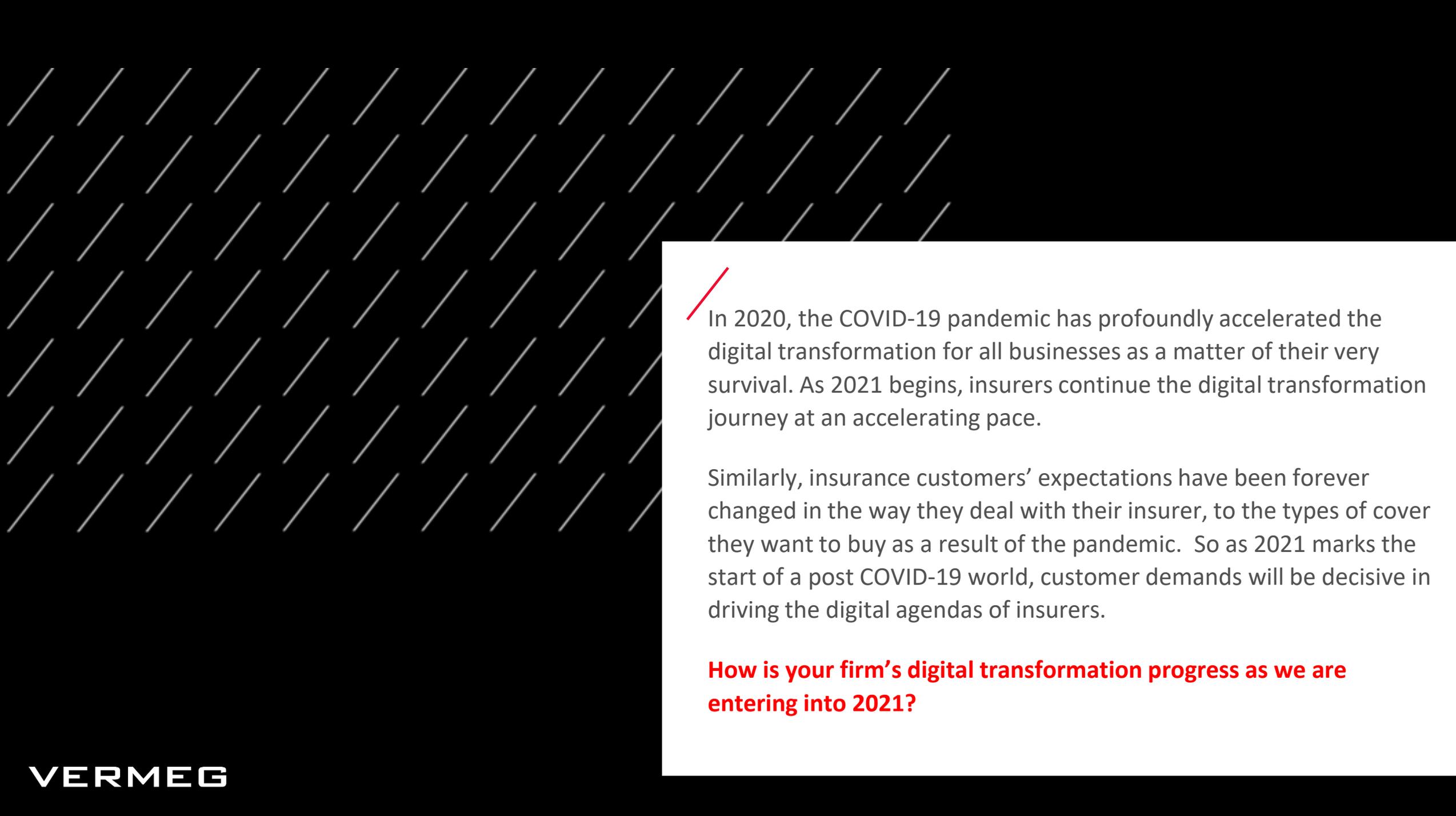


Poll Results

Accelerating Digital Transformation: Practical Insights

Find out where insurers are in their digital transformation journey as the year 2021 begins and what are the strategic digital initiatives they have in mind



In 2020, the COVID-19 pandemic has profoundly accelerated the digital transformation for all businesses as a matter of their very survival. As 2021 begins, insurers continue the digital transformation journey at an accelerating pace.

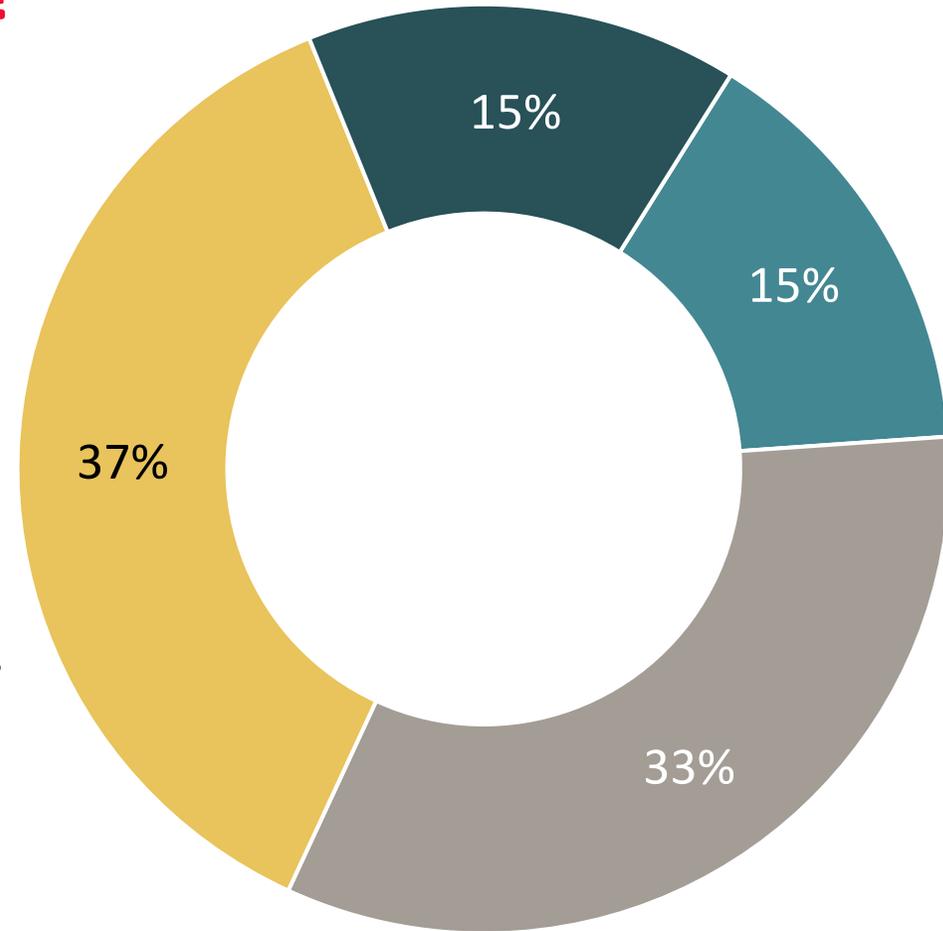
Similarly, insurance customers' expectations have been forever changed in the way they deal with their insurer, to the types of cover they want to buy as a result of the pandemic. So as 2021 marks the start of a post COVID-19 world, customer demands will be decisive in driving the digital agendas of insurers.

How is your firm's digital transformation progress as we are entering into 2021?



How is your firm's digital transformation progress as we are entering into 2021?

- 15% ■ Very well placed and meeting objectives
- 33% ■ Ok, keeping up demand from our clients
- 37% ■ Catching up and we've had a few minor issues
- 15% ■ Struggling, we've had some major issues



52% are behind digital transformation



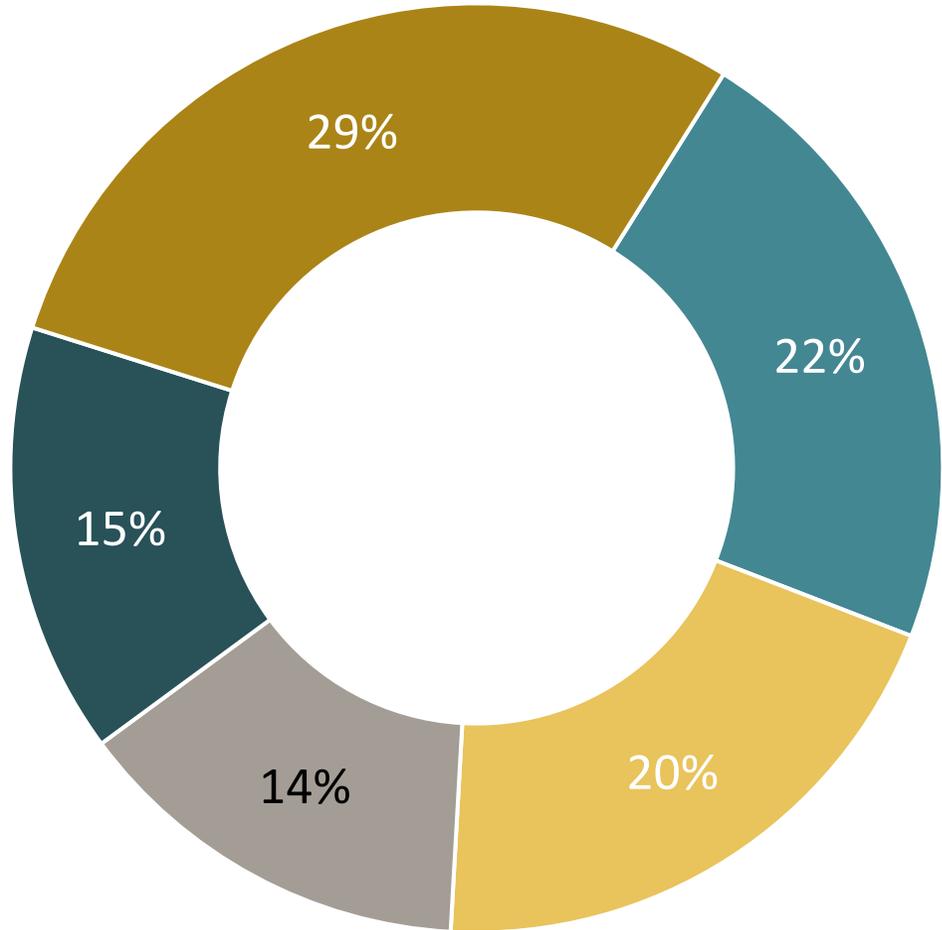
Customers look to insurers to provide new experiences such as contactless sales, service, and claim settlement. Statistics bear out heavy demand for life and health products, on-demand P&C products and generally greater flexibility in the way products are assembled and bundled. Indeed, for life insurance, faster and simpler underwriting has been in demand, reducing the need for customers to visit a healthcare professional during the pandemic.

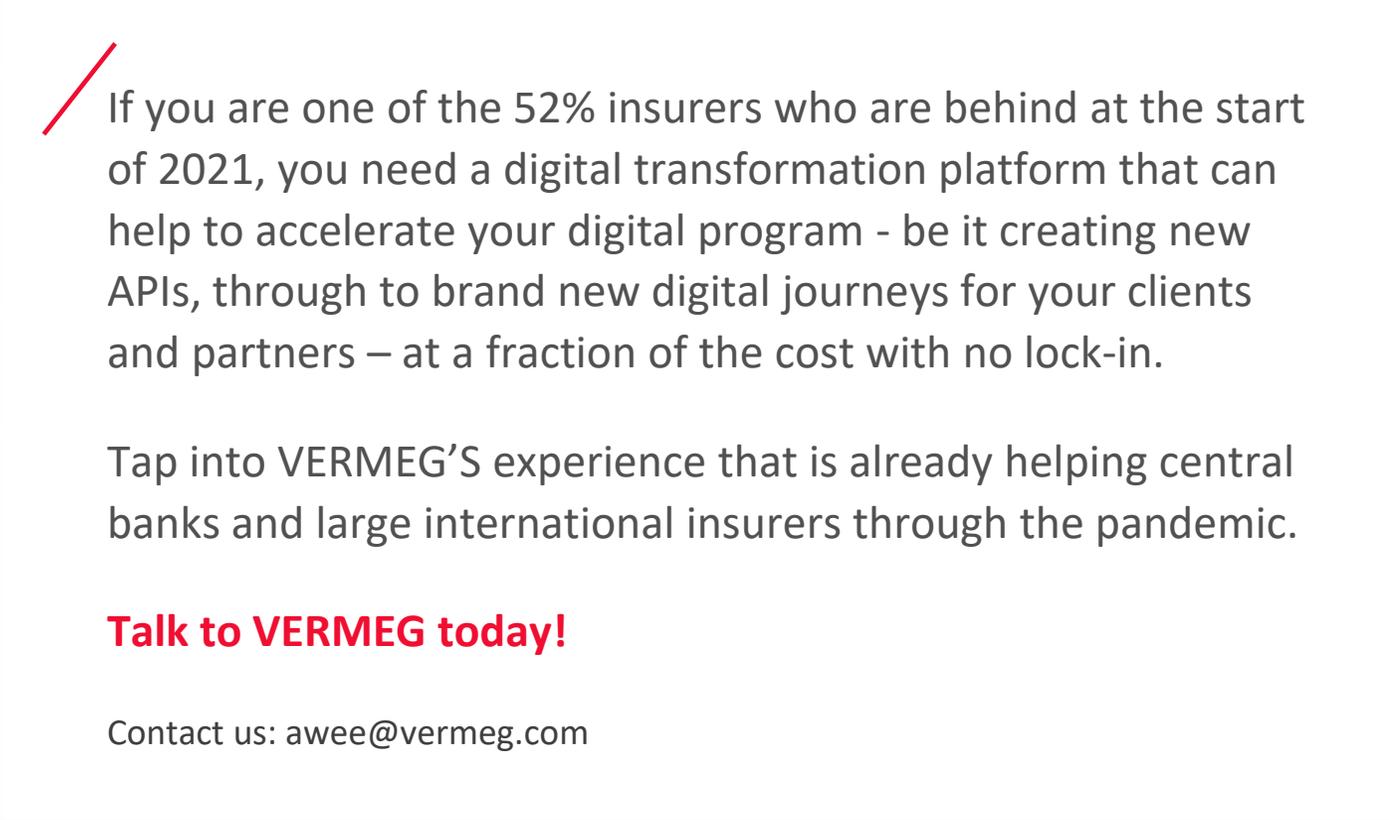
Where does your firm see the greatest need for digital transformation acceleration?



Where does your firm see the greatest need for digital transformation acceleration?

- 22% Sales Distribution
- 20% Customer On-boarding
- 14% Client Servicing
- 15% Claims / Payments / Fraud
- 29% Internal operations / process automoation / APIs





／ If you are one of the 52% insurers who are behind at the start of 2021, you need a digital transformation platform that can help to accelerate your digital program - be it creating new APIs, through to brand new digital journeys for your clients and partners – at a fraction of the cost with no lock-in.

Tap into VERMEG'S experience that is already helping central banks and large international insurers through the pandemic.

Talk to VERMEG today!

Contact us: awee@vermeg.com



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**Software & Digital for
Banking & Insurance**