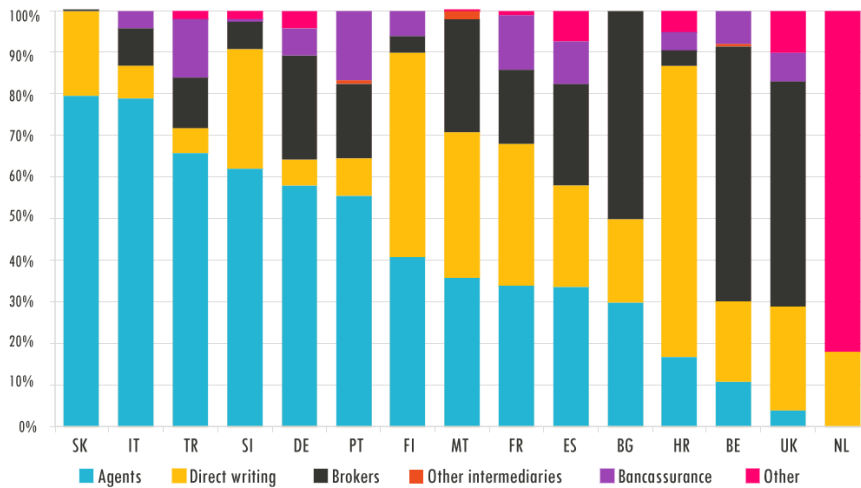


**IDD - THE
CONSUMER
PERSPECTIVE**

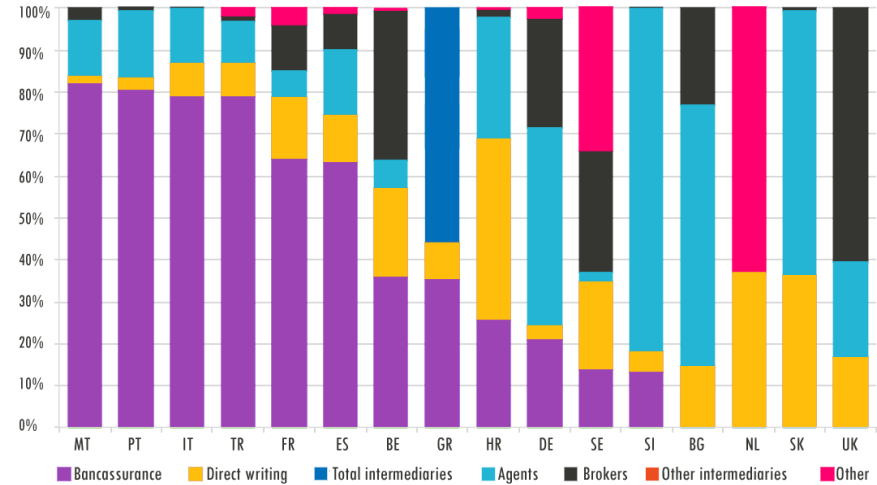


DISTRIBUTION DIVERSITY

Non-life distribution channels (% of GWP)



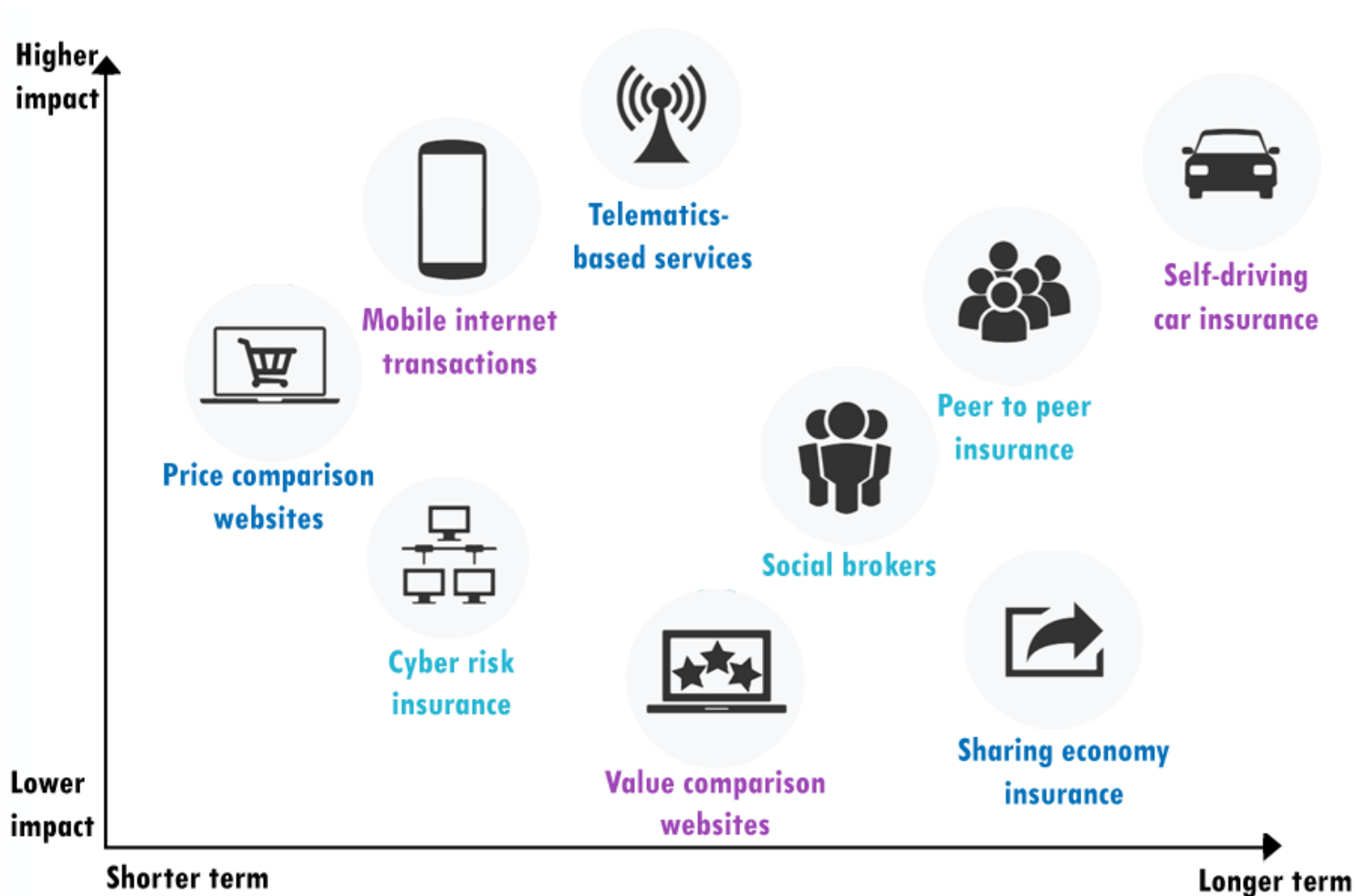
Life distribution channels (% of GWP)



Source: European Insurance in Figures, Insurance Europe

WHAT DOES THE FUTURE HOLD?

The distribution of insurance



Source: Insurance Distribution in Malta, Deloitte

WHAT IS CHANGING THE DISTRIBUTION LANDSCAPE?

Insurance distribution in EU

```
graph TD; A[Insurance distribution in EU] --- B[Consumer needs and preferences]; A --- C[Technological advances]; A --- D[Regulation]
```

Consumer needs
and preferences

Technological
advances

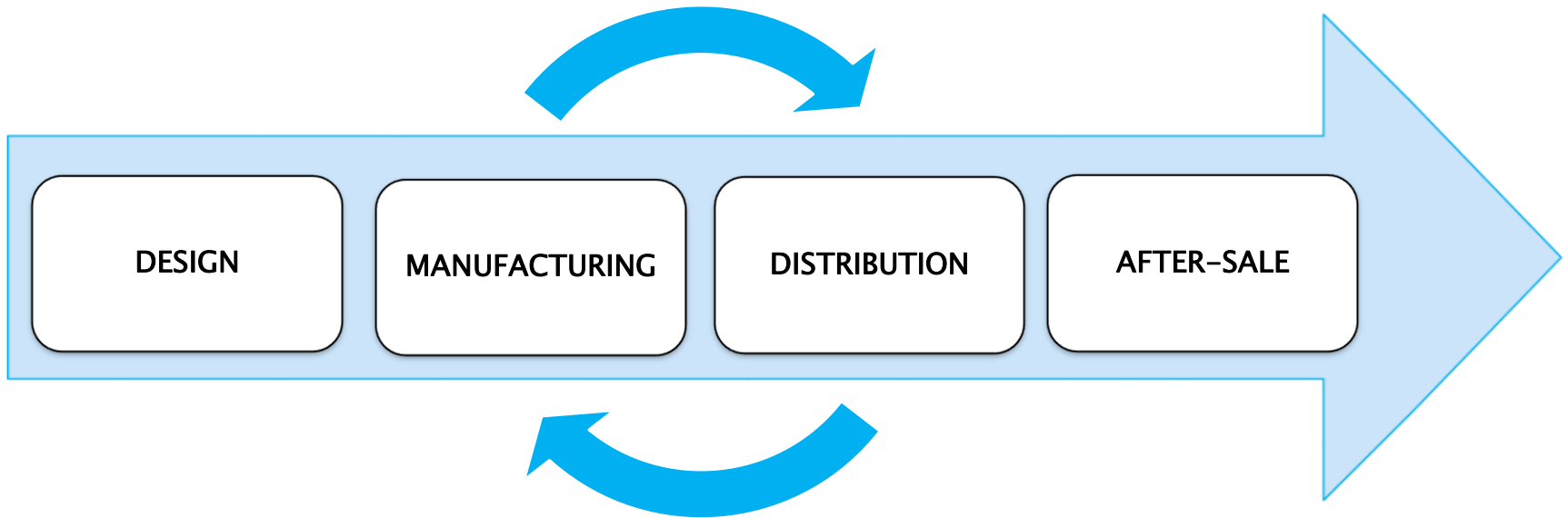
Regulation

REGULATION - IDD

INCREASED CONSUMER PROTECTION | COVERS ALL DISTRIBUTORS | SINGLE MARKET

- | | | |
|--|--|--|
| <ul style="list-style-type: none">• Distributors MUST act in the client best interest• Adds transparency to distribution / products / conflict of interest policies & remuneration rules• Information requirements for non-life products | <ul style="list-style-type: none">• Product Oversight & Governance arrangements• Conduct of business minimum standards• Minimum professional training for distributors (CPD) | <ul style="list-style-type: none">▪ Improve the competitive landscape of the European insurance industry▪ Empower cross-border business inside EU – regulates conditions for doing business in other EU countries |
|--|--|--|

Product Oversight and Governance



INSURANCE PRODUCT LIFE CYCLE

Transparency

Customers
deserve to
understand
how it all
works

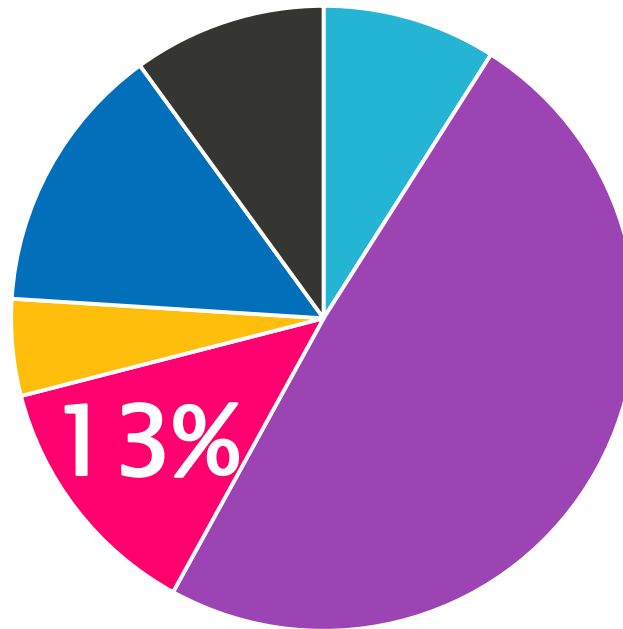
insurers have to
communicate **the nature of
remuneration** received

sales targets will no longer
be an **incentive**

intermediaries have to
inform the client if they
work on **fees and
commissions** etc.

Consumer Information

Insurance Complaints by Cause



■ Sales ■ Claims ■ Terms and conditions ■ Commission and charges ■ Administration ■ Other

Source: EIOPA Committee on Consumer Protection and Financial Innovation

Automotive
(140 Companies)

Employee Benefits
(86 Companies)

Enterprise/Commercial
(129 Companies)

Digital Risks

Health/Travel
(138 Companies)

Data/Intelligence
(115 Companies)

Consumer Management
(80 Companies)

INSURANCE TECHNOLOGY

Comparison/Marketplace
(367 Companies)

Education/Resources
(39 Companies)

Infrastructure/Backend
(274 Companies)

User Acquisition
(102 Companies)

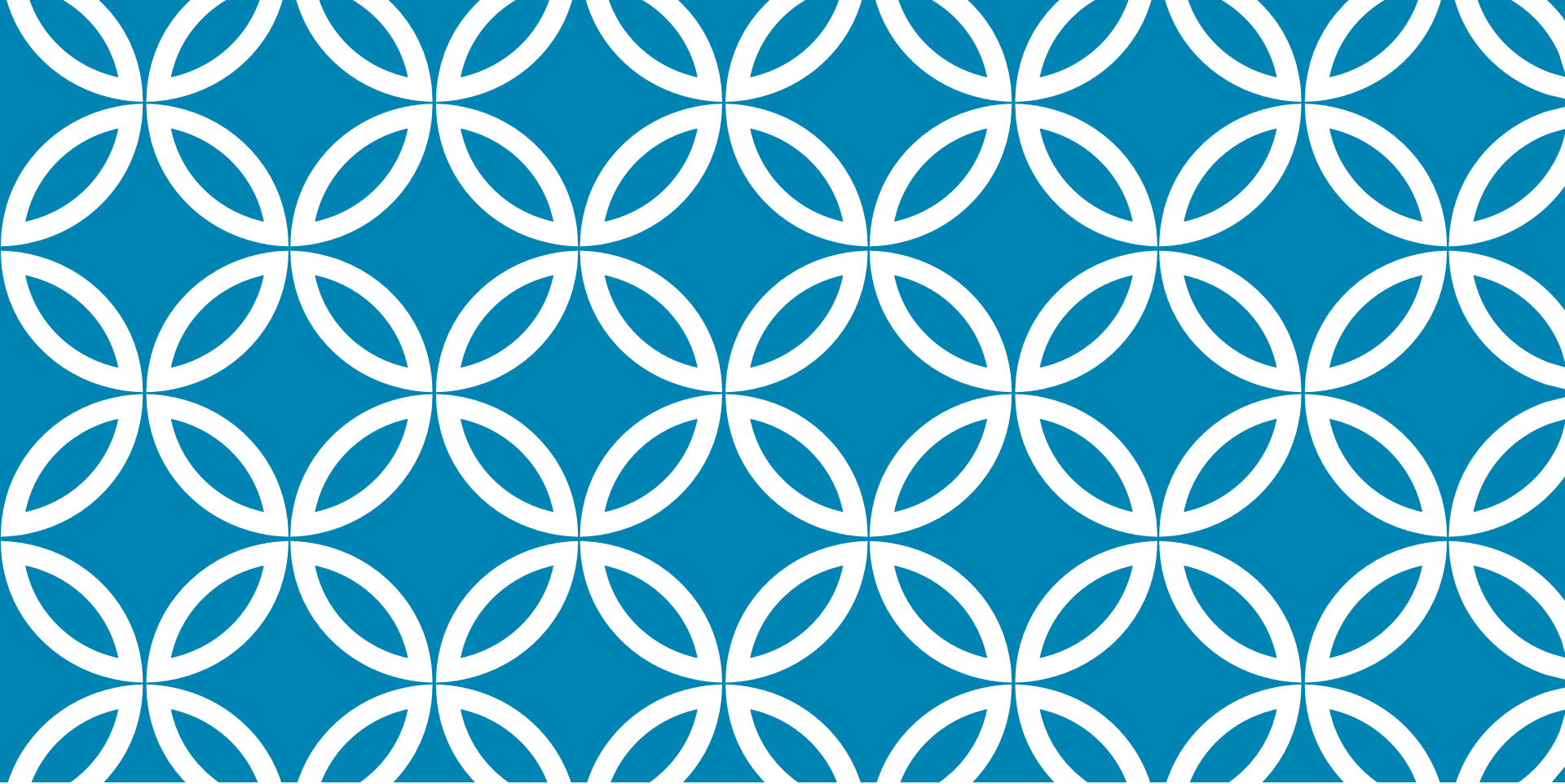
Life, Home, P&C
(133 Companies)

P2P Insurance
(29 Companies)

Product
(36 Companies)

Reinsurance
(33 Companies)

The graphic above shows only a sampling of companies in each category. Data as of July 2017



alexandru.ciuncan.com