



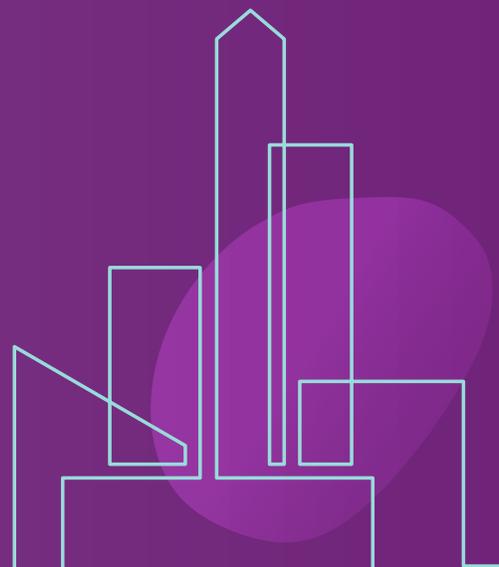
Insurance value chain: Commercial insurance

New reality for insurance: Canada

Let's do this.



August 2020

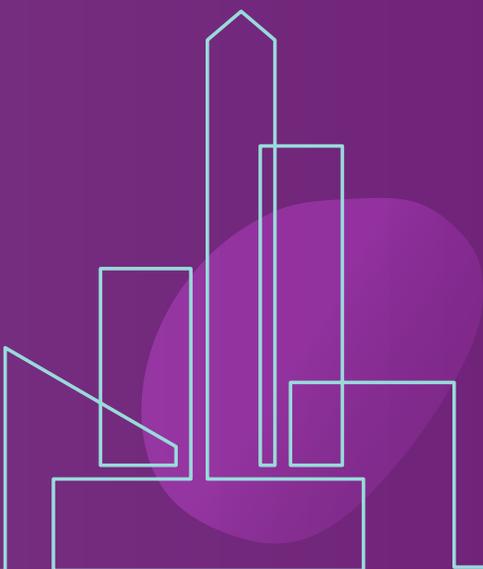


Throughout COVID-19, the insurance industry – along with all business – has experienced a time of monumental challenge. The impacts of a health emergency have expanded into far-reaching economic and societal issues. It seems clear that as we emerge from this period, it will be into a new reality that will look very different to what existed before.

In preparing for the new reality, the KPMG insurance professionals have set out the eleven key components of the insurance value chain and offer insights on the actions that insurers should be contemplating. Naturally, these actions vary according to sub-sector – Commercial, Personal lines, Life & health – as customer needs, preferences and reasons for buying are quite different in each.

Certainly, there is much for insurers to do. Rarely will the transformation agenda be so pressing. However, through all of this, the industry should face the task with confidence. One of the great lessons that COVID-19 produced was that businesses, including insurance, are capable of doing much more, much faster than anyone probably ever believed.

This knowledge should be the inspiration for looking to the future. There is no doubt that insurers can rise to the challenges posed by the new reality.



Commercial insurance

The new reality | Actions to consider

Primary Activities

	Definition	The new reality	Actions to consider
Product and service development	Using customer and market insights to design, develop and deploy products and services	<ul style="list-style-type: none"> – Core product suite will not change greatly – Aspects of the terms and conditions will change for certain products – New product offerings or riders will be entering the market, for example: <ul style="list-style-type: none"> – Additional plain English descriptions of coverage and terms – Potential riders to introduce more workers' compensation coverage and terms 	<ol style="list-style-type: none"> 1. Conduct a review of product terms and conditions, including basic plain English description of policy or suite, to determine approach exposure or perception concerns 2. Assess ability to address changing risk exposure in middle and small markets (e.g. business interruption, workers' compensation, etc.) 3. Identify new or modified service/advice offerings based on recent events. <ul style="list-style-type: none"> – Examples include risk strategy reviews and preventative measures (including lowering worker risk when returning to work)
Distribution and sales	Understanding and strategically penetrating the addressable market to deliver products and services and to generate revenue	<ul style="list-style-type: none"> – Large and upper middle market business will still be mostly broker driven – Approaches to identifying, renewing and securing new business will be changed – Upgrades in enabling technology in support of distribution will be substantial – Middle and small market business will experience a significant shift in how that business is secured by insurers – Direct-to-consumer technology-enabled processes will add a handful of brokers, who are adapting how they work to corner this market 	<ol style="list-style-type: none"> 1. Upgrade distribution and sales strategy. Assess distribution and sales strategy for each key segment, especially considering a few factors: <ul style="list-style-type: none"> – Most of the talent capacity in this market is working remotely – what is the most effective? What will work today? – Significant request for proposal (RFP) response activity with very low win rates – is that effective given how we will now work? – A very different model is emerging to serve large (versus middle and small) markets – is this the time to introduce more direct-to-customer capabilities? 2. Upgrade the story told to brokers (based on market messages) alongside renewed product positioning/ services to protect the profitable books of business 3. Develop the new way of working for distribution with special attention to four key areas: <ol style="list-style-type: none"> a. Pre-request for information (RFI) activity b. RFI response c. RFP response d. Deal closure Emerging new enablers include: <ul style="list-style-type: none"> – Using analytics to understand what pre-RFI touchpoints matter the most – Using cognitive technology to generate RFI responses – Shifting the focus of the function from doing to advising current and potential clients, etc.

	Definition	The new reality	Actions to consider
Marketing	Driving, monitoring and enabling sales and customer retention through brand management, advertising and customer engagement	<ul style="list-style-type: none"> Operating models must adapt to meet several new requirements, including: <ul style="list-style-type: none"> Brand and trust messages to key stakeholders Enabling distribution with the right messages and stories to make a real connection Identifying the right market mediums for communications New critical path for shifts in the operating model must be rapidly understood to ensure better ways of working 	<ol style="list-style-type: none"> Understand the adjusted market messages and stories needed to enable distribution and sales and service to tell winning stories in the new reality. Generally, these messages should be grouped into four key areas: <ul style="list-style-type: none"> Book must retain Book need to recover Book need to obtain/add new Book we need to sell more into (second sales) Working closely with distribution, operations and technology, identify the operating model enablers for marketing – also known as the mediums. <ul style="list-style-type: none"> Given the majority of the face-to-face relationship investments, how will it change going forward?
Underwriting	Analyzing risk profiles and premium pricing models to bind and issue policies	<ul style="list-style-type: none"> More data-driven and remote underwriting capabilities will be necessary to compete <ul style="list-style-type: none"> Especially true in risk exposure analysis, pre-fill processing, risk measurement, rating and pricing Insurers with some or increasing capabilities will become stronger and separate themselves as leaders in the market Tighter underwriting will be a true competitive advantage, especially in a hardening market 	<ol style="list-style-type: none"> Assess current book from a distribution and pricing perspective to determine key exposures and opportunities for growth Understand the cancellation, renewal and retention expected outcomes to determine the potential exposures and opportunities Adopt a streamlined technology-enabled process based on risk data for: <ul style="list-style-type: none"> Pre-pipeline, pre-fill, rating and RFP responses
Policy administration	Managing the administrative activities required by the inforce populations (e.g. inquiries, cancellations, changes, billing and collections)	<ul style="list-style-type: none"> Policy administration is still viewed as a 'non-core' set of activities for most insurers Non-core activities can have a profound perception or operating impact when challenges occur, like in the case of a pandemic Operating models require review and potential upgrading to ensure they are more 'battle-tested' while looking for ways to ensure better performance even in times of disruption 	<ol style="list-style-type: none"> Assess critical path processing activities with special consideration to on-shore, near-shore and offshore activities Assessment of value of policy administration system and ability to glean accurate data from system, perhaps tied to underwriting analysis
Claims management	Evaluating and settling claims, including payment, reinsurance recovery and litigation, when applicable	<ul style="list-style-type: none"> Remote claim handling will become the norm with the goal of frictionless customer experiences New risks will be presented associated with remote processes which require new control procedures 	<ol style="list-style-type: none"> Scale the operating model for remote claim handling, including where remote processing will and will not be leveraged Investment in technology required to bridge geographic scale required
Asset and investment management	Leveraging and investing assets from policyholder surplus and reserves to generate revenue and provide solvency for liabilities	<ul style="list-style-type: none"> Cash and asset management strategies will evolve <ul style="list-style-type: none"> Increased focus on real-time modeling of solvency ratios due to increased volatility in equities, downgrades and credit spreads Insurers will closely monitor credit issues and the impact of commercial real estate and loans given the possible shifts in those asset classes 	<ol style="list-style-type: none"> Evaluate exposure to potentially high-risk investments (e.g. commercial real estate, loans) Enhance monitoring of credit risk Assess investment strategies given challenging yield environment

Support activities

	Definition	The new reality	Actions to consider
Human resources management	Managing the organization's workforce to engage people effectively (e.g. recruiting, hiring, training, compensating, terminating)	<ul style="list-style-type: none"> – Ways of working have changed significantly requiring a new process for managing talent, with emphasis on: <ul style="list-style-type: none"> – Right-sizing workforce – Right skillsets – Training – Performance management – Shifts to remote operating models will require revised measurements for productivity / performance and access to training – Access to talent will expand as location becomes less important under a more remote workforce 	<ol style="list-style-type: none"> 1. Assess new ways of working to evaluate risks and the associated controls in place (or required) to mitigate health and safety concerns, increased cyber and data privacy risk 2. Perform a skills-based assessment of current talent and use a scenario-based approach to shift talent to the future state 3. Identify critical changes that should be made to performance management and training to accommodate a more remote workforce
Finance, actuarial and tax	Managing and reporting on finances, including controllership, financial planning and analysis, accounts receivable/ accounts payable, tax and actuarial (reserving, capital liquidity and application lifecycle management)	<ul style="list-style-type: none"> – Finance, actuarial and tax will continue to be valued business partners within the executive leadership team: <ul style="list-style-type: none"> – Providing insights for evolving cash management strategies – Finding opportunities to reduce costs/ losses – Real-time modeling of cash flows and solvency ratios will be a key focus, considering: <ul style="list-style-type: none"> – Increased volatility with equities – Rating downgrades – Low interest rate environment – Widening credit spreads – Flight to security 	<ol style="list-style-type: none"> 1. Embrace technology disruptors to transform operating models and unlock the benefits of innovation and automation to reduce costs, increase efficiencies and generate insights that can be incorporated into business strategy 2. Maintain focus on preparing and reacting to global, federal and provincial regulatory changes to optimize tax planning and outcomes 3. Consider and assess new approaches to asset-liability management given investment options
Risk management	Developing and implementing strategies to assess, manage and mitigate losses due to risk exposure across the entire organization	<ul style="list-style-type: none"> – Insurers are currently well capitalized enough to cover claims and regulators have provided relief during the pandemic – Risk management teams must adjust to new and different risks presented by planning for dual operating models – physical vs. virtual – Cyber and data privacy risks lead the list as the workforce operates remotely – There will also be a revived focus on business continuity and resiliency where scenario planning becomes the norm 	<ol style="list-style-type: none"> 1. Assess new ways of working to evaluate risks and the associated controls in place (or required) to mitigate inherent risk, including increased cyber and data privacy risk 2. Determine the appropriate level of investment for reviewing and enhancing business continuity and resiliency plans. This may include collaboration with regulators 3. Proposed Reinsurance changes drawing significant scrutiny from the Industry, COVID-19 impact will need to be assessed
Data and technology	Managing, monitoring and securing an enterprise's entire collection of hardware, software, networks, data, facilities and related equipment	<ul style="list-style-type: none"> – Digital capabilities are table stakes – front, middle and back office – Dual operating models have a high reliance on state-of-the-art technological infrastructure to support remote working, while still aiming to cut operating costs for the long term – Access to the market will more heavily require digitally enabled distribution and marketing channels – The race to acquire digital, technology and data talent will heat up quickly, scenario planning becomes the norm 	<ol style="list-style-type: none"> 1. Enhance technology infrastructure to support the organization's future operating model, most likely a dual construct – physical and virtual 2. Update the data strategy to harvest, maintain and protect the internal and external data needed to support the current operating model 3. Define a long-term vision for the organization and the role technology will play in the future. Re-establish a technology project portfolio to support and develop that vision

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Ask a question >>

For more information visit the **KPMG COVID-19 Resource Centre**.



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