

# The Risk Manager Perspective

Delivering a 21<sup>st</sup> Century client experience

Moving claims management from  
Back-office support to Strategic partner

**airmic**

Driving transformation  
in risk and insurance

# Emerging Risk Radar 2024

## Trends

 Ageing and Health Concerns

 Economic Instability

 Environment and Climate

 Sustainability

 Shifting Geopolitical Landscape

 Technological Development

 Demographic and Social Change



## Key

Impact Assessment:  
 Bullet colour corresponds to potential impact of risk

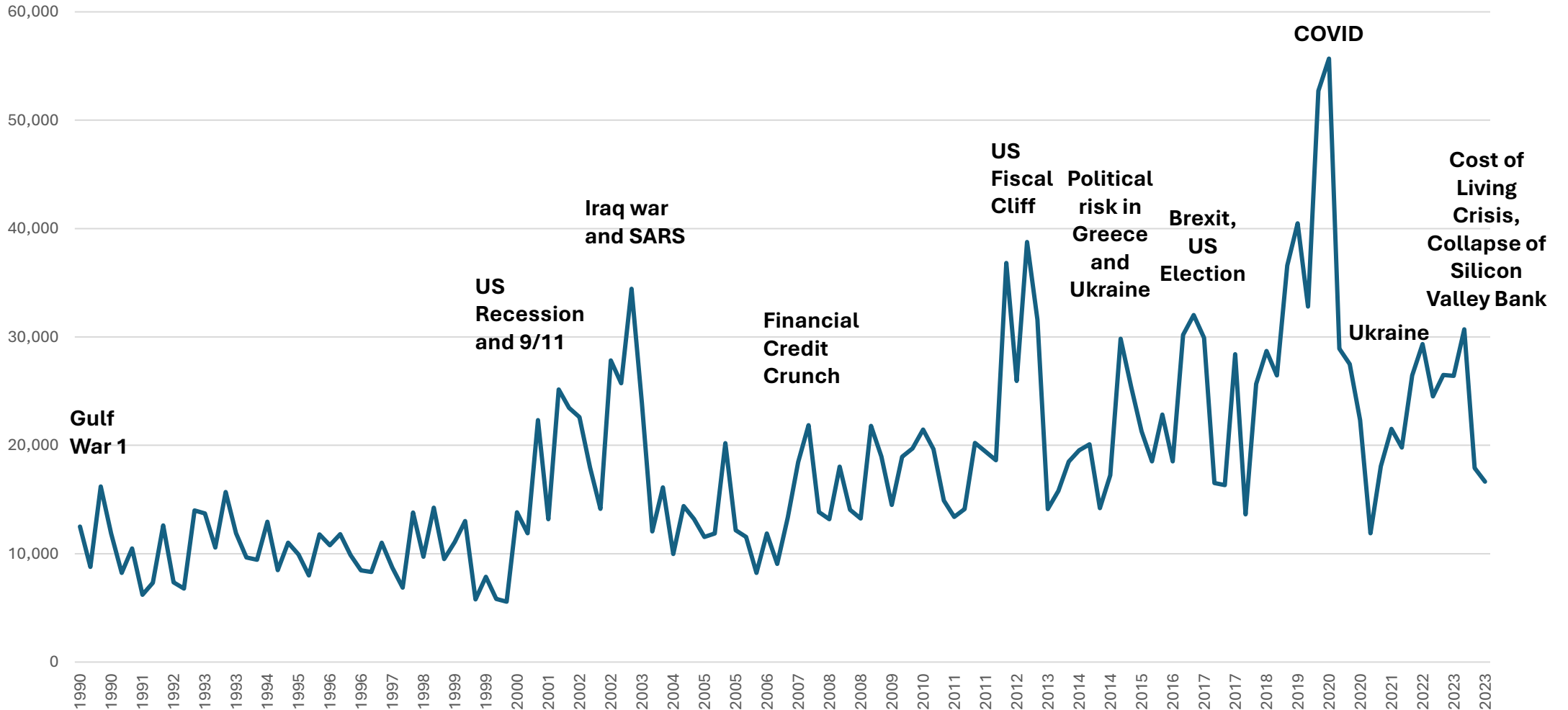
- Risk category: High
- Risk category: Medium
- Risk category: Small

Time Horizon:

- Significant impacts already seen on the insurance sector
- First significant potential impacts on the insurance sector expected within 1-5 years
- First significant potential impacts on the insurance sector expected within 5-10 years

\* New risk in 2024

# World Uncertainty Index 2024

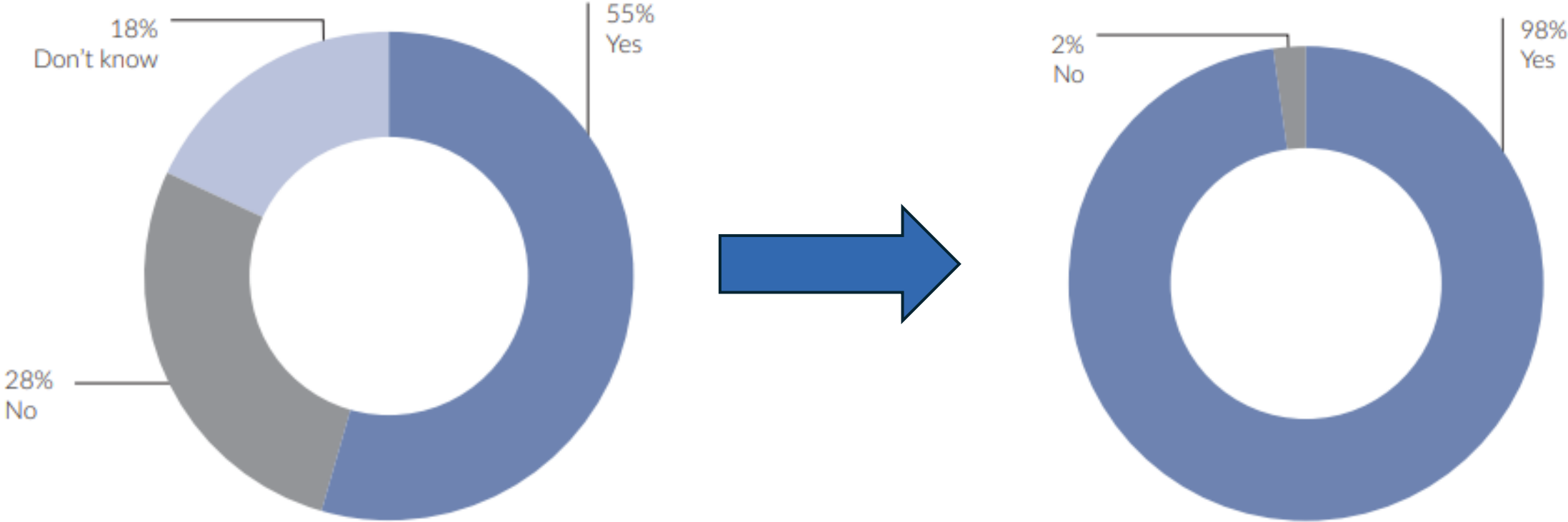


# The unloved relation?

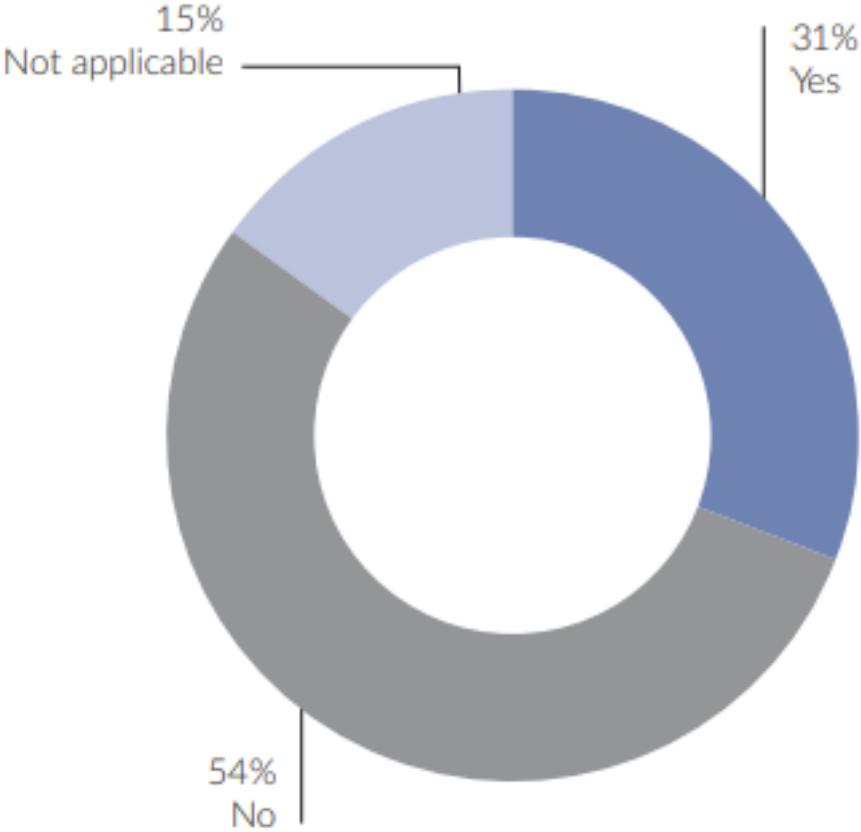
The claims experience is increasingly a key criteria used by Airmic members when deciding which insurer to place their cover with



# During the renewal or quoting process, are the claims teams of your insurers involved?

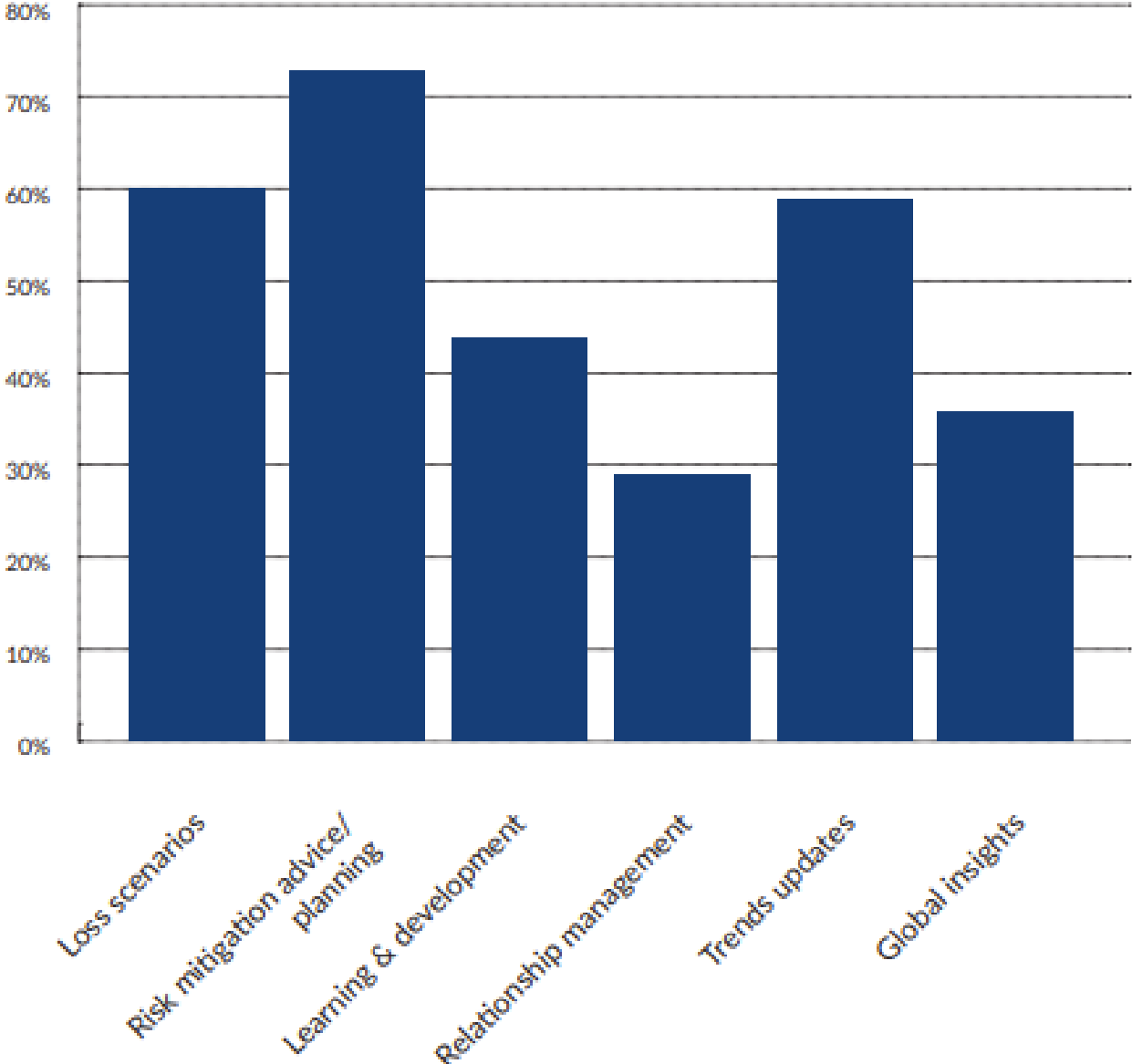


# When placing your risk, have insurer's claims service scores been presented or clearly communicated?

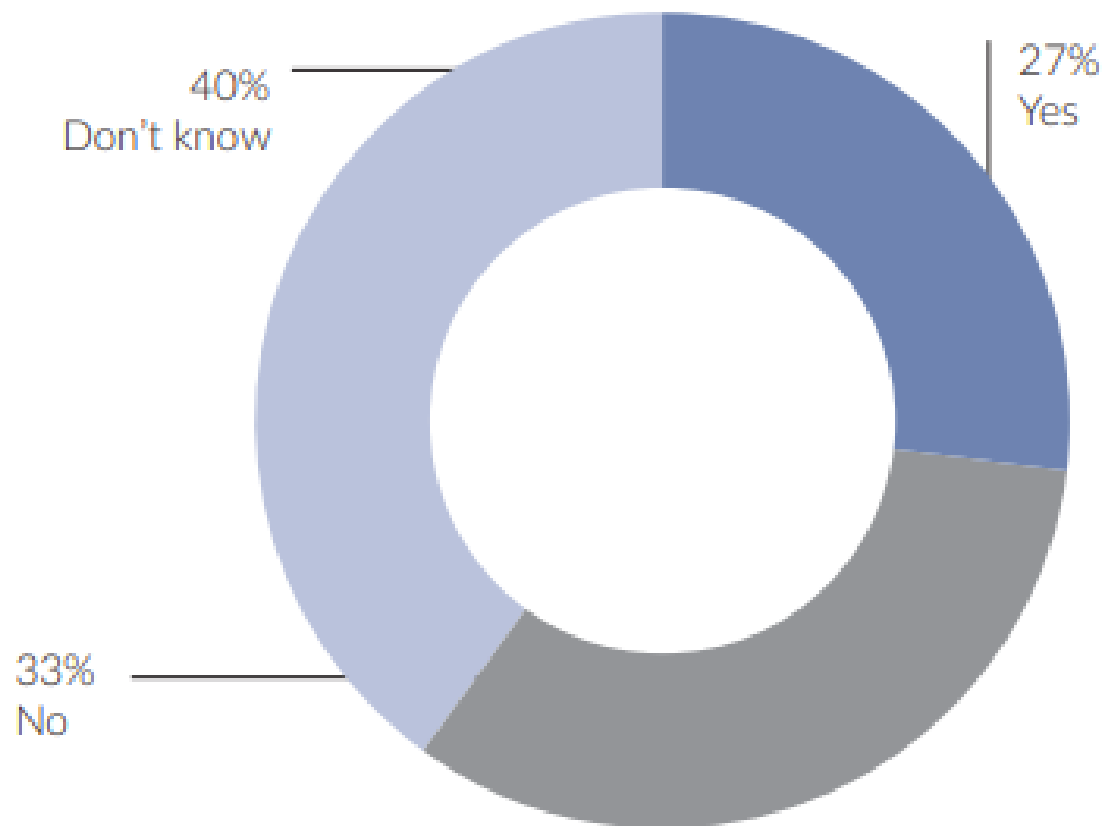


# Additional services you would like from your insurer

Premium buyers not looking for other services



# Does your organisation have the means to challenge claims decisions made by AI?





# The good news and the less good news for insurers

The good news is that Airmic members are satisfied with their claims service experience.

## Although

A material number said they are more likely to instruct their brokers and lawyers to support their claims in future.

# An underutilised strategic asset for insurers

## Claims bring strategy to life

- Collaboration
- Wordings
- Process
- Data
- Technology and Gen AI
- Talent

## Transform or tinker?

