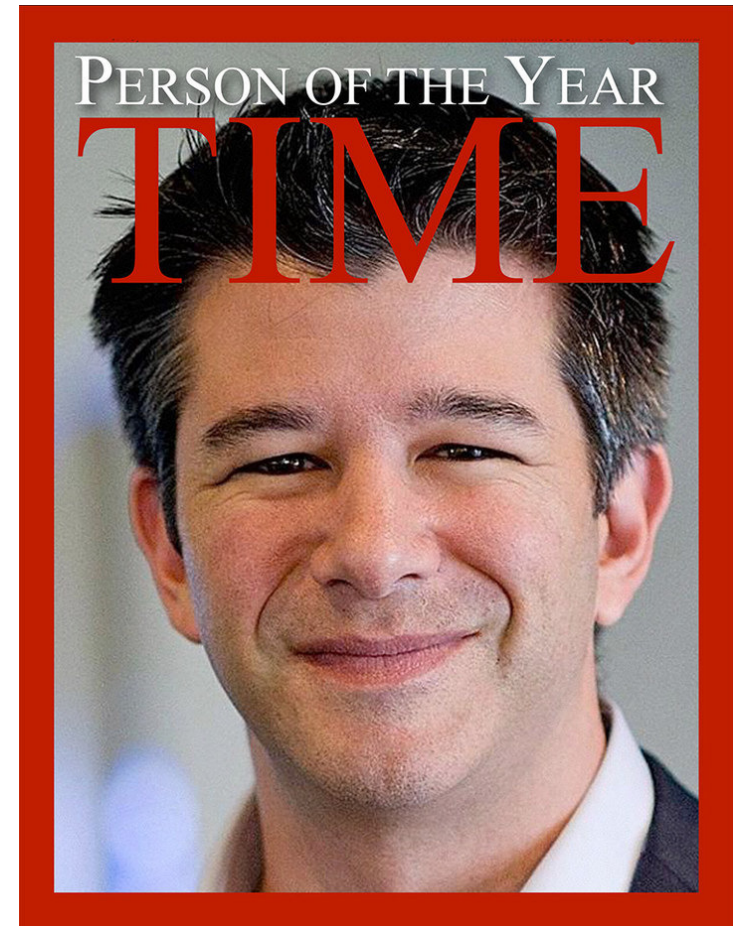


The digital disruption

Jean-François Diet

Paris, 10th July 2015



Europ Assistance: a 50 years old global player operating in over 200 countries



6,710 FLIGHT HOURS IN
AMBULANCE PLANES

208

COUNTRIES COVERED
BY THE GROUP AGENTS

44

COMPANIES AND BRANCHES

8,380

EMPLOYEES

5,000

ASSISTANCE COORDINATORS



130 COUNTRIES THAT EUROP
ASSISTANCE INTERVENED IN DURING
2014

€1.3^{billion}

CONSOLIDATED REVENUE



2 CALLS HANDLED PER
SECOND AROUND THE WORLD



1 INTERVENTION EVERY 2 SECONDS
AROUND THE WORLD

35

TELEPHONE SUPPORT
CENTERS

400

MEDICAL PROFESSIONALS

425,000

SERVICE PROVIDER PARTNERS REFERENCED



28,150 TICKETS ISSUED TO
REPATRIATE OUR CUSTOMERS

78%

REVENUE GENERATED
OUTSIDE FRANCE

We live in an “inflamed” world

- **Complex**
- **Stressful**
- **Dangerous**
- **Changing**
- **Fast**



In a fast, difficult and changing world they do not always understand, customers are expecting some “peace”

- Complexity: simplicity
- Stressfulness: well being
- Danger: security
- Change: stability
- Speed: save time



Many traditional markets have been revolutionized by new entrants who understood to answer these needs.....

- **Travel industry**

Booking a ticket, a hotel, a car: simple, transparent, quick and reliable



- **The Music industry**

A local record store and CDs: simple access to music on all sorts of platforms



- **Newspaper and Print Media**

Used to be primary source of information, now truly yesterday's news



- **Retailers**

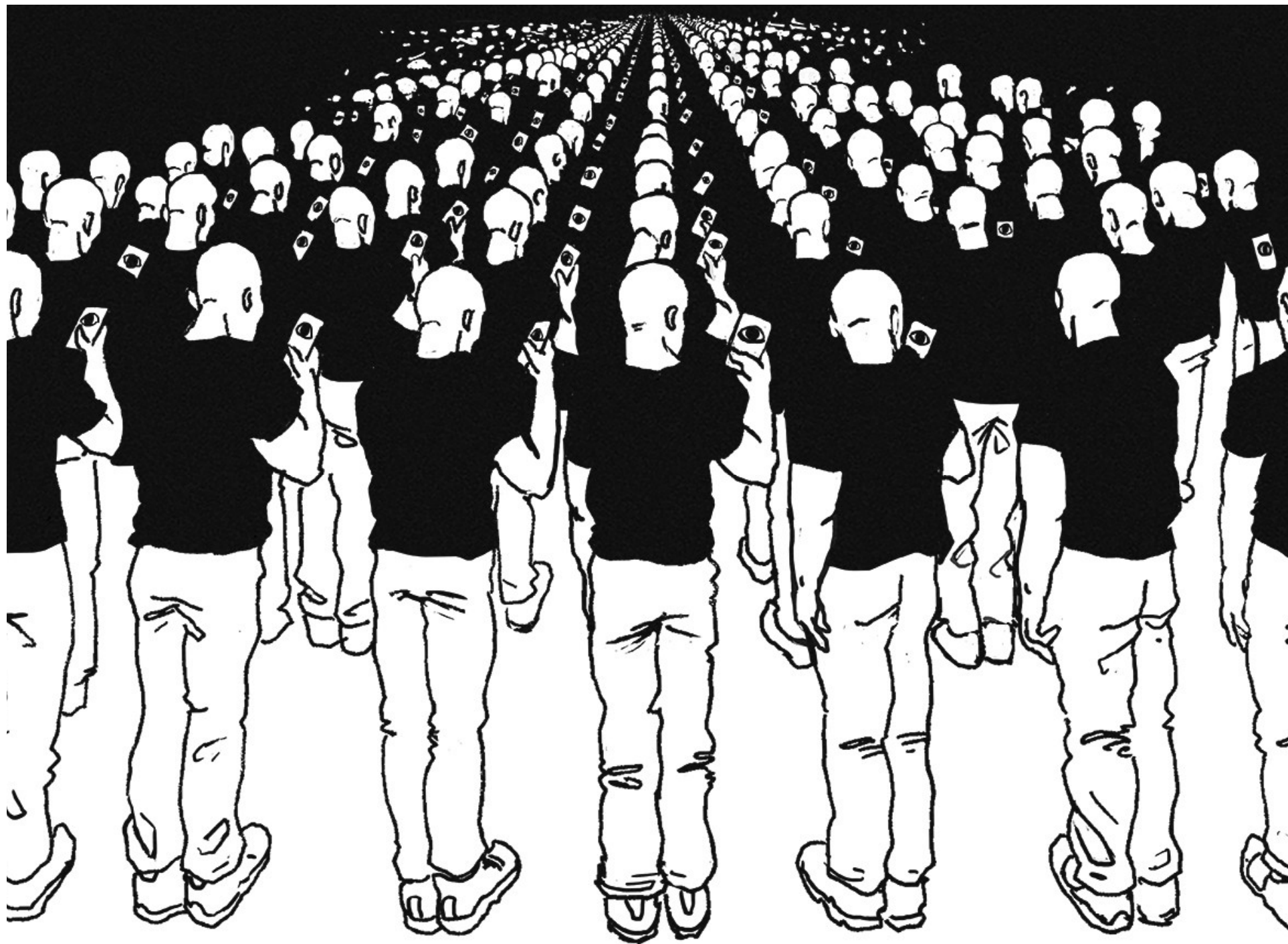
Online retailers have reshaped industry with low prices and free quick (24 hours) delivery



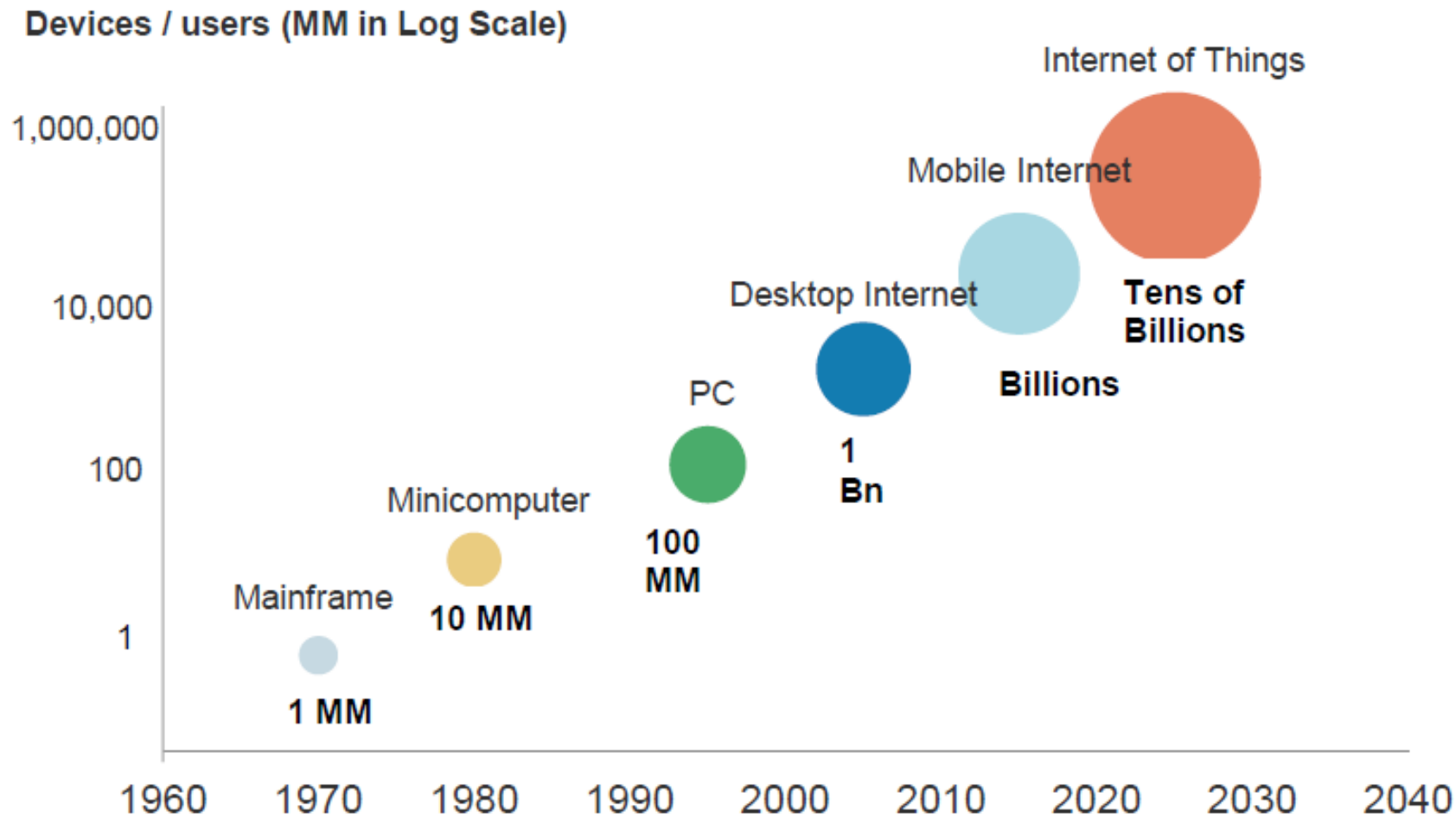
- **Taxi / Mobility industry**

Trend in behaviour to preferring paying for usage over ownership (less emotion)





The digital disruption has already happened... and will strongly accelerate with the connected devices: the *Internet of things*...



What about us?

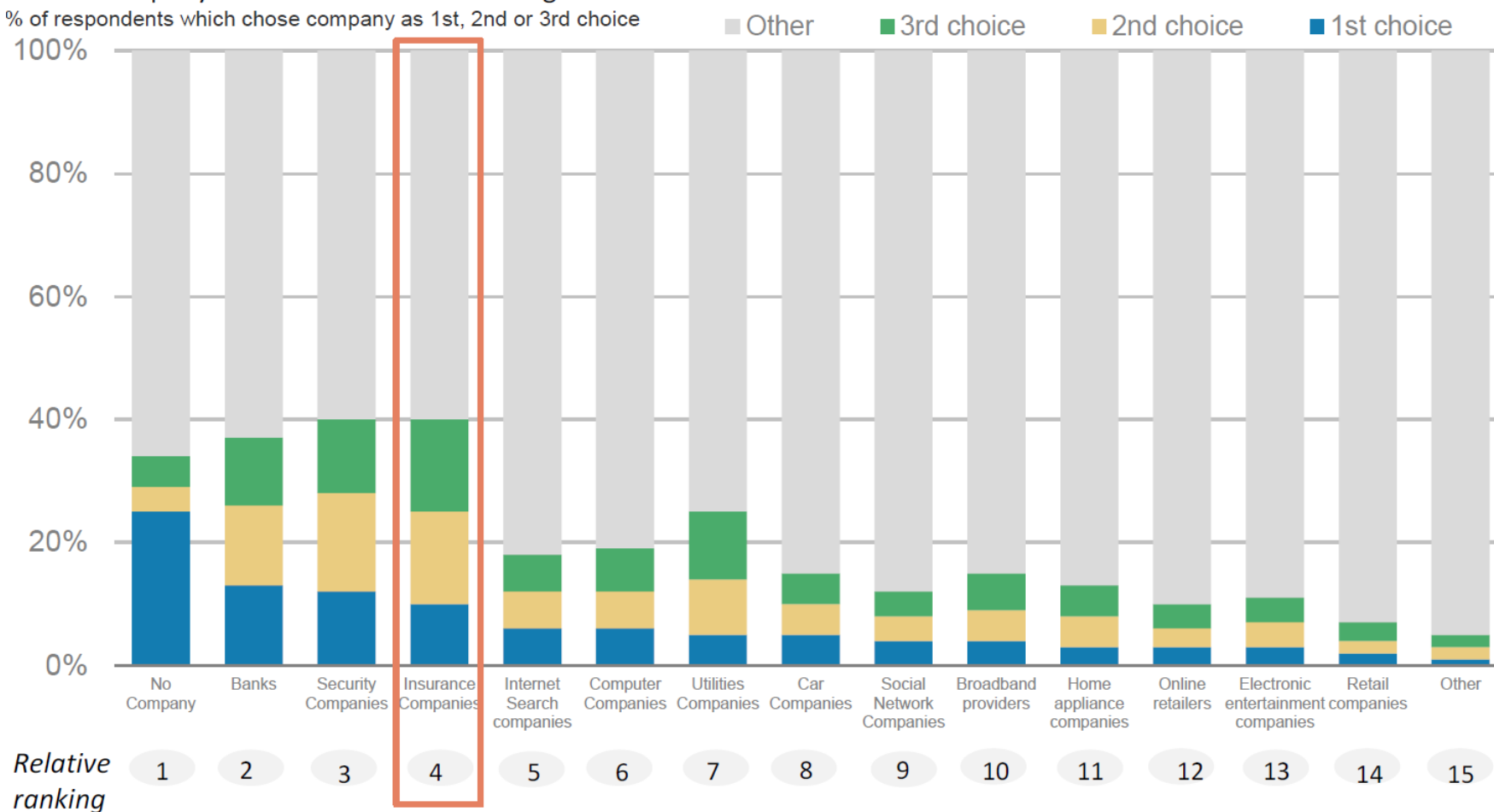
... good news: we have a unique opportunity

- We sell security and peace of mind and are a reference for **key elements of the customers' life**: mobility, living, health...
- We have already started with the digital transformation and scoring: PHYD, PAYD, scoring...
- Thanks to the assistance, we are specialists in organizing services for our customers with **managed networks** meaning: **quality, service standards and price**

What about us? Insurers ranked #4 on list of industries consumers voted first choice to manage their connected home and car, and #3 as consumers' top three choice

Which company do customer trust to manage their connected home and car

% of respondents which chose company as 1st, 2nd or 3rd choice



Source: Morgan Stanley/BCG Global Consumer Survey 2014, BCG e-intensity index, Morgan Stanley Research. Question: "In the future one single platform could control all automated items in our homes and motors. Which of the companies below would you trust the most to manage them?"

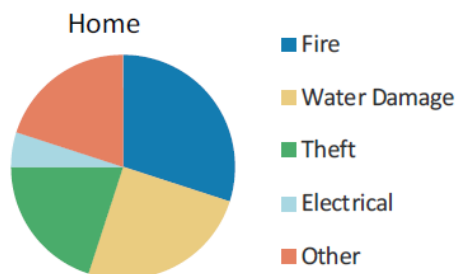
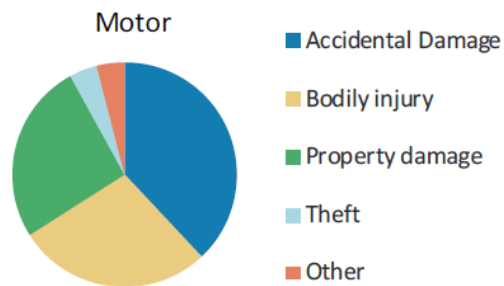
What about us? Where are we today?

The insurers investing in IoT startups

Insurer	Internet of Things Startup Investments
	
	      
 	  
	
	
	  
	  
	
	
	

But may also lead us to shrinking our traditional business... and reducing traditional risks...

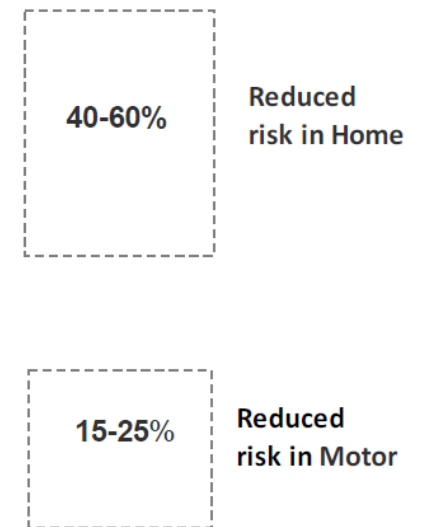
Current risk / losses



Risk reduction through adoption of smart devices

Cause of claims	Connected devices available	Prevention potential
Home:	Connected meters	~20-30%
Water Leakage	Active leakage detection devices	~70%
Fire	Smart smoke detector	~70%
Theft	Advanced alarm systems	~10-80%
Motor:		
Poor driving	Safer driving & fraud detection through Telematics	~5%
False Claims		~10-20%

Future potential home risks / losses





MARCH 7, 2016

TIME

No traffic.
No accidents.
No deaths.

All you
have to
do is
**give up
your
right
to drive.**

By Matt Vella



time.com

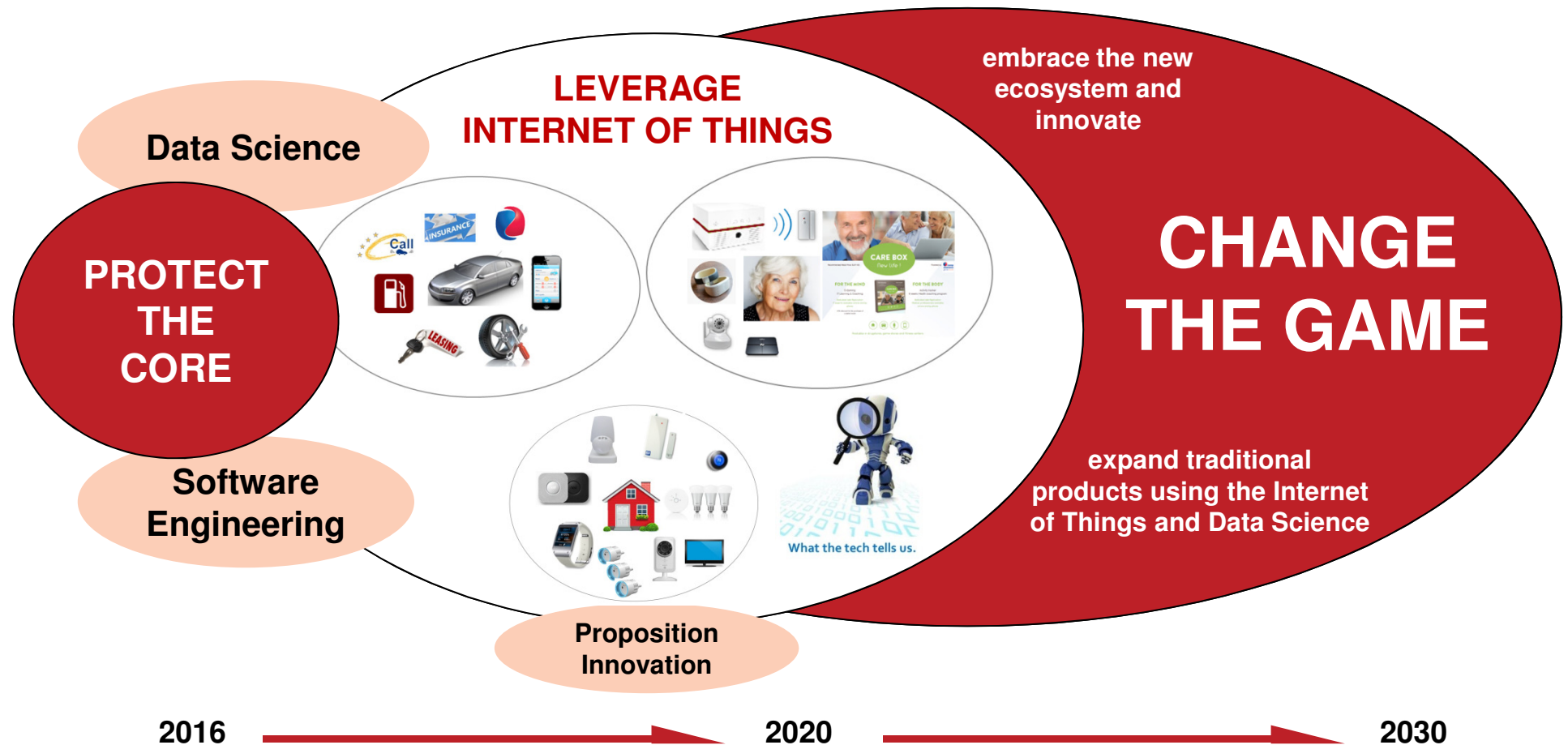
Entering the IoT area will allow us to manage the transition

- ...keep being **the preferred partner of our customers** for key elements of his life:
 - Mobility
 - Living
 - Health
- ... **enhance our business**
- ... **create new business models**

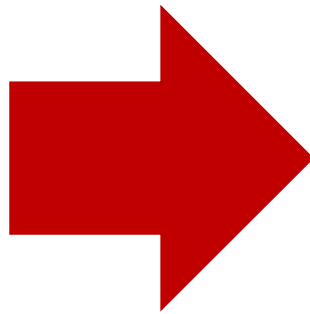
It's all about the customer:
Acting like a great Concierge



It is time to create new ecosystems in the digital era




Creating new business models... from an (mostly negative) event-based industry towards a predictive, maintenance based model guaranteeing financial security





Creating new business models...

- 
- From home insurance to **home maintenance**
 - From car insurance to **assuring the mobility**
 - From health insurance to **disease prevention**
 - From dependency insurance to **elderly care**
 - But also: **insuring new types of risks: cyber crime...**



**What you think,
you become.
What you feel,
you attract.
What you imagine,
you create.**

Buddha

Thank you!