



PRESENTED BY: GERALD VAN WYK

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TECH ENABLEMENT IN OUR BUSINESS



DIGITAL



Straight through registration and processing of over 30% of motor glass claims on Broker Portal, Client Portal and or Client App to have windscreen fixed at client's preferred location



Broker Portal available on smart phones and tablets- BP has 3,600 users per day, 10,525 summaries are viewed daily, 44% of all claims are registered online with120,000 claims enquiries per month

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Policy Det Status: Intermediary: Branch Agency: Renewal Date: Guote Date: Inception Date:	PE-Active	IFINANCIAL PLANNING			

Request and generate 920 confirmation of cover letters and 216 border letters via Broker Portal, Client Portal and Client App every month

iASSIST: SEARCH USING ARTIFICIAL INTELLIGENCE (AI)





iAssist is live in our Contact Centres to support agents with:

- FAQ's via chat interface
- From documents ingested

SENTIMENT ANALYSIS

Also known as **opinion mining** or **emotion Al**

Focus *towards subjective text* within communication to *identify moods*, *emotions* and *feelings*



Use natural language processing, text analysis and computational linguistics

To systematically *identify*, *extract*, *quantify* and *study* unstructured communication (text, voice, etc.)



SMART HOME INSURANCE SOLUTIONS (IOT)

Santam Real Estate Retroactively fits **smart geyser devices** and connects it to policyholder smartphone via APP

Fully integrated with SRE Insurance systems for proactive claims management incl. shutting off water & electricity supply



Additional use include managing geyser temperature & heating schedule for energy efficiency

Streaming data from devices used to reduce risks and build claims predictive models



DECISION AUTOMATION

- Expert decisions automated using artificial intelligence models
- Main benefits
 - · Accurate and consistent decision-making
 - Free up resource capacity
 - · Ability to process high volumes
 - Can be quick to build and train

• Models used in production: 24,

- Mainly across Personal, Commercial & Claims
- On average 130 users use these models on a daily basis and ~12k policies are processed
- Another 19 models already built and trainedbusy being integrated to existing systems





ROBOTIC PROCESS AUTOMATION

- · Automation of mundane, repetitive human tasks in a process.
- Main benefits
- · Cost reduction: Overtime and potentially salary line
- Increase in accuracy
- Staff morale booster
- · Increase in service delivery
- Automated process in Production: 7
- Strong focus in Finance (C&P and Niche),
- Extent to Operations and Claims in 2020
- Another 35 processes in development





COGNITIVE AUTOMATION

Combination of Robotic Process Automation and Decision Automation Policy screening in personal lines is Santam's first cognitive automated process

Main benefits Automation of complex, end-to-end processes







THE NEED FOR CONTINUED CHANGE

SANTAM SHORT TERM INSURANCE RISK BAROMETER





RESEARCH

KEY THEMES AND TRENDS FROM OUR BAROMETER



CONSUMERS/PERSONAL LINES

- · Consumers perceive motor vehicle accidents, burglary and theft as their highest risks
- 23% of consumers reported they had claims in the last 12 months
- Average value of claim: R30,228
- Breakdown of claims for the period:
 - motor vehicle (49%)
 - cell phones (33%)
 - home contents (16%)
 - buildings (12%)
- Over 38% of consumers have uninsured risks
 - mainly portable devices (cell phones, laptops tablets)
 - home contents (appliances, furniture)
 - jewellery/watches
- More than 58% of respondents indicated that affordability was the driver for underinsurance
- Over 80% stated that insurance provides them with peace of mind
- 82% of consumers are calling for greater use of technologies from insurers



CORPORATES/COMMERCIAL BUSINESSES

- · Businesses perceive theft followed by motor vehicle accidents and fire as their highest risks
- 38% of corporate/commercial businesses reported they had claims in the last 12 months
- Average value of claim: R390,287
- Claims range between R185,000 (small commercial) to R534,000 (corporates)
- Breakdown of claims for the period:
 - motor vehicle (59%)
 - theft (37%)
 - accidental damage (19%)
 - goods in transit (19%)
 - electronic equipment (14%)
 - machinery breakdown (13%)
 - fire/explosion (13%)
 - office contents (13 %)
 - cell phones (11%)
- Over 75% stated that insurance provides them peace of mind





MOTOR



 Accident damage is the dominant cause of motor losses.



- Theft and hijacking now account for less than 10% of all motor vehicle claims per year
- The same incidents accounted for **30%** of total paid claims in the **mid-90s**.



 Theft and hijackings are continuously decreasing due to vehicle tracking and security technology.



• Frequency has decreased, severity has increased.



HOME CONTENTS



• **50%** of home content claims are crime related.



• **Burglary** and **theft** claims have declined over the last decade.



 Home appliances such as dishwashers, dryers and refrigerators are becoming more advanced and expensive to replace.



 Claims resulting from geyser damage has risen by nearly 20%.



COMMERCIAL

- **Theft** belongs at the top of the perils list.
- However, it is not the biggest claims category because theft also happens to be one of the best managed risks in the commercial space.

Motor and property dominate Santam claims spend Impact of catastrophe's not well noted by respondents **Cyber crime** is not yet considered an imminent threat by many organisations.

This is hardly surprising since **cyber attacks** are massively **under reported** in South Africa





INSURANCE CHANNEL PREFERENCE

MORE COMPLEX RISK REQUIRE ADVICE

Large commercial – 76% use intermediaries

Corporates – 68% use intermediaries

Mid-size commercial - 62% use intermediaries

Small commercial – 38% use intermediaries

Consumers – 17% use intermediaries



- Excludes Cell Captive and Structured Insurance Solutions
- Impact of tough economy
- Perception of cheaper cost
- Power of marketing

INTERMEDIARY KNOWLEDGE/ EXPERTISE RANKED HIGHEST





% of respondents





