

ANALYZING THE VOICE OF INSURANCE CXOS - 100 GLOBAL PERSPECTIVES REVEALED

June 2022 to June 2023

Sample for the Analysis

By Sector				By Region		
Life & Annuity	Property & Casualty	Insurance Brokers	Reinsurers	North America	Europe	ROW
43%	36%	14%	7%	56%	42%	2%

Key Observations

CXOs Most Talked Business Priorities for 2023-2024

% of CXO's (n=100)

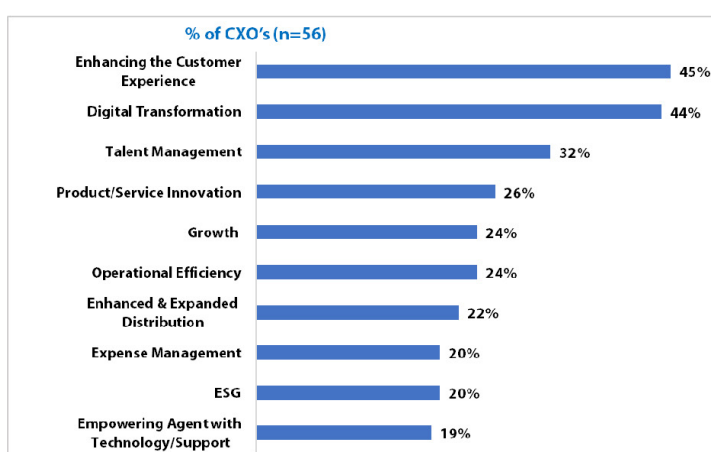


The analysis reveals the technological, risk-related, and business topics that CXOs are emphasizing for the years 2023 and 2024. The chart demonstrates the key business priorities discussed by CXOs during the earnings calls and the growth change from the previous year. X-axis: Number of times CXOs mentioned the respective business priority in earnings calls. Y-axis: Growth change from the previous year.

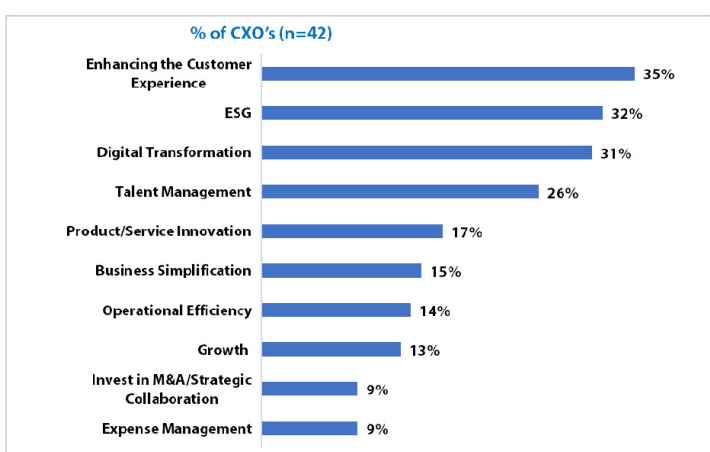
Business Priorities by Region

CXOs in both Europe and North America are prioritizing on elevating the customer experience, while also giving significant emphasis to the role of digital transformation in shaping their business strategies.

North America



Europe



Enhance Organizational Capabilities - Digital, analytical and technology capabilities were expanded to accelerate transformation. Focus on improving decision clarity enhanced execution.⁽²⁾

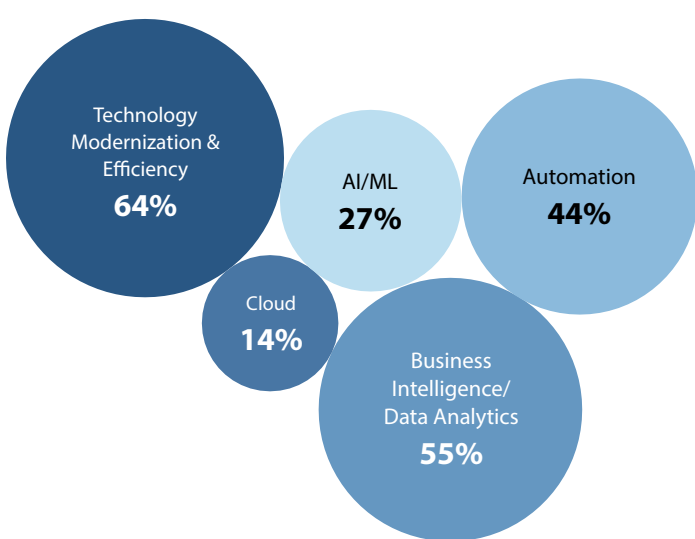
Tom Wilson, Chair, President and CEO, Allstate

We're investing in platforms and technology to drive innovative solutions for clients. And we'll continue to invest in our colleagues, and we'll continue to invest in M&A and we'll continue to invest in a lot of areas to drive long-term growth. But we really think about this over the course of a full year, which is really what matters to us.⁽³⁾

Christa Davies, CFO & Executive Vice President-Global Finance, Aon Plc

Most Talked Investments Areas

CXOs are prioritizing on modernization of legacy technology platforms and investment in digital capabilities to meet customer needs and expectations.

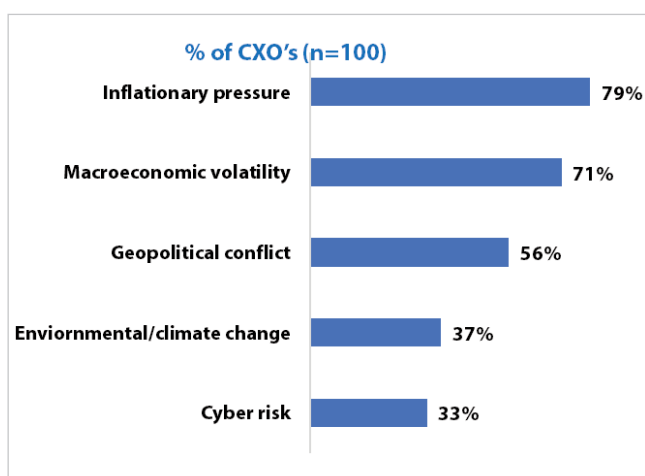


Not only do these digital enhancements improve the experience for our Customers and agency force, but they also help us manage expenses. The more Customers engage with our online tools, the less paper and manual resources are used. That's why we're placing an even greater focus on modernizing our existing technology platforms and maximizing engagement with Online Account in 2023.⁽⁴⁾

Tom Wilson, Chair, President and CEO, Allstate

Key Challenges Impacting Business Strategy

CXOs see inflation and macroeconomic volatility as key concerns for their companies. To combat high inflation, insurers prioritize cost efficiency while also focusing on price adjustments and enhancing tools.



3 Key Risk Mitigation Actions Discussed by CXOs



2022 was an extraordinarily dynamic year that created both challenges and opportunities, requiring agility and new ways to assess and react to emerging trends. Turbulent financial markets, geopolitical instability, substantial inflation, and a dynamic and competitive employment market tested our industry like never before.⁽⁵⁾

JOHN C. ROCHE, President and CEO, The Hanover Insurance Group, Inc

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