Lesson 8: Insurance re-booted

Overview

Why this lesson will be useful for you

- This lessons aims to provide you with the essential knowledge of how our world is evolving and what that means for insurance as we know it today, so we will cover topics like

  - Megatrends
  - The flaws of insurance today (seen from the customers' perspective)
  - The world's development seen from an insurer's perspective – and how to act and not to act
  - Why the insurance industry hasn't been severely disrupted yet

- The lesson will allow you to think about the topics discussed and apply the knowledge gained in your own environment.

Your key learning goals

On successful completion of this lesson, participants should be able, at a threshold level, to:

1	Understand the megatrends forming the world today, and how they affect the insurance industry
2	Understand what customers feel is wrong with the insurance industry today and how incumbent insurers can react to this
3	Explain where disruption of the insurance industry is most likely to come from

Topics

In this lesson, we will discuss the (perceived) shortfalls of insurance today, combine it with megatrends as well as industry trends and discuss what implications these will have for insurance in the future – and seek to understand why the insurance industry has not yet been really disrupted.

1	Are the robots coming? Megatrends…
2	What's wrong with insurance today?
3	The insurance vending machine – implications, delusions and defences for insurers
4	No real disruption yet?