



INDIA INSURTECH LANDSCAPE AND TRENDS

APRIL 2022







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India InsurTech Association (IIA) is a not-for-profit that brings together the entire Insurtech eco-system of startups, insurers, reinsurers, policymakers, service providers, and insurance professionals onto a single platform. IIA's goal is to facilitate technology usage across the insurance value chain in India. The association seeks to promote new digital business models, build collaboration between start-ups and all the other participants of the insurance industry. For more details on our mission, vision, members, partners, and activities, please visit - www.indialnsurtech.com



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Foreword

We have come a long way,

India InsurTech Association was incorporated in August 2020, and in less than eighteen months since its inception, our membership has grown to a milestone number of 110+, which includes startups, insurers, intermediaries, service providers, and insurance professionals. InsurTechs in India are transforming the way Insurance is manufactured, distributed and utilised (claims) to the advantage of the Indian consumer.

We have taken multiple initiatives for fostering the Indian insurtech ecosystem such as organising events with Indian and global stakeholders. We have formed partnerships with organizations such as IAI, NIA, GIFT City, and BIMTECH. We have formed tie-ups with insurtech associations globally in New York, London, Singapore, Italy, Mexico, Israel, Australia etc to help our start-up members grow globally. We were official partners for iSprint-03 (Insuretech) hackathon being hosted by IFSCA & GIFT City in collaboration with FICCI.

For 2022, we have various initiatives planned to help the ecosystem grow, with specific focus on insurtech startups. One such initiative is the India Insurtech Stack, which will identify digital highways for the insurtech value chain in India.

We are highly optimistic about the Indian insurtech landscape in the next few years. Insurtech funding in India propelled from a mere 290 mn USD in 2020 to 800-900 mn USD in 2021. The funding levels of last year indicate sustained investor interest and we will see more insurtechs creating real business value. Enablers such as India Stack, ABDM, Insurance Information Bureau and the regulatory sandbox have provided a strong platform for innovation across the insurance value chain.

We would like to extend thanks to BCG for their continued collaboration on this report to identify dominating trends and key players' views in the Indian insurtech landscape. We also thank our advisors, executive committee members, sponsors and members for their continued support towards our mission, vision and objectives.

Prerak Sethi, Subhajit Mandal and Shwetank Verma Co-founders, India InsurTech Association

AT A GLANCE

Rapid growth in Insurtech funding has continued across the globe, has seen strong momentum in India

- Global funding in Insurtechs has grown 7X in the last 5 years; continued momentum was seen even during COVID - 19; India has shown very strong momentum - funding has doubled in the last 2 years
- GI and B2C focused Insurtechs continue to see strong funding in India
- 2021 has witnessed 22 Insurtech unicorns globally

In Conclusion

Critical to continue collaboration between insurers and Insurtechs; digital should be viewed as a necessary horizontal capability



- Emergence of new customer segments (Tier 2+, women, SMEs, etc.)
- Growing importance of distribution to drive further penetration
- Increasing importance of customer experience
- Data and analytics emerging as a core capability to:
 - Drive operational efficiencies
 - Enhance pricing proposition
- Emergence of the National Health Stack driving further emphasis on health insurance



RISKCOVRY SKALEUP ONSURITY **ONEASSURE ZOPPER BAJAJ ALLIANZ GENERAL INSURANCE EXEGISIS** & AUREUS ARTIVATION **DTDHI** EDELWEISS GENERAL **HEALTH** INSURANCE ICICI 🖫 ADITYA BIRLA LOMBARD HEALTH INSURANCE **eBAOTech**

Important for the industry to keep innovating to address important issues such as deeper insurance penetration, customer health and wellness, etc.

Continued need for key enablers such as the National Health Stack, regulatory sandbox, Insurance Information Bureau, etc.





Industry Perspective -**Critical themes** shaping the industry

Insurers and Insurtechs driving innovation across key themes

Conclusion - Key implications for stakeholders



Appendix: India Insurtech **Association** Members



FUNDING IN INSURTECHS CONTINUES TO SEE STRONG MOMENTUM



Rapid growth in Insurtech funding has continued across the globe; strong momentum in India

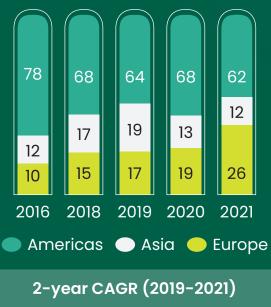
Global funding in Insurtechs has grown 7X in the last 5 years; continued momentum even during **COVID - 19**

Global: Equity funding in Insurtechs (in \$Bn)



Europe has shown the strongest momentum in Insurtech funding

Global Insurtech funding: Geographical split (%)



50% **Americas** Asia Europe India has shown very strong momentum; funding has doubled in the last 2 years

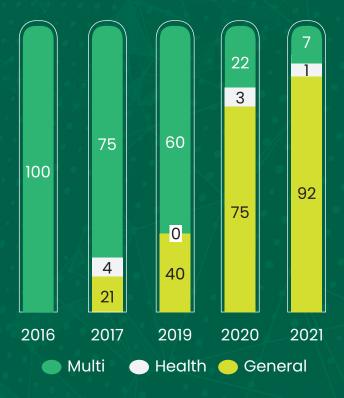
India: Equity funding in Insurtechs (in \$Mn)



Source: Crunchbase, Tracxn

Deep-dive into Equity Funding in India

India: Equity funding split by product line (%)

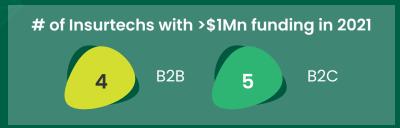




Source: Crunchbase, Tracxn

India: Equity funding split by B2C/B2B (%)





20+ Insurtech unicorns emerged in 2021

Country	# of new unicorns in 2021						
		AgentSync	At-Bay	BitSight	Clearcover	Coalition	CollectiveHealth
United States	12	Ethos	Security Score card	Sidecar Health	The Zebra	Wrapbook	HealthCare.com
United Kingdom	4	Bought By Many	Marshmallow	Tractable	Zego		
India	2	Acko	Digit Insurance				
France	2	Alan	Shift Technology				
Austria	1	Bolttech					
☆ Israel	1	Earnix					
Mexico	1	Konfío					

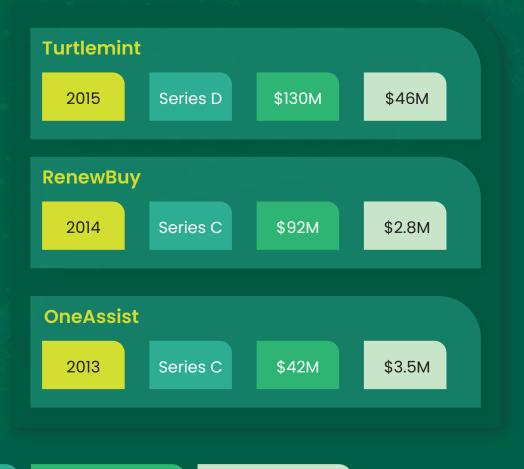
Source: Tracxn

Indian Insurtechs with significant funding

India has 3 Insurtech Unicorns...

App-based policy comparison Policybazaar and purchase platform Digital first Acko insurance platform Fast growing insurer with Digit strong technology capabilities

...with players enabling penetration through technology gaining strong traction



Founding Year

Company Stage

Total Funding

Latest funding raised



THE INDUSTRY PERSPECTIVE - KEY THEMES IN INSURANCE IN INDIA



The industry perspective – Perspective gathered from multiple stakeholders on the key themes playing out in the industry



Niva Bupa

Krishnan Ramachandran, MD & CEO

Aditya Birla Health

Mayank Bathwal, CEO

Bajaj Allianz General Insurance

Sourabh Chatterjee, President, Head -Technology, Digital Sales & Travel

PNB MetLife

Ashish Kumar Srivastava, MD & CEO

Pallav Singh, Co-Founder & CEO

eBaotech

Rajat Sharma, Chief Revenue Officer

Riskcovry

Suvendu Prusty, Co-Founder & Principal Officer

Lumiq

Shoaib Mohammad. Founder

Pazcare

Sanchit Malik, Co-Founder & CEO

Marsh

Manish Lalwani, MD - Corporate Segment, Branches and Multinational Client Service

Plum

Abhishek Poddar, Co-Founder & CEO

Aureus Analytics

Ashish Tanna, Co-Founder and COO

Onsurity

Yogesh Agarwal, Founder and CEO

Xceedance

Arun Balakrishnan, **CEO**

Zopper

Mayank Gupta Co-Founder & CEO

Prudent

Pavanjit Singh Dhingra, Joint MD

ArrowRe

Sarabjot Singh, Promoter-Director

Rahul Nawab, **SVP**







perspective on the global and Indian insurance landscape





There are five key themes that are playing out in the insurance industry

Emergence of New customers segments

- MSMEs to be key growth engines
- Women becoming key decision makers (54% decisions by women)
- Tier 2 and below to contribute to 70% of consumption by 2030

Importance of higher distribution penetration and reach

- Insurance penetration for key products such as health and life insurance continues to remain low in India vs global leaders (~3% for life insurance, ~35% for health insurance)
- Important to reimagine distribution

Criticality of enhanced customer experience

- Customers are expecting a seamless experience as offered by tech disruptors for other key offerings
- Insurers driving focus on customer experience are seeing lasting results

Data and **Analytics** as core capabilities

- Digital, data and analytics can no longer be viewed as capabilities of the future; becoming "table stakes"
- There are multiple use cases across the value chain to drive innovation and personalization

Further emphasis on health insurance through the **National Health Stack**

- Insurance receiving strong thrust from the government
- Opportunity for the National Health Stack to become a global standard: similar to UPI



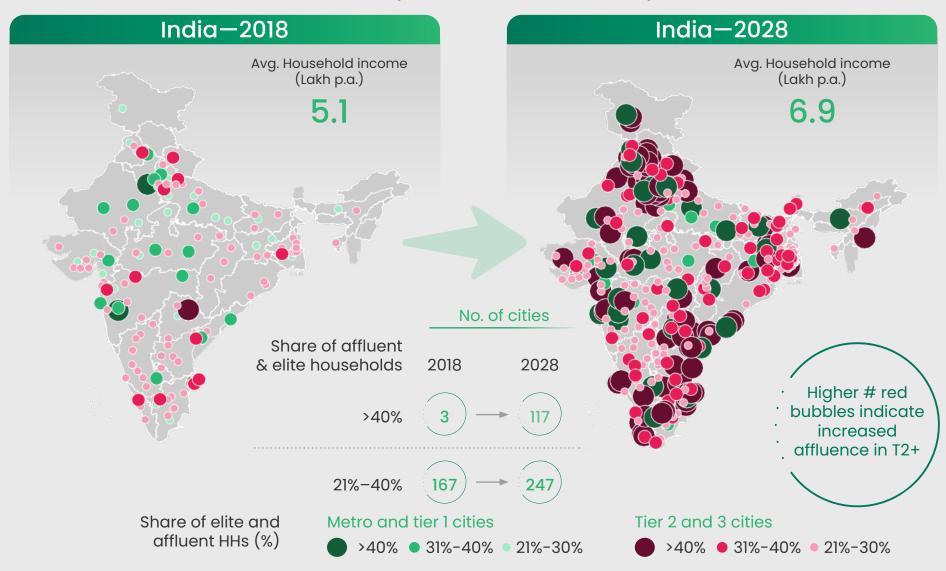


Consumer affluence is undergoing a rapid shift, especially in Tier 2+

115+ cities to have >40% affluent and elite HHs by 2028, vs only 3 in 2018

Avg. household income of

Elite: 20Lakhs+ p.a. | Affluent: 10-20 Lakh p.a.



^{1.} Customer segments defined on the basis of Annual Household Income (AHI) Affluent (AHI\$15.4K-30.8K), Elite (AHI>\$30.8K) Source: CCI City Income Projections 2018, BCG CCI analysis

The new customer segments behave very differently

Preferences	Consumers in the past	Consumers of today		
Asset creation vs. Experiences	Stayed away from indulgences, conserved for future	Live in the moment with 37% trading down on possessions for spends on experiences, memories		
Healthy living	Focused on health largely by managing food, exercising	57% actively spend on healthy food, services and products		
Personalization	Used mass product offerings	Seek individualistic choices with 56% opting for personalization even at an added cost		
Global vs. Indian brands	Attracted to international brands	Take pride in Indian brands with 50% consciously buying Indian over international		
Need for convenience	Time compression not a key challenge; willingness to pay for convenience low	Convenience is a key need with 57% spending on time saving products/services		
Changing decision makers	Men were the dominant decision makers	54% final say of women in purchases, rising say in male dominant categories		
Renting vs.owning	Took pride in owning possessions	Consider renting a practical option with 37% renting products instead of buying		
Attitude to shopping	Shopped for utility	Shop to maintain lifestyle with 62% shopping to stay trendy		
Value from purchase	Defined 'value for money' as best price	Definition of 'value for money' changing with 37% redefining it as exclusivity		

Distribution of the future: Key elements



Sales journeys seamlessly integrated with customer journeys

- Align with rapidly shifting customer behaviours & expectations (e.g., targeted & personalized, frictionless omnichannel interaction)
- Build deep customer understanding (360°) and define customer archetypes



"Augmented" advisors

- Omni-orchestration for lead generation and conversions
- AI-enabled agent lifecycle mgmt.
- E2E digital & data enablement for higher productivity



പ്പം Acceleration and (%)» emergence of new channels

- Acceleration of directto-customer digital sales for simpler products, "digital natives"
- Partnerships/ ecosystems a reality at scale leading to significantly higher penetration



E2E omni-channel orchestration

- Seamless handoffs
- Multiple digital / physical sources for leads to multiple channels for closure



Powered by digital and data E2E

- Digital for enabling sales teams, for building new channels, for automating processes
- E2E Al application from sales mgmt. to omni orchestration to personalization



capabilities capabilities

- Digital marketing
- User experience design
- Tech, e.g., martech
- Agile

Bionic insurance distribution models will rely on three core building blocks



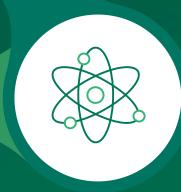
Embrace AI capabilities at Scale

Engage with customers in targeted ways leveraging AI to detect new purchasing patterns, tailor offering and optimize sales processes

Build digitally enabled & seamless distribution

Manage high-value activities through digitally-enabled human beings (digital face-toface, remote to customer) to ensure an outstanding customer experience



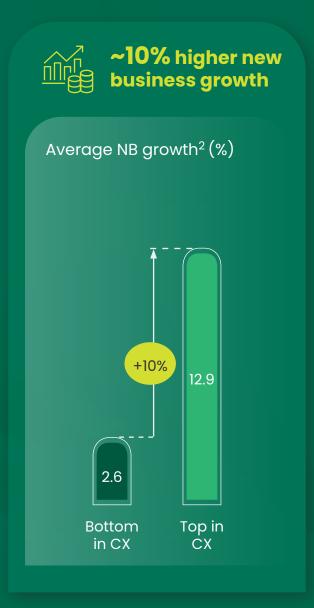


Connect with innovative ecosystems

Establish partnerships to digitally engage customers, creating personalized propositions in real life customer context and generating new leads which can be closed through, or via other digital channels

Evidence shows insurers with better CX tend to have higher customer loyalty, growth, and profitability

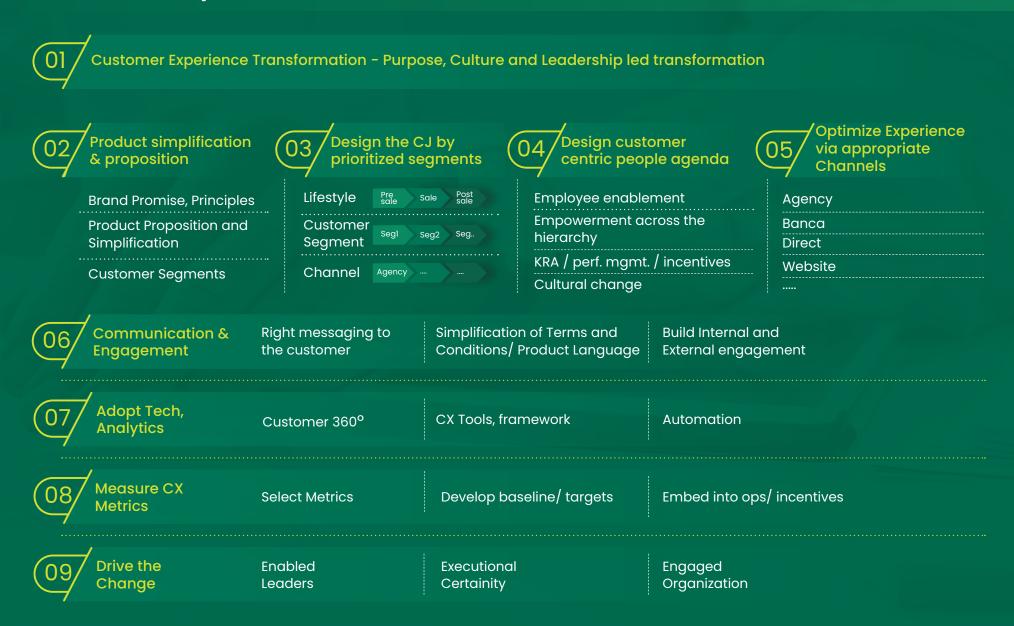






Source: Public company filings; 2019 BCG Customer Journey Global Benchmarking Survey

Comprehensive set of initiatives needed to drive holistic customer experience



Data & Al: Significant impact from deploying analytics across the value chain



Source: BCG analysis and experience

Data & Al: Significant impact from deploying analytics across the value chain

Use Case Families	Typical impact seen in insurers			
Revenue Boost: Sales (e.g., Segmentation, Upsell, Cross Sell, Funnel expansion)	20-50%	Increase in cross-sell due to personalized next best offer		
Revenue Boost: Persistency (e.g., Churn Reduction)	5-10%	Churn reduction from identifying high-risk customers and taking action		
UW Excellence (e.g., Indexed pricing, reduced loss, higher topline)	1-3%	Uplift in bottom-line with segment wise UW guideline changes		
Customer service: Maturity investment (e.g., Targeted Campaign)	5-10% uplift	Increase in re-investment rate during maturity		
Claims excellence (e.g., Fraud detection)	25-50 bps	Fraud reduction from new uses of structured and unstructured data		

Emergence of National Health Stack is expected to transform health insurance

Key components of National Health Stack



India Stack

Easy introduction of digital services – built on Jan Dhan - Aadhar - Mobile trinity



Coverage and Claims Platform

Building blocks to support large health protection schemes



Electronic Health Registries

Single source of truth for health data



National Health Analytics Framework Rich information to enable sharper offerings and pricing



Federated Personal Health Records (PHR) Framework

Access to health data for patients & for research



Other key components
Digital health ID, payment gateways, etc. shared across all health programs

Benefits



Increasing health insurance penetration in mid, low-income segment



Lower cost of acquisition



Fraud reduction and lower adjudication cost

The National Health Stack can enable end-to-end health and wellness ecosystems

Health Records

Health ID

Health reports repository

IoT data



Health Wallet

Reward points - ring fenced for health and wellness related purchases

Value-added health services (VAHS)













Wellness and fitness, Gym, spa, yoga, coaches, nutrition

Monitoring IoT, thirdparty, app integration

Ancillary health services Ambulance, nurses, home care, therapy, Opthal, aids

Reward partners for wellness incentives

Personal loan for health Health information & advisory

Core Services





IPD (current ins. Product)



Pharmacy



Diagnostic

Open Health Services Network (part of NHS)



Online doctor (telemedicine)



Out-patient, clinics



Diagnostics



In-patient (sec./ter.)



Pharmacy

MULTIPLE INNOVATIONS AND DISRUPTIONS AT PLAY **ACROSS THE KEY THEMES**

Emergence of New customers segments

Importance of higher distribution penetration and reach

- Creating a Marketplace of offerings - Multiple solutions and options on one-platform
- Thrust for employer/group insurance
- Holistic and customized offerings
- Affordable solutions for large no of SMEs
- PP Employers today want to create a more holistic wellness journey for their employees, moreover there is a large number of small and medium enterprises which can become distribution channels 99
- Embedding insurance with trusted services, products and channels (enabled by bite sized insurance)
- Relevant insurance offering seamlessly embedded into customer journeys
- Embedded insurance is a fantastic solution for low ticket (<100 INR) insurance products which can help become the first step towards coverage for customers 99

Criticality of enhanced customer experience

Data and Analytics as core capabilities

Further emphasis on health insurance through the **National Health Stack**

Building health and wellness ecosystems

PP Health stack is expected to help streamline operations and also to provide rich insights to insurance for all 99

- Providing all offerings at one place, helps consumer compare options and enable more informed choices and also increases trust and transparency 99
- End to end digitization of customer journeys
- Personalized experience
- Prompt query/grievance redressal Seamless claim

- Enhanced propositions for customers - E.g: Usage based pricing
- PP With the richness of data we have today, the industry has an opportunity to innovate how we price risk to offer enhanced propositions to customers 99
- Consumers today expect a personalized experience similar to that offered by Uber or Amazon
- Driving operational efficiency leveraging data and analytic
- 95% of claims in South Africa are settled paperless, in India the % is <0.1, hence a huge opportunity $\P \P$



MULTIPLE INSURERS AND INSURTECHS IN INDIA ARE ALREADY EMERGING WITH STRONG PLAYS ACROSS THE KEY THEMES



Insurers and Insurtechs driving innovation across all key themes

£3	Driving distribution reach, through			
	Improving access to Employer/ Group insurance	Onsurity	Exegesis	
TO STATE OF THE PARTY OF THE PA	Embedding insurance with trusted services, products and partners	Riskcovry	eBaoTech	Skaleup
	Creating a marketplace of offerings	One Assure		
(24)	Enhancing customer experience	Aureus	Bajaj Allianz General Insurano (Digi Sampark)	ce
	Leveraging data and analytics to			
	Drive operational efficiency	Eigenlytics	Artivatic	
	Enhance pricing proposition	Edelweiss General Insurance	Bajaj Allianz General Insurance	ICICI Lombard
	Building health and wellness ecosystems	Aditya Birla Health Insurance	Day to Day Health	

Onsurity | Providing affordable healthcare to SMEs and emerging businesses



Affordable health care for employees of small and medium enterprises remains an unaddressed segment

Opportunity to provide holistic health and wellness and enable SMEs to improve employee retention



Digital monthly subscriptionbased platform for SMEs to care and protect the health and life of their employees and contractual workforce

- Affordable
 - Paperless, completely digital
- Single platform for healthcare (teleconsulting, medicine, health check-up, insurance)
- Customized plans as per employer and employees' needs



- 25+ partner association
- 1600+ SMEs and startups, with a total user base of 1.25L+
- 80% HR cost reduction towards management of benefits
- 97% CSAT Score
- 85% of the members are new to healthcare
- >40% savings for organizations on working capital costs & benefits pricing

Exegesis | Employee ENSURER - A digital insurance suite helping insurers digitize and customize journeys for employers and employees



Low penetration of both health and life insurance in India

Opportunity to transform employee insurance journeys from today's extensively manual and paper based journeys



Comprehensive employer/ employee health platform

- **Employee Console application** for employees to manage their enrolment, claims, queries, downloads
- Flexi benefit feature to select customized benefits
- Content management systems to enable insurance to manage policies for employers
- HR Console to track claims & reports, smartphone apps for employees and HR with realtime information



- 2500+ corporates supported
- 3M+ lives insured

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- ~ 30 days of manual effort in enrolment saved
- ~ 50 days of manual effort saved through automated recon
- ~ 1 week of co-ordination time saved through prompt query redressal

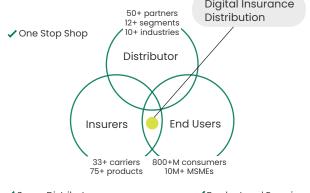
Riskcovry | Enabling embedding insurance seamlessly into user journeys through API integrations



The growth of the insurance segment can be unlocked by addressing and building a solution around the following two themes

- Customers have a limited set of trusted channels/partners
- Technology is a key barrier in terms of deepening insurance penetration





- ✓ Super Distributer
- ✓ Platform approach to digital distribution
- Strategic partnerships to integrate deeper to deliver Immersive CX for B2B2C use cases

Digital Insurance

- ✓ Product and Experience
- ✓ Relevance Invisible

End to end API driven insurance platform

Embedded insurance enabled platform

- Seamless embedment of insurance into existing user journeys
- Underwriting engine with option to configure insurer rules to accurately price customer's risk
- Quick and convenient claims processing via whatsapp bot

Impact

- 60+ active partners.
- 5L+ policies, covering 7L+ lives
- 70% faster time to market

eBaoTech | InsureMO platform enabling faster digitization, better distribution and easier connectivity with stakeholders in ecosystem



3 Key challenges in Insurance industry pertaining to distribution & data: 3V -Volume, Velocity & Variation Insurers face limitations in core systems:

- Inflexible legacy technology limiting connectivity with players in ecosystem
- Slower data update cycles (Months/Yrs vs hours/days)



Cloud-native and microservices based architecture platform (InsureMO) to provide scalability

Insurance & Non-insurance APIs to support various product lines & admin processes

Service orchestration tools to help develop custom apps & connect to dynamic digital ecosystem



- \$20B+ USD Gross premium across 30+ countries in 2021 (89% YoY premium growth transacted purely on public cloud)
- 40% YoY growth in # of policies issued in year 2021
- 3000+ SKUs covering all lines of businesses (incl. traditional products)
- 5000+ channels and 300+ carriers ecosystem with 100+ new partners in marketplace

Case Study: Large Insurer in China with eBaoTech

China Continent Insurance Company (CCIC), 5th largest insurer in China adopted eBaoTech's InsureMO platform for its digital transformation



- Replaced 15 legacy systems
- 1-3 days for new channel integration; 2 days for new product launch
- 100+ new channels connected via API

300+ insurance products deployed across business lines

Impact Generated

- 400k+ policies issued in single day (60Mn USD)
- <1 sec for elastic search of 70M+ policies; <2 mins to upload group policy of 100K+

eBaoTech

CCIC

SKALEUP | Enabling end-to-End digital journey with omni-channel experience



Distribution penetration can be scaled up by addressing the following key themes

- Absence of Omni-channel, endto-end customer experience
- People intensive & timeconsuming reconciliation process
- Distributed & disconnected platforms for customers, employees & Insurers leading to broken customer ownership
- Loss of opportunity to crosssell/up-sell owing to manual & cumbersome process



- Omni-channel platform for enabling end-to-end digital & assisted Insurance distribution
- Real-time reconciliation with dynamic market & regulatory environment shifts
- Unified platform for customers, employees & Insurers to drive arowth at Scale
 - Embedded real-time capabilities like policy issuance, business dashboards, regulatory reports multi-fold efficiency increase, empower employees & create superior customer experience
- Automate & Accelerate Cross-sell/ Up-sell





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50+ traditional & 400+ bite-sized products on a single platform



Grew from processing 200K to 500K applications per month



2X uptake in DIY conversions & 40% increase in conversions



15% reduction in customer drop rate



70% improvement in lead-tofulfilment TAT

OneAssure | Marketplace to deepen penetration of health insurance



Customers today face some key challenges related to health insurance

- Insurance Purchase: 80% have difficulty understanding benefits, pricing, coverage and thus have trust issues
- Service/Claim: 47% find it difficult to file claims/paperwork
- Insurance Closure: 46% have an overall poor experience leading to closure



Marketplace complemented with insurance advisors to drive higher health insurance penetration

OneAssure's marketplace model enables

- Informed purchase of health insurance basis comparison
- Modification of insurance plans during renewal
- Claim support

Complemented by insurance advisors/ partners

- Expand into Tier 2,3 locations
- Comprehensively trained on product and selling process
- Transparency through reviews



8 + key health insurers already on platform

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2.3X growth in retail premium & total policy issued in Q3'21 vs. Q4'20

Aureus | Understanding customer sentiment in real-time to enable insurers to act promptly and effectively to enhance customer experience



Insurers rely on customer feedback to understand customer sentiment, but only a small fraction of the customer base provides explicit feedback.

- No insight into customer sentiments
- Impact of customer interaction not tracked
- Lack of real-time/quick access to customer information
- Lack of data standardization, large volumes of data spread across multiple systems and in different formats



Aureus has built a Sentimeter to capture customer feedback

- Real-time sentiment score, using both explicit and implicit feedback
- Scores every customer basis a comprehensive set of touchpoints/ interactions
- Swift time to market through API based technology architecture
- Additional insights-single view of customer



SentiMeter score can help predict:

- Repeat purchases
- Lapse revivals and win-back behavior of maturing policies

Insurers can build key processes around the insight

Impact

- 3% points increase in retention
 - 5% points increase in cross-sell
- 30 points increase in NPS

Bajaj Allianz-Digi-Sampark | End-to-end digital platform for digital customer service

Opportunity

- The lockdown has brought to light the importance of transitioning from a highly physical customer service model to a digital model
- 24*7 customer service delivered digitally is the need of the hour

Solution

- End-to-end digital approach (Digi-sampark program)
 - Caringly yours app-One stop shop for our customers
- BOING (AI Chat bot) on WhatsApp
- "BAGICARE" (CRM) on "CRMNEXT" platform enabling a "True Omni Channel Experience"





- Increased digital servicing adoption
- Increased digital servicing from 37% (pre COVID) to 80% (COVID) & call-center down from 63% (pre COVID) to 20% (inbound @ 3% and outbound at 17%)



Significant cost optimization



"Lowest Grievances @0.81% (per 10k policies) " and "Highest Net Promoter Scores @65".

Eigenlytics | Platform solving for automation of claims with solutions tailored to each product

Opportunity

- The insurance value chain is highly paper based
- Need to transform legacy process of manual data entry and decisioning; existing solutions address structured documents only
- Claims journey unique for each product, hence requires tailored solutions



Platform to automate processing of key documents augmented with decisioning capability

- Extract information from unstructured documents (printed, scanned, handwritten, image based, etc.)
- Leverages Natural language processing capability

Enables automation of multiple use cases such as:

- Health claims where multiple docs need analysis
- Motor OD claims in real time
- Competitor policy schedule analysis for counter pricing related to fire insurance



Operational Efficiency

- 60%-80% reduction in manpower requriements
- 90%-95% reduction in turnaround time
- 70%-90% reduction in operational cost

Artivatic | Data driven underwriting platform for seamless and personalized risk assessmentcustomer service





- Lack of personalized risk assessment, premium and coverages
- Limited data driven decision making
- High cost of scaling the business due to high operating, customer acquisition and maintenance costs



- Unified platform for customer acquisition, risk profiling and underwriting
- Data driven & personalized risk assessment using data from historical, internal and external sources
- OCR capability for medical information extraction
- Insights and personalized product recommendations



Operational Efficiency

- 30% cost reduction
- Up to 40% risk reduction
- 10X real-time decisions
- 3M+ policies and 300K+ claims processed

Edelweiss General Insurance, Bajaj Allianz General Insurance, ICICI Lombard | Multiple examples of players introducing usage-based pricing







Upfront premium

Cover based on either kilometer slabs or daily rate

Option to buy top-ups for kms or days of usage



Kms tracking: Odometer or telematics device

Days of usage: Mobile app based switch-on/switch-off



Mobile app based cover applicable only on days cover is switched on; can register authorized drivers;

Coverage for fire, natural disasters, theft etc. even if vehicle not in use

	Mobile App	Odometer	Telematics
Tech	On User	In Car	In Car
Usage	Days, kms also feasible	Kms	Kms
Devices Needed	No	Yes	Yes
Switch on/off	Yes	No	No, but feasible
Data Tracking	No, but location data feasible	No	Driving behavior, major crash data

Aditya Birla Health Insurance | Comprehensive Digital health ecosystem for shifting focus towards "Health" & "Wellness" from "Health Insurance"

്റ്റ് Opportunity

- Traditional players follow a conventional approach towards Health Insurance
 - Tool for protection
 - Hospitalization cover
- Customers do not have an endto-end solution/platform to offer holistic view on wellness



- Shift the industry focus from "Health Insurance" to "Health" using disruptive technology & build complete Digital health ecosystem - Health App & Portal
- Simple, intuitive & engaging user interfaces, user flows across 4 themes of holistic program
 - Know your Health: Activ Age, Healthy Heart score
 - Improve your Health: Activ davz¹
 - Get Rewarded: Health returns²
 - Stay Protected: STP Insurance online, Heath Assessment, Specialized Claims corner
- Scale & sustainability through holistic ecosystem & partnerships (30+ system integrations & 60+ features)
 - Distribution
 - **Healthcare & Wellness Services**
 - **Process Improvement**
 - **Analytics**



Customer engagement:



15% onboarding - retail customers

30% success rate in Health Assessment test (industry avg. 8%)

App Usage:



75Bn+ steps tracked

21k+ wearable devices connected

7Mn+ HealthReturns² earned



Best-in-class NPS at 44%

DayToDay Health | Holistic Care Management & End-to-End patient engagement programs for recovery and wellbeing through **Digital Platforms**



- Industry largely restricted to just financing hospitalization of customers
- Need for more support to customers in Preparation & Recovery phases which directly impact treatment outcomes
- Improper post operative care leads to complications & readmissions increasing burden on insurance firms



- Step-by-step, tailored care journeys for hospitals & insurance companies to guide patients throughout preparation & recovery process
- Customized 360 degree care by tailored patient education, tracking and virtual connect with health experts
- 24*7 access to sophisticated virtual medical management team outside hospital
- Highly configurable and modular digital care plans





54 inpatient days prevented, ~ 13.5 lakhs cost saving/patient



10% reduction in hospitalizations & 30% reduction in hospital visits



Net promoter score of 67 vs. reported health insurance NPS average of 13



CONCLUSION – KEY IMPLICATIONS FOR STAKEHOLDERS

In Conclusion, three implications for industry stakeholders







Collaboration between insurers and insurtechs

There are a good number of insurers/re insurers and Insurtechs that have collaborated to bring innovative solutions to market across products, health and wellness, etc.

Collaborations are being scaled up from "proof of concepts"

Solving key customer issues & introducing new solutions to market

Multiple innovations have been introduced in the market by both insurers as well as Insurtechs across key themes such as insurance distribution, back-end insurance operations, bite sized products etc

Regulatory **Enablers**

Enablers such as the National Health stack and the regulatory sandbox have provided a strong platform for innovation across the value chain

Key implications going forward

Some

steps

taken

already

While stakeholders are increasing focus on digital, there is significant further potential; digital needs to be looked at as a "horizontal rather than a vertical"

With this perspective, there is room for multiple more collaborations with scope for insurers to also scale up investments in Insurtechs and put in place seamless processes to collaborate with insurtechs

There is significant scope for further innovation in key problems such as:

- Deepening penetration especially in tier 2+ locations and across product lines such as health, life, crop, etc.
- Driving higher focus on health insurance
 - Claims management, telemedicine, e-pharmacy, dental insurance etc can be potential areas of exploration

Insurers and Insurtechs can work with regulatory bodies and government agencies to continue to strengthen some of these platforms for further experiments. E.g. sandbox regimes with IRDAI and IFSCA, API layer of the India stack, proposed revamp of Insurance Information Bureau, etc.

Collaboration between insurers and Insurtechs could be boosted through:

Seamless processes to enter into collaboration **Enabling equity acquisition** in start ups for insurers



INDIA INSURTECH ASSOCIATION MEMBER INFORMATION

India Insurtech Association members (I/XIII)

Organization	India HQ	Year of Establishment	About	Offering	Contact
Arya.ai	1102, K.P.Aurum, Marol, Mumbai - 400072	2013	Arya.ai is an Insurtech offering low to no-code AI operating platform for insurers to augment core Insurance operations	Context: Smart and interconnected operating systems lead to greater value unlock for insurers Offering: Arya.ai offers a low code 'Al Operating Platform' for insurers with plug and play Al modules to expedite the adoption of autonomous Al across the Organization	vinay@arya.ai
Aureus Analytics	CoWrks Powai, Level 3, Prudential I Central Avenue , Hiranandani Garde Powai, Mumbai : 400076	2013	Aureus offers AI powered analytics solutions to improve customer experience in the insurance industry.	Context: Insurance carriers across the world are challenged with improving their customer retention, engagement and overall experience. Offering: We at Aureus Analytics design analytical products to address specific challenges insurers face with customer engagement - an Al-based insurance-focused customer experience platform.	prerana@ aureusanalytics.com
BeatO	A9 FIEE Complex, Okhla Phase 2, New Delhi	2015	India's largest digital care ecosystem to control and reverse diabetes	Context: India has 80Million diabetics, with 80% of them having uncontrolled diabetes Offering: BeatO's diabetes care ecosystem includes our innovative and cost-effective smartphone connected glucometers that work in unison with the BeatO app to support end-to-end management for people with diabetes.	gautam @beatoapp.com
Bimakavach	201, Classic Avenue 184 Shrinagar Main Indore, M.P 45201	, 2021	BimaKavach is a next-gen platform transforming the way SMEs and startups identify and avail business insurance	Context: BimaKavach focuses on delivering fast-flow and relevant insurance products for startups and SMEs by automating risk assessment and underwriting for commercial risks. Offering: Business insurance is plagued with misselling, sub-optimal experiences and half-baked insurance products.	tejas@ bimakavach.com
САМ СОМ	136, 3rd Cross, 3rd Main, Dollars Color J.P Nagar Phase 4, Bangalore – 56007 India	2017	CamCom offers Al solutions for defect and damage assessment in motor claims and underwriting	Context: Inspections in motor claims is a human- intensive process and subject to error and fraud Offering: CamCom provides Al-enabled defect and damage assessment of an automobile using images of the vehicle,	mahesh.s@camcom.ai

India Insurtech Association members (II/XIII)

Organization		Year of ablishment	About	Offering	Contact
Claim Friendy	1106,Pearl Omaxe Netaji Subhash Place, New Delhi-110034	2021	India's First "No Sales Only Service" InsureTech Platform	Context: Claims journey is full of complications and is a broken experience for customers in India Offering: We provide a One Stop solution for a hassle insurance policy management and a seamless claims journey to all policy holders across all products irrespective of the channel from where they have purchased the policy	info@ claimfriendy.com
Day to Day	Sabari Complex, AWFIS 03rd Floor, 24, Field Marshal Cariappa Rd, Shanthala Nagar, Ashok Nagar, Bengaluru, Karnataka 560025	2019	DayToDay is a patient experience organisation offering a virtual care platform for patient to prepare for and recover after a surgery/procedure	Context: Lack of Quality and Affordable Post Operative support leading to significantly high readmission and post operative complication rate. Offering: DayToDay Health provides an End to End Patient Engagement Solution by providing step-by-step, tailored care journeys for hospitals and insurance companies to guide patients throughout the preparation and recovery process via digital platforms.	dtdhi_insurance @daytoday.health
Dozee	City Centre, #40, Ground & Mezzanine flr, Nomads Daily Huddle, Chinmaya Mission Hospital Rd, Indiranagar, Bengaluru, Karnataka 560038	2015	Dozee is a Contactless remote patient monitoring and early warning system powered with cutting- edge Al	Context: The need for continuous health monitoring in hospitals and at home to improve quality of healthcare, detection of early health deterioration enabling timely prevention measures, and creating affordable solutions to tackle the health infrastructure challenges in India Offering: Our flagship product 'Dozee' is India's first contactless remote patient monitoring and early warning system. Dozee uses a combination of Ballistocardiography and next-generation Al algorithms to monitor the vital health parameters of the patient on a near real-time basis and shares them with the health care providers on a web-based patient monitoring system and on mobile apps	contact@dozee.io

India Insurtech Association members (III/XIII)

Organization	India HQ	Year of Establishment	About	Offering	Contact
eBaotech	16 Raffles Quay #27-01. Hong Leong Building Singapore 048581	2000	eBaoTech is a global leader in enabling connected insurance. Today, with business in more than 30 countries globally, serving over three hundred carriers and numerous agents, brokers, and other ecosystem players, eBaoTech has become a global leader in insurance technology.	Context: InsureMO helps the insurance industry ecosystem allowing insurers to create products faster, solution providers to include their innovations and distributors to create insurance apps to on-sell products to customers. Offerings: InsureMO® PaaS is for insurance carriers, brokers/agents, affinity channels and InsureTech/FinTech startups to do fast innovation and deep connectivity. From nimble start-ups to \$7bn insurers and over 300 global implementations, InsureMO is a proven enterprise-level solution.	sandeep.bastikar @ebaotech.com
Exegesis	309, Thacker Tower, Sector 17, Vashi, Nav Mumbai 400703		Exegesis is an Enterprise SAAS Insurtech enabler offering digitized insurance solutions for Employee & Flex benefits along with Personal lines insurance	Context: Managing group plans and claims for employee insurance (GMC-GPA-GTL) with flexible benefits and complex underwriting rules, is a challenge for corporates with hundreds of thousands of employees/dependents Offering: Exegesis Employee Flex Benefits is a configurable, secure platform offering complex underwriting engine for policy/claims servicing, Flexible benefits for employees, MIS for CorporateHR, cross sell option of personal lines insurance	ratnakar@ exegesisinfotech.com
EXL	EXL Service Headquarters, 320 Park Avenue, 29th Floor New York, NY 10022, USA	1999	EXL (NASDAQ: EXLS) is a global analytics and digital solutions company that partners with clients to improve business outcomes and unlock growth. Bringing together deep domain expertise with robust data, powerful analytics, cloud, and AI, we create agile, scalable solutions and execute complex operations for the world's leading corporations in industries including insurance, healthcare, banking and financial services, media, and retail, among others. Headquartered in New York, our team is over 37,400 strong, with more than 50 offices spanning six continents	Context: One of the primary issues with property assessment is that it still heavily relies on manual procedures, which are both costly and inaccurate; also, the lack of relevant data sources makes it impossible to estimate risk because they don't provide location-level intelligence. Offering: EXL Property Insights leverages aerial imagery and AI to provide accurate, real-time insights for underwriting, marketing and claims processing.	dheeraj.pandey@ exlservice.com

India Insurtech Association members (IV/XIII)

Organization	India HQ	Year of Establishment	About	Offering	Contact
Finexure	Bangalore	2009	A Strategic Risk and Insurance solutions Consulting firm working across India & Middle East	Context: Provide strategies to enhance resiliency, maximize recoveries, and reduce the overall cost of risk. Offering: Risk and Insurance solutions	tarun@finexure.com
Floatbot	1607 Stone Road, Durham, NC 27703, USA	2017	Exegesis is an Enterprise SAAS Insurtech enabler offering digitized insurance solutions for Employee & Flex benefits along with Personal lines insurance	Context: Share of digital sales in insurance is growing which necessitates improved customer experience Offering: Floatboat offers patented conversational Al platform, Al-based need-analyzer, personalized recommendation engine and Robo-advisory module for enhanced customer engagement	jimmy.padia@ floatbot.ai
Gramcover	109, Kusal Bazar 32- 33, Nehru Place Nev Delhi South Delhi - 110019 Delhi - India		Rural focussed insuretech leveraging technology and a rural partner network to create insurance access at scale	Context: Creating insurance access at scale in rural India. Offering: Gramcover is "de-risking" rural India by leveraging technology and a rural partner network. We create financial resilience in rural India by working on relevant products like crop insurance, livestock insurance, health insurance, asset insurance, motor insurance etc and also hand hold and assist in the servicing of claims.	dhyanesh.bhatt@ gramcover.com
Gypsee	Gypsee Automotive 199/1, 2nd Floor Agaram 20th Main Road, 150, Outer Ring Rd, 1st Sector, HSR Layout	2020	Gypsee helps drivers save money on car expenses.	Context: Making insurance, Preventive care & SOS service convenient and affordable for drivers. Offering: Gypsee is building a mobile app to help safe drivers save on insurance, services and get a fair resale value with drivemate which turns car in to smart car.	Vikash.Verma@ gypsee.ai
Health Assure	lst Floor, Excom House, 7 Saki Vihar Road, Andheri East, Mumbai 400072	2011	Procuring and providing health care and other value added services for customers from preferred health care partners through a technology based platform; pioneering OPD Insurance in India with 50k lives covered	Context: Solving for the 60% of out of pocket healthcare expenses of Indian consumers by getting those covered through insurance Offering: HealthAssure's specialised PPO network helps insurance companies to offer HealthAssure's cocreated OPD Insurance products to Indian consumers with unique attributes such as access, affordability, high quality, std pricing	varun.gera@ healthassure.in

India Insurtech Association members (V/XIII)

Organization		Year of blishment	About	Offering	Contact
Healthy Sure	702, Pramukh Plaza, Chakala, Andheri East, Mumbai 400059	2021	HealthySure is India's Most Loved Employee Welfare Platform	Context: There is a need for a holistic employee healthcare program that provides much more than just health insurance. Offering: HealthySure is a 360 degree group health benefits platform that has an employee first approach	sanil@healthysure.in
Instic.ai	Instic AI, 4th Floor, Awfis, GK Mall, Pimple Saudagar, Pune - 411027	2020	Instic AI helps companies achieve operational efficiency by Intelligent Process Automation	Context: Insurance processes like sales and claims have high operational cost and inefficiencies due to manual processing Offering: With solutions such as auto data extraction and RPA bots, Instic AI helps companies reduce costs and TAT by 80%	ajinkya@instic.ai
Insurance Samadhan	A-31, 4th Floor, Sector 3, Noida	2018	Tech platform for resolving insurance grievances	Context: Taking care of the entire insurance journey of a policy holder except selling Offering: Till now we were resolving insurance grievances, now we are upgrading from service to a product. Now we would also start assisting policy holders in filing their claims, maintain and service their insurance portfolio	deepak@ insurancesamadhan. com
Insure Mile	No. 19, 4th C Cross Koramangala Industrial, 5th Block, Area, Bengaluru, Karnataka 560095	2018	Unique and personalized policy distribution for unserviced and uninsured customers	Context: More than 300,000 point of sales agents do not have access to unique products and also do not have better margins Offering: Platform provides point of sales insurance agents to access unique policies to service their customers and increase their revenue and reduce operation cost	mallesh.reddy@ insuremile.in

India Insurtech Association members (VI/XIII)

Organization	India HQ Es	Year of tablishment	About	Offering	Contact
Insuryze	Apt. # 3, Residency Parikrama, New No. 13, 14th Cross, Street, Shastri Nagar, Adyar, Chennai 600020	2020	InsurTech Venture Studio to develop InsurTech solution	Context: Work with insurers as well as InsurTech Startups to drive innovation and intensive use of technology Offering: As a new-age insurance-focused firm, Insuryze collaborates with insurers to help adopt innovation culture by identifying value creation opportunities, identifying, and grooming InsurTech start-ups with the potential to move the needle.	atish@atease.in
Tesquirel	G-3 Apex view apartments, Ittamadu Main Road, BANASHANKARI 3RD STAGE, BENGALURU-560085	2018	A Quality Assurance Solutions company that helps insurance organizations to accelerate their product launches, regulatory and other enhancements through their innovative testing solutions.	Context: Our Solutions manage "Requirement to Release" in one solution with Intelligent Test Case Generation and Robust Work Flow. Our offerings include an easy to use, Cloud based, No-Script solution to automate Web, API, Mobile and AS/400 applications with a single interface. Offering: With customer journey and other digital applications taking the forefront, Insurance companies face challenges in product launches and enhancements to achieve Quality with Agility	srilakshmi. krishnamurthy@ tesquirel.com
KRUZR	India HQ: Bangalore, India	2016	Kruzr is a 2nd generation Telematics platform which provides contextual driving risk measurement and risk mitigation services.	Context: Motor insurance premiums are not linked to the actual risk of an accident but the asset value. Claims account for ~80% of the underwriting value, and the route to profitability for motor insurers is not just better risk measurement but risk prevention as well. Offering: Kruzr's platform enables insurers and fleets to visualize their risk exposure linked to realtime driving conditions and helps them reduce it through driver guidance and post-trip feedback. Our deep insights enables insurers to create customized policy for their customers, engage with them meaningfully, and build long-term relationships.	pallav@kruzr.com
Livwell	Singapore, Vietnam and Mumbai	2020	LivWell Asia, a blockchain-based Gamified Insurtech & health engagement application	Context: Making insurance accessible to millenials by making it rewarding and activity based. Offering: LivWell provides low-cost bite-size Health and Term Insurance in Vietnam and India aimed towards Gen-Z.	Nikhil@livwell.asia

India Insurtech Association members (VII/XIII)

Organization	India HQ	Year of Establishment	About	Offering	Contact
Manomay	8-2-269/w/6, Gurukrupa Vilasam, Sagar Society, Banjara Hills, Hyderabad, Telangana, INDIA - 500 034	2011	Manomay is Technology Consulting & Insurtech Solution Provider for the Global P&C Insurance Industry	Context: Consulting: Bringing in deep Biz Tech expertise for Insurance Companies to avoid tech. failures. InsurTech Solutions: Remove Non-value work, automate repeat work, avoid unwanted replacements, empower everyone in the value chain Offering: Advisory Services (Tech Strategy, Vendor Selection, Biz Process Design & ROI Measurement), implementation Services for Core Platforms Replacements/Upgrades & InsurTech Solutioning InsurTech Solutions: One stop shop – Al powered Chatbots for 24/7 access & availability; License Free RPA for repeat manual processes, Digitization of Physical/Scanned Docs & automatic upload to Backend IT Systems with 95+% precision using Advanced Algorithms, Multi-Dimensional Communication Platform, Uriel Insights for Business	krishna.datla@ manomay.biz
Marsh	1201-02, Tower 2, Or World Center, Plot- 841, Jupiter Textile Compound Mills, Senapati Bapat Mo Elphinstone Road (Mumbai 400 013	2003 Irg,	Marsh is the world's leading insurance broker and risk advisor. With over 45,000 colleagues operating in 130 countries, Marsh serves commercial and individual clients with data-driven risk solutions and advisory services.	Context: Insurance protection gap and risk management solutions. Offering: Marsh advises individual and commercial clients of all sizes on insurance broking and innovative risk management solutions	Niladri.bhattacharya @marsh.com
Mayfair we care	6th Floor, Tower 2, Electronic City, Bangaluru, Karnato 560100, India	2010 Ika,	A leader in delivering flexible global solutions in insurance administrtion.	Context: We look after your most valueable assets your employees whilst they are deployed to work overseas for you. Offering: We are a global specialist in looking after the health of expatriates working globally A. We do this via our insurtech platform and offices located worldwide	info@ mayfairwecare.com
Medibhai	100,1B Paragon Plaz Phoenix Market City Compound Kulra (west), Mumbai 40	2018	A tech-enabled one-stop integrated solution for all your healthcare needs	Context: Hassles faced by an individual while facing a medical contingency and medical claim Offering: At Medibhai we design technology and solutions for players of healthcare ecosystem thereby facilitating services and supporting common man during medical contingencies	priyanka@ medibhai.com

India Insurtech Association members (VIII/XIII)

Organization	India HQ	Year of Establishment	About	Offering	Contact
Metamorph tech	Pune, India	2016	MetaMorphoSys Technologies is an InsurTech focused on creating innovative SaaS products to address the challenges of the global Insurance Industry	Context: Transform the Legacy Insurance Landscape Offering: We are leveraging our domain experience, regulatory knowledge and technology expertise to architect innovative products and disrupt the Insurance value chain from Customer Acquisition to Engagement	amit@ metamorphtech.com
Nvest	414, Lodha Supremus 2, Road No 22, Wagle Estate	2016	Redefining insurance landscape with advanced solution	Context: Rigid legacy systems limiting innovation and lack of API based architecture limiting tech growth Offering: We have configurable, API based core applications for the insurance companies and intermediaries across the value chain. Our Illustration and Distribution onboarding platform takes care of entire front office and Policy Admin System takes care of mid and back office	gopesh.modi@ nvest.in
One Assure	3rd floor, 91springboard, MG Road, Gopala Krishr Complex 45/3, Residency Road, Mahatma Gandhi Rd, Bengaluru, Karnataka 560025	na 2020	OneAssure is a marketplace that sells and services health insurance products.	Context: Expand insurance penetration in India by selling to masses in their own language & facilitate claims in their time of need. Offering: Customer centric marketplace for health insurance. Help customers realise the importance of health insurance and make an informed decision to purchase. Help the customer with their claim during hospitalisation to drive a higher retention rate & build trust. Help the customer make an informed decision to increase, modify or change their insurance plan during renewal.	founders@ oneassure.in
Onsurity	Villa no - 62, The Gr Carmen Address, Sarjapura Road, Mulluru, Opp Decalt Bengaluru 560035	2020	India's first monthly Healthcare digital subscription platform	Context: Providing affordable healthcare for 63 million SME's Offering: Bundled healthcare product with GHI, GPA, GTL, Doctor teleconsultation, Discount on medicine and Diagnosis. Digital and Instant with Dashboard to add	varun.tandon@ onsurity.com
Pazcare	APR Enclave, L - 379 5th Main Rd, Sector HSR Layout, Bengalu Karnataka 560102	6, 2020	Employee Insurance & Healthcare Benefits for the modern Indian Workforce	Context: Automate employee insurance & healthcare benefits. Offering: Pazcare is the simplest way (till date) for HRs to manage employee insurance and healthcare benefits. We enable remote and hybrid teams to access benefit plans & file insurance claims in an instant.	sanchit@ pazcare.com

India Insurtech Association members (IX/XIII)

Organization	India HQ	Year of Establishment	About	Offering	Contact
PlumHQ	Bangalore, India	2019	Plum's mission is to make healthier life a reality through companies that care	Context: It is a nightmare for employers and employees to purchase, manage & access health insurance & benefits Offering: Plum provides affordable, accessible and high quality health insurance and healthcare to employees and employers	abhishek@ plumhq.com
Probus	7A, 7th Floor, Gopald Tower, Rajendra Pa New Delhi – 110008		Probus is an InsurTech that offers one-stop solution for all the insurance needs	Context: Probus makes this task easier for the policy seekers by providing easy comparison option under its online portal which ensures easy search of the right plan. Offering: Finding the right policy at the best prices could be quite daunting.	gopesh.modi@ nvest.in
Protect me well	PMWell Technologie Pvt Ltd, o.37/E, 2nd Floor, Beside Surand College, Basavanaq Bangalore-560004	a 2020 gudi,	API-first comprehensive insurance needs analyzer	Context: There are so many people who want me to buy insurance. Nobody advises me on the type and size of insurance covers I need Offering: API-first comprehensive insurance needs analyzer that needs analysis of 10 products across life, health and general insurance in one go	sumit@ protectmewell.com
Quicsolv	501C, East Court, Ph Market City	neonix 2012	We provide Technology Based Risk Control Solutions for BFSI	Context: We build solutions to give insurance companies the tools to make better risk decisions Offering: Mortality Check using deep learning based face match, deep learning based sentiment analysis, aadhar masking, digital signature one screen to capture acceptance, geo-location capture and more during live video based communication.	riyaz@quicsolv.com
RIA	New Delhi	2019	RIA is an InsurTech company on a mission to provide customers with an experience which is simple, transparent, and flexible. RIA actively partners with its customers to help them improve their outcomes.	Context: There is a need for higher customer engagement when moving from risk protection to risk prevention Offering: To enable our mission, we've built our core insurTech platform in-house. This consists of insurance APIs, an AI/intelligence layer, our own risk models, a data platform, and a low-code insurance workflow automation platform.	prerak.sethi@ria.insure

India Insurtech Association members (X/XIII)

Organization		ear of olishment	About	Offering	Contact
Riskcovry	Regus Business Centre Private Limited, Duru House, 2nd/ 3rd & 4th Floor, Juhu Tara Road, Next to JW Marriott Hotel, Juhu, Mumbai-400049	2018	Riskcovry enables insurance anywhere by providing a powerful unified API that enables organizations to distribute insurance over multiple channels.	Context: The Riskcovry SaaS platform, which is typically used by large enterprises, can enable any organization to customize its insurance workflows by directly integrating into existing workflows such as HRMS, Lead Management Systems, enabling a seamless flow of data and an extremely smooth customer experience. Offering: Riskcovry's flexible and customizable insurance-in-a-box, API-based platform powers businesses such as a startups or large enterprises and enables insurance distribution via a plug and play model.	chiranth@ riskcovry.com
Safe Tree	456 Bhera Enclave Paschim Vihar New Delhi	2020	We are creating new embedded and innovative products for retail and corporate segments	Context: Develop new innovative insurance products which can increase the penetration of insurance products across all segments in India and also simplify their buying journey Offering: We have new tools which simplify the insurance buying journey for corporate and retail customers	vikas.anand@ safetree.in
SBI Life	SBI Life Insurance Co. Ltd, Corporate office, Natraj,by Rustoimjee, 4th Floor, M.V.Road & WE Highway Junction, Andheri (E), Mumbai - 400 069	2001	SBI Life Insurance is one of the most trusted life insurance companies in India, having an extensive presence throughout the country with 947 offices and 18,500 employees as on Dec 31, 2021.	Context: Increase in life insurance penetration across the country. Offering: Driven by the 'Customer-First' approach, SBI Life strives to make insurance accessible to all by serving millions of families across India through its diverse range of products which caters to individuals and group customers through Protection, Pension, Saving and Health Solutions.	abhishek.arora@ sbilife.co.in
Select X	166 College Road Harrow HA1 1BH England and Wales	2000	SelectX is a UK-based provider of technology- based solutions for life and disability underwriting	Context: First class customer journey, data driven tool for effective risk mitigation and predictive underwriting Offering: We focus on automating the underwriting process for efficiency and stakeholder benefits, by providing underwriting guidelines via RiskApps, our Web-based underwriting manual and Life Digital Suite, our partnered Underwriting Rule Engine & Workbench	dwaipayan@ selectx.co.uk

India Insurtech Association members (XI/XIII)

Organization	India HQ Es	Year of tablishment	About	Offering	Contact
SKALEUP Bajaj Finserv Direct Ltd.	Bajaj Auto Limited Complex, Mumbai – Pune Road, Akurdi, Pune – 411 035	2018	A unique & diversified Marketplace for Financial Services products and Lifestyle products in India	Context: Insurance industry is impacted by lack of end to end customer experience, disconnected platforms for users, manual ops & reconciliations and inability to effectively cross-sell & up-sell Offering: SKALEUP is a Market-tested & business-proven platform that delivers an end-to-end digital journey through a unique Omni-channel experience and endeavours to 'Deliver Digital Business' for Insurance, Lending, Investment & eCommerce.	bhavesh.mehta @bajajfinserv.in
Symbo Insurance	C 507 & 516, Kanakia Zillion, LBS Marg, CST Junction Road Kurla West, Mumbai - 400070	2017	Founded in 2017, Symbo is an insurtech venture focused on solving the problem of insurance distribution.	Context: Distribution of insurance in way that makes it relevant and intuitive for the user Offering: Symbo has established itself as a context-based, need-focused embedded Insurtech platform, powering Insurance distribution at the end point of a purchase. Symbo also runs a SaaS platform which insurers and brokers can use to manage distribution and engagement.	kartik@ symboinsurance.com
TipTop Insure	DLF Galleria, Block BG-8, 5th Floor, Room No. 502, Newtown, Kolkata 700156 West Bengal India	2021	Creating India's Largest retail rural Insurance distribution network under POSP model	Context: MIBPL will create 2.5 Laks POSPs at every Gram Panchayat of India to cater to the needs of rural population and focus on farmers for registration on Crop Insurance. Offering: MIBPL with its likeminded promoters/ shareholders embarks on the journey of "Serving Happiness to the underserved". MIBPL will create an ecosystem which will cater insurance needs to the most underserved section of the society – "The Rural Consumers"	manoj@tiptopinsure.in

India Insurtech Association members (XII/XIII)

Organization	India HQ E	Year of Establishment	About	Offering	Contact
Vieva Intech	713D, Neelkanth Business Park, Vidyavihar(W), Mumbai 400086	2006	Vieva Intech is considered to be pioneer in Insurance Technologies since inception.	Context: "You drive We Care" is the punchline for our offering. Offering: Vsure is a digitally enabled end to end product for your Car Assurance which goes beyond just accidental repairs but also mechanical repairs, assistance to vehicle, emergency assistance. We have comprehensive solution right from Sale of Plan, Assistance through different Service Providers, Claims, Repairs etc.	jignesh@vieva.in
Watch your health	103 Lodha Supremus, Rd No 22, Wagle Estat Thane West, 400604	e, 2015	Watch Your Health is B2B2C InsurTech company that specializes in increasing the Persistency of Insurer using Health Based Rewards	Context: Enable Insurers to improve the persistency while improving customer health Offering: The essence of WYH in a nutshell is to empower the brands associated with it to generate revenue through cross-selling and acquire new customers with its innovative product ideas	prachi.sheth@ watchyourhealth.com
Xceedance	Building 6, 4th Floor, Candor Tech Space, Sector 48, Gurgaon, 122018	2013	Xceedance is a global provider of insurance consulting, managed services, technology, data sciences, and blockchain solutions.	Context: Cutting-edge technology, advanced analytics and process optimization deliver significant enhancements across the insurance value chain. Offering: Xceedance supports insurers in the process of delivering strategic operations support, which includes resources and capabilities in process optimization, technology transformation and digital enablement	madhu.balakrishnan@ xceedance.com
XP Cover	Mumbai	2020	XPCover is a Cloud based Insurance Distribution Platform	Context: Enable companies to sell insurance to their user base Offering: No code platform to design the sales journey with inbuilt workflows and rating engine	hi@xpcover.com

India Insurtech Association members (XIII/XIII)

Organization	India HQ	Year of Establishment	About	Offering	Contact
Zopper	New Delhi	2011	Zopper is an Embedded Insurance API Platform that connects Insurance Carriers with large distribution partners	Context: Democratising access to insurance distribution Offering: Zopper enables large B2C companies to embed insurance with their core product offerings	mayank.gupta@ zopper.com
Zyla	Innov8 CoWorking Salcon Rasvilas, Sc District Centre, Sec New Delhi- 110017	aket 2017	Zyla Health is India's leading Al-powered healthcare management platform	Context: Zyla is enabling access to trustworthy, continuous & high quality healthcare that is focused on improving health outcomes for the users. Offering: Zyla is the de-facto healthcare solution in every home that personalises care interventions based on the health risk assessment of each individual. Zyla takes a holistic, clinical approach to provide hyper-personalized and real-time care under innovative technology (Al-based chatbot) and an empathetic team of senior doctors and experts	care@zyla.in

India Insurtech Association members

Aditya Birla Capital
AndApp
Arrow Re
Artivatic
Assurekit
Astro
Atelier
BAGIC
Briisk
Clearquote

Connexial Fintech	Insureatoasis	
CoverSelf		
	J.B. Boda	
C2LBIZ		
Eigenlytics	Khaitan Legal Associates Indian Advocates	
Finsall	Lumiq	
Fortinfra	Matterhorn Consultancy Services	
Futurisk		
	Mercer	
GoDB Tech		
Inches Group	My policy now	
Health Up	Niva Bupa	

Paramount Healthcare
Management Pvt. Ltd.
Periscope
Pibit.ai
PNB Metlife
Policy Era
RMS ARC
Securus Insurance Brokers (India) Pvt. Ltd.
7 Insurtech
Spectrum Insurance
Strumng
Pramartha
Prudent

Ratnaafin
Tatsam
Tenacitics
Toffee
Trans Union Cibil
Troth Insurance
V2RT Insuruetech Solutions (OPC) Pvt. Ltd.
Wurth IT

Funding rasied by India Insurtech Asociation members in 2021-22

Insurtech	Funding raised	Series
Insuremile	350K USD	Pre-Seed
OneAssure	659K USD	Pre-Seed
Insurance Samadhan	720K USD	Pre-Series A
Safetree	lmn USD	Seed
Healthysure	1.2mn USD	Pre-Series A
Finsall	1.6mn USD	Pre-Series A
Pazcare	3.5mn USD	Seed
Riskcovry	5mn USD	Series A
Probus Insurance	6.7mn USD	Late Stage
Gramcover	7mn USD	Series A
Onsurity	16mn USD	Series A
Dozee	16mn USD	Series A+



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