Transforming the Underwriter Experience

Jon Heath
Head of Technology, QBE

Stephan Whelan
Sales Manager, Pegasystems

QBE at a Glance

We help businesses build resilience

through providing risk management and insurance services to customers across the globe

QBE Insurance Group is one of the world's top 20 insurance and reinsurance companies

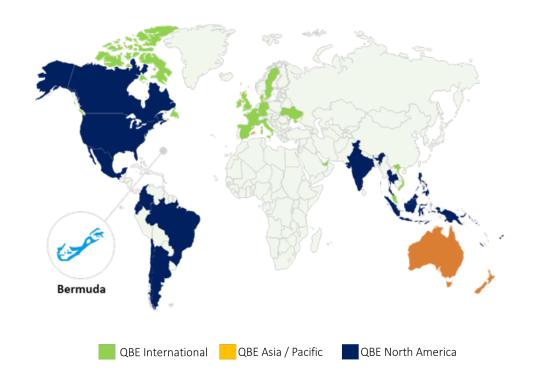with hundreds of specialist products and the ability to cover most business risks.

Financial Strength and Performance (2021)

Gross Written Premiums.................................US$18,457m

Combined Operating Ratio......................................93.7%

Profit..US$1,215m

Standard & Poor's...A+ Stable

Fitch Ratings..A+ Stable

AM Best...A Stable

Global Reach

We have three divisions, QBE International, QBE Asia / Pacific and QBE North America and we employ 11,700 people across 27 countries servicing customers in more than 140 counties.

Bermuda

■ QBE International   ■ QBE Asia / Pacific   ■ QBE North America

Underwriter Journey – Key focus areas

Underwriting console

> Guided underwriting processes
> Rich decision support environment with unified client & portfolio views
> Single point of access to systems & data

Proposition playbook

> Cross-class modular products
> Coverage-level pricing and terms
> Underwriting & pricing alignment

Digital backbone

> Digitised underwriting & operations processes
> Integrated core systems
> Digitised documents
> Connectable to customer & broker platforms

Data foundation

> Centralised client, risk & claims data
> Library of external data sources
> Embedded data science & analytics

QBE

Underwriter Journey – Benefits

Great Customer Experience

Meeting customer needs in a modern way

- ✓ Reduce time to serve customers and brokers enhancing satisfaction and potential opportunities to secure new business
- ✓ Greater automation and data insight will allow underwriters to focus more time on ensuring the customers needs are met
- ✓ We will digitise more data from our customers reducing the need for queries
- ✓ Move towards seamless customer touchpoints with more precise and holistic customer data

Enable Profitable Growth

Growing our business in the right way at the right cost

- ✓ Ability to handle a greater volume of submissions each year
- ✓ Effective Pipeline management enabled due to increased quality of data and early automated risk selection and pricing
- ✓ Enhanced decision-making, winning the business we want
- ✓ Offer propositions at a price right for the customer and enabling us to beat our competitors

Loss Ratio Improvement

Better select and price our business using Human + A

- ✓ Insights and Analytics providing additional information to support the UW decision making process
- ✓ Effective Pricing and benchmarking on all risks
- ✓ Ability to quickly and efficiently manage rules within teams reducing the cost to change
- ✓ Greater focus on pricing MTAs ensuring these have effective pricing and benchmarking

Reduce Operating Expense

Driving down costs without impacting customer experience

- ✓ Automation of document ingestion reducing data keying and improving data quality
- ✓ Reduction of re-keying across systems through de-duplication of system functions and integration
- ✓ Automation of repetitive low value processes, including document production
- ✓ Automated identification of authority breach and management reducing cost to audit
- ✓ Reduce the time and cost of data acquisition, preparation and visualisation

QBE

PegaWorld**iNspire**