



Why is Connected Insurance in Motor becoming more popular?

Usage-based motor insurance is growing in popularity with drivers given the potential for lower premiums and the personalized, value-added services. Increasingly insurers around the world are using motor telematics data within a structured behavioural change programme to derive real benefits. They are seeing increased revenue and lower **Claims Costs** through improved pricing, lower **Operational Costs**, better **Risk Selection**, improved **Claims Handling**, greater **Retention Rates** and **Customer Engagement**, whilst also enhancing **Environmental Social Governance**.



How can Connected Insurance assist you reduce your Claims Costs?

-3%
Claims Ratio

Research has shown that telematics based best practices have generated up to a 3% improvement in claims ratio by providing frequent feedback/coaching and tangible rewards to drivers.



How can Connected Insurance assist you reduce your Operational Costs?

Cost Efficiency

Insurers are cost effectively leveraging the increased popularity of smartphones (via apps) given their sensory technology (measuring speed, distance travelled, etc) to gather data to better understand a customer's driving behaviour and usage to inform their premium pricing more accurately.



How can Connected Insurance assist you improve your Risk Selection?

-9%
Claims Ratio

Analysis of telematics data allows insurers to identify the drivers they wish to insure and at what price. Usage-based insurance rewards safer drivers and is therefore likely to attract lower risk drivers; examples have shown this selection can lead to a 9% improvement in claims ratio.



How can Connected Insurance assist you with your Claims Handling?

**Better (Decisions)
Fewer (Claims)
Faster (Settlements)**

European insurers have developed advanced capabilities using telematics to detect accidents quicker, make more accurate liability decisions and react faster to shorten the claim management process.



How can Connected Insurance improve your Customer Engagement?

Personalized product Gamification
Up To 15%
Higher Retention

Using telematics data to understand customers better allows for more personalized, value-added products. Eco-driving, coaching and gamification features (including rewards and points scoring) encourage higher engagement, satisfaction and retention (with improvements in retention rates between 5-15%).



How can Connected Insurance assist you enhance your Environmental Social Governance?

**Safer (Roads)
Cleaner (Planet)
Lower (Costs)**

Changing driving behaviour helps reduce emissions and optimise energy consumption, whilst creating a safer environment by reducing the risk of accidents, as well as helps reduce drivers' spending on fuel, vehicle maintenance and insurance premiums.