

Embracing the Future: How AI Is Revolutionizing Insurance

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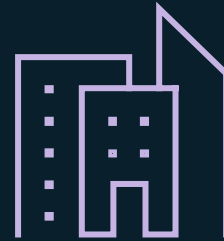
Insurers face several headwinds:



Economic
Fundamentals



Consumer Trends



Competitive Threats

They remain hyper-focused on:



Digital Experience

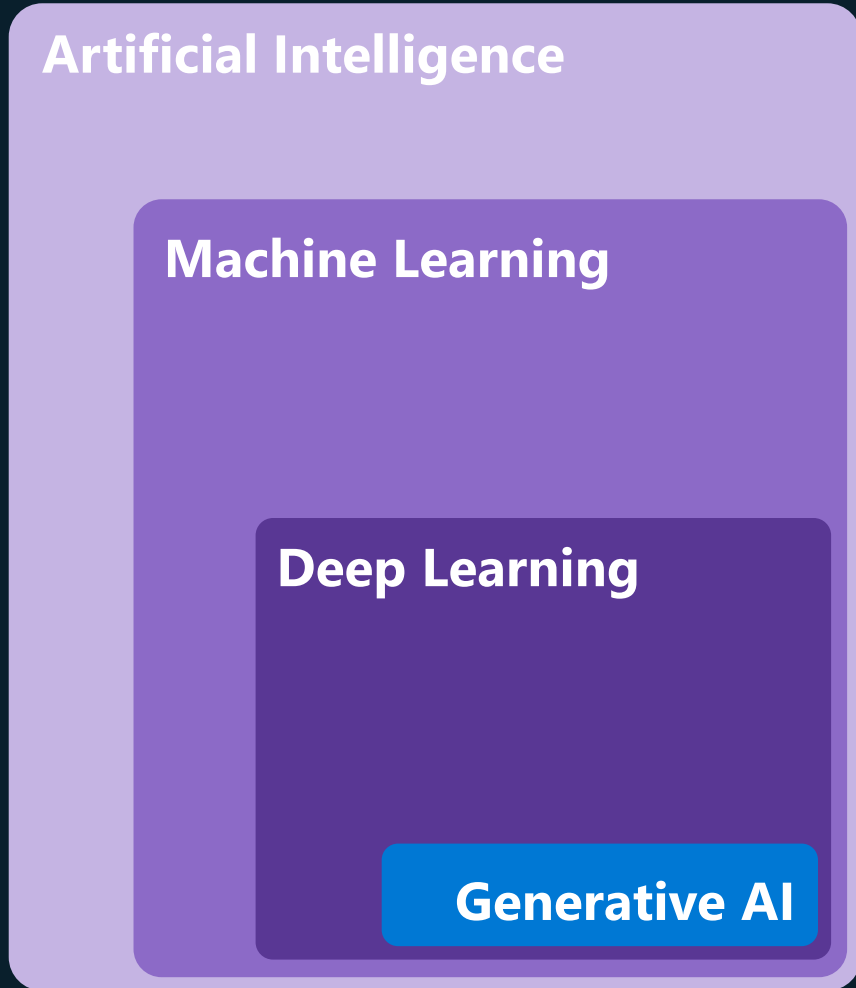


Internal Processes

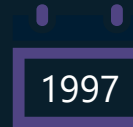


Innovation

This is a new moment for AI



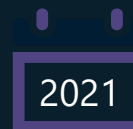
Artificial Intelligence



Machine Learning

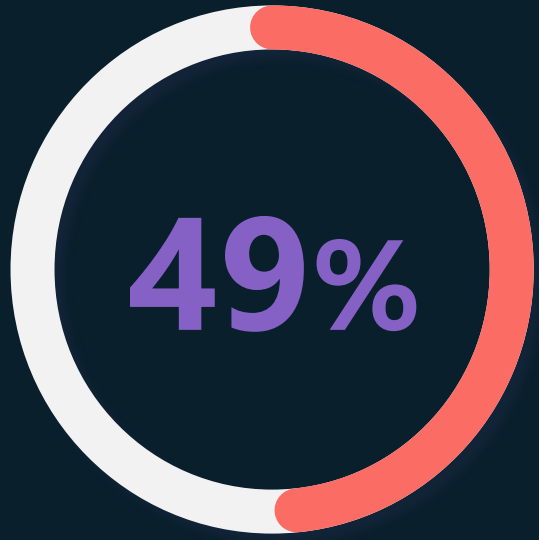


Deep Learning

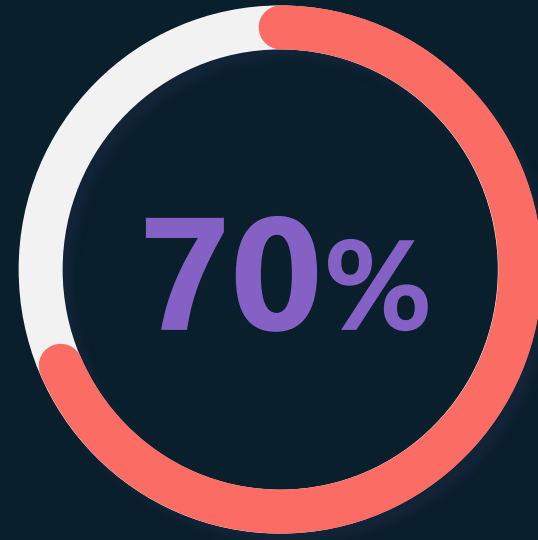


Generative AI

The new AI-employee alliance



of people say they're
worried AI will replace their
jobs



would delegate as much work
as possible to AI to reduce
their workloads



Humans remain in the loop

Generative AI—Making Work Easier



Content generation



Summarization



Semantic search

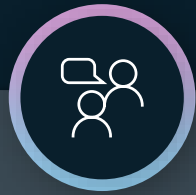


Code generation

Gen AI—Value Proposition



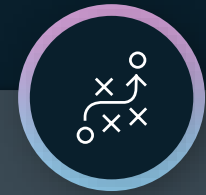
Enrich
employee
experiences



Reinvent
customer
engagement



Reshape
business
processes



Bend the
curve on
innovation

Gen AI—Insurance Use Cases



Customers



Core
Functions



Corporate
Functions

Gen AI—Early Developments in Insurance

Wave 1



Internal
Use Cases

Wave 2



External
Use Cases

Wave 3



New
Product
Offerings

There are 5 drivers of AI value



Charting your path forward



Start your AI journey



Change management is essential



Partner ecosystems are integral



Thank you!