



The Insurance  
Institute of London  
Chartered Insurance Institute

# The Insurance Institute of London

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# LMG

Representing the Insurance and Reinsurance Market in London



LLOYD'S



# Future of the London Market



27<sup>th</sup> November 2018

# % OF RESPONDENTS HIGHLIGHTING ORGANISATIONAL SKILLS GAPS



Operational



25%

Wordings



24%

Underwriting



23%

Claims



23%

Leadership capability



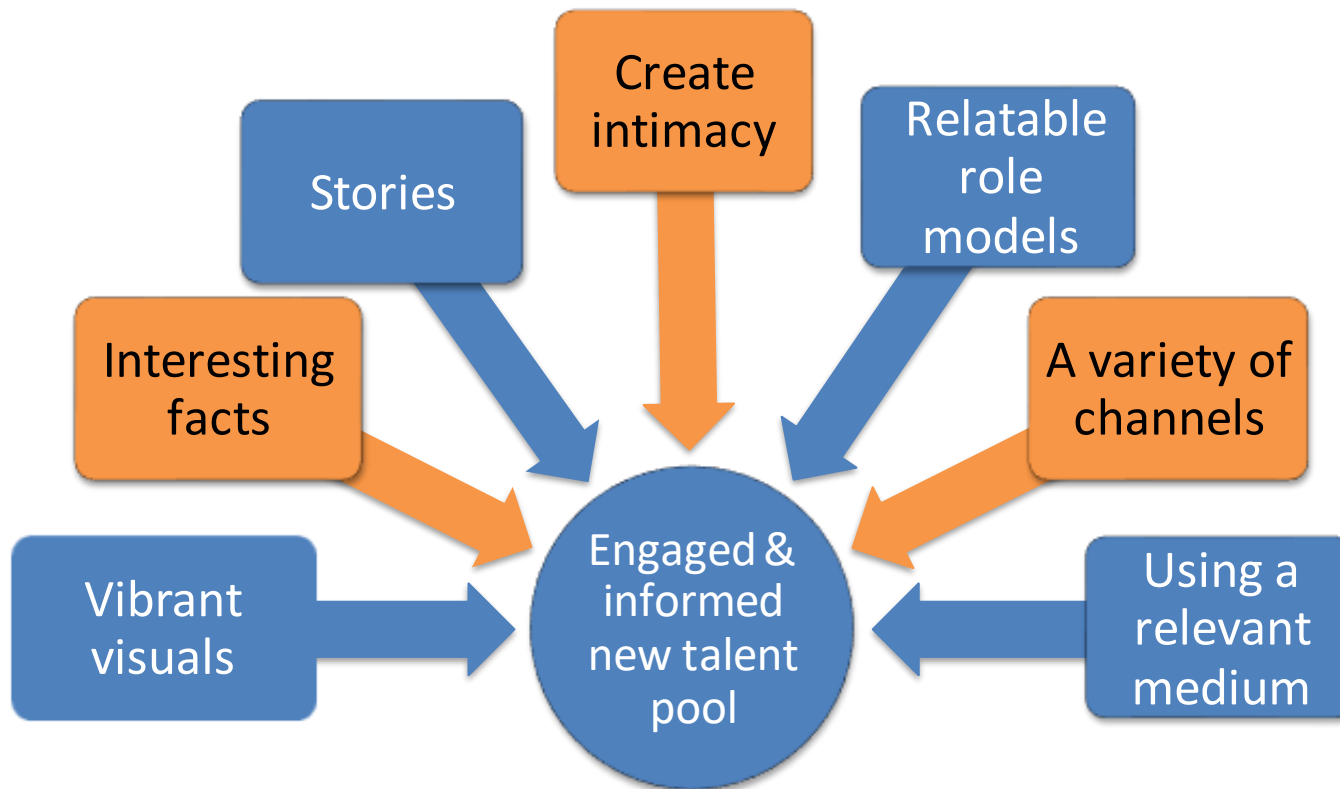
22%

Source: LMG Deloitte 2015 London Market Talent Survey  
See Appendix for survey methodology

# ATTRACTING NEW TALENT



Building blocks of communication include





# @LONDON INSURANCE LIFE



**Antonia Odusanya,  
Intern at THB Group**

"If it wasn't for the unique posts on Instagram, I wouldn't have been able to secure a summer internship."



**Tarryn Pongracz,  
Account Technician,  
Allianz**

"The LMG realised that the best way to communicate with young people was to speak their language."

**Catherine Davies, Operations Manager at AXA**

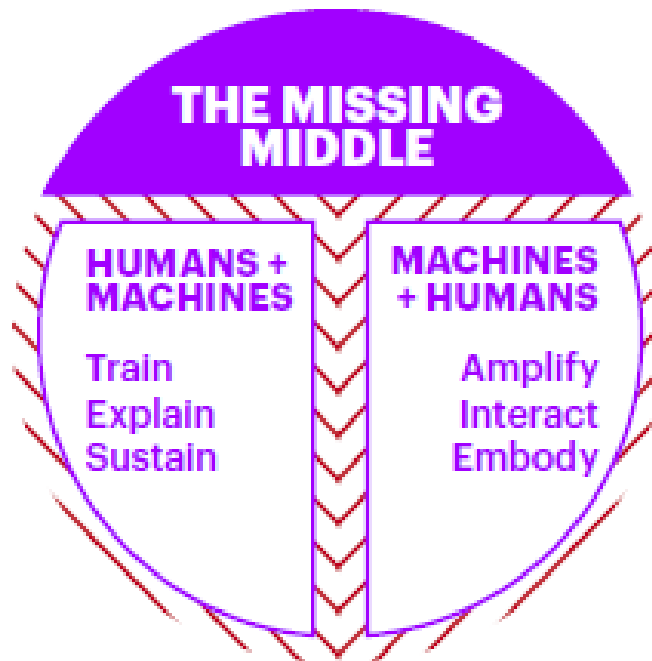
"We have been extremely impressed by the quality of candidates applying via @LIL. It's a great way of advertising the London Market and provides applicants with an insight as to what the market offers."

# HUMANS PARTNERING WITH TECHNOLOGY



## WHAT HUMANS DO BEST

Lead  
Improvize  
Create  
Judge  
Empathize

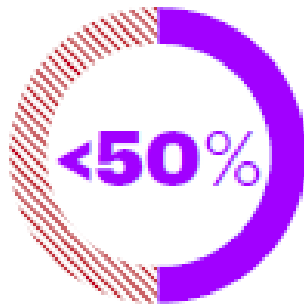


## WHAT MACHINES DO BEST

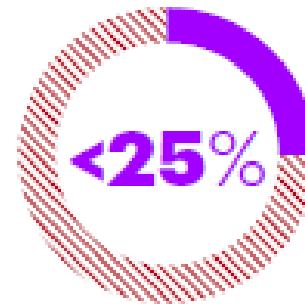
Transact  
Iterate  
Predict  
Evolve

Accenture – Future Workforce Survey, Insurance

# POTENTIAL OF AI TO TRANSFORM INSURANCE



of the average underwriter's day is spent on core processing



is spent on selling or broker engagement



of insurers harness data systematically



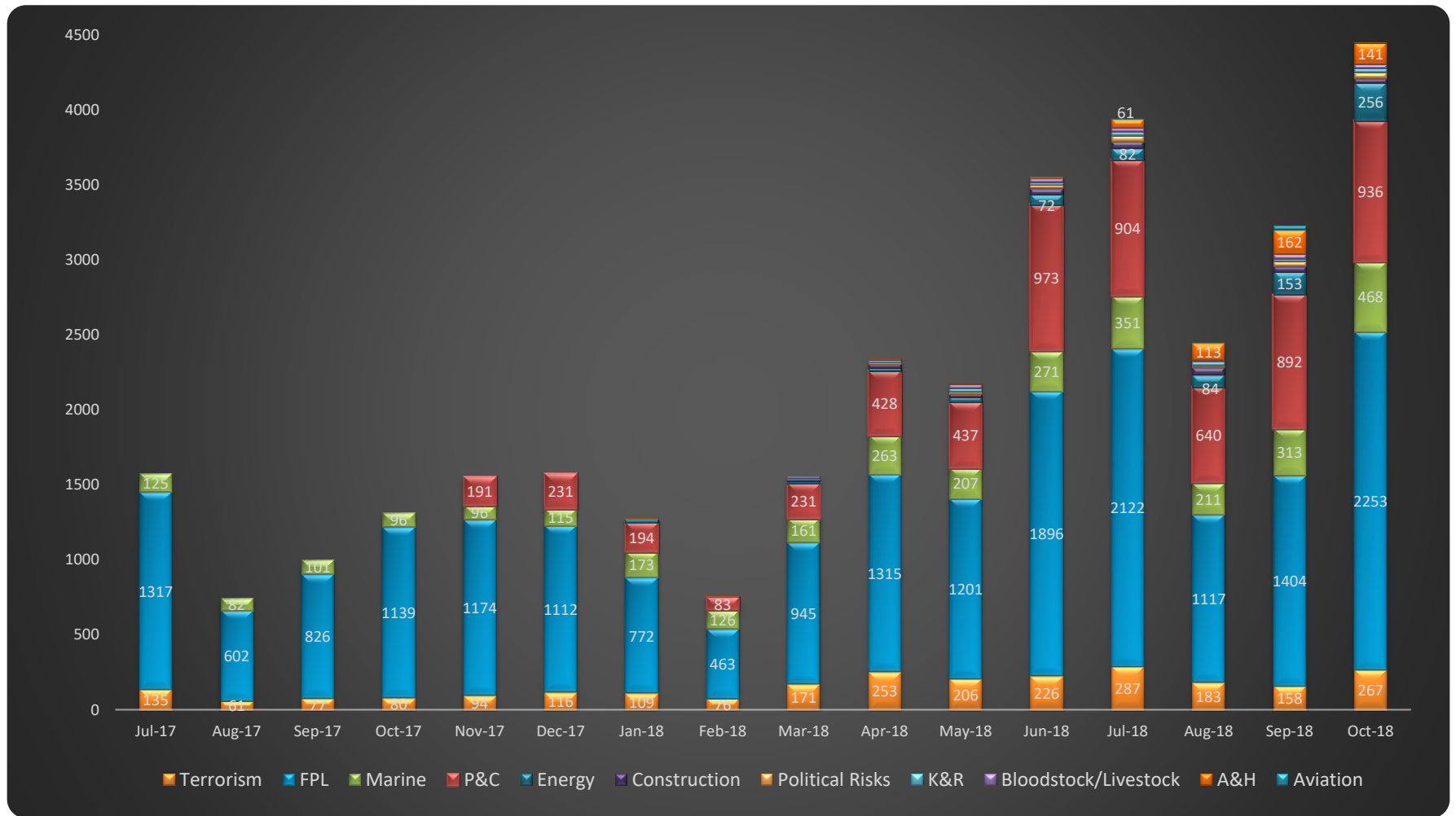
are shifting to intelligent processes



are transforming the workforce / machine relationship

Accenture Activity based underwriting practitioner surveys

# PPL ADOPTION





# RECAPTURING INNOVATION



## The Call=Chronicle=Exa

SAN FRANCISCO, THURSDAY, APRIL 19, 1906.

# EARTHQUAKE AND SAN FRANCISCO IN

DEATH AND DESTRUCTION HAVE BEEN THE FATE OF SAN FRANCISCO. SHAKEN BY A TEMBLOR AT 8:13 O'CLOCK YESTERDAY MORNING AND SCOURGED BY FLAMES THAT RAGED DIAMETRICALLY IN ALL DIRECTIONS, THE CITY IS A MASS OF SMOULDERING RUINS. AT SIX O'CLOCK YESTERDAY MORNING, PLAYING WITH INCREASED VIGOR, THREATENED TO DESTROY SUCH SECTIONS AS THEIR FURY HAD SPARED DURING THE EARLY PATH IN A TRIANGULAR CIRCUIT FROM THE START IN THE EARLY MORNING. THEY JOCKETED AS THE DAY WANED, LEFT THE BUSINESS VASTATED, AND SKIPPED IN A DOZEN DIRECTIONS TO THE RESIDENCE PORTIONS. AS MOUNT VELL THEY HAD MADE THEIR WAY OVER SPRINGING ANEW TO THE SOUTH THEY REACHED OUT ALONG THE SHIPPING SECTION DOWN THE BAY SHORE, OVER THE HILLS AND STREETS. WAREHOUSES, WHOLESALE HOUSES AND MANUFACTURING CONCERNS FELL IN THEIR PATH. THIS COMPLETED THE DESTROY AS THE "SOUTH OF MARKET STREET." HOW FAR THEY ARE REACHING TO THE SOUTH ACROSS THE CHANNEL REMAINS TO BE SEEN.



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