



Chartered
Insurance
Institute

Shaping the future of insurance

innovating solutions
for emerging risks



Seven Key Takeaways

- 1** Our profession faces four significant challenges:
 - climate change
 - pandemics
 - cyber-risks
 - an ageing population.
- 2** To address these, insurance must create innovative solutions which resonate with customers and help build better public trust.
- 3** With 1 in 3 babies born today expected to celebrate their 100th birthday, we must adapt how we think about an ageing society across the broking, claims and underwriting functions.
- 4** Better communication is crucial - while customers often buy on price, we can have better conversations with them, offer better advice and improve all round outcomes.
- 5** You can futureproof your career by talking to people, accumulating skills and devising a career path, all with one eye on what's around the corner.
- 6** Training should be hard-wired into your company culture. Reserve time for everyone and make training relevant to their role.
- 7** Building and retaining our customers' trust is essential - start by treating every customer as if they are new business.



The last year has shown the importance of looking after each other. By showing empathy and listening with intent, we can now create a generation of insurance professionals who add broad value and who are seen as trusted advisers to businesses.'

Julie Page ACII
CEO, Aon UK Ltd and
President, Chartered
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