RGA | POSITIONING FOR THE "NEW NORMAL"

RGA surveyed 20 global life and health insurers about their underwriting (UW) practices. While the survey was conducted prior to the unprecedented disruption of COVID-19, the trends revealed remain instructive, and we anticipate this evolution of the industry to only accelerate in the wake of the pandemic.

PERFORMANCE ROVEMENT

Top three areas:

- Customer experience
- Speed to issue
- E ciency

NEED FOR SPEED

40% view average UW time as the most important metric used to evaluate e ciency.

Wearables

DIGITAL ALTERNATIVES

65% expect the percentage of fully underwritten new business to decrease in the near future, shifting to use of:

- Accelerated models
- Risk scoring models
- Other alternative underwriting inputs

DATA DRIVEN

Planned use of alternative sources of UW data:

40%	Medical health monitoring devices
30%	Composite scoring
30%	Digital health records

SPECIAL DELIVERY

60% have UW practices facilitated by distribution channel; mobile, online, and direct are the most popular for future exploration and development.