

DevOps Enterprise Summit 2020

How a colossus took a duck and turned it into a unicorn.

Transforming a 156-year-old reinsurer

James Head and Victoria Mayo

Transforming insurance. Powering your progress.



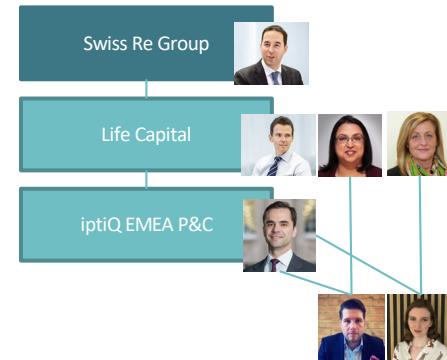
Introduction to Swiss Re



Swiss Re "Altbau", 19th century
Reinsurance company

Swiss Re "Next", 2017
Risk knowledge company

- Swiss Re – the world's largest reinsurance company
 - Headquartered in Zurich
 - Revenue \$33bn Assets \$207bn
 - 15000 employees worldwide
 - Extensive risk knowledge and world-class reputation, established for 155 years
 - 3 business units: Reinsurance, Corporate Solutions and Life Capital



ipti...who?

iptiQ

Pan-European, legacy-free insurer



With our pan-European insurance license, we offer **insurance solutions across Europe**. Through our **network of global partners**, we can deliver on global propositions.

Cloud-native, mobile-first, platform



Quick and safe connection with new partners. Sophisticated, cloud native systems **simplify and speed up** the underwriting and servicing processes.

Fast launch and quick scaling



Our **modular approach** allows us to **quickly configure and tailor propositions, products and user journeys** to get partners up and running in a few weeks.

We know the European consumer



iptiQ has a dedicated team of **European UX experts** and **extensive behavioural economics capabilities**. We design our solutions by **working from the consumer backwards**.

Origins



James Head

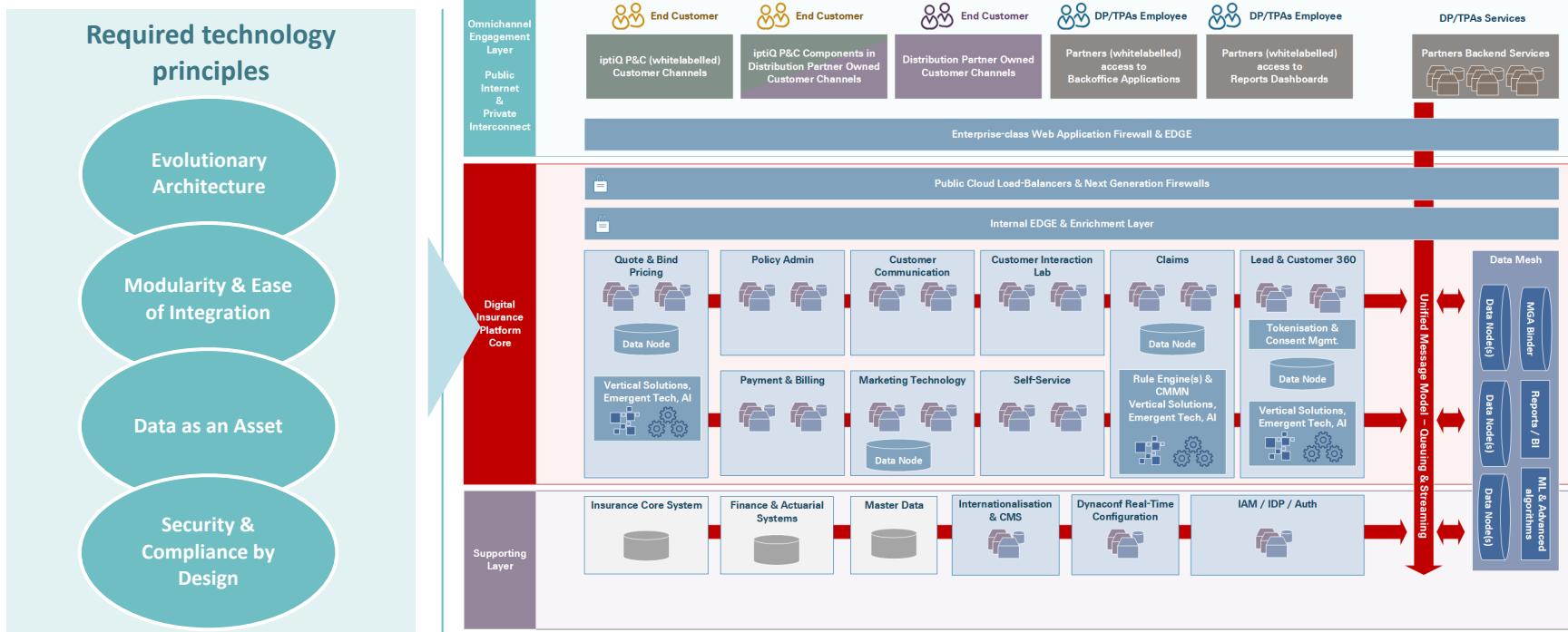
Head of Delivery (interim)



Victoria Mayo

Head of Compliance

TechOps strategy



Balancing Regulation with Innovation

A word cloud centered around the letters 'GDPR' and 'IDD'. The words are primarily in yellow and green, representing concepts such as SECURITY, RISK, SOLVENCY, DATA PROTECTION, APPROVALS, CONDUCT, CLAIMS, LAW, STANDARDS, and GOVERNANCE.

A word cloud centered around the letters 'API' and 'UX'. The words are primarily in blue and teal, representing concepts such as UX, API, DISRUPTION, AUTOMATION, SIMPLE, CX, MOBILE, DESIGN, AGILE, BRANDS, and INNOVATION.

The iptiQ journey 2018-2019

EC Decision
Feb 2018

Pen to Paper
Aug/Sep 2018

LUX license
granted
Nov 2018

3 Products
built for GE and CH
Jan 2019

Go Live GE
Cyber F&F Wave I
April 2019

Official
kick-off
May 2018



2 people

iptiQ

8 people

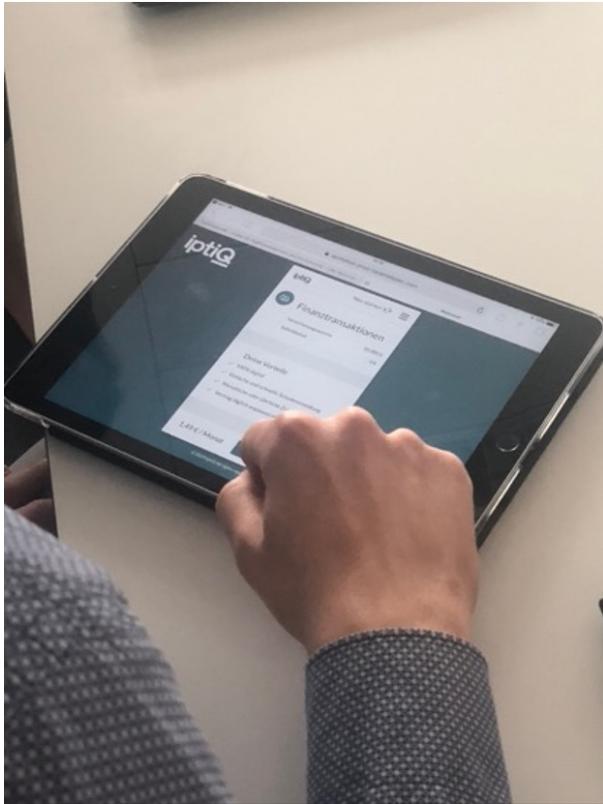
24 people

36 people

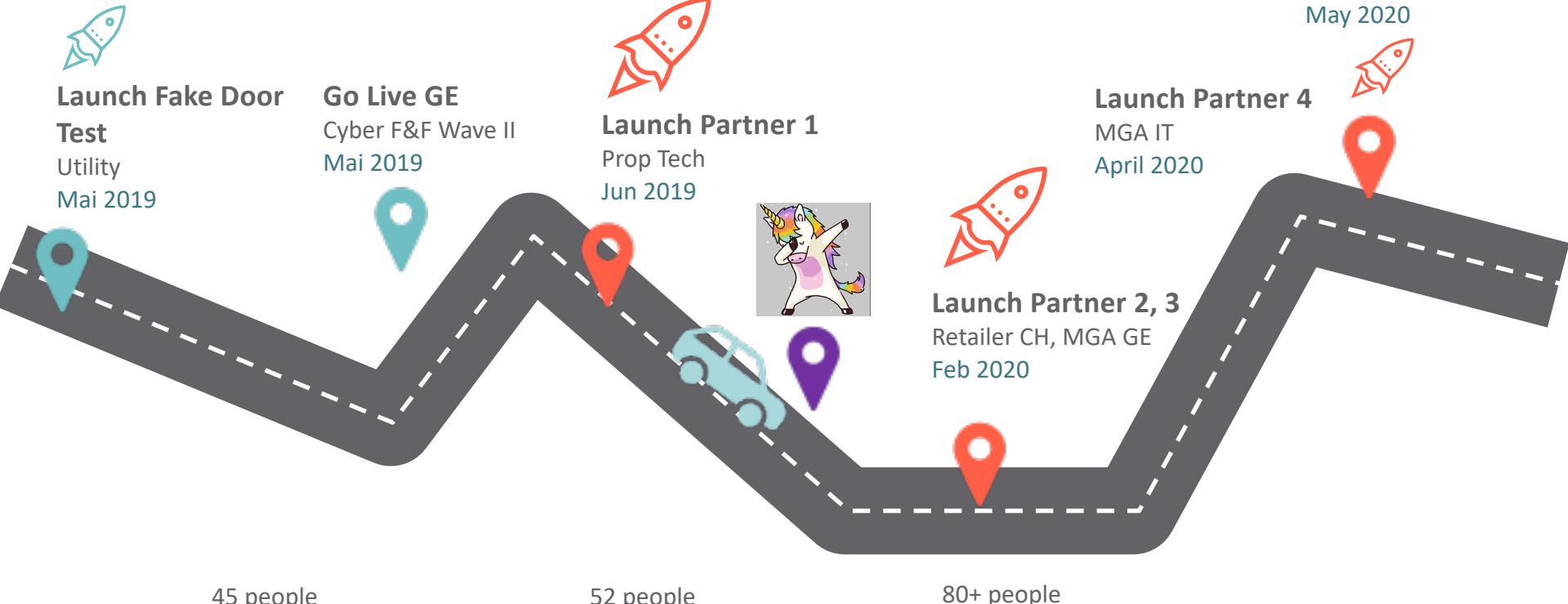
4th Product
Cyber built
March 2019



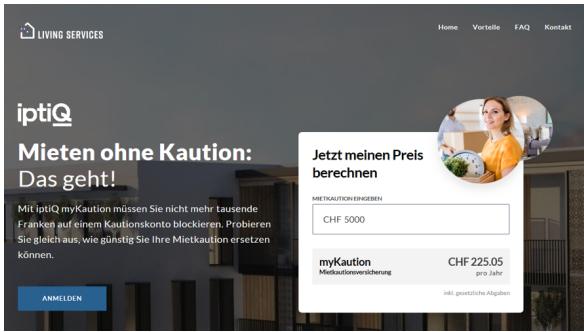
Go live with our first customer



The iptiQ journey 2019-2020



Allthings PropTech ecosystem



iptiQ

Mieten ohne Kaution: Das geht!

Mit iptiQ myKaution müssen Sie nicht mehr lausende Franken auf einem Kautionskonto blockieren. Probieren Sie gleich aus, wie günstig Sie Ihre Mietkaution ersetzen können.

ANMELDEN

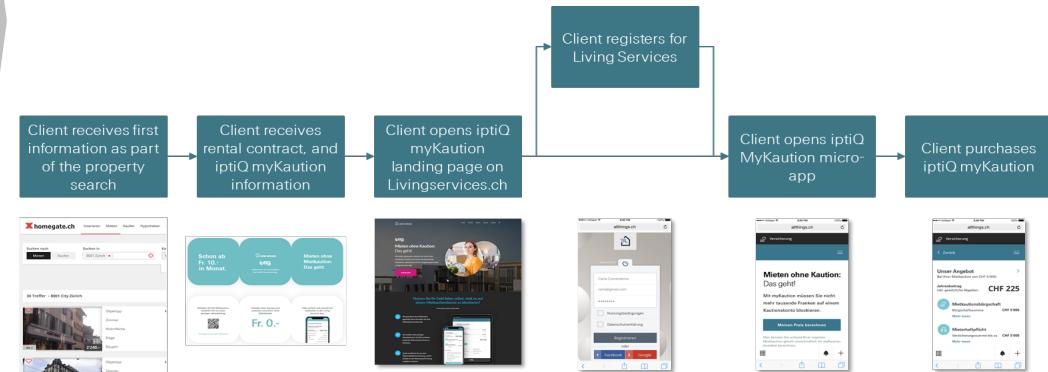
How does "MyKaution" work for tenants?

- 1 Tenant informs landlord that he / she has opted for MyKaution rental guarantee insurance
- 2 Once tenant has received the rental contract, the tenant opens the landlord's Living Services app with the enclosed access data
- 3 Tenant starts sales process in the app under "Rental Deposit Insurance" to complete MyKaution

Lead-passing model / iptiQ branded

iptiQ

- **Ecosystem partners** for the rental guarantee insurance offering are **Credit Suisse** (property owner of around 35,000 rental apartments in CH), **Allthings** (provider of digital rental service app / iptiQ distribution partner) and **Wincasa** (largest property manager in CH)
- **"MyKaution"**: rental guarantee for property owner and personal liability for tenant
- iptiQ manages all **customer touch points** (sales, policy administration, claims settlement)
- By offering the product to the **open market, we could increase the market reach**



IKEA Hemsäker

Value proposition to IKEA's end customer base by partnering with iptiQ

- ➡ IKEA voucher no-claims bonus
- ➡ Option to **quit contract anytime**
- ➡ Low annual premium
- ➡ Just-right protection amount (to match target audience needs)
- ➡ Easily explained in a friendly voice
- ➡ Simple sign-up process
- ➡ Excellent customer service
- ➡ Option for claims reimbursement via IKEA voucher



'Congratulations to the whole team! This is a great milestone for all of us! It is a very innovative combination and I am sure we will learn a lot from it!'

Christian Mumenthaler, Swiss Re Group CEO

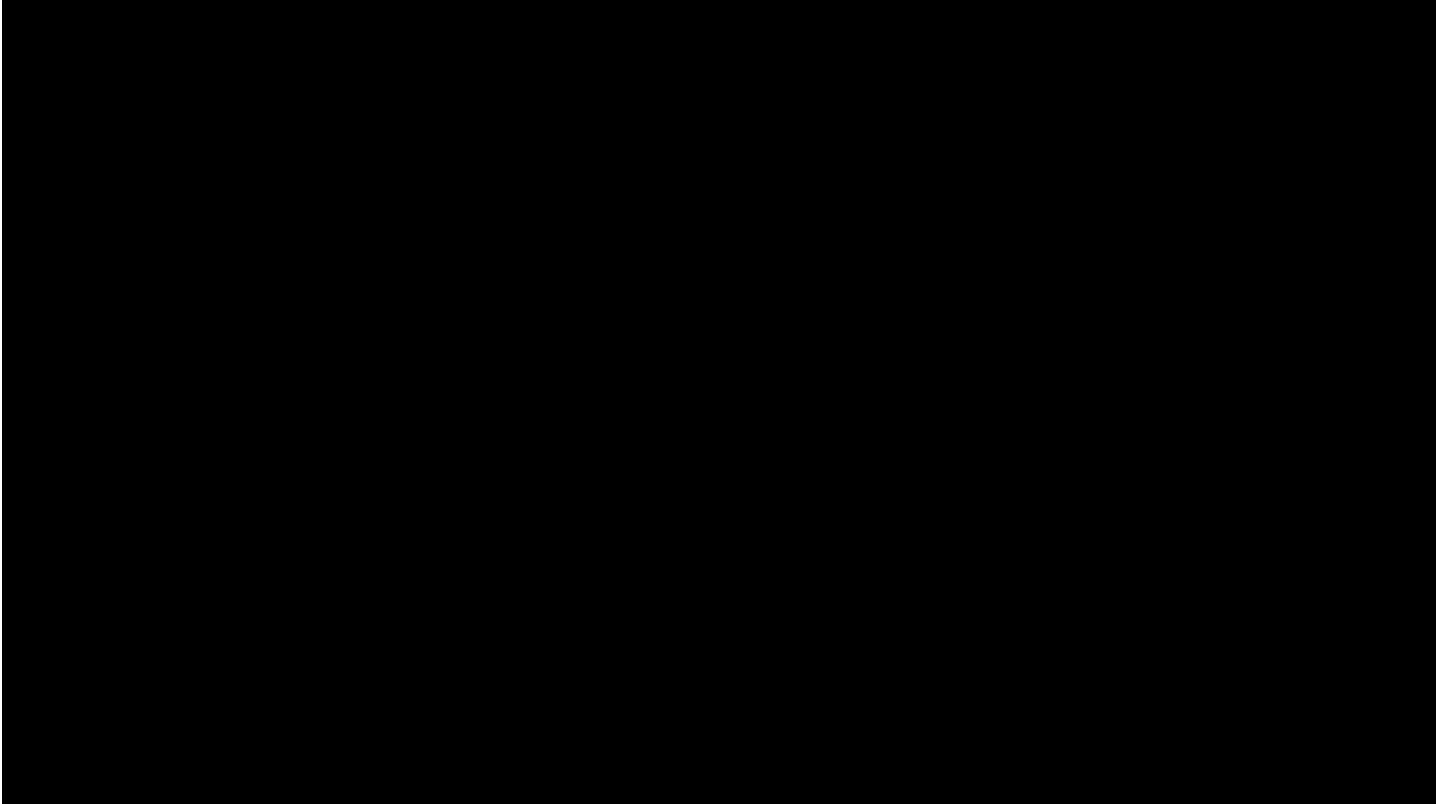


Strong collaboration of all stakeholders to bring Hemsäker to a joint long-term success

- ➡ Co-development of content & private liability insurance product offering
- ➡ Leveraging knowledge along the **entire business partner value chains**
- ➡ Highest management commitment on both IKEA and iptiQ side
- ➡ Hassle-free customer experience and **full customer ownership by IKEA**
- ➡ Balanced responsibilities of IKEA and iptiQ to **distribute products to broad customer base**



Take a look inside iptiQ



What are we doing now and how can you help?

now life is easier for everyone



Thank you Keep Learning!



Transforming insurance. Powering your progress.

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