

Newsletter



By Nordic
Markets

May 2017

Foreword



Dear friends,

In a fragile and unpredictable world, presence of mind and unity will always carry us forward. We were reminded of these truths after my colleagues and I witnessed the terrible attack on April 7th right outside our office. While we were deeply affected, we were also very impressed by and thankful for the rescue teams of police and medical personnel

who worked quickly and determinedly in such a chaotic situation. We are particularly grateful for all the well wishes and would like to express our mutual appreciation.

2016 proved to be a good year overall for SCOR worldwide. We operate in more markets and share more ideas, research, reinsurance solutions and useful tools than ever before to the benefit of our clients. Also, to remain a natural partner, we continually strive to deliver the highest level of service and to maintain an ongoing presence in Oslo, Helsinki and Copenhagen as well as Stockholm to offer greater accessibility and to share deeper local knowledge.

Looking ahead, I see both challenges and opportunities in 2017. Optimization of your Solvency 2 balance sheet, the

prevailing low interest rate environment, the risk of not having a diversified book of business in light of the new regulatory playing field and the need for digitalization are items many of you have or will have on your agenda. How to implement new solutions and how to convert old systems are two aspects to consider. We think all of the above will lead to more cooperation between your business and providers like SCOR Sweden Re.

As always, you are welcome to contact me directly and, until we meet again, I wish you all a nice and relaxing summer and hope to see you at our yearly conference in Stockholm on October 13th.

Yours sincerely,
Svein Børre Solvang

Blockchain



Looking Towards the Future

SCOR recently launched a technical accounting Proof of Concept (PoC) to assess the feasibility of using Blockchain technology as part of the industry's Ruschlikon initiative. Blockchain is essentially a secured distributed database, or ledger, shared by all parties to an exchange.

To date, SCOR is very pleased with the test results. The results demonstrate that Blockchain is agile and quick to implement; it simplifies and accelerates interaction with real-time status simultaneously shared by the business partners involved; and it has the potential to efficiently reduce costs.

To further explore Blockchain's potential, SCOR also joined the global Blockchain Insurance Industry Initiative (B3i). B3i members will explore the possibility of increasing efficiencies in the exchange of data between reinsurance and insurance companies and plan to share initial results in June 2017.

Denis Kessler Chairman & Chief Executive Officer of SCOR, states, "SCOR's role as a global Tier 1 reinsurer is to experiment and test cutting-edge technology like Blockchain. We look forward to advancing the digitalisation of the insurance and reinsurance sectors, to the benefit of the whole industry."



View SCOR's Blockchain video [here](#).

SCOR
Sweden Re



Voice of our clients

“As always nice and rewarding, one of the best events of the year”

About the SCOR Sweden Re Life Insurance Conference 2016

Claims

Understanding Customers

In our quest to meet customers’ needs, we continually strive to do everything much quicker and faster, but is this always the right route to choose? Claims assessors are typically trained to ask lots of questions about the disability condition and prospects of rehabilitation, but how often do they ask simple questions such as, “How are you feeling today? Are you having any side effects from your medication?”

At a time when products and price have become top of mind and customers are more demanding than ever before, insurers may take the opportunity to enhance the quality of their customer interactions, experience and overall journey.

Some of the key elements insurers may want to focus on at the claims stage are as follows:

- Treat customers as people, not numbers
- Consider the risk of relapse
- Make use of home visits
- Keep telephone lines open with assessors available to join the call
- Justify claims decisions with evidence
- Offer rehabilitation when feasible

SCOR is committed to helping our clients improve the end-customer journey and will be looking to keep you informed on what role we can play to add value in this important area of customer service.



FOR FURTHER INFORMATION PLEASE CONTACT :

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Agenda



13/10

SCOR SWEDEN RE LIFE CONFERENCE STOCKHOLM

Save the date for this year’s conference in Stockholm.

If you have not received a save the date, please contact: henrik.werner@swedenre.se

Business Support

Knowledge Sharing



SCOR Sweden Re is dedicated to sharing our experience and knowledge in the areas of biometric risks and business development.

With our wide and in-depth expertise, we support clients with analysis in business development ranging from pricing and proper wording of new products to the handling of increasing claims ratios and the effects of regulatory decisions.

Our risk assessment team consists of highly-experienced professionals who stay informed of new research involving medical insurance issues. As a service, we arrange client workshops where team members meet on site to discuss cases that can be challenging.

We also host off-site meetings to provide additional knowledge sharing opportunities. SCOR Campus features themed, interactive sessions with a set number of invited participants for focused training throughout the year. SCOR Sweden Re’s Life Insurance Conference is the largest Nordic event of its kind and has been recognized for addressing current topics with esteemed speakers. Both meetings offer attendees the chance to meet, dine and network with colleagues and competitors.