

HEADLINE PARTNERS



PARTNERS



Regional motor insurance: doing things differently – the quadruple win

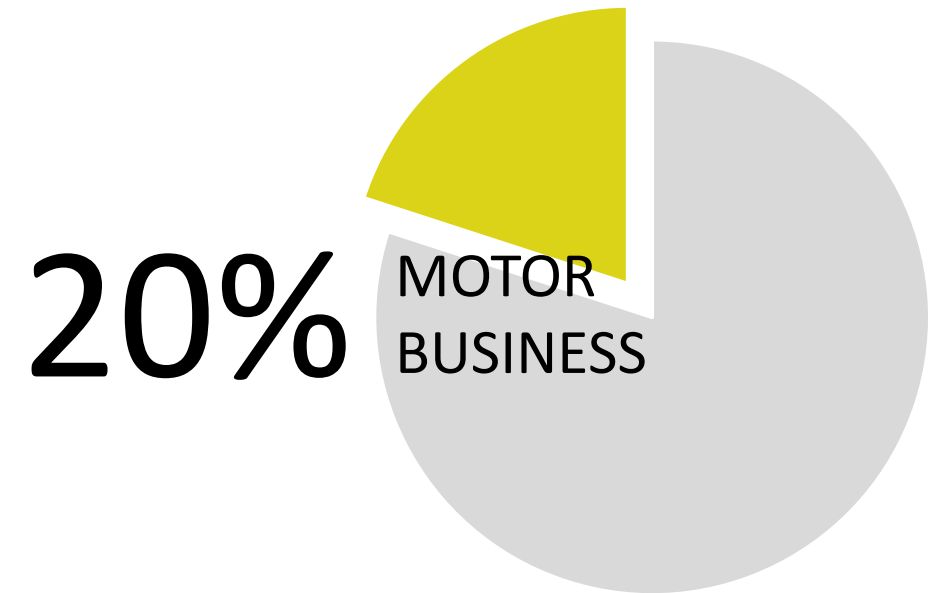
Frederik Bisbjerg

Executive vice president, Qatar Insurance Company

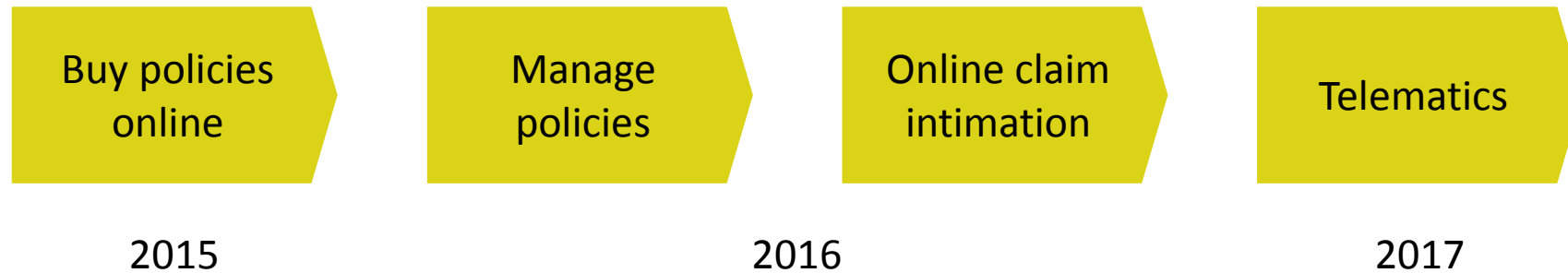
QIC. Bigger than you think

#1 MENA
REGION

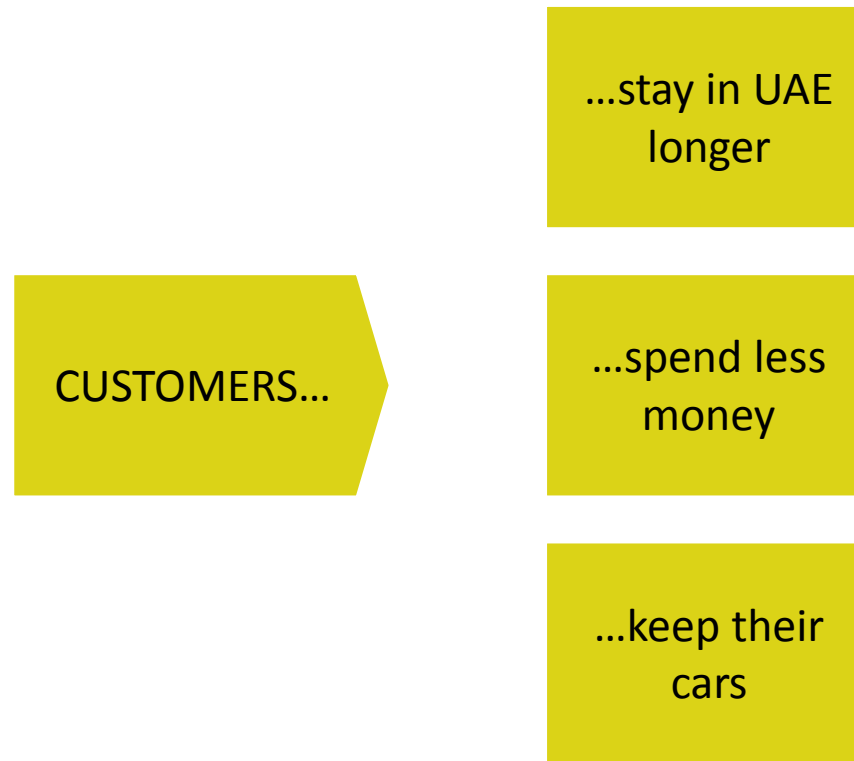
10bn PREMIUM
AED (2016)



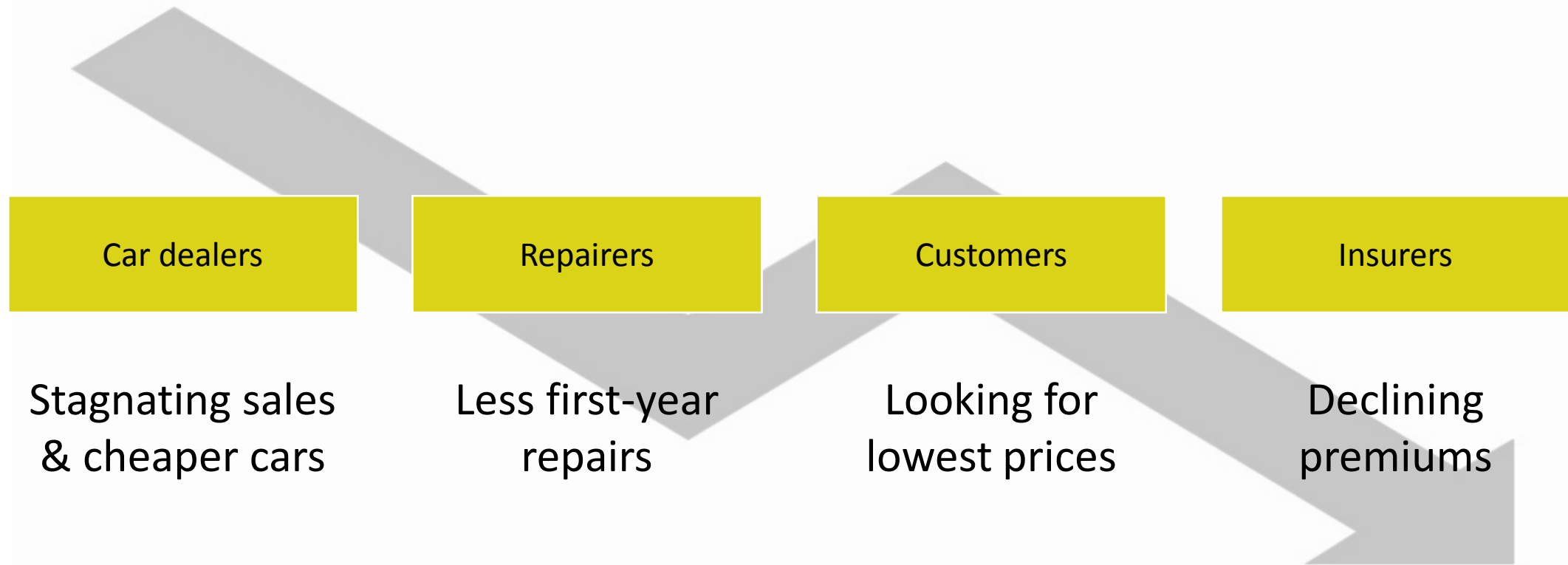
Digital first. Because it is.



The market. Changing



We all fight. And lose.



Teaming up. Big idea.

Car dealers

...gives showroom
insurance to selected
insurer

Insurers

...sends all badges to
agency for repairs
regardless

Repairers

...offers a price point
that keeps insurer in
the game

Lower price. More profit.

The situation today

Cost of repair	100
Units to repair	10
Revenue	1,000
Costs (50 %)	500
Net profit	500

Maybe tomorrow?

Cost of repair	70
Units to repair	20
Revenue	1,400
Costs (50 %)	700
Net profit	700

-30 %

+40 %

Benefits. Only.

REPAIRERS

No more price fighting
over repairs

Agreed limit for
automatic approvals

Immediate approvals
above limits

CUSTOMERS

Cohesive customer
experience

Service focus in all
touch points

**Increased customer
satisfaction!**

New paths. Hard work.

Insurer sends all dealers' badges to the agency repairers

Repairers honor the price agreements

Insurer gets all the showroom insurance business



*...internal politics
and kingdoms...*

Open books. Open discussions.

Open minds

Jointly create
business case

Run pilot

Roll out

All win. Fact.

Car dealers

High satisfaction
& repeat purchase

Repairers

Fully booked
workshops

Customers

Best-in-class
service

Insurers

Profitable
business

HEADLINE PARTNERS



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Thank you