

COVID 19-Evolution and Facts

- Thank you for inviting me to this very interesting event in this beautiful city, in still difficult conditions, to which we all have to adopt.
- The ability to adopt is our kinds' best virtue which helped us to deal with the covid crisis.
- Covid – 19 started as a health crisis and soon it proved to be one of the most global and disruptive events of last centuries. The end of this is still unknown as threats of mutations possibly more lethal cannot be excluded.

- Individuals, society, business and economy across the globe was affected. We had millions of victims, social distancing restrictions, increase of anxiety, collapse of social healthcare systems, economic recession unemployment, income losses, market volatility. The insurance industry could not escape. It is one of the most expensive crises in the insurance history (events cancellations and flight cancellations, close of borders) and analysis and evaluation of impact still goes on.

- Insurers had to ensure their **business continuity**, the **health of their staff and serve their customers properly**. The latter had so many things to worry about that they could never want to see their insurance cover be one of them. Supervisors also had to implement measures to minimize impact of the pandemic to clients.
- In the beginning everything seemed as a nightmare. Soon, in a matter of days companies had to make their entire operation remote, staff massively teleworking while at the same time a lot of new questions arose e.g. the problem of BI during lockdowns.

- Insurers had to do their best for the interest of their clients and during the crisis they put in place various measures to support them. Despite that, many of their clients were disappointed because their policies did not cover pandemics (travel, BI, event cancellation).

- Insurers have so far dealt with the crisis very well, due to the nature of their work (experience in risk analysis and crisis planning), and largely because of their investments in networks, applications, laptops, etc., showing that investing in technology is a precious asset. The situation is managed, and the digital tools proved to be essential.
- We have not been yet through with this crisis. We do not know the final overall cost, but we have learnt some important lessons which can turn to opportunities for the future.

LESSONS LEARNED

- Necessity is mother of invention.
- People's relationship with technology changed
- BI cover remains a problem
- The Solvency II regime proved fit and effective for our sector
- Experience of pandemic showed that we have to be clear what is and what is not included in our policies making sure that the client understands.

LESSONS LEARNED

- Usefulness of products
- Consumers do not always understand risks-terms-conditions (see Unit-Linked product, travel insurance during pandemic etc.). They even questioned the need for travel insurance.
- We need to strengthen society's resilience to severe shocks in the future (pandemic, nat cat, cyber attack).

Greek Insurance Market

- 2020: drop in premium (due to life insurance)

- Total premium : 4.366 mill. € - 1,8%
- Life premium : 2.085 mill. € - 5,2%
- Non-Life premium : 2.281 mill. € + 1,6%

(source: HAIC)

- 2021: premium increase

- Total premium : 4.773 mill. € + 9,3%
- Life premium : 2.371 mill. € + 13,7%
- Non-Life premium : 2.402 mill. € + 5,3%

(source: HAIC)

- 2019 - 2021: overall premium increase

- Total premium : + 7,4%
- Life premium : + 7,8%
- Non-Life premium : + 7,0%

(source: HAIC)

GREEK INSURANCE MARKET

- 2022: drop in premium (January + February)
- Total premium: - 1,6%
- Non-Life premium: + 7,1%
- of which MTPL: + 0,8%
- Life premium: - 10,7%

(source: HAIC)

GREEK INSURANCE MARKET

- 2020: Assets (IFRS)
- Total Assets: 20,1 bill. € + 4,1%
- Equity: 4,5 bill. € + 8,6%

(source: HAIC)

Health Insurance Branch

- The frequency of paid compensations decreased in 2020 to 15.8%, from 17.4% in 2019, to a higher level compared to 2011 (14.1%).
- Such decline in 2020 shows the negative impact of the pandemic on patients' willingness to visit healthcare services.
- However, as more policyholders postponed treatment and limited the use of healthcare structures for emergencies cases, thus worsening their health status, the average cost of compensations increased.
- In particular, the average loss cost in 2020 amounted to € 4.1 thousand, from € 3.7 thousand in 2019, recording an increase of 40.2% in the period 2011-2020. Due to this increase, the net coverage cost amounted to € 652 per cover in 2020, from € 647 in 2019 and € 415 in 2011.

MTPL Branch

- MTPL premium experienced in 2020 a drop of 5.7%. This drop was related to the impact that pandemic had on road traffic, mainly during the first - spring – lockdown.
- During the first spring lockdown, motor insurance companies made various offers, such as premium credits to policyholders through discounts on the following renewal or freezing premium rates.
- As a combined result, a heavy drop in gross written premium for MTPL: - **8.6%** (Jan – May 2020 / Jan – May 2019). The effect of the autumn lockdown to gross written premium for MTPL was milder, therefore the total drop in premium reduced to **5.7%**.

MTPL Branch

- Vehicle traffic significantly increased during the second - autumn -lockdown, compared to last spring lockdown.
- In 2021 MTPL premium had a marginal increase (+0,4%) mainly due to a drop in MTPL premium (-0,9%).
- Therefore, the impact of pandemic was rather neutral in 2021.

OPPORTUNITIES

- Teleworking is here to stay.
- Need to accelerate digital technology in insurance
- Develop center consumer trust
- Close collaboration of insurance companies, supervisors, governments, consumers is a valuable tool in order to adopt measures quickly and effectively.
- Push to PP partnership
- Work proactively – invest in our future now