

WEBINAR SERIES



A New World with New Opportunities

Presented by

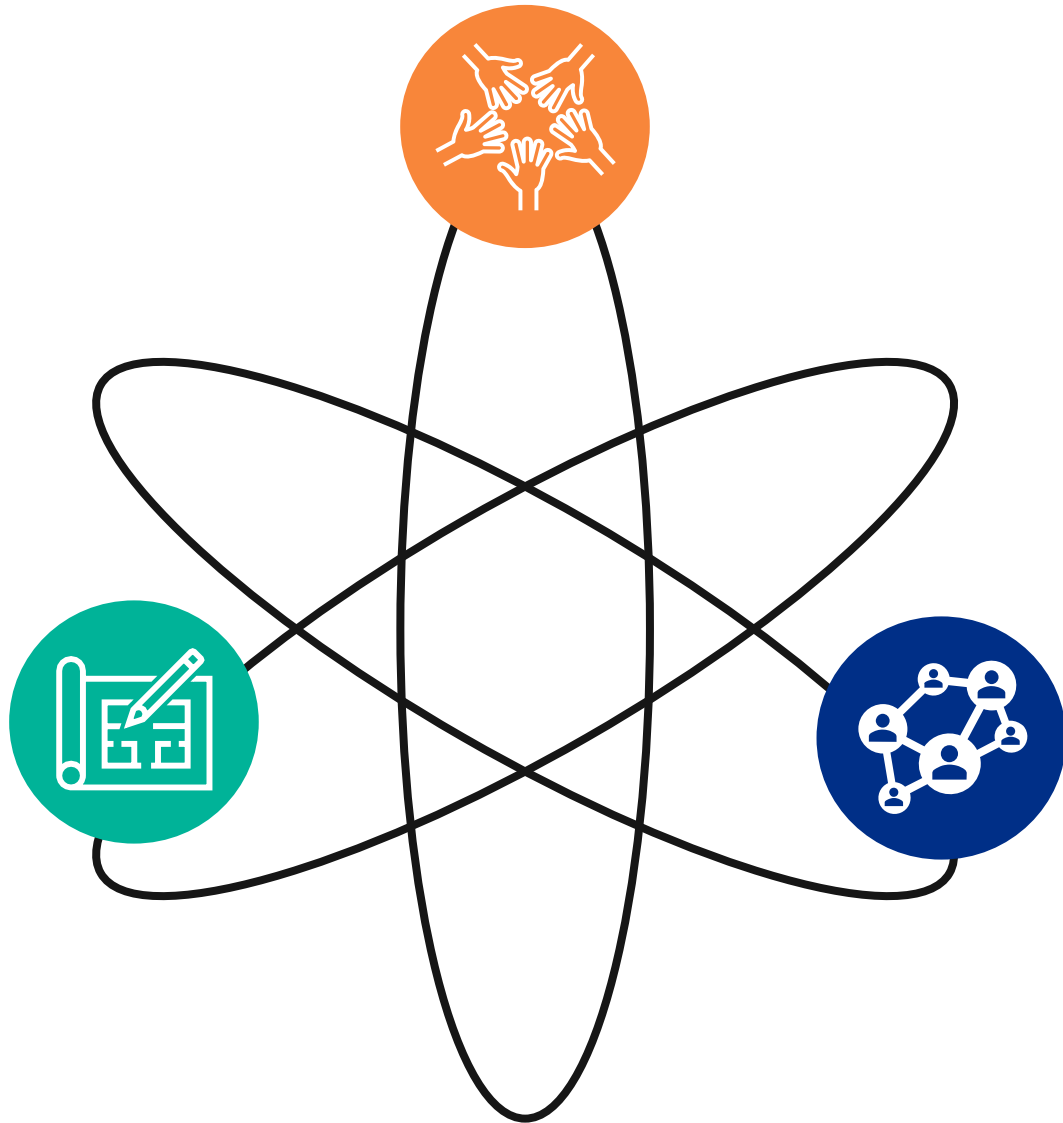


August 11, 2020 | 1:00 PM EDT

NEOS helps insurance and financial services organizations drive transformative change.

Specializing in life, annuities, retirement, and worksite, NEOS provides consulting and delivery services to solve strategy, operations, data, and modernization challenges that drive business forward.

| Today's Topic: A New World with New Opportunities



Together, we will explore three specific areas:

- Human Capital Resiliency: Ensuring you deliver empathy at scale while driving operational efficiencies
- Taking a closer look at the product portfolio—from reprioritizing to ideating new products and distribution channels
- Applying learnings from the crisis to create a new foundation of data accessibility and security

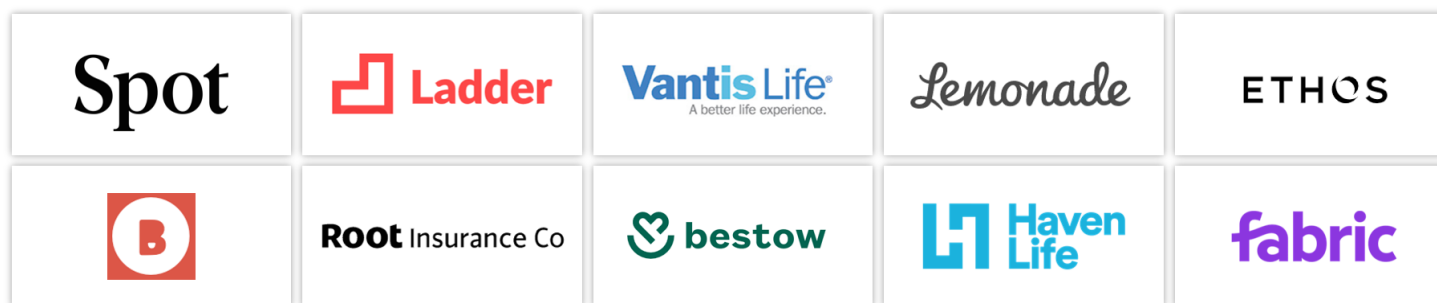


- Customer service requires empathy at point of contact and across the organization.
- Digital enablement is a mandate from distribution and our customers.
- Socially distanced sales processes have escalated the adoption of innovation.





- Digital times call for digital products—innovation, ease of submission, and flexible design.
- Distribution evolution is faster and multi-threaded. Engaging quickly and knowing when to stop, pivot, or continue is critical to success.
- Insurtechs and partnerships are integral to growth.



| It's All About the Ecosystem—and the Data That Runs through It



- Elevation of priority for ecosystems and data
- Data accessibility optimizes ecosystem effectiveness for all parties
- Regulatory landscape changes are inevitable; Reg BI, SECURE Act, CCPA, DOL II, etc. impact this interconnected and demand-driven ecosystem

| Key Takeaways from Today's Session:



Customer experience and empathy at scale are critical to growth



The pace of product innovation and partnerships is accelerating



Real-time interactions and data accessibility are essential enablers that can't be forgotten, minimized, or underestimated

| Market Movements



Strategies for a 0% interest rate economy—pricing, distribution, and investment tactics are in play



M&A activity due to economic conditions for manufacturers (buy vs. build)



White labeling partnerships and distribution innovation to gain market share



Movement into additional / complementary lines of business—worksite



Improving legacy core systems and capabilities through surgical modernization



PA options for separation on selected blocks of business or launching new products



Reinvigorated interest in regulatory environment (CCPA, LDTI, DOL II)



Expense efficiencies via robotic process automation (RPA)



Enhance customer/agent experience through new engagement platforms, financial wellness through AI

**Thank You
For Joining Us Today!**

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BI:FYI – Part 2: The State Best Interest Edition

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August 27, 2020 | 1:00 PM EDT