



PASSION & PURPOSE – WHAT EU INSURANCE MUTUALS & COOPERATIVES HAVE BEEN DOING WELL DURING COVID-19

Sarah Goddard, Secretary General, AMICE

Webinar

Wednesday, 27 January 2021, 2:00pm GMT

A WORD FROM TODAY'S CHAIRMAN



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TODAY'S AGENDA



- 14:00 – 14:05 Chairman's Introduction
- 14:05 – 14:30 Keynote Address – Sarah Goddard
- 14:30 – 14:45 Questions & Answers

TODAY'S SPEAKERS



Sarah Goddard

Secretary General

AMICE

Passion & Purpose: What EU Insurance Mutuals & Cooperatives Have Been Doing Well During Covid-19

27 January 2021



AN OPENING POLL



How well has the insurance industry responded to the COVID-19 crisis?

- a) Poorly
- b) Adequately
- c) Well
- d) Very well

UPDATE

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The mutual structure

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Mutual / cooperative insurance in Europe

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Social economy

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What have mutual and cooperative insurers been doing well?

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Longer term

The mutual structure

- There is no consistent definition of a mutual insurer in Europe
- Different Member States recognise different legal forms under the banner of “mutual”
- Mutuels are not recognised in the legal form in every Member State

MUTUAL CHARACTERISTICS

Mutuals are private legal entities governed by private law

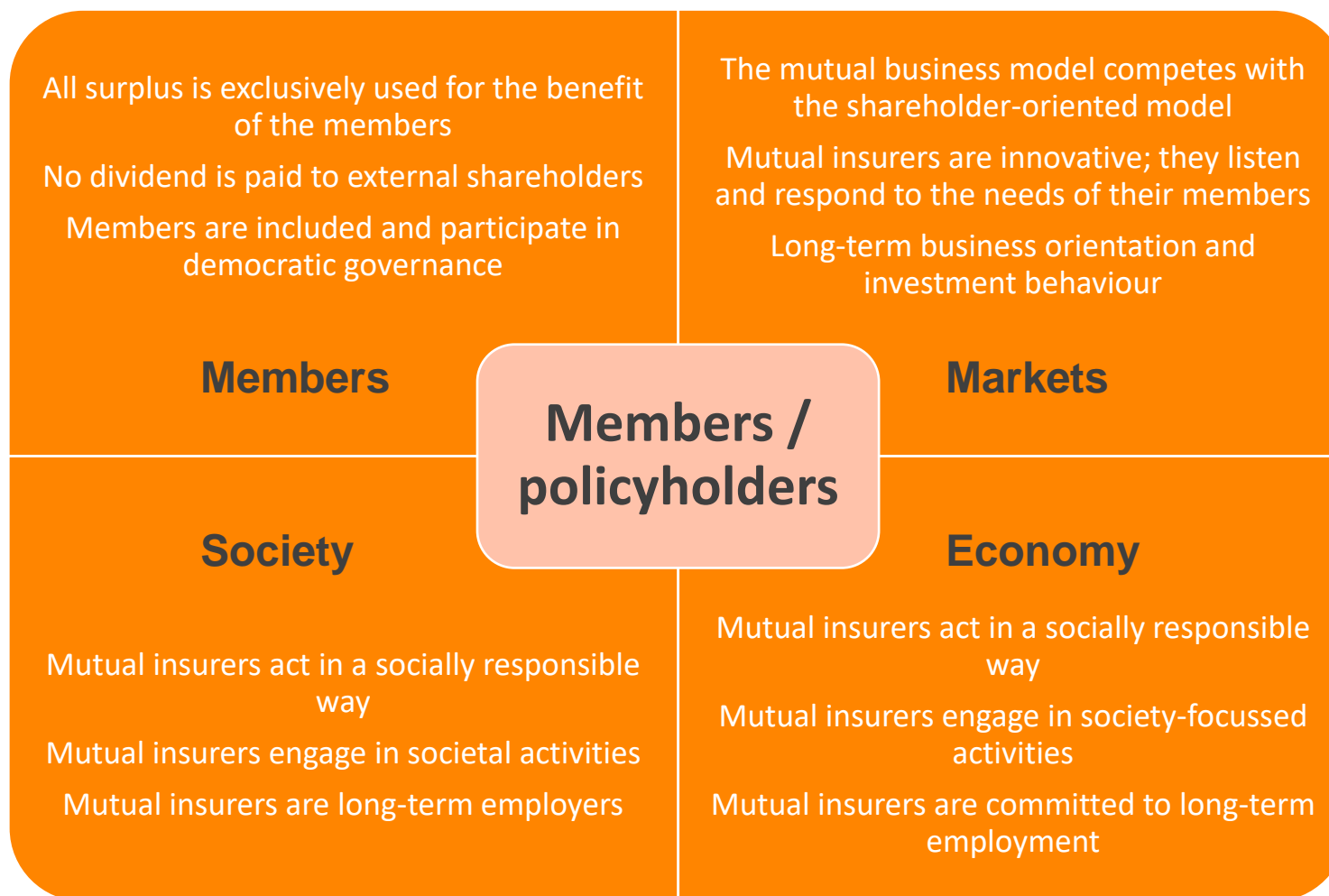
Mutuals are not-for-profit groupings of people and are financially sustainable in the interests of their members

Mutuals are democratically governed, typically in a one member-one vote structure

Mutuals are solidarity-based

Profits are dedicated to the benefit of mutual members, in a variety of ways such as discounts, rebates and increasing own funds

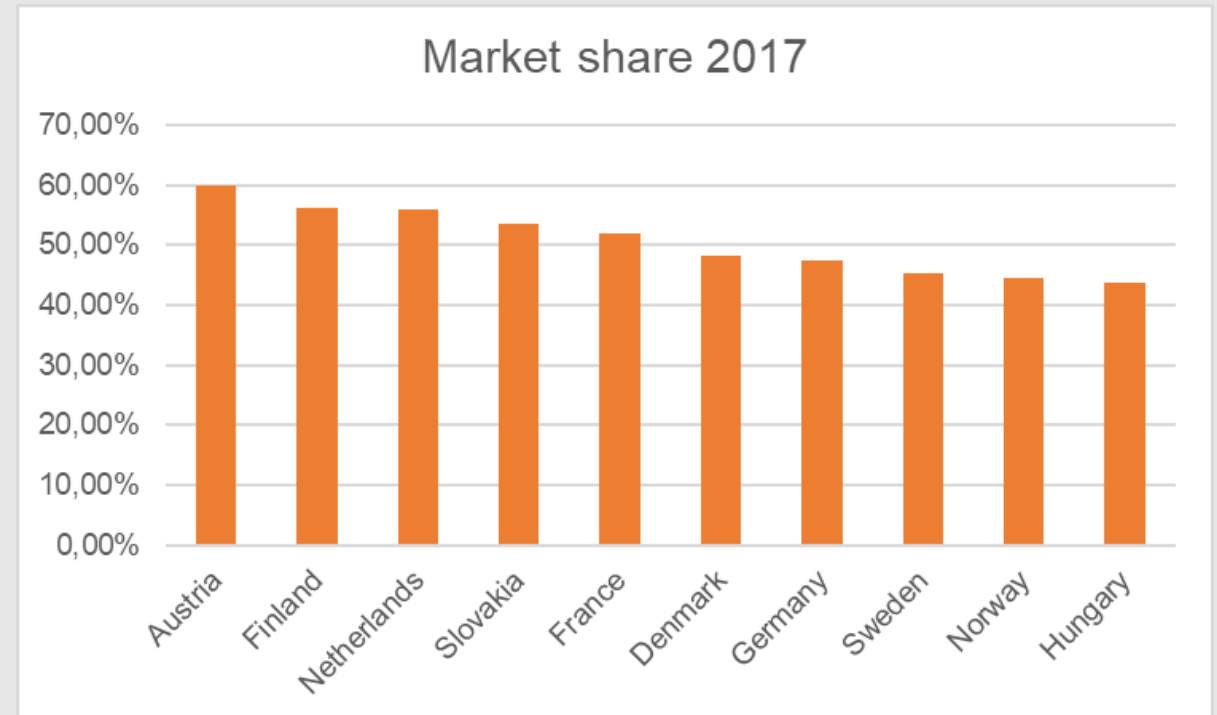
The mutual structure



Mutual/cooperative insurance in Europe

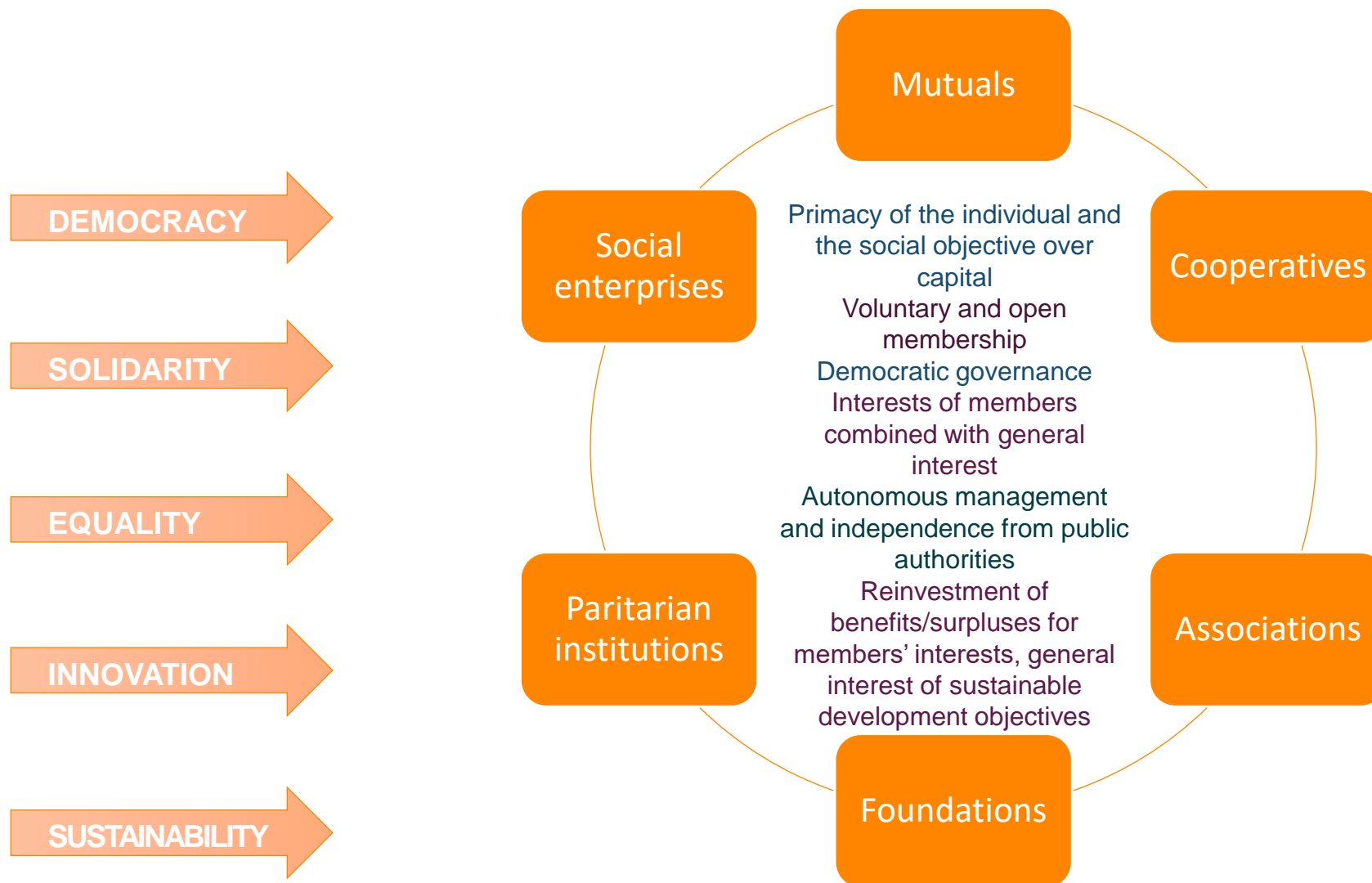
landscape

- European market share
 - Life: 25,4%
 - Non-life: 42,1%
 - Total: 32,7%
- Key statistics:
 - Assets under management: \$3,558bn
 - Number of policyholders: 434,7m
 - Number of employees: 463,535



Source: ICMIF Mutual Market Share Report

Social economy: shared values and features



What have mutual and cooperative insurers been doing well?

...set up a hardship fund to support members and their families who were struggling as a result of the pandemic. OneFamily

...extended our mental health support benefit to advisors and staff for free, as well as to our Members. Cirencester Friendly

...fully purchased an adapted push bike for a young member with cerebral palsy so she could go out biking with her twin brother and friends, rather than having to just watch. Foresters Friendly

...worked with providers to assist with offering treatment, at no cost to the member. Specifically, in mental health and physiotherapy. Shepherds Friendly

...developed & delivered 100+ hours of free online training to help members support their clients, lead their teams and think about their wellbeing, as well as adapting our terms to enable increased flexibility of cover for members who were working less or even on furlough to ensure continued service and support. VDS Insurance

...empowered colleagues to offer a "Mutual Moment", an initiative to take a normal member experience and make it exceptional, from flowers and chocolates through to gift vouchers and anniversary cards. Shepherds Friendly

...paid out over £1.6million to our members in discretionary grants and charitable donations in 2019, in addition to the bonuses paid on our savings plans. Foresters Friendly

...continued to put members first and supported 99.9% of all Covid-19 related sickness claims to provide financial support and relieve their anxiety. Transport Friendly

"During the pandemic, we demonstrate the 'Mutual Difference' when we..."

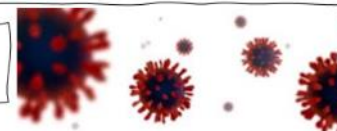
...turned our annual calendar from a giveaway to a money maker for a charity that supports retired Police dogs - £8k and counting; supported a Police Officer who was injured in a machete attack by providing an iPad to help his recovery, and linked our AGM votes to a donation to the National Police Memorial Day charity - remembering fallen officers and their families - back to our roots. MetFriendly

...guaranteed our people their basic salary up to Dec 2020 prior to furlough being announced, never furloughed anyone and despite the uncertainty continued to donate between 5-10% of our turnover to health and well being good causes including emergency Covid donations to local food banks. Sovereign Health Care



... gave away 10,000 Thrive mental health app licences to key workers. Health Shield

afm association of financial mutuals

...make regular food donations to our local homeless shelter. Paycare



What have mutual and cooperative insurers been doing well?

Mutual Médica reinvierte 2.000.000 € en ayudas contra la crisis de la COVID-19

Hemos recibido más de 3.000 solicitudes de ayuda económica

Las tramitaciones de bajas laborales han aumentado un 180%

En lo que a la cobertura de bajas se refiere, desde el inicio de la pandemia se han cubierto **más de 3.000 bajas** en solo dos meses, de las cuales más del **60% son por causas relacionadas con la COVID-19**

60% prestaciones COVID-19 por incapacidad laboral

1 de cada 10 médicos han diferido el recibo de su Seguro MEL

El 10% de los médicos que tienen el MEL, la alternativa a autónomos de Mutual Médica, han solicitado diferir su cuota.

Se ha alargado la cobertura gratuita a más de 2.500 mutualistas jóvenes hasta septiembre




Hemos atendido más de 7.000 gestiones online a causa de la COVID-19

A nivel asistencial hemos atendido **más de 7.000 gestiones online**. Además de los canales digitales habituales, hemos habilitado un correo específico para esta crisis: ayudacovid19@mutualmedica.com

Hemos atendido un **90% más de llamadas** a causa de la COVID-19

+ de 8.500 llamadas

En cuanto a asistencia telefónica se refiere, nuestro servicio de atención al cliente telefónico ha atendido a **más de 8.500 llamadas**, lo que supone un aumento del 90%.

 900 62 96 99
 info@mutualmedica.com
 www.mutualmedica.com

DATOS ACTUALIZADOS A 5/05/2020

LocalTapiola's actions during the COVID-19 crisis

- **Corporate customers** can apply for **additional payment time** of premiums granted on a case-by-case basis. In addition, customers with loans can apply for **flexible payments**. In order to make it easier for SMEs to get financing, LocalTapiola has increased the **investments in corporate loans** offered by Fundu (a Finnish corporate loan company).
- LocalTapiola Group is a major real estate investor, and **has supported the tenants**. For example, restaurants and cafés that are tenants in buildings owned by LocalTapiola are free from rent until the end of May, and tenants of other premises can be granted additional payment time or reduction in rent case-by-case.
- LocalTapiola has provided **€1,000,000 in coronavirus-related aid** in Finland. Most of the donations have been made to support the **Finnish Red Cross**. The support of LocalTapiola has e.g. been used to start up a **coronavirus helpline**.
- The exceptional situation in the society has caused a lot of insecurity, and we have tried to help our customers by organizing **topical webinars** relating to the coronavirus. We have e.g. organized webinars discussing the **effects on the economy** and **investment market, methods that companies can use** to get through the crisis and how the coronavirus crisis affects the **everyday life of farmers**.
- The **LocalTapiola regional companies** throughout Finland have taken **action locally** in order to fight the coronavirus and develop the local vitality and well-being:
 - Promoting testing and sampling of the coronavirus – €200,000 donated to the University of Jyväskylä to help the university analyse coronavirus samples
 - Supporting the health care – donations to local hospitals to help them fight the coronavirus
 - Supporting local companies – supporting small firms by purchasing services and gift vouchers
 - Supporting food assistance organizations
 - Supporting pupils' distance learning – donating tablet computers in order to promote distance learning
 - Supporting the appointment chat for youth, a chat that makes it possible for young persons to discuss privately and safely with a specialized adult
 - Donations to and recognitions of health care staff/nursing homes/residential care homes/families
 - Tablet computers to residents of residential care homes in order for them to have video calls with their families
 - Flower deliveries to cheer up residents in nursing homes and residential care homes as well as flower gift vouchers to health care staff
 - Streamed family concert online

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What have mutual and cooperative insurers been doing well?



Press release

Asset managers, pension funds and insurers call for international co-operation within the pharmaceutical industry to combat coronavirus

Zeist, 16 April 2020 - A large group of Dutch and international investors are calling on the pharmaceutical industry to internationally co-operate with the combat against the coronavirus. Led by the asset manager Achmea Investment Management, they have drawn up an *Investor Statement*. In the next few days, letters will be sent to pharmaceutical companies asking them to join forces and to do their utmost to minimise the spread of the virus and its consequences.

In addition to Achmea Investment Management, the group includes among others: Actiam, a.s.r., Gotheer, LocalTapiola, Nomura, Nordea, ONVZ, PGGM, Robeco and SPH, the general practitioners' pension fund. In total, more than 40 investors have joined the initiative (asset managers, pension funds and insurers). Overall, the group represents total assets of €1.900 billion. Other interested parties may still join.

Financial considerations will now take second place

The asset managers and pension funds note that the pharmaceutical industry has launched several initiatives to curb the coronavirus. Unfortunately, at the same time, they have seen some examples of priority being given to short-term financial and competitive considerations, and this hinders the optimal action against the virus. This group of engaged shareholders believes that right now financial considerations should take second place in the global challenge of getting the coronavirus under control as quickly as possible.

The Investor Statement calls on all pharmaceutical companies to abide by the following principles during this crisis:

1. Ensure that your employees are safe and healthy, and look after their well-being;
2. A core responsibility of the pharmaceutical sector is to develop and provide affordable worldwide access to health products, including diagnostics, medicines and vaccines. The negative societal and financial impact of the COVID-19 crisis is unprecedented and needs to be resolved soon. Enforcing patents, excessive price setting, not disclosing relevant findings or securing extended market exclusivity through, for example, orphan drug designation should not run counter to this responsibility.
3. Proactively and innovatively reach out, collaborate and share relevant data in a timely manner with governments, the health sector, academia and your peers;
4. Focus on international cooperation to ensure supply chains are up and running, so that in all countries medical professionals will have access to health products, personal protection and all the relevant equipment they need and that supplies are distributed in a fair manner across and within countries. Especially in these times when international transport and production processes are disrupted.
5. Ensure that in the long term your research and development processes sufficiently address infectious diseases. To prevent pandemics like COVID-19 from happening again, it is crucial that large research-based pharmaceutical companies re-engage and re-invest in R&D programmes for infectious diseases;
6. As many of your clients and suppliers are hit hard financially, be understanding and take measures to assure that bills sent by your suppliers are still being paid, employment is protected and your relationship with them is maintained.

We are committed to combating Covid-19 together

Covid-19 has a major impact on society, our customers and all people in the Netherlands

- We want to make a difference for our customers and society, even in these times
- Our cooperative identity continues to guide us
- Together, we are working to create a healthy, safe and future-proof society

In spite of challenging circumstances, we continue to serve our customers well

- Top priority: continuity of customer service and good availability – in spite of large-scale working from home
- We have helped lots of customers by answering questions about health, travel, cancellation and events insurance
- Focus on our customers' interests in case of financial problems with payment schemes for mortgages, premiums and rents

All 14,000 employees have been working from home since the start of the health crisis

- Good IT infrastructure and culture of trust facilitated by HR are crucial
- Much appreciation for CLA agreement based on 34-hour standard working week which is to take effect next year

Important role for health insurers Zilveren Kruis and Eurocross

- Zilveren Kruis contributes to continuity of care with continuity contribution for care providers
- Covid-19 has not caused financial problems for hospitals
- The chosen solution does justice to the efforts of the health care sector and the responsibility that comes with the spending of customers' premium payments
- With Eurocross and as travel insurer we were actively involved in the repatriation of Dutch citizens stranded in Europe and worldwide

What have mutual and cooperative insurers been doing well?

- Support to policyholders

- Premium rebates or holidays where risks have changed due to governmental decisions
- Extending insurance cover gratis for volunteers
- Enhancing claims filings
- Providing online medical advice services for members
- Release surpluses to ease financial pressures on policyholders and healthcare providers
- Waiving premiums for liability insurance for developers and buildings
- Flexible payments for SMEs and self-employed

- Support wider society

- Supporting healthcare systems, medical facilities and nursing homes with equipment and funding return-to-work for medical experts
- Providing financial contributions to social projects and medical research
- Investing in social bonds for the provision of health insurance and healthcare in Europe
- Providing financial aid for national solidarity funds and frontline actors
- Providing support for high “at risk” groups
- Providing platforms to connect citizens for mutual aid
- Providing technology to various groups

- Support for employees

- Swift adoption of work from home policies
- Enhanced staff support services
- “No furlough” policies
- Enhanced employee retention schemes
- Enabling employees to volunteer on short-term missions
- Support for medically qualified staff
- Apprentice schemes providing employment opportunities for young people

Longer term

- Mutual insurers are key stakeholders, including as social economy players, in the revival of the European economy post-COVID-19
- Sustainability and long-term horizon for the future of Europe
- Shared resilience solutions; private-public partnership
- Responding to changing socio-economic needs
- Stakeholder capitalism
 - Klaus Schwab: “COVID-19 has shown that the companies which were committed to the stakeholder concept have performed much better because they have invested in the longer term vitality of the company”
- Convergence of business and civil society



A CLOSING POLL



Having listened to this presentation, how well do you believe the insurance industry has responded to the COVID-19 crisis?

- a) Poorly
- b) Adequately
- c) Well
- d) Very well



Representing the European mutual and
cooperative insurance sector with ONE voice

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QUESTIONS AND ANSWERS





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Forthcoming Events

- Thursday 28 Jan (10:30) ESOP Centre Webclave
- Friday 29 Jan (16:30) Fully Grown: Why A Stagnant Economy Is A Sign Of Success
- Wednesday 03 Feb (11:00) ESOP Sofa
- Thursday 04 Feb (11:00) The Future of Crypto and Digital Assets
- Friday 05 Feb (10:00) The Faux Curtain Of Accuracy In Systems That Use Artificial Intelligence (AI)

Visit <https://fsclub.zyen.com/events/forthcoming-events/>