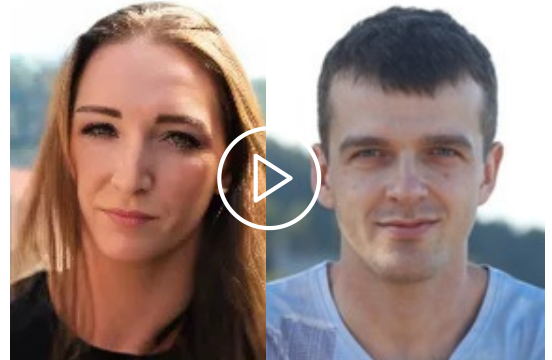




Automatic MUW, CPP Nikola Fišerová & Vojtěch Straka



Video available in [VIG Groupnet](#)

Please briefly describe the initiative.

Within the standard process of arranging a life or accident insurance policy, it is necessary to assess the state of health based on the data provided by the client in the health questionnaire. This process involves a manual assessment and evaluation by the medical underwriter. The negotiation of the insurance contract is therefore interrupted and the insurance broker and the client have to wait for the verdict in order to finalise the insurance contract.

The automatic medical underwriting of the most common diseases and physical impairments directly in the front-end software speeds up this process considerably and, thanks to the transparent verdict directly on the insurance policy, the client knows under which conditions he is insured.

What were the benefits?

- speeds up insurance negotiation process
- immediate valuation of common diseases and physical impairments
- reduces need for manual intervention
- transparent verdict directly on the insurance policy (determination of the risk premium or exclusion transparently on the contract before it is being signed)

The aim of the automatic medical underwriting directly in the front-end software is to speed up and simplify the process of negotiating an insurance policy, to value the most common diseases and physical impairments immediately without waiting and without the need for a manual intervention by the medical underwriter. Thanks to the possibility to automatically evaluate the completed health questionnaire immediately, the process of negotiating an insurance policy is significantly shortened and the verdict is transparently indicated directly on the insurance policy. The client can choose whether he/she prefers rather exclusions from the insurance cover and therefore retains the premium amount or whether he/she prefers a broader insurance cover and therefore agrees to a risk surcharge on the premium.

Who were the main stakeholders involved?

The team from the Personal Claims and Life Insurance Contract Administration Division in cooperation with the Products Development Department and IT department.



What were the major learnings and challenges you had to overcome?

- The main challenge was to make the automated underwriting process user-friendly, which meant creating a new interactive health questionnaire.
- Another challenge was to train employees and learn a completely new process.
- It was also very difficult to create a health questionnaire that could be understood by people who didn't have any medical education.
- Another point was the difficulty of testing, debugging and implementation.

Learnings

A prerequisite for achieving the targets was that at least 60 % (ideally 70 %) of production should undergo an automatic health assessment while signing the insurance contract.

However, the result exceeded our expectations – in 2023 more than 42.000 contracts (that means 82 % of the whole life and accident insurance contract production) underwent automatic health assessment. The number of cancellations for health reasons decreased by 94 % in 2023 (compared to the previous year).

There also has been a 95% reduction in the number of requests for supplementary medical reports.

Going forward, what are your plans to further develop the project (and would you see an opportunity to leverage it for the Group)?

- In the future, we want to increase the number of diagnoses that are automatically scored in order to increase the percentage of policies that are automatically scored.
- We want to develop a better user interface.
- Yes, it has the potential to be used in other life insurance companies within VIG.

Automatic medical underwriting represents a significant advancement in the insurance industry. It not only simplifies and speeds up the process of negotiating a life or accident insurance policy but also offers greater transparency and flexibility for clients, while reducing administrative burdens for insurers.

Are interested in exchanging with Nikola and Vojtěch, please feel free to contact them!

Nikola Fišerová & Vojtěch Straka

✉ nikola.fiserova@cpp.cz

✉ vojtech.straka@cpp.cz