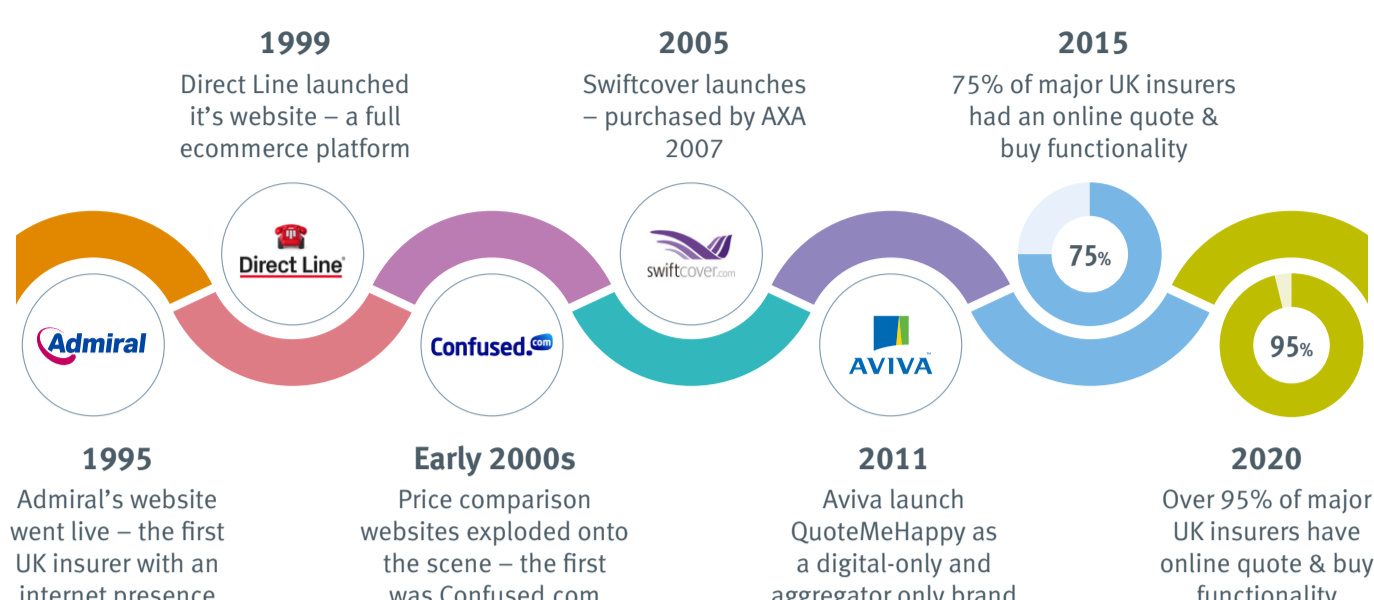


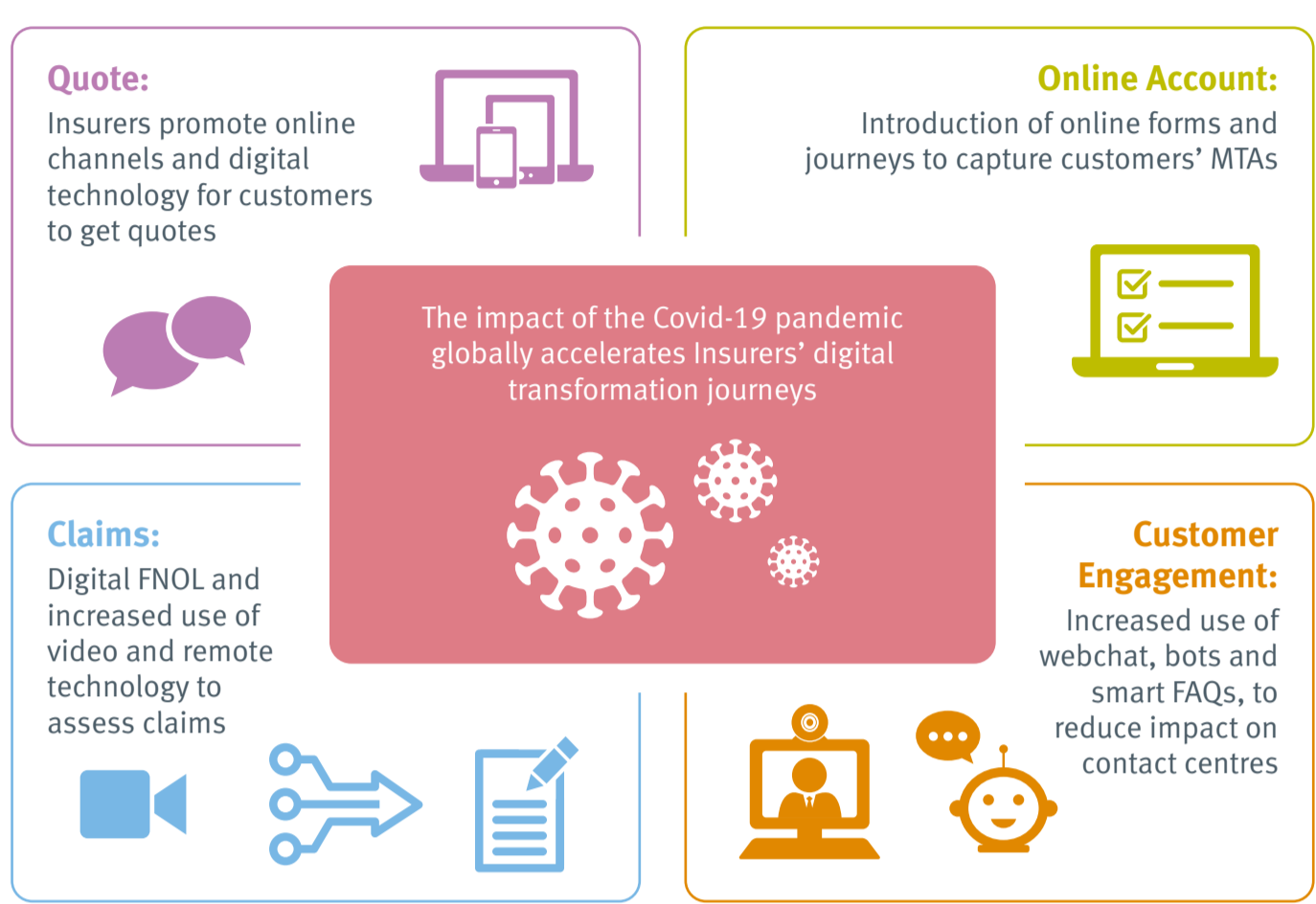
Insurance Digital Experience 2021

Welcome to the annual Altus Insurance Digital Experience review. With the pandemic accelerating digital adoption across customer experience, coupled with a vast array of new, disruptive technology coming to market, it's an exciting time for the Insurance industry. In this infographic we explore key themes of data and connected technology impacting the industry and reveal the top insurers in our DigitalBar research.

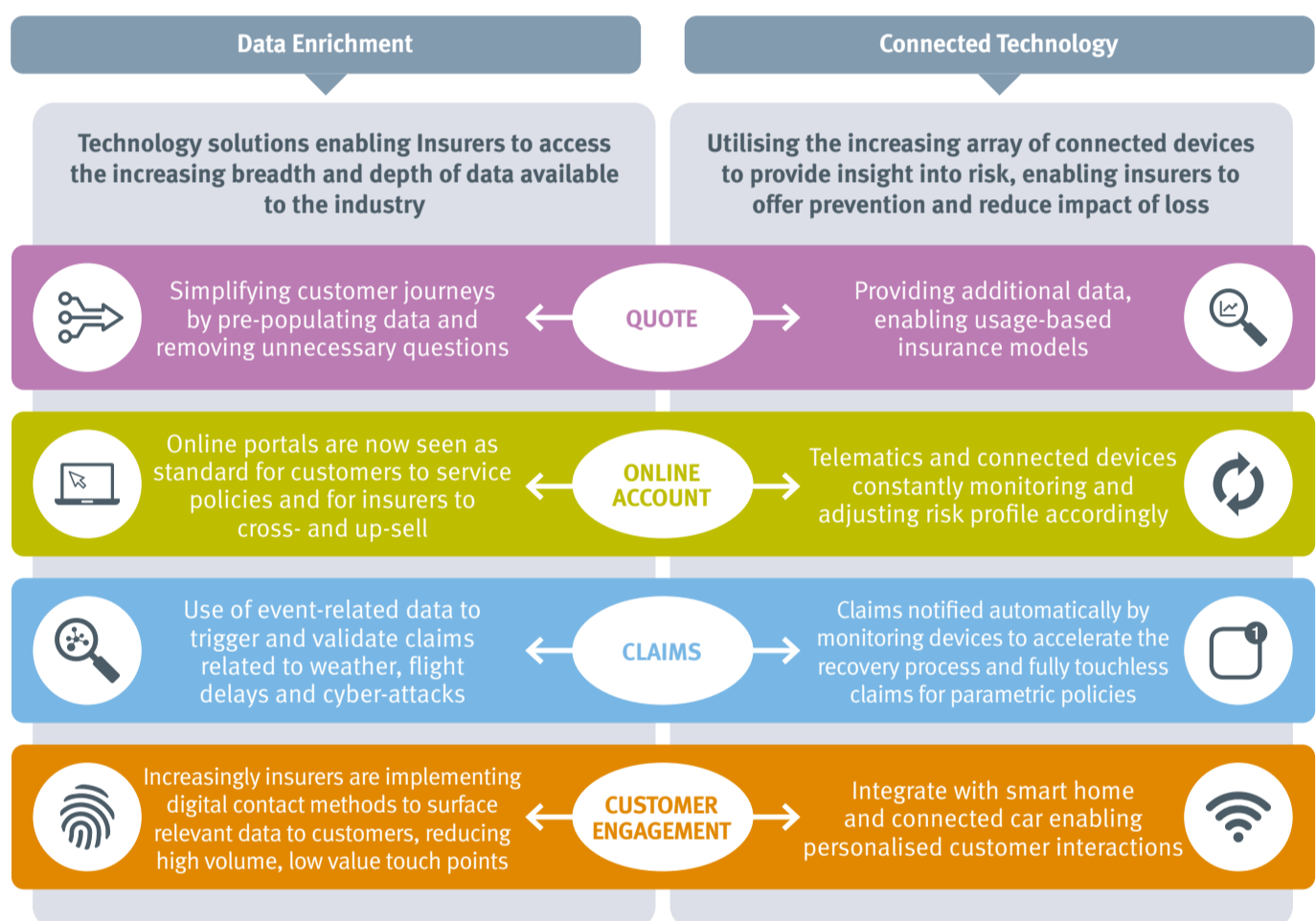
Digital Insurance Timeline



Pandemic Impacts



Key themes



2021 research results powered by DigitalBar



Digital capabilities for insurers are constantly evolving. Consumers, distributors, claims suppliers and insurers alike are embracing new technologies as insurance moves from an analogue to a digital world. Over the past 6 years Altus has assessed over 4000 digital user journeys and published annual insurer rankings. Technology is changing rapidly and consequently consumer expectations are shifting.

The DigitalBar 2021 scores reflect the latest window on the world of insurance technology, as the bar has been raised through recent evolutions in Digital Experience.

