

Insurance Quarterly

A regular round-up of the most
important life insurance news and
innovations from around the world.

March 2022

What's new?



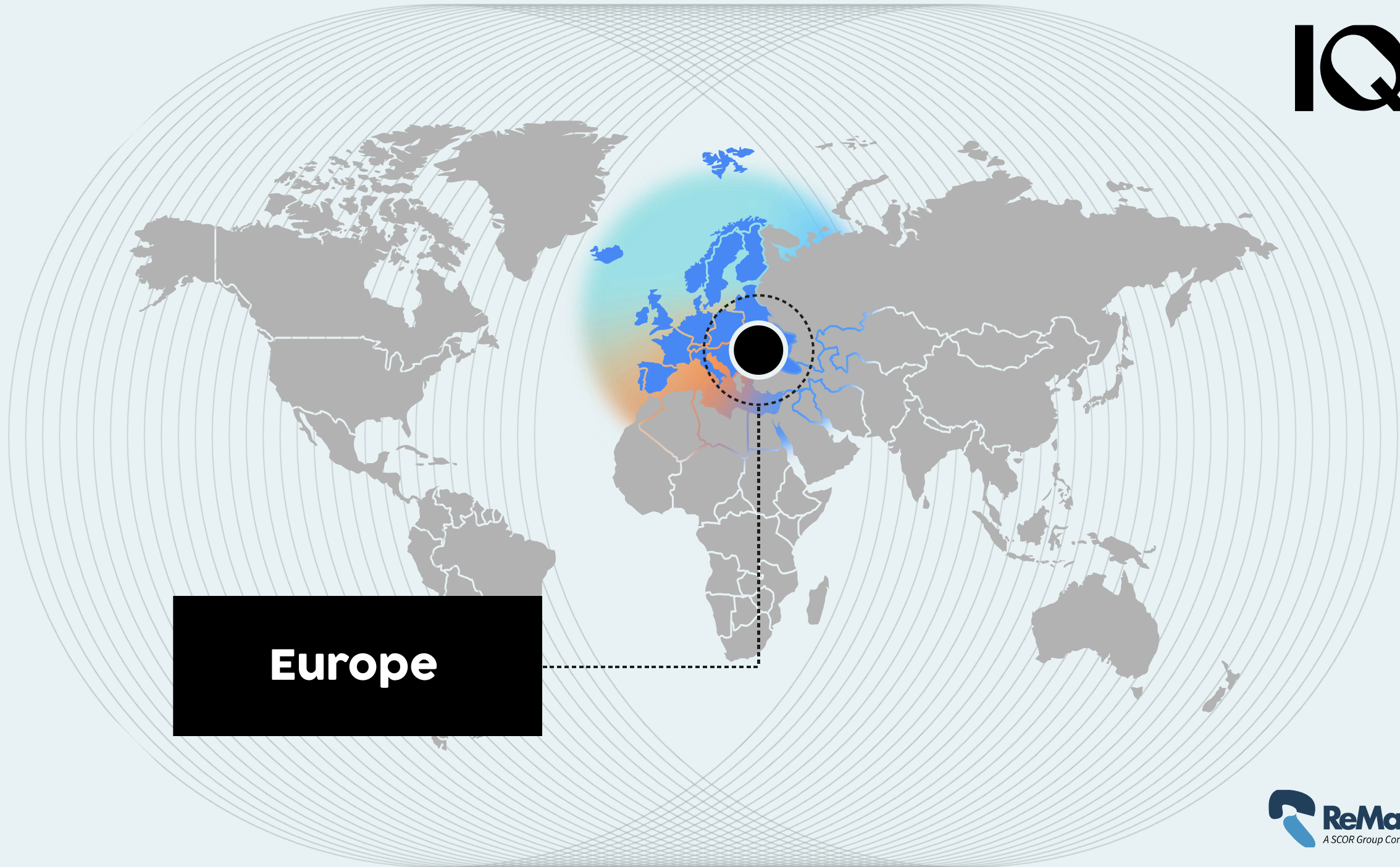
Tina Cheah – Chief Marketing Officer

The start of a new year often provides an impetus to improve one's health, fitness, and wellbeing. This drive has been mirrored in the insurance industry, with continued enhancements of health and wellness offerings and new partnerships between re/insurers and health service providers. In Q1 2022, Swiss Re partnered with Dacadoo to enrich their wellness solution in Europe, while AIA and Discovery Group established a pan-Asian InsurTech business to transform wellness delivery.

This quarter has also seen numerous product innovations pushed forward. Future Generali have developed 2 hospitalisation products that can be gifted to those in need in India, Mango Techsurance now offers accident insurance for children in Russia, and Lola Health launched a new product tailored to women on International Women's Day in France.

Take a look at the great innovations we've developed here at ReMark this quarter by heading to over to our [website](#). Learn about our suite of award-winning technology, including our automated underwriting engine, [Velogica](#), and our health and wellness proposition, [Good Life](#).

IQ.



Europe

AXA Health

AXA Health has partnered up with [Peppy](#) to offer fertility and menopause support to employees of their large corporate clients.

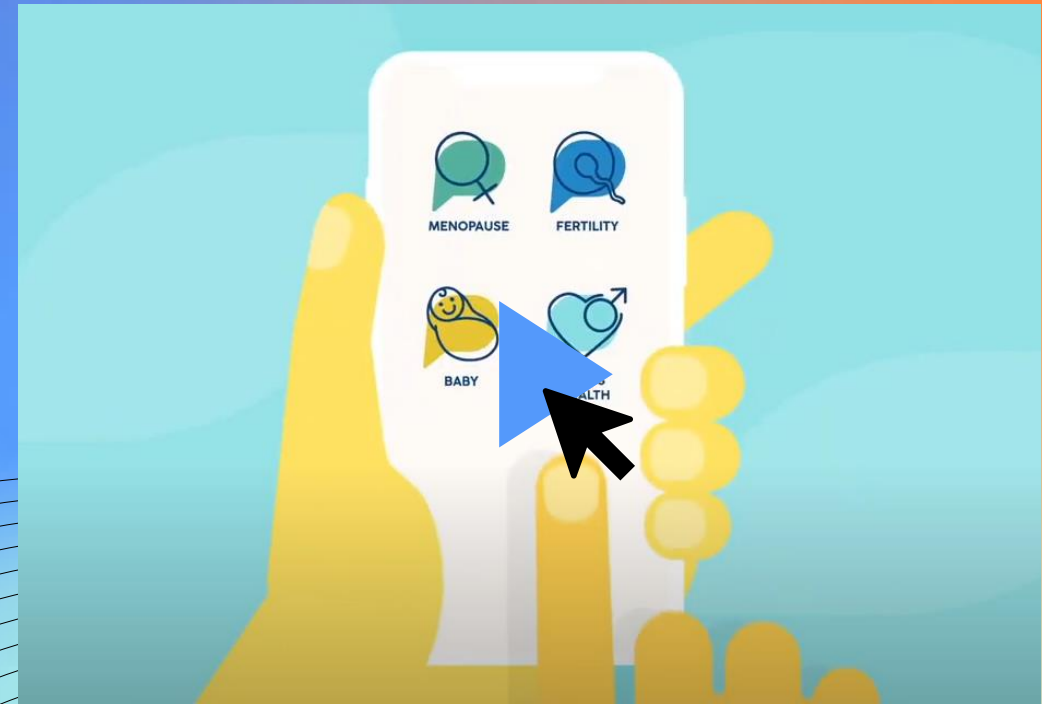
The new service is intended to support employees through fertility, early parenthood, and menopause. The service will provide unlimited access to practical support and information from experts via Peppy's digital health app.



Employees can use the app to book a private one-on-one, 40-minute phone or video consultation with fertility, menopause, or perinatal support practitioners, chat one-on-one with highly trained and accredited experts, and access relevant, expert-led articles, wellbeing programmes, virtual seminars, and broadcasts.



Video



Swiss Re & WIZink



Swiss Re's iptiQ and digital bank [WiZink](#) partner to offer digital insurance solutions in Iberia.

iptiQ, Swiss Re's digital B2B2C insurer, has entered a bancassurance deal with digital bank WiZink to design over 10 Life & Health and Property & Casualty insurance solutions for clients in Spain and Portugal.

Under the arrangement, WiZink will offer its 2 million customers a diversified suite of simple, personalised and fully digital insurance products that will be marketed through its website and app.

The logo for iptiQ, featuring the word 'iptiQ' in a bold, black, sans-serif font with a light blue horizontal bar under the 'i'.The logo for WiZink, featuring the word 'wi' in light blue and 'zink' in dark blue, with the tagline 'Tu banco senZillo' in dark blue below it.

Andreas Schertzinger, iptiQ EMEA CEO

“We are thrilled to be working with a fully digital bank with which we share the common objective of providing an excellent customer experience.

“Offering both embedded L&H and P&C insurance solutions to our newest partner's two million customers is a next step for iptiQ to becoming a leading player in powering bancassurance across Europe.”

Royal London



Royal London enhances critical illness cover for children.

Royal London has added a handful of new definitions to its critical illness cover, including key changes to child cover which it said will help it pay more claims faster.

The brand's enhanced critical illness cover for children now has a different bacterial meningitis definition. Royal London said this condition, which is rarer but more serious than viral meningitis, was the most common reason for a child critical illness claim in 2020.

The updated definition means permanent symptoms after infection, which can include hearing loss, epilepsy and loss of limbs, are no longer needed for a claim to be approved.

It's predicted the number of claims paid out for this condition will double as a result of the change.



Adam Higgs, Head of Research, Protection Guru

“The addition of new conditions and updates to existing condition wordings have improved the cover offered by Royal London, especially for children.

Whilst some of the changes are just bringing their wordings in line with the rest of the market and have minimal impact on the coverage, overall, these changes are very positive and will improve Royal London's standing compared to the most comprehensive plans in the market.”

Lola Health

Lola Health, a new health insurance dedicated to women was launched on International Women's Day.

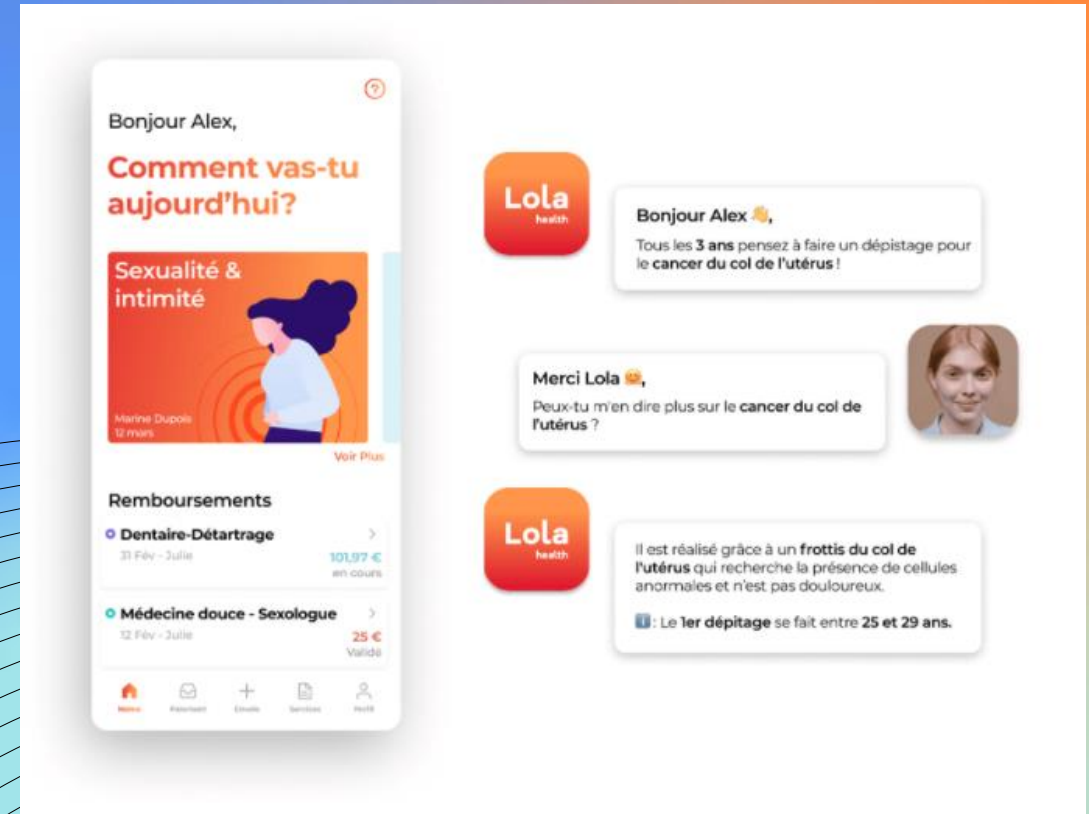
In partnership with AXA, this start-up covers both classic treatments (general medicine, dentistry, ophthalmology, etc.) and around twenty treatments that concern women, such as post-breast reconstruction tattoos, alternative medicine treatments for endometriosis, infertility tests or reconstruction surgeries of the perineum.

Currently, little to no cover is offered by mutual funds and incumbent health insurers for these women-specific issues.

Lola
health



Lola Health



Swiss Re & Dacadoo



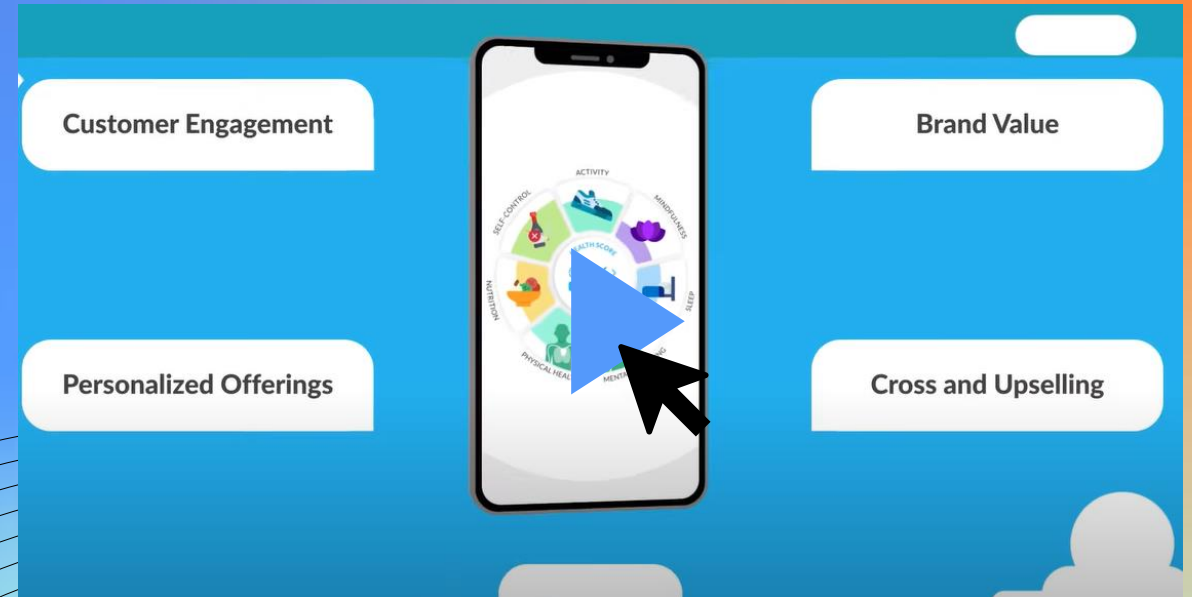
Swiss Re has signed a partnership with [dacadoo](#) to enrich its MyWellLife offering.

Through the partnership, Swiss Re will offer the dacadoo platform, which provides the Digital Health Engagement Platform powering MyWellLife, to insurers of all sizes.

MyWellLife is a mobile-first digital engagement solution that provides 24/7 smart coaching to help users attain their health goals with guidance, support, motivation and rewards.

The new combined solution also strengthens Swiss Re's PRS capabilities. PRS is a modular and innovative risk assessment approach, powered by Swiss Re's underwriting manual Life Guide.

Video



Mango

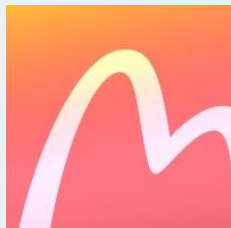
Russian insurer [Mango](#) is now offering accident insurance for children.

The accident insurance is designed for children and is available on a monthly or yearly subscription basis. It provides injury coverage.

Customers can select from three levels of coverage: simple, optimal, and extended.

Product Features include:

- Injury Payments
- On duty doctor 24/7 access
- Treatment of injuries in private clinics
- Online consultations with specialists



Mango

The screenshot displays three insurance plan options for children, each with a unique cartoon character icon. The 'Simple' plan (250 ₺/month) features an injury payout. The 'Optimal' plan (450 ₺/month) includes injury payout, doctor consultations, finding trauma centers, and treatment at expense. The 'extended' plan (650 ₺/month) offers the most comprehensive coverage, including payment for injury and treatment, doctor consultations, finding trauma centers, and access to psychologists and narrow specialists. All plans are reimbursed by the insured event, with coverage limits of up to 500,000 ₺, 1,000,000 ₺, and 2,000,000 ₺ respectively. Each plan has a 'Checkout' button with a right-pointing arrow.

Plan Name	Price	Reimbursement Limit	Key Features
Simple	250 ₺/month	up to 500 000 ₺	Injury payout
Optimal	450 ₺/month	up to 1 000 000 ₺	Injury payout, Doctor's consultation, Finding the nearest trauma center, Injury treatment at our expense
extended	650 ₺/month	up to 2 000 000 ₺	Payment for injury and treatment at our expense, Doctor's consultation, Finding the nearest trauma center, Psychologist, Narrow specialist

YuLife

YuLife adds Sleep Cycle app to growing suite of workplace wellness tools

The partnership will enable YuLife users – which includes employees of companies such as Vodafone, Mintel and Havas – to earn bonuses and discounts from UK brands in return for improving the quality of their sleep.

This follows a similar format the company uses to reward employees for completing everyday wellness activities, such as walking, cycling, meditation and mindfulness.

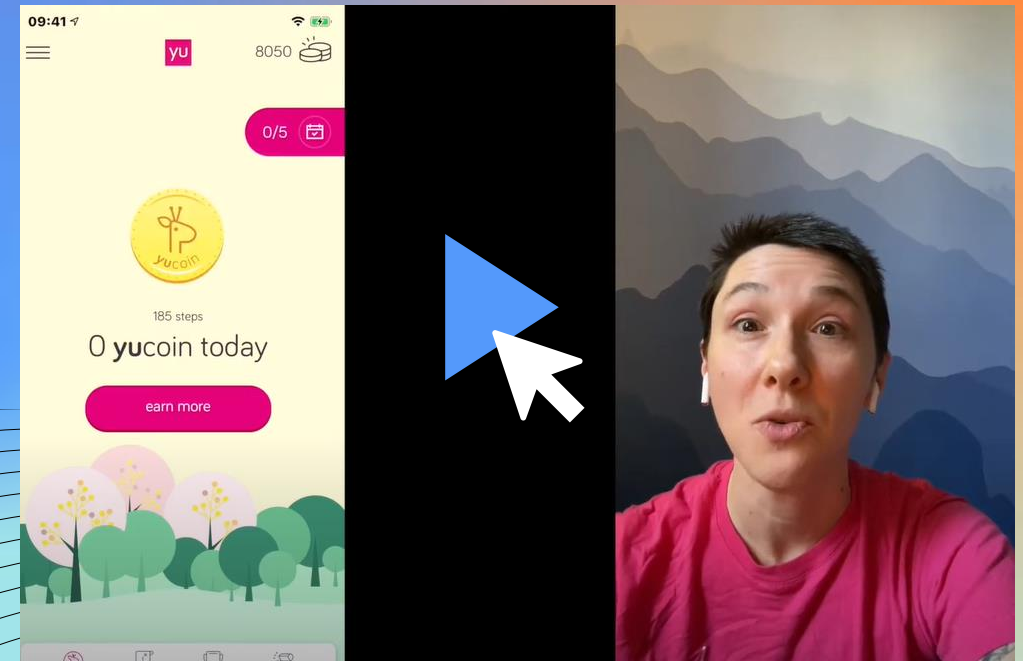
YuLife also partnered with fitness app Fiit to reward employees who complete an exercise class with YuCoins that could be exchanged for bonuses and discounts or given to select charities.

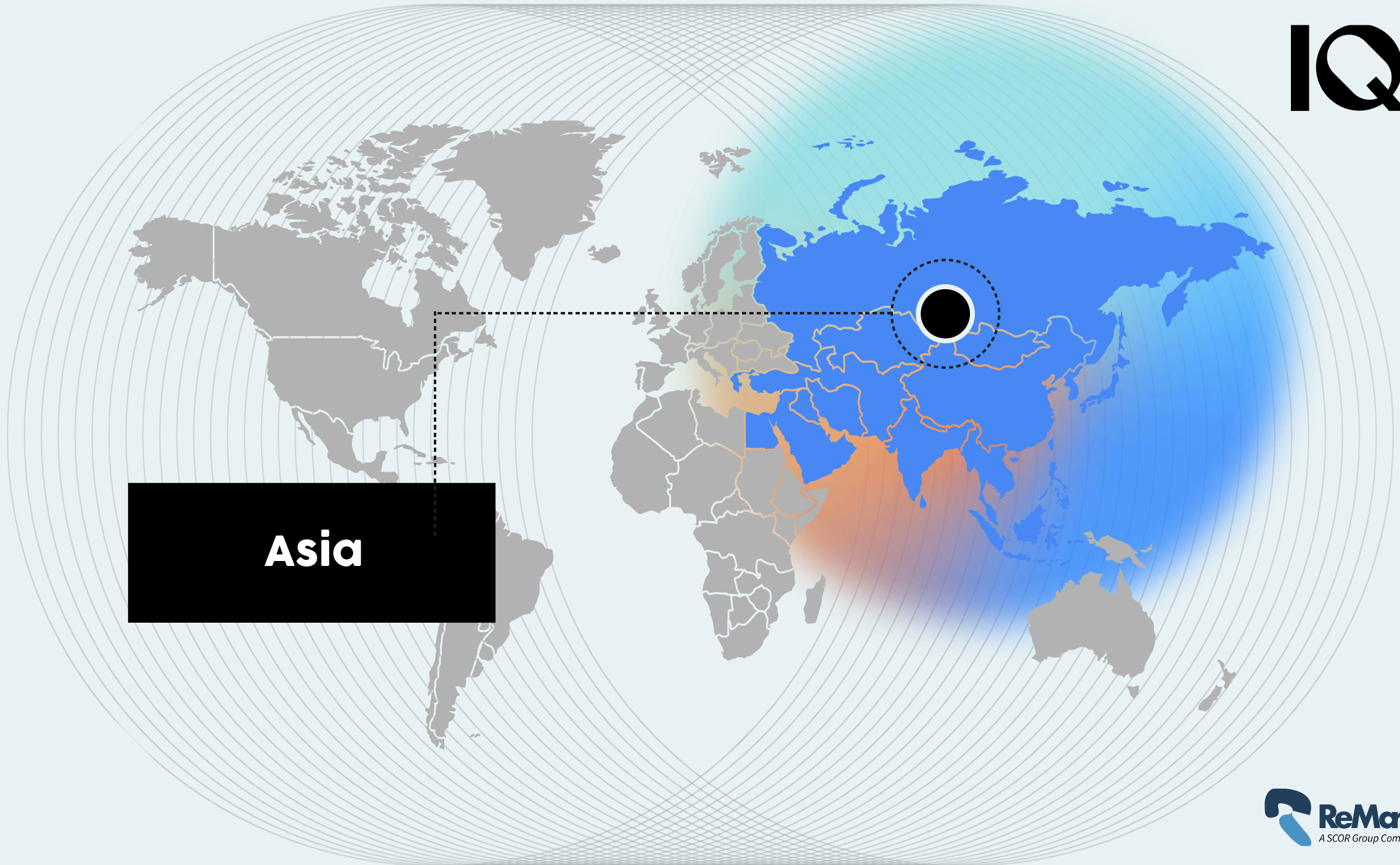


 Sleep Cycle



Video





Asia

AIA & Discovery



AIA announces 'Amplify Health', a new pan-Asian health InsurTech business in partnership with Discovery Group.

Joint venture Amplify Health will be assigned ownership of Discovery's Health IP and its full stack of technology assets, processes and analytics for the Asian region, including the systems and capabilities behind the existing AIA Vitality wellness program.

This will become a key competitive advantage for AIA helping to grow new business value and delivering financial benefits such as improved claims performance and reduced operational costs.



Lee Yuan Siong, AIA Group CEO & President

“As we look to the future, we see an urgent need for better, simpler and more affordable healthcare, and an expanding protection gap for the growing population in the region. These factors, combined with the fundamental drivers of growth in Asia, present an extraordinary opportunity.

Amplify Health is the natural next step in our journey from payor to partner, enabling us to play a leading role in shaping the transformation of the development and delivery of healthcare in Asia.”



Ping An Life



Ping An Life launches home-based elderly care service to pursue "finance + elderly care" business strategy

Leveraging Ping An's healthcare ecosystem and elderly care resources, the service brings together insurance protection for customers with a professional "one-stop" elderly care service.

The system can monitor seven major vital signs, including blood sugar, blood pressure, heart rate, breathing rate and blood oxygen level. It can monitor 13 behavioral risks, including accidental falls, sleep quality, and daily exercise, to ensure timely detection and rescue when needed.

For those with offline medical needs, Ping An can provide fast track or medical escort services to tertiary hospitals, providing the elderly with medical convenience.

PINGAN

Ping An Life's Vision

Leveraging its extensive experience in insurance and healthcare sectors, Ping An continues to pursue strategic upgrades and the company pursues the integration business model configuring insurance and health maintenance organizations (HMOs).

As of September 2021, services at Ping An's healthcare services covered 187 cities, empowered over 43,000 medical institutions, benefited approximately 1.12 million doctors and served 3.22 million patients with chronic diseases.

Generali

Future Generali has launched two insurance policies that you can gift to those who need one.

Generali has launched a 'Gift of Health' product with a starting premium of ₹501. The product can be gifted by anyone, be it support staff, domestic help, friends, extended family, or even members of an NGO.



Future Hospicash covers incidental expenses in case of hospitalisation and offers a fixed benefit for each day of hospitalisation, irrespective of the actual medical cost.

The second provides beneficiaries with a lumpsum amount in case of accidental injuries leading to disability/death.



IQ.

Video



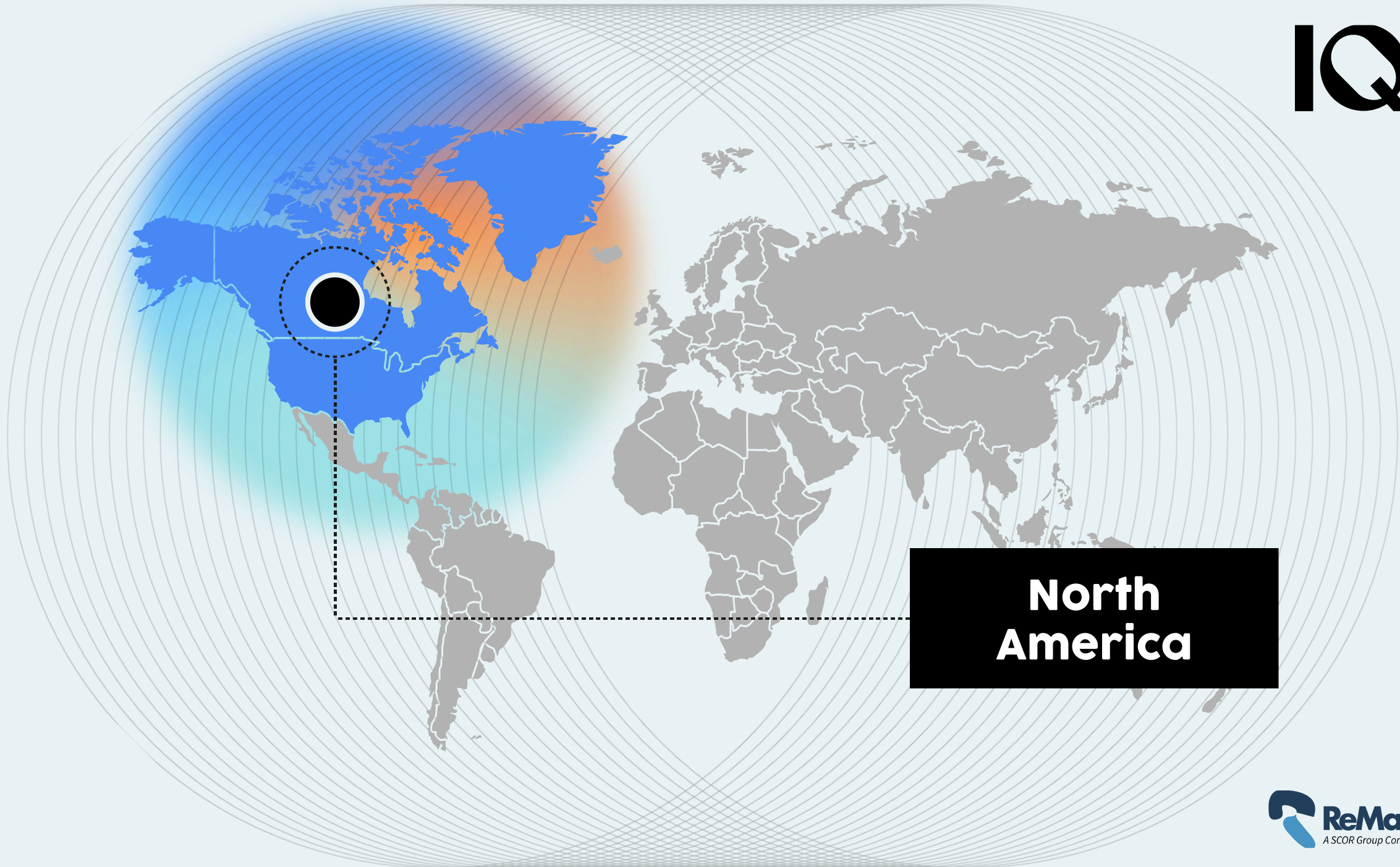
FUTURE GENERALI

TOTAL INSURANCE SOLUTIONS



Future Hospicash

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**North
America**

USAA Life

USAA targets young with cheap insurance with no medical exams.

USAA Life's [Essential Term Life Insurance](#) is available to consumers ages 21-35 starting at \$15 per month, and only requires the completion of 9 simple health questions. If eligible, the \$100,000 policy is approved instantly. Coverage lasts until the policy anniversary following the insured's 39th birthday.



"We know that one of the biggest pain points in getting life insurance is a medical exam," says Rob Schaffer, vice president and general manager for life insurance at USAA Life. "With this new product, we're making it easier for younger consumers to get the life protection they need."



Essential Term Life Insurance

What is Essential Term Life Insurance?

Essential Term Life Insurance provides \$100,000 of coverage that's simple to buy. If the unthinkable happens, your loved ones can use the benefit to replace your income, pay for funeral costs or debt.

Benefits of Essential Term Life Insurance



Portable Coverage

Unlike employer-provided life insurance, essential term provides a benefit no matter where your career takes you.



Financial Protection

With \$100,000 in coverage you can help relieve the financial burden your loved ones may have paying for things like funeral expenses or debt.



Stress-Free Purchase

Get a quote and apply online in minutes. There's no medical exam, and you'll get a decision the same day.



Assurity Life

Assurity Life has launched criticalillness.com, a complete self-service platform for buying critical illness insurance.

The brand is Assurity's first consumer-direct offering and focuses on coverage for four of the most common serious diseases: Heart attack, stroke, cancer and advanced Alzheimer's Disease.



It is built for speed and ease of use, with most coverage decisions made after an application of only 5 health questions. The insurance policy pays a cash benefit for the diagnosis of covered diseases and conditions that customers can use for whatever they want.



Video

Assurity makes it easy.



Amazon Care

Amazon Care's virtual health services are now available nationwide—and in-person services will be rolled out in more than 20 new cities this year.

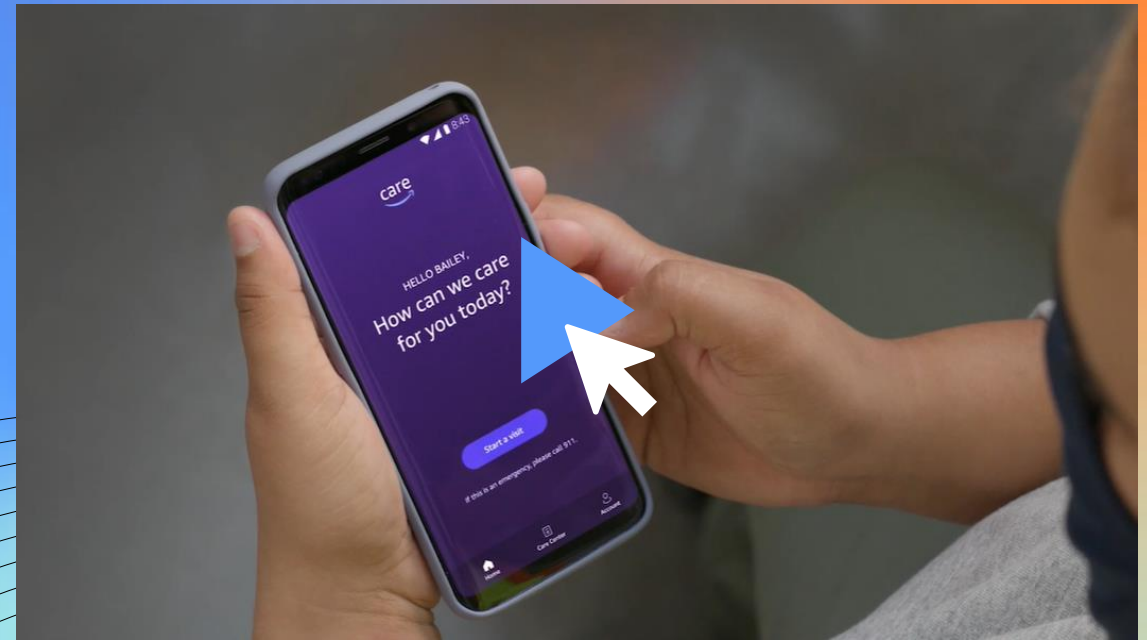
Amazon Care provides immediate access to a wide range of urgent and primary care services that include testing for Covid-19 and the seasonal flu, vaccinations, treatment of illnesses and injuries, preventive care, sexual health, and prescription requests and refills.



When issues can't be resolved over video, Amazon Care will dispatch a nurse practitioner to a patient's home for additional care where in-person care is available, ranging from routine blood draws to listening to a patient's lungs.



Amazon Care Video



Nowly

Nowly, the new digital life insurance provider, is now live in Canada.

The new entity is a subsidiary of Canadian insurer [Teachers Life](#) and it offers instant online term life insurance with no medical exam and up to one million in coverage.

Policyholders receive access to a health and wellness program powered by [Virgin Pulse](#) and there's also a giveback scheme which supports established and emerging "social-preneurs."

Customers can obtain coverage online and manage their policy and access member benefits through the Nowly app, which is available for iOS and Android devices.



The nowly Virtual Wellness Program

Powered by



This best-in-breed, culture-first technology solution is designed (and proven) to make health and wellness engaging and fun.



37+ Content Channels



2750+ Daily Cards

2,750+ cards of robust micro-learning content that is easy to digest. These help you expand your knowledge and inspire you to create new behaviours.



400+ Healthy Habits

400+ healthy habit trackers and challenges; includes AI-driven recommendations for new healthy habits to try.



80+ Group Challenges

Wide variety of group challenges to improve collaboration and create positive social dynamics. Invite up to 10 family members or friends to join (complimentary).



39+ Journeys

39+ different digital coaching journeys covering health, nutrition, physical activity, sleep, stress management, financial wellbeing and tobacco cessation.



Sun Life US

Sun Life has partnered with [Teledentistry.com](https://www.teledentistry.com) to bring members 24/7 virtual access to dental providers.

The service is automatically incorporated into members' dental coverage, and provides a safety net for those who need dental care in emergencies, while traveling, or at night or on weekends.



With easy-to-navigate virtual access, members who need a dental consultation can get one quickly from a Teledentistry.com dentist, and get referred for definitive care if necessary. Consultation results are communicated to the member's dental provider for follow-up care.



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Teledentistry.com

Emergency Dentist 24/7

Use our service:

- To book an appointment with a dentist
- When you have a dental emergency and you need immediate attention
- Avoid the emergency room for routine dental emergencies
- Consult virtually with an emergency dentist without leaving your home

[Connect to a Dentist](#) [How it works](#)

DR SMITH: How are you today?

Patient: I have a toothache!

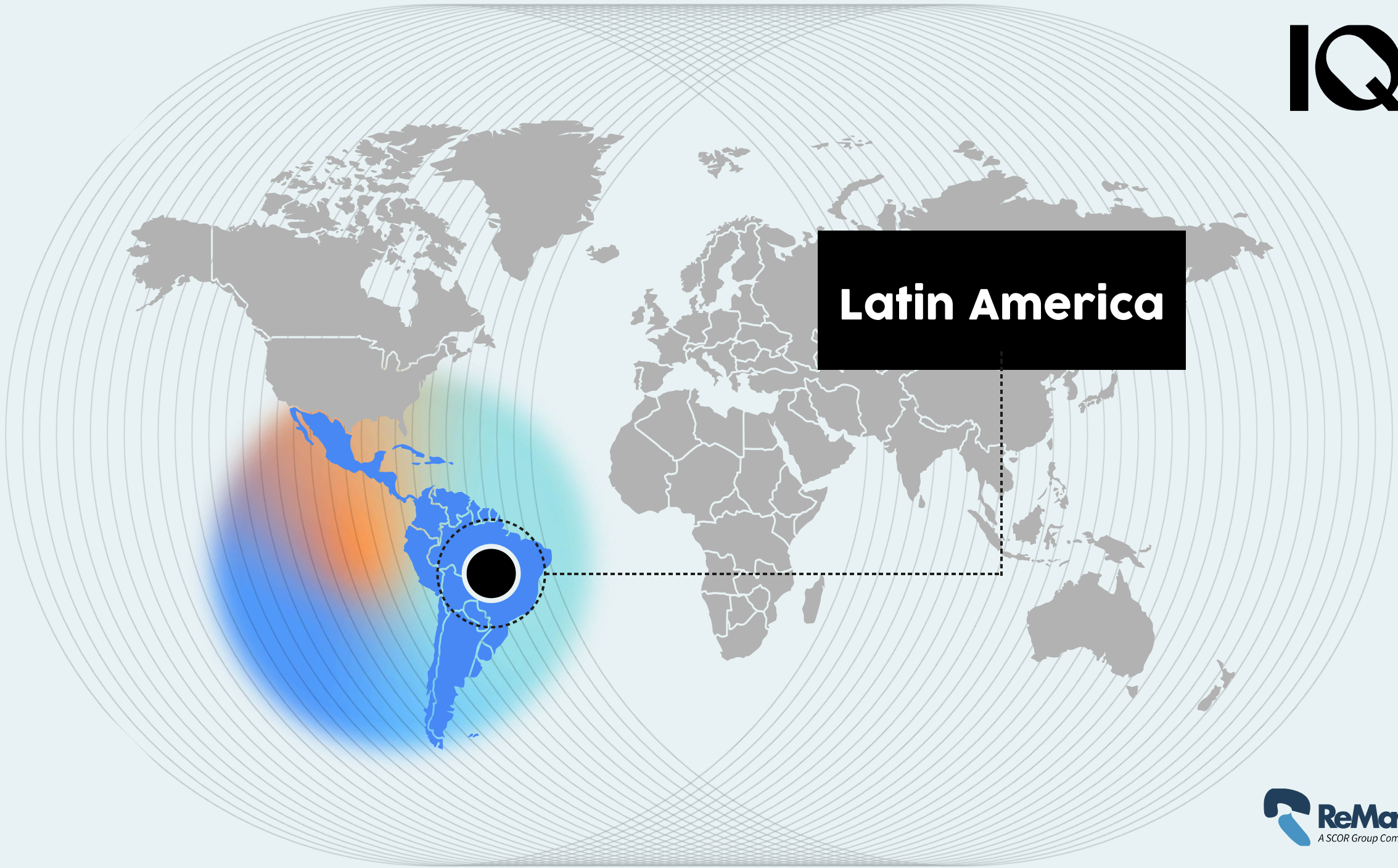
DR SMITH: The area appears infected.

Patient: I sent a prescription to you.

DR SMITH: Also a referral to your local dentist.

Patient: Thank you so much!

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Latin America

Swiss Re & Klimber



Swiss Re invests in [Klimber](#) as pair look to boost LATAM insurance penetration.

Swiss Re has made a minority investment in InsurTech digital platform Klimber, as the reinsurer looks to grow in Latin America's life and health insurance markets and replicate its strategy of supporting digital businesses in other regions around the world.

In 2018, Klimber created the first digital life insurance offering in Latin America through its end-to-end platform.

The investment provides the firm with access to the reinsurer's innovative solutions, products, and extensive pool of knowledge and data, while adding the financial strength of a global reinsurance entity.



Julian Bersano, Klimber CEO

“Our aim is to make the insurance buying process as simple as possible – so that even more people have access to the safety net it provides. We believe that the capabilities and experience that Swiss Re and Klimber bring to the table will help achieve that.

Investments like this underscore our commitment to the Latin American market and our clients in the region to build a leading digital ecosystem.”





ReMark is a global consultancy firm that helps insurers worldwide grow sustainably with our data, marketing and tech solutions.

Part of the SCOR Group, since 1984 we've run over 12,000 campaigns reaching 1 billion people worldwide, and underwrite over 1 million policies each year.

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