



The COVID-19 pandemic is deeply impacting all business sectors – but there are some unique considerations that impact the insurance industry. How is the insurance industry likely to shape up to the unfolding crisis? What are the implications across the different segments of general and life insurance? And what longer-term trends might the outbreak serve to usher in for the future?

To help you navigate these uncertain times, we have created a summary of the impacts of COVID-19 on the insurance industry in the article [\*Do insurers have COVID-19 covered?\*](#)

### Highlights

- General insurers are likely to see less of an impact than life insurers due to some of the policy provisions that evolved, especially since the SARS outbreak of 2003.
- Operational impacts are starting to put strain on certain areas of insurers that are working more closely with customers, such as contact centres and claims
- Tremendous disruption to the financial markets affecting equity market, interest rates and credit spreads.
- Life insurance likely to be the most affected with the double effect of an increase in claims and volatility of the financial markets with low interest rates and impact on investment returns and solvency ratios.

The article also contains useful considerations for insurers to think about how to prepare for the future.

At this time I would like to wish you, your family and loved ones good health. If you have any questions around the topics discussed, please do not hesitate to contact me.



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