

Swiss Re L&H Market Event 2026 - Forward, Together: Navigating Hong Kong's Next Chapter

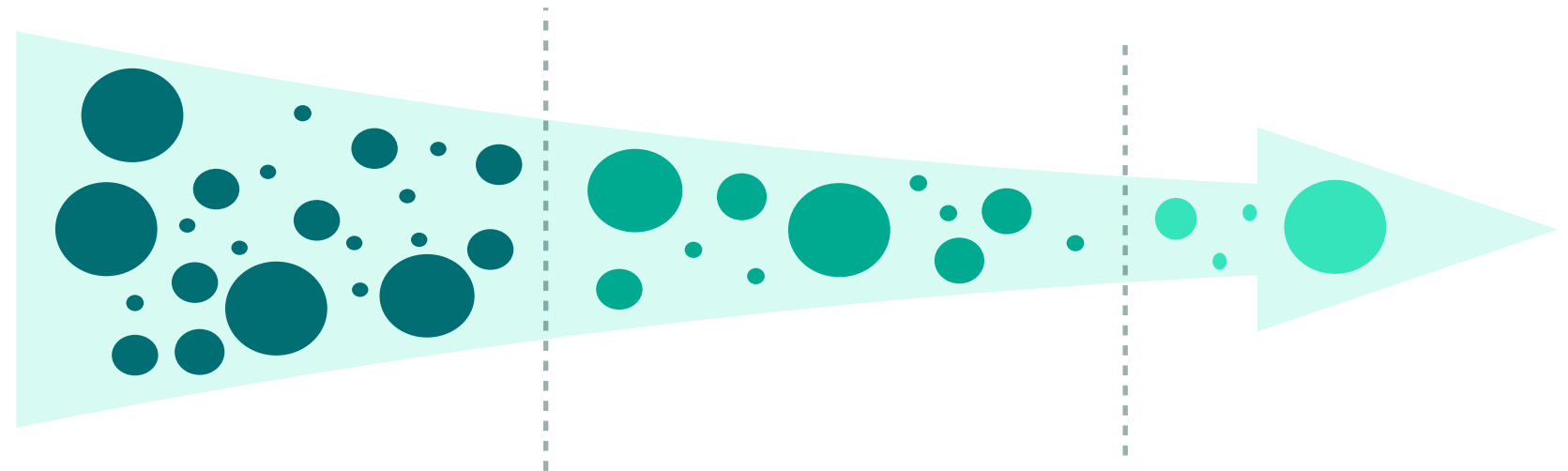
Driving growth through AI powered underwriting solutions



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Industry has been exploring to leverage AI and Gen AI to improve the efficiency of Underwriting Process



Application with Disclosure

- Leverage automated Underwriting engine to achieve STP 50-70%
- Refine questionnaire and AI dictionary and reduce free text to drive further **STP**



Additional Medical Evidence

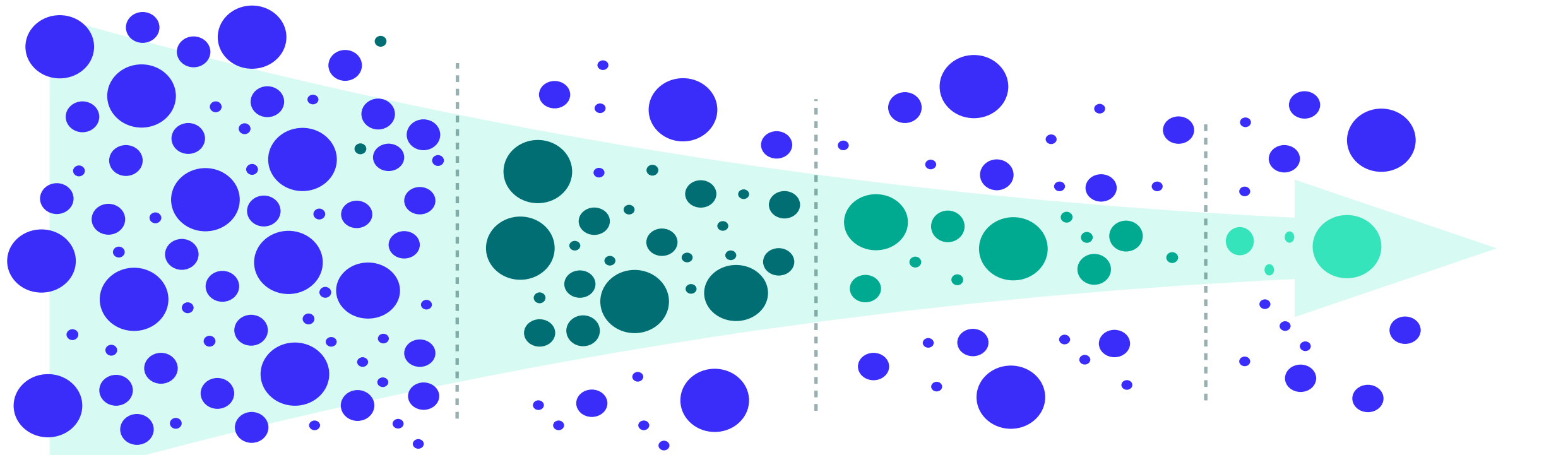
- Leverage OCR and NLP to digitize the Medical Checkup report
- Potential to improve **efficiency** and even **STP** through by applying medical rules



Manual Underwriting

- Leverage AI and Gen AI to summarize complex case to increase the **efficiency** for manual review

Beyond Underwriting Process



Uncaptured Sales Opportunity

- **Agents' attrition**
- **Drop out after applications**
- **Lack of knowledge from agents**

Application with Disclosure

- Leverage automated Underwriting engine to achieve STP 50-70%
- Refine questionnaire and reduce free text to drive further **STP**

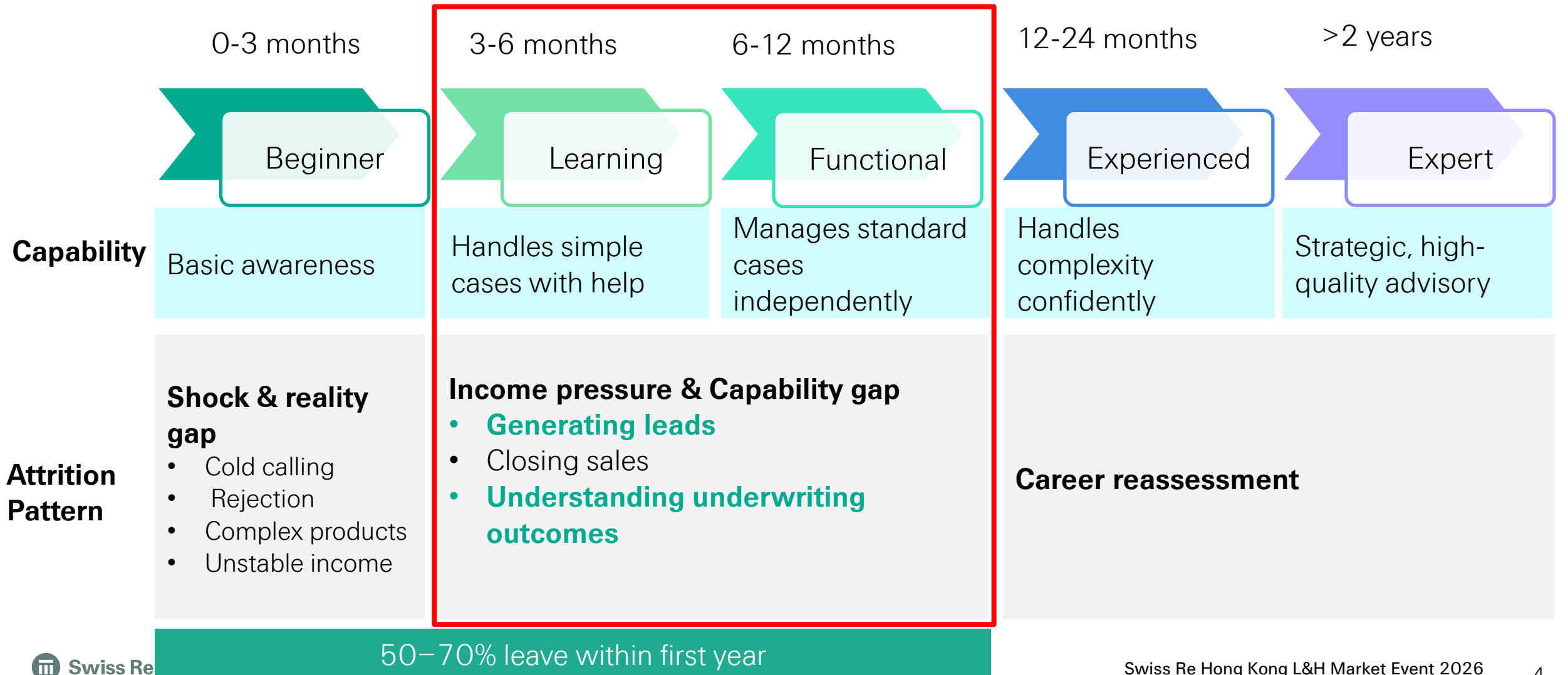
Additional Medical Evidence

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Manual Underwriting

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Distributions Capability Maturity and Attrition at different stages



Major drop out during sales stage

01

Post-Proposal (Before Application)

Agents cannot confidently explain:

- pricing differences
- risk factors

- Lack of trust / perceived sales bias
- Product complexity
- Price sensitivity

Untapped Potential Opportunity

02

Underwriting Stage (Post-Submission)

1. Unexpected underwriting outcomes

Leads to:

- customer rejection
- loss of trust

2. Additional requirements friction

- Medical exams

3. Long turnaround time

Untapped Potential Opportunity + Opportunity
cost for Underwriting resources

Shift Left Approach: Pre-assessment platform principle (ACE)

A

Anticipation

- Ability to provide expected outcome for better expectation management
- Ability to anticipate potential follow up test required to shorten the Turn Around Time

C

Consistency

- Higher consistency on expect outcome across all distribution in front of prospect
- Consistency on expected outcome vs the final UW result

E

Enablement

- As a lead generation conversation
- Enable the distribution to understand the potential offering impact by different risk factors

Introducing the Pre-assessment portal (Powered by AI) for Distribution to better manage their prioritize with their prospects

Company Name ? DW

Case list

SEARCH Sort: Date started Status: All Decision: All [+ START NEW CASE](#)

Application ID	Date started	Given name	Last name	Date of birth	Benefit result	Status	Actions
AVUK_88562349	20/03/2026	Emily	Chen	15/06/1988	● ● ●	Complete	
AVUK_03c4a6a5	17/03/2026	Martin	Wang	06/03/1970	● ● ● Ⓞ	Complete	
AVUK_72048531	11/03/2026	Jack	Geller	08/03/1972	● ● ● Ⓞ	Complete	
AVUK_57293861	02/10/2004	Robert	Johnson	22/07/1990	Not available	Processing	
AVUK_94752138	15/09/2004	Sarah	Williams	12/03/1985	Not available	Incomplete	
AVUK_79479447	28/08/2004	John	Smith	09/03/2006	● ● ● Ⓞ	Complete	
AVUK_83216504	28/08/2004	Michael	Kent	09/03/1986	● ● ● Ⓞ	Complete	
AVUK_61038275	28/08/2004	Daniel	Crain	14/08/1973	● ● ● Ⓞ	Complete	

Rows per page: 10 1-8 of 8

#1: Distributions can simply fill in particulars by diseases type

Pre-assessment form

Benefits

Life Critical Illness Medical

Applicant

First name
Michael

Last name
Kent

Gender
 Man Woman

Date of birth
09/03/1986

Smoking status
 Smoker Non-smoker

What is your current weight?
80 Kg

What is your current height?
180 cm

Medical history

Please select all that apply.

- Asthma Cataract Gallbladder stone Hemorrhoids
 Hypercholesterolemia Hypertension Hyperthyroidism Hypothyroidism
 Kidney stones Type 2 diabetes mellitus Others

Blood Pressure Reading

Please give blood pressure reading in figures.

For example, a blood pressure is expressed as 120/80. In this example, the numbers to be entered are 120 (systolic number) and 80 (diastolic number).

Do you know your most recent blood pressure reading?

No Yes

When was your last blood pressure reading taken?

01/03/2026

What was the first number (systolic)?

Systolic 130 mmHG

What was the second number (diastolic)?

Diastolic 80 mmHG

#1: Distribution will get the initial assessment in real time

Application ————— 2 Decision

Pre-assessment Result

Michael Kent

General cover ^

- Life Cover
- Critical Illness
- Medical Expenses (in patient)

< PREVIOUS FINISH APPLICATION

#2: Follow up test required

1

Pre-assessment form

Benefits

Life



Critical Illness



Medical



Applicant

First name

Daniel

Last name

Crain

Gender



Man



Woman

Date of birth

14/08/1973

Smoking status



Smoker



Non-smoker

What is your current weight?

80

Kg

What is your current height?

180

cm

Medical history

2

Please select all that apply.

- | | | | |
|---|---|--|--------------------------|
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Cataract | <input type="checkbox"/> Gallbladder stone | <input type="checkbox"/> |
| <input type="checkbox"/> Hypercholesterolemia | <input type="checkbox"/> Hypertension | <input type="checkbox"/> Hyperthyroidism | <input type="checkbox"/> |
| <input type="checkbox"/> Kidney stones | <input type="checkbox"/> Type 2 diabetes mellitus | <input checked="" type="checkbox"/> Others | |

Other medical conditions

Name of the condition:

Bowel polyp

3

Bowel polyp

Have you been told that your tumour was benign or non-cancerous?

Yes

No

I don't know

Which of the following treatments have you had for your condition?

- Chemotherapy
- Radiotherapy
- Surgery
- Total cystectomy (removal of bladder)
- Other type of surgery (excluding full bladder removal)
- Awaiting surgery
- Other type of treatment
- No treatment

When did you finish having the last treatment for your condition (any surgery, radiotherapy, chemotherapy)?

14/08/2025

Have you fully recovered?

Yes

No

I still have some symptoms

#2: System will also suggest if additional check up item is required based on the initial input

Pre-assessment Result

Daniel Crain

General cover ^

Life Cover v

Critical Illness ^

Please submit the following examination reports to enable a more comprehensive and accurate health assessment:

Medical Expenses (in patient) ^

Please submit the following examination reports to enable a more comprehensive and accurate health assessment:

[< PREVIOUS](#) [CONTINUE](#)

#2: Agents can follow up with client for the additional evidence and upload to the portal

Medical documentation upload

Upload Documentation

Don't have documents at this moment? You can upload them later and your progress will be saved.

Health Check Up Report

+ ADD FILES

Description of the file uploaded

Colonoscopy and path without Cancer hx.pdf
2795kb • Uploaded 24/04/2026

REMOVE



#2: The system will extract data from Medical report to update result



Extracting data

We are analyzing uploaded documents and pre-filling the application form. This may take from 10 - 20 mins. You can leave the screen and see the progress in table.

✔ Personal consent file Complete

🔄 Health Check Up Report Extracting...

[📄 Show documents](#)

Pre-assessment Result

Daniel Crain

General cover ^

● Life Cover

● Critical Illness

● Medical Expenses (in patient)

Taking Sales Interaction into next level

Smart Interview

(Under Incubation)

A Chatbot that supports agents in their sales journey.

Grounded with Magnum XP deterministic engine to reduce ambiguity and risk of hallucination



Smarter UW Question Handling
Provides alternative, AI-driven ways to interpret and answer underwriting questions, reducing manual clarification needs.

Instant Insurability Assessment
Delivers quick, automated checks on insurability for specific medical conditions (covering 800+ conditions), improving speed and consistency.

Multi-Modal Interaction
Supports both text and voice interfaces, enabling seamless engagement across user preferences and environments.

Health Report Ingestion
Allows users to upload health check-up reports for automatic extraction, interpretation, and integration into underwriting workflows.

Swiss Re Magnum XP End To End Underwriting Solutions

Sales Engagement

1st Level Underwriting

2nd level Evidence

Manual UW

Powered by Life Guide

PRE-ASSESSMENT

- A self-serviced portal for distributions for initial assessment for better expectation management
- Early identification for any potential missing items for shorten TAT for better customer experience

ASSESSMENT ENGINE

Reflexive and flexible rule-based automated underwriting with instant decision covering initial Medical UW.

- Improve STP based on rules powered by Life Guide
- Improve operation efficiency and consistency



EVIDENCE AUTOMATION

Digitized Medical data for further automated decision-making

- Further reduce manual UW
- Better consistency
- Further improve STP for health screening
- **Optional:** OCR and NLP capabilities

UNDERWRITING ASSISTANT

AI and Gen AI Assisted to **summarize** and **categorize** underwriting formation in a more structure format for easy review.

UNDERWRITING COMPANION

Leverage Gen AI capability to improve the efficiency for underwriters to reference Life Guide for decision facilitation



UNDERWRITING ANALYTICS

- Untangles complex data sets into actionable data insights to help you optimise your business
- Analysis tailored for your business via embedded self-service application

Potential Benefit of the Transformation with Pre-assessment Platform

Customer



- Better Customer Experience
- Better pipeline management

Distribution



- Higher Productivity
- Better Sales
- Less Attrition and associated opportunity cost

Underwriter



- Better use of resources
- Higher Conversion rate
- Potential Higher STP



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