

Change, Creativity & Automation

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- ❖ Change in world focus
- ❖ Adapting to change
- ❖ Facing a shifting landscape
- ❖ Creativity and Innovation
- ❖ Globalization of risk
- ❖ e-Business evolution
- ❖ Improving market share
- ❖ Operational excellence

Change in world focus



- ❖ World of global competition
- ❖ Fundamental change exists
- ❖ Innovation
- ❖ Globalization

Adapting to change

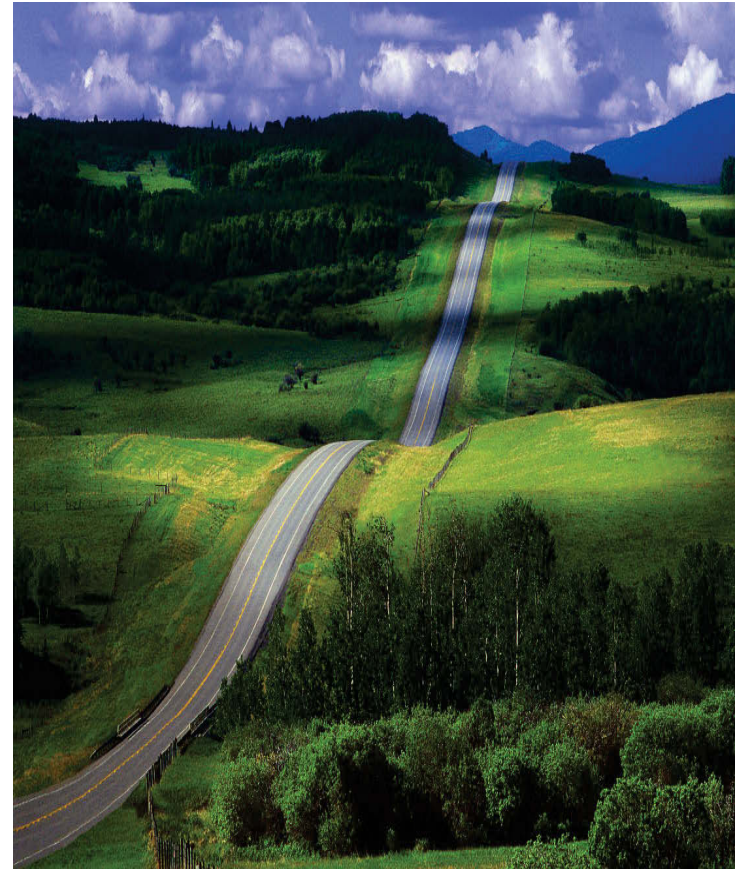


- ❖ Changing world of our customers
- ❖ Complex marketplace
- ❖ Understanding risk across global businesses
- ❖ Cutting edge innovation

Facing a shifting landscape

❖ Driving Profitable Growth

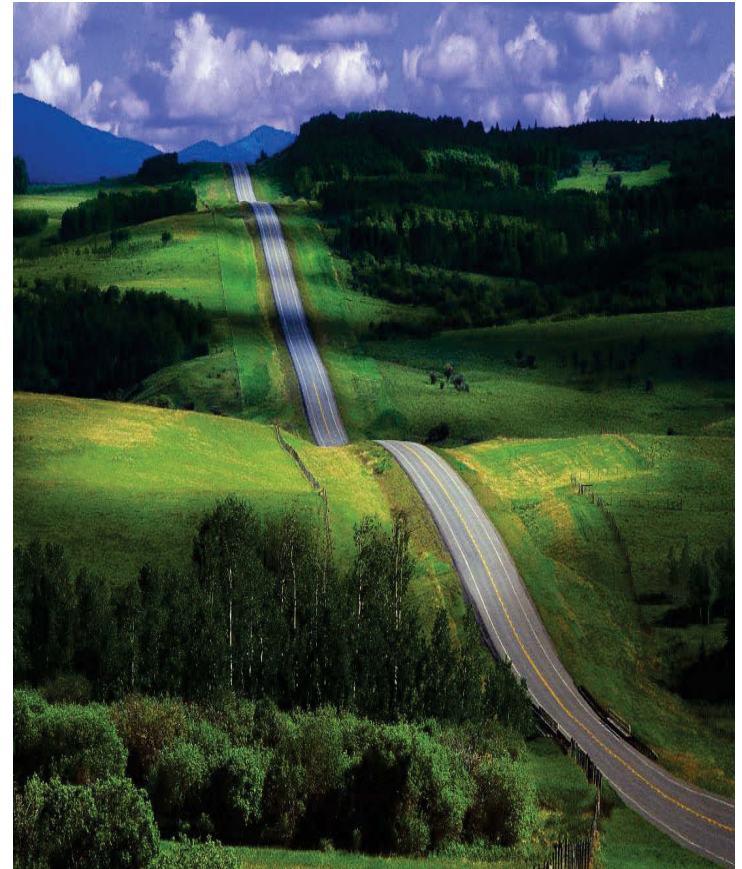
- Distribution networks
- Strategic M&A approach



Facing a shifting landscape

(cont'd)

- ❖ Customer centricity
- ❖ Talent Strategies
- ❖ Global capabilities





- ❖ Trends in the P&C business
- ❖ Emerging applications
- ❖ Emerging technologies
- ❖ Changing techniques

Globalization of risk

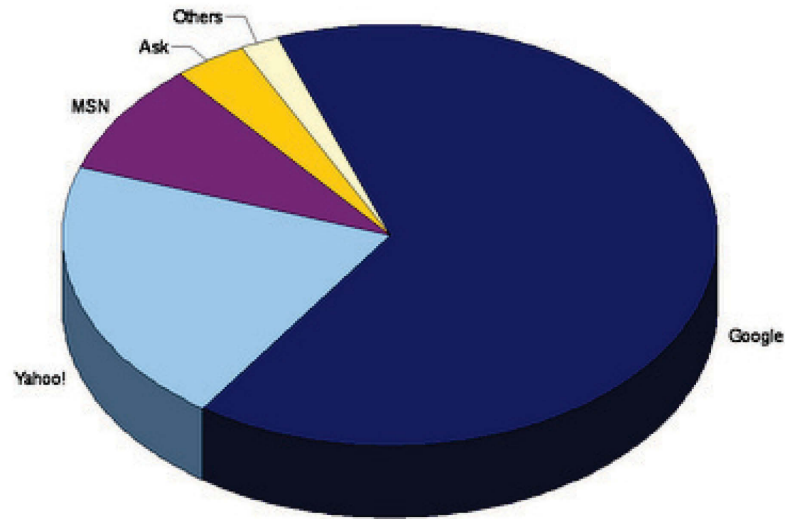
- ❖ Economic risk
- ❖ Geopolitical risk
- ❖ Environmental risk
- ❖ Society risk
- ❖ Technology risk



- ❖ Automation
- ❖ Role and purpose
- ❖ Short-term benefits
- ❖ Long-term benefits



Improving market share



- ❖ Innovation
- ❖ Profitable Growth
- ❖ Cycle Management

- ❖ Enterprise cost reduction
- ❖ Increase return on IT spend
- ❖ Off-shoring
- ❖ Taking a holistic approach

