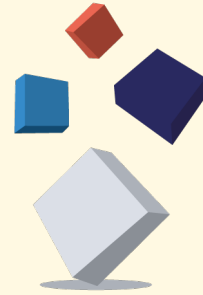


a.s.r.



**ACTUARIAATCONGRES**

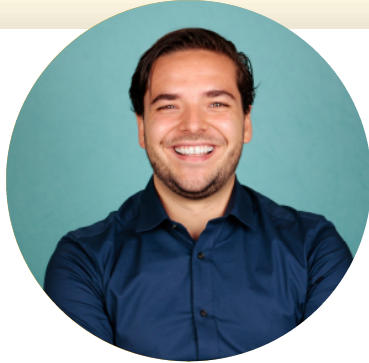
**Welcome**

*March 4th, 2025*



**VSAE**

## Get to know us



### **Karel Hagen MSc**

- ✓ Actuarial Trainee
- ✓ MSc Actuarial Studies
- ✓ Asset Risk Modelling



### **Suzanne Dechesne AAG**

- ✓ Non-Life Reporting Actuary
- ✓ Actuary AG
- ✓ P&C, WIA

And you?



# Programme

- ✓ Working at a.s.r.
- ✓ Non-Life insurance
  - ✓ P&C
  - ✓ Quiz
  - ✓ Impact of COVID-19 on P&C
  - ✓ Disability Insurance
- ✓ Q&A

# Who are we?



Founded in 1720;  
entrenched in  
Dutch society

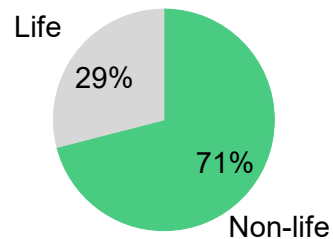
#2

>6,5 million  
customers

Leading market  
position and  
number 2  
overall



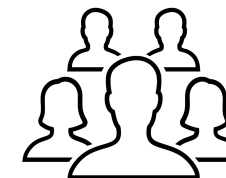
Multi-brand  
and  
multi-channel  
distribution;  
focus op  
intermediary



Business mix  
€ 8,8 billion  
turnover  
FY 2023



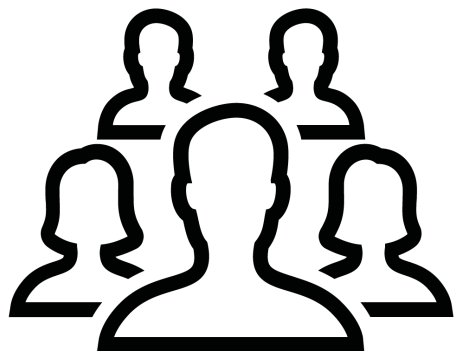
Head office in  
Utrecht  
with offices in  
Enschede,  
Groningen,  
Heerlen,  
Leeuwarden



± 7.100  
colleagues  
on the 1st of July in 2024

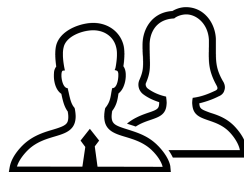
## Working at a.s.r. in numbers (1st of July 2024)

number of colleagues



± 7100

men/women



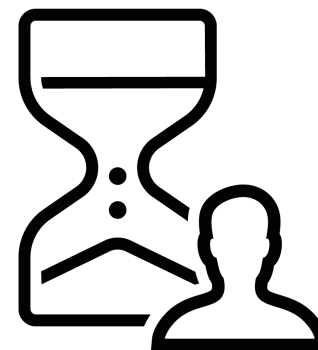
56% / 44%

average number  
of years in service



12,4 years

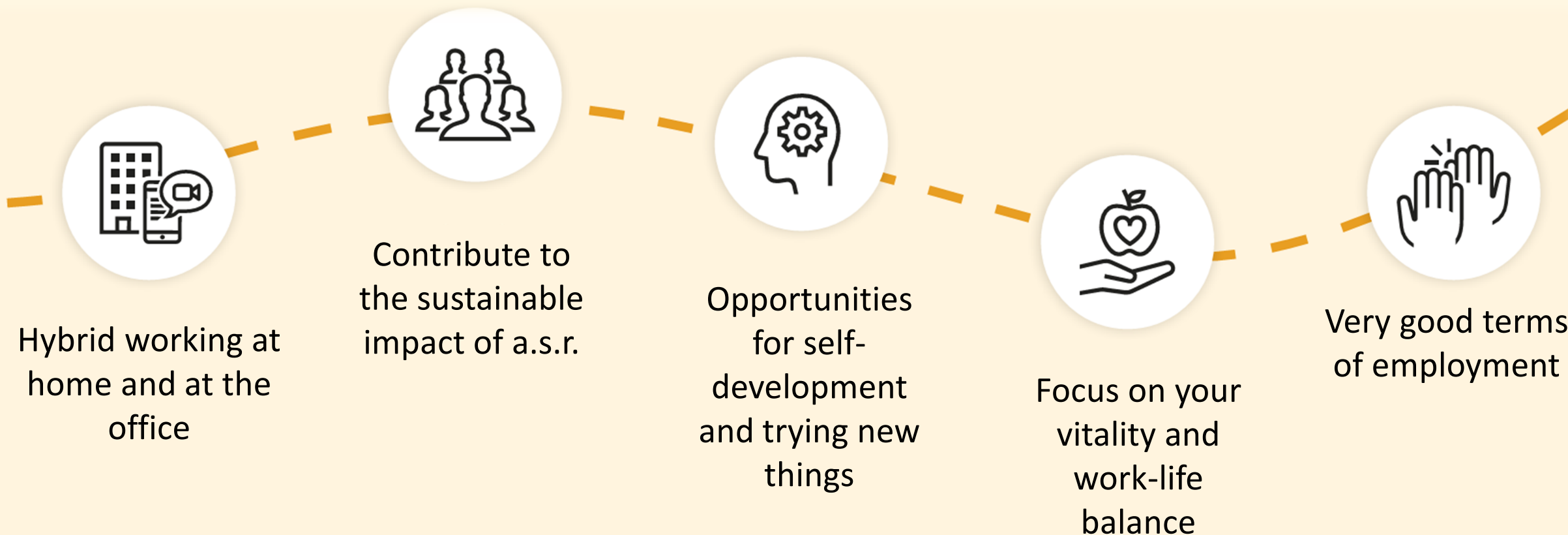
average age



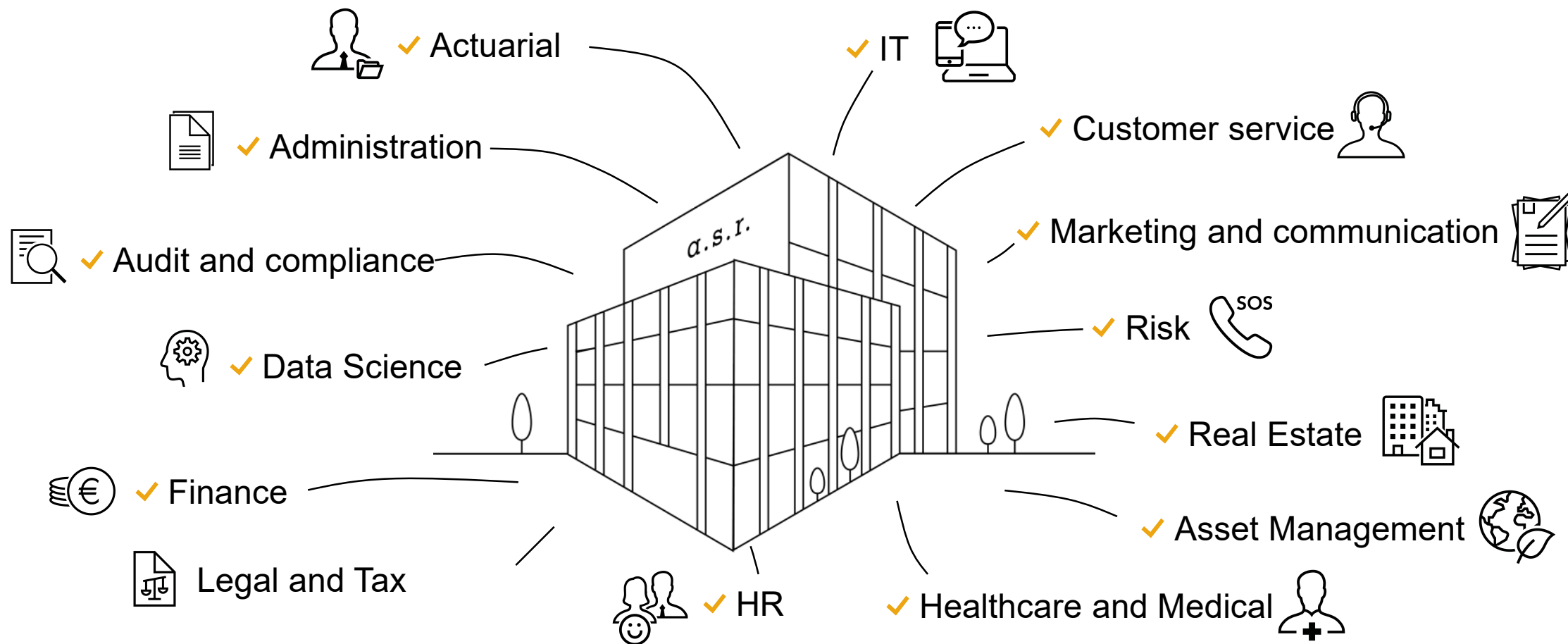
44,3 years

Men: 45,2  
Women: 43,1

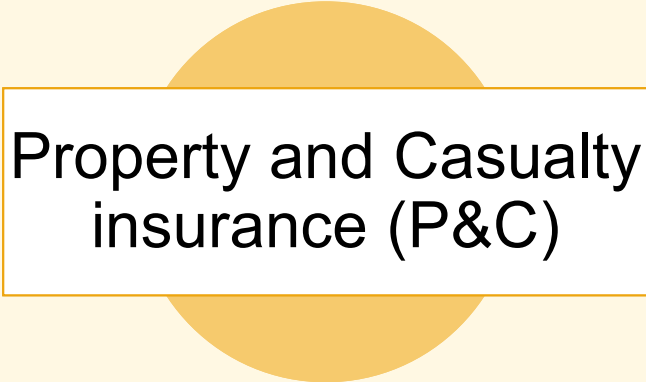
# What does working at a.s.r. mean?



# Develop yourself within our disciplines



# Non-Life Insurance



Property and Casualty  
insurance (P&C)



Disability insurance



Health insurance

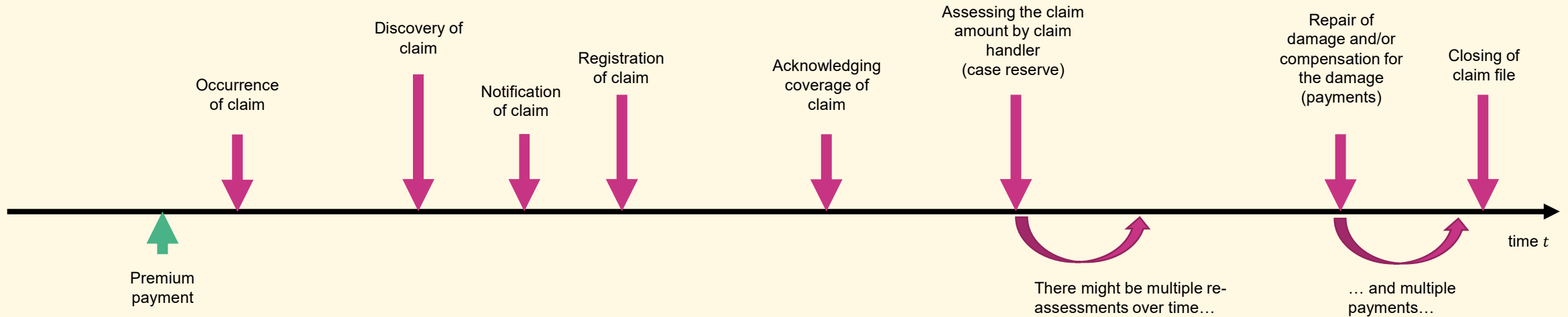
Goals of today:

- Short introduction to P&C and disability insurance
- Overview of the problems that arose due to COVID-19



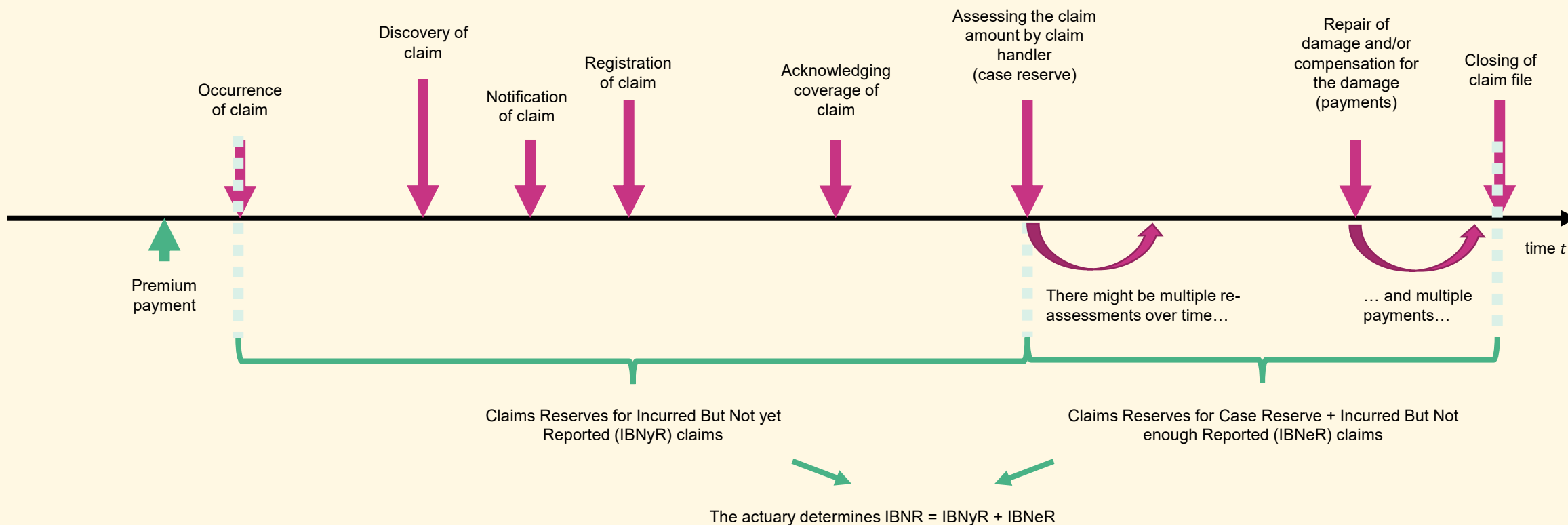
# P&C: Incurred But Not Reported

- Premium has been determined, policy has been sold, then a claim occurs...



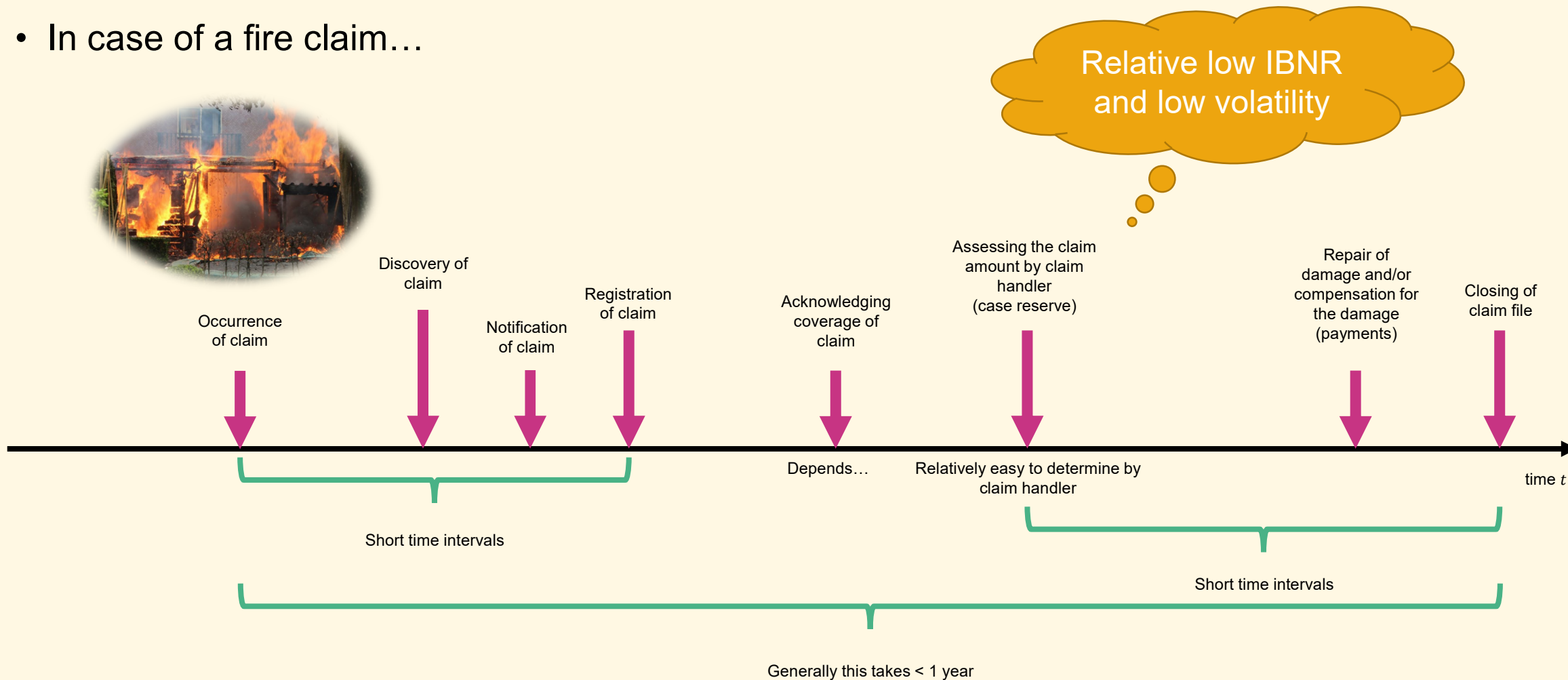
# P&C: Incurred But Not Reported

- Premium has been determined, policy has been sold, then a claim occurs...



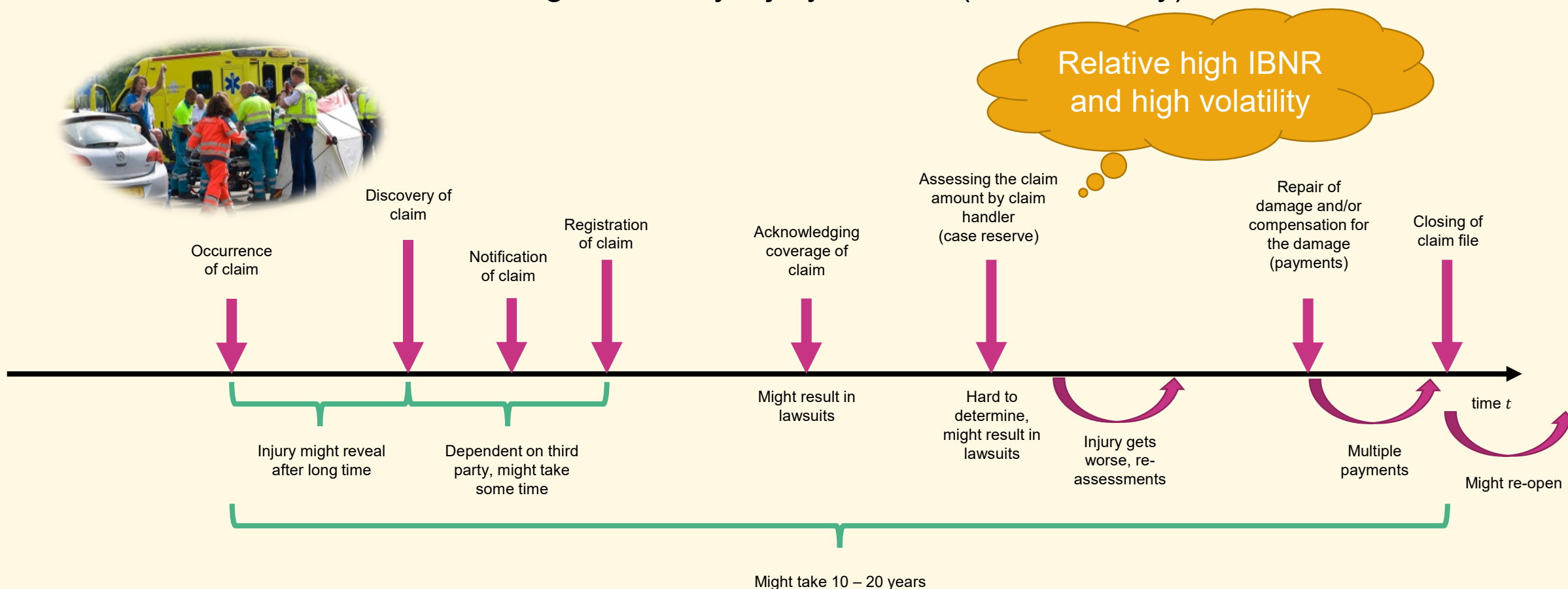
# P&C: Incurred But Not Reported - Fire

- In case of a fire claim...



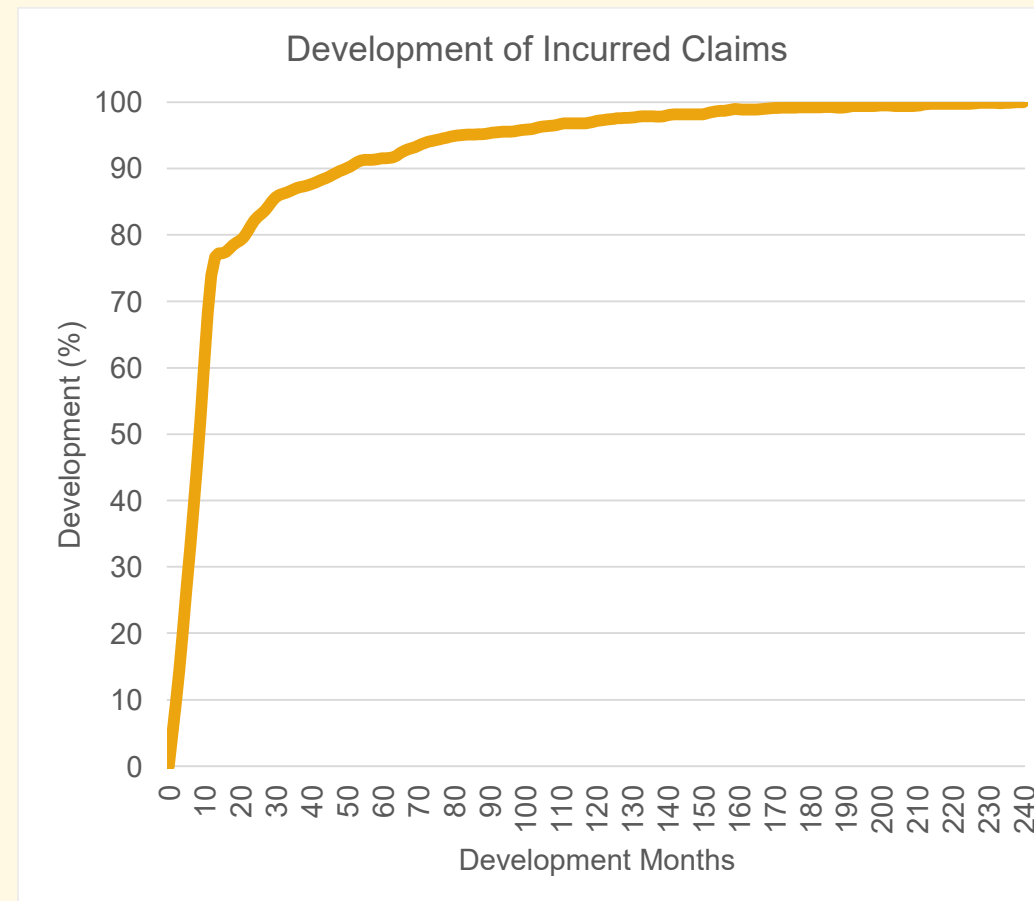
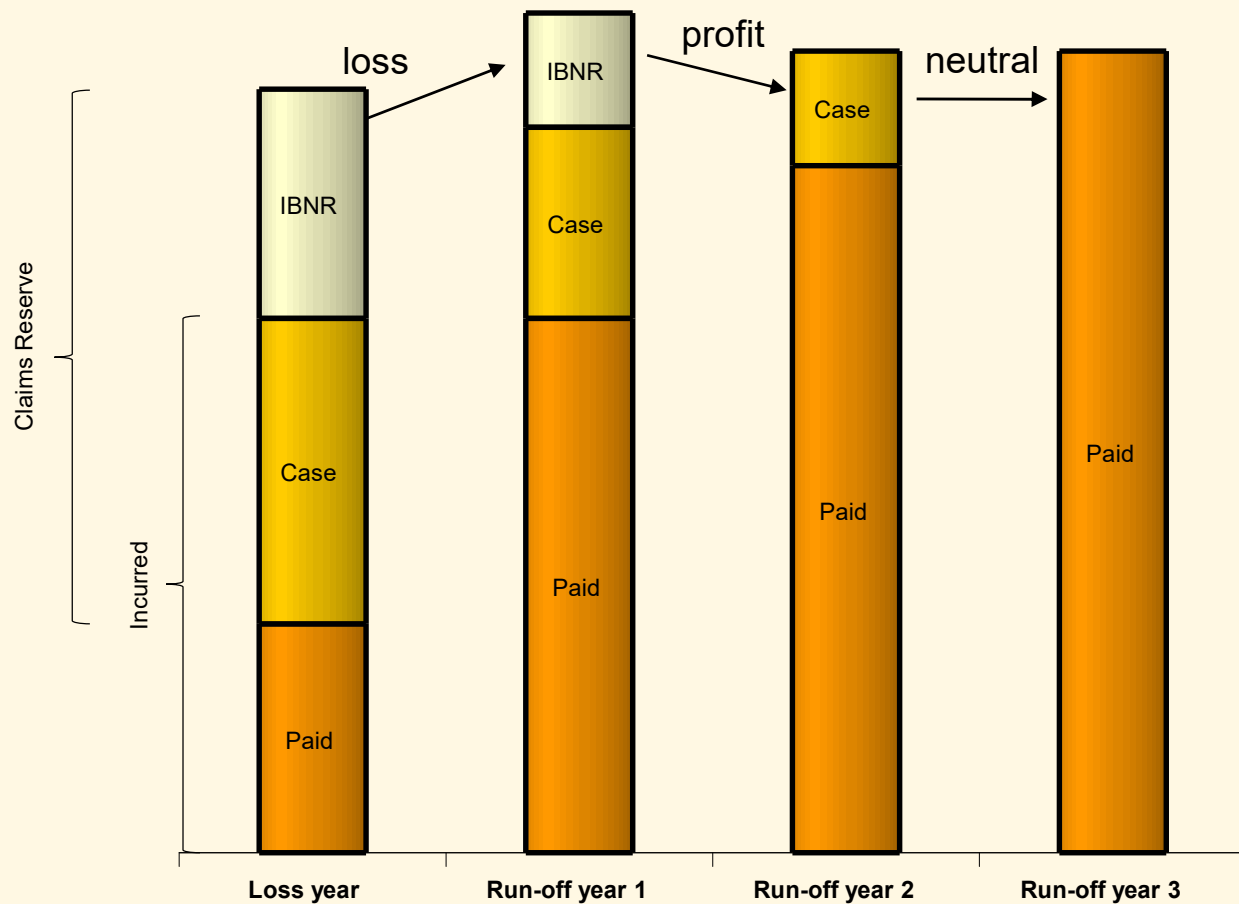
# P&C: Incurred But Not Reported - Motor

- In case of a car accident resulting in a bodily injury claim... (motor liability)



# P&C: Reserving- Why

Econometric models (e.g. chainladder)



# P&C: Types of Insurance

## Solvency II Line of Business:

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)



# P&C: Types of Insurance

## Solvency II Line of Business:

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)



# P&C: Types of Insurance

## Solvency II Line of Business:

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)





# P&C: Types of Insurance

## Solvency II Line of Business:

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance



# P&C: Types of Insurance

## Solvency II Line of Business:

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance



# P&C: Types of Insurance

## Solvency II Line of Business:

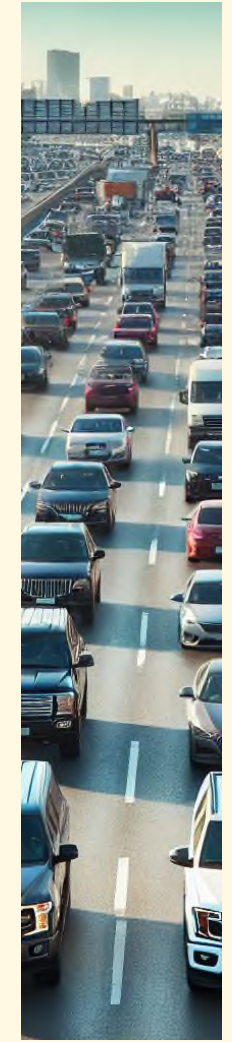
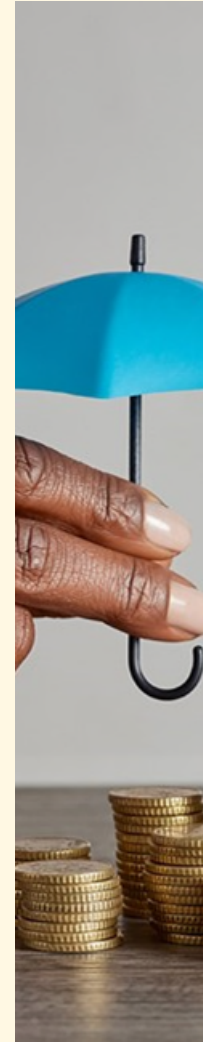
- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability (Motor WA)**
- **Other Motor Insurance (Motor Casco)**



# P&C: Types of Insurance

## Solvency II Line of Business:

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability** (Motor WA)
- **Other Motor Insurance** (Motor Casco)



# Quiz, what insurance will be impacted?

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability** (Motor WA)
- **Other Motor Insurance** (Motor Casco)

# Big snow storms become more common in the Netherlands

Unfortunately still no 11-steden tocht

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability** (Motor WA)
- **Other Motor Insurance** (Motor Casco)



# A TV chef creates a hype around performing flambé

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability** (Motor WA)
- **Other Motor Insurance** (Motor Casco)



# New Sport 'Extreme Musical Chairs' Gains Popularity

A variant where violence is allowed and encouraged

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability** (Motor WA)
- **Other Motor Insurance** (Motor Casco)





# The self driving bicycle has been launched in the Netherlands

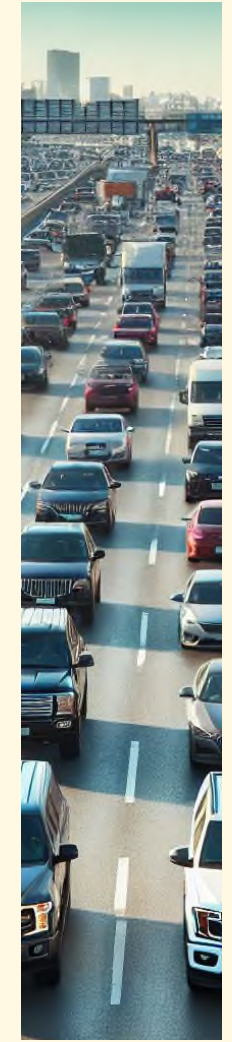
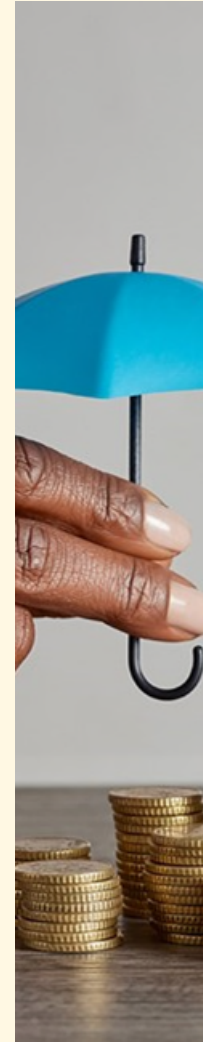
- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability** (Motor WA)
- **Other Motor Insurance** (Motor Casco)



# P&C: Types of Insurance

## Solvency II Line of Business:

- **Fire and Other Damage**
  - Fire insurance
  - Home contents insurance (inboedel)
- **General Liability Insurance**
  - Professional liability insurance (AVB)
  - Personal liability insurance (AVP)
- **Income Protection Insurance**
  - Accident insurance (ongevallen)
- **Marine Aviation & Transport**
  - Transport insurance
- **Miscellaneous Financial Loss**
  - Travel insurance
- **Motor Vehicle Liability** (Motor WA)
- **Other Motor Insurance** (Motor Casco)



Question: Which LoB's do you think were most affected by Covid-19?

# Actuaries use(d) historical patterns to predict future...

17 km file   Routeplanner

Wegenwacht   Verzekeringen   Verkeer   Auto   Fiets   Eropuit   Vakantie   Webwinkel   Lidmaatschap

ANWB.nl > december

## ANWB: 57% minder files op de Nederlandse wegen in 2021

29 december 2021 Alle beperkende maatregelen vanwege corona hebben ook in 2021 geleid tot een forse daling van het aantal files op de Nederlandse wegen. Dit concludeert ANWB Verkeersinformatie op basis van haar filecijfers. De filewaarte in 2021 daalde met 57 procent ten opzichte van 2019. Het jaar dat nog forse groeicijfers in de mobiliteit liet zien.



HOME   FORMULE 1   OCCASIONS   SHOP   RIJSTEN   VIDEOS   ELEKTRISCHE AUTO   SPOTS   LOGIN

Model   Sportserie   FILTER   Zoektoets   Zoek   MEER

## Helaas, 100 km/u is nu echt een blijvertje

Auteur: RubenPriest, gepost 15 april 2022 om 14:32 - 48 Reacties

Rijksverheid

Nieuws >

## Onderzoek wijst uit: thuiswerken is een blijvertje

Nieuwsbericht | 14-07-2021 | 07:00

Nederlandse bedrijven willen ook na de coronacrisis fors inzetten op thuiswerken. Dat blijkt uit een groot onderzoek van het ministerie van Infrastructuur en Waterstaat, waaraan ruim 1.100 bedrijven met meer dan 100 medewerkers mee hebben gedaan. Ook blijkt dat bedrijven de reizen die hun werknemers blijven maken willen verduurzamen. Het onderzoek is vandaag gepubliceerd.

AD   NIEUWS   REGIO   SPORT   SHOW   VIDEO   PODCAST   PUZZEL

Auto   Geld   Gezin   Gezond   Koken & Eten   Tech   Werk   Wonen

## 'Lange files in de spits keren niet meer terug'

03:39

VIDEO Mensen zijn zo gewend geraakt aan thuiswerken dat de lange files in de spits voorlopig niet meer terugkeren. Dat concluderen onderzoekers van het Planbureau voor de Leefomgeving na onderzoek.

Raymond Boere 9 sep. 2021   Laatste update: 09-09-21, 09:14

NOS   Nieuws   Sport   Uitzendingen

NOS NIEUWS   REGIONAAL NIEUWS   VANDAAG, 09:03

## Snelwegen bij Den Haag drukker dan voor corona

File op de A20   ANP

Op de meeste snelwegen in de regio Den Haag-Rotterdam is het deze maand drukker dan voor de coronapandemie. Dat blijkt uit cijfers van het Nationaal Dataportaal Wegverkeer (NDW). Met name op de A4 en de A20 is het een stuk drukker dan in mei 2019.

# COVID19 impact on pricing / reserving Motor

Structural break: what is the effect on reserving and pricing estimates?

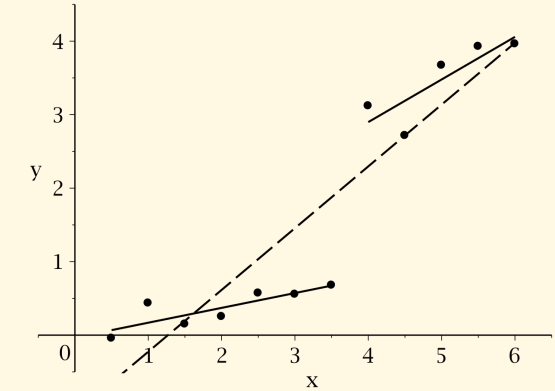
How much IBNR claims will occur?

What premium amount has to be asked for the next year?

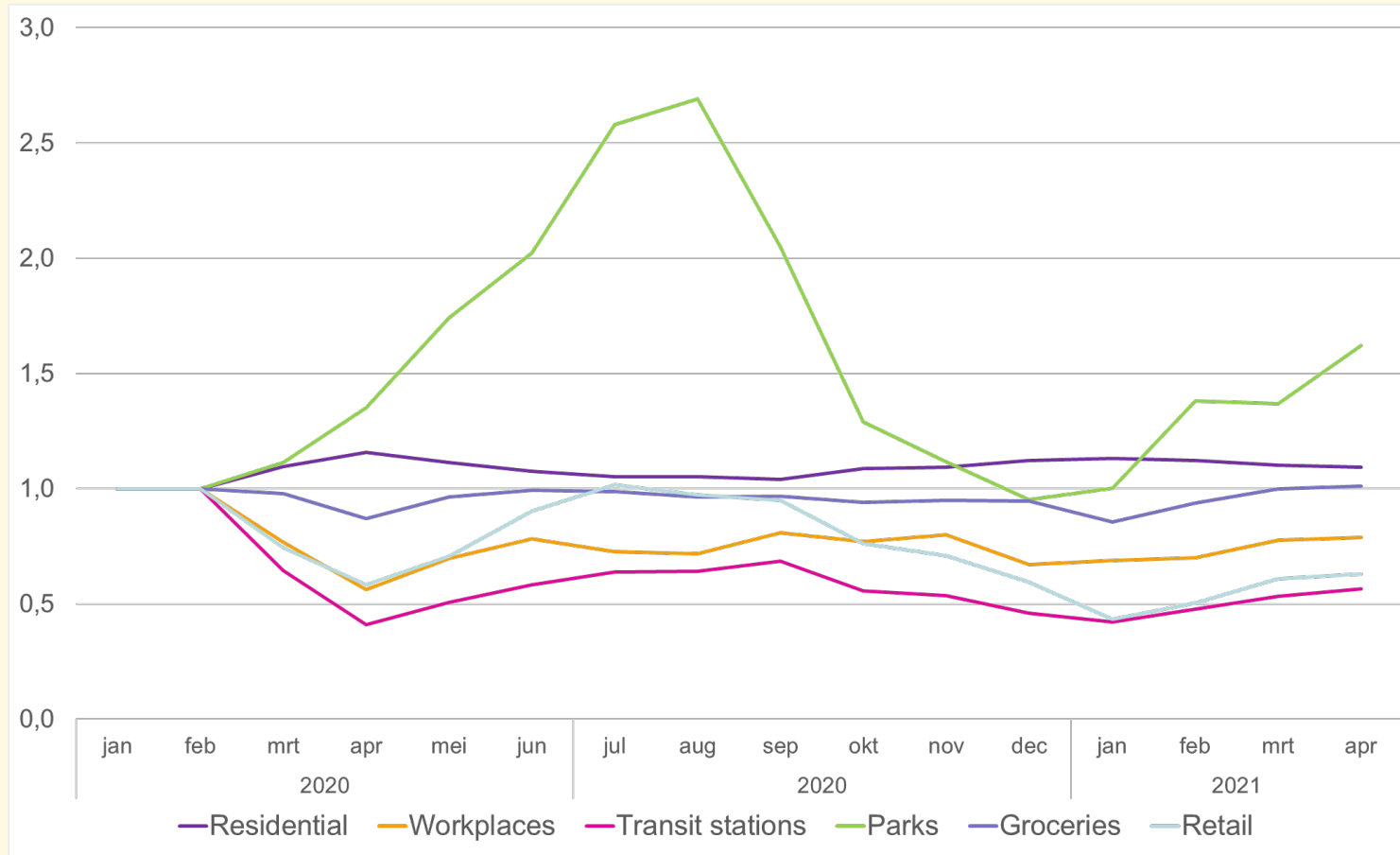
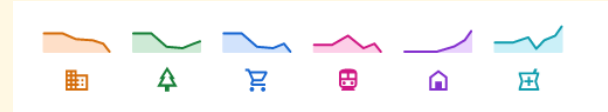
Traditional econometric methods cannot cope

Question: How might we approach this situation?

We tried to find the answer in external data and scenarios instead of other methods

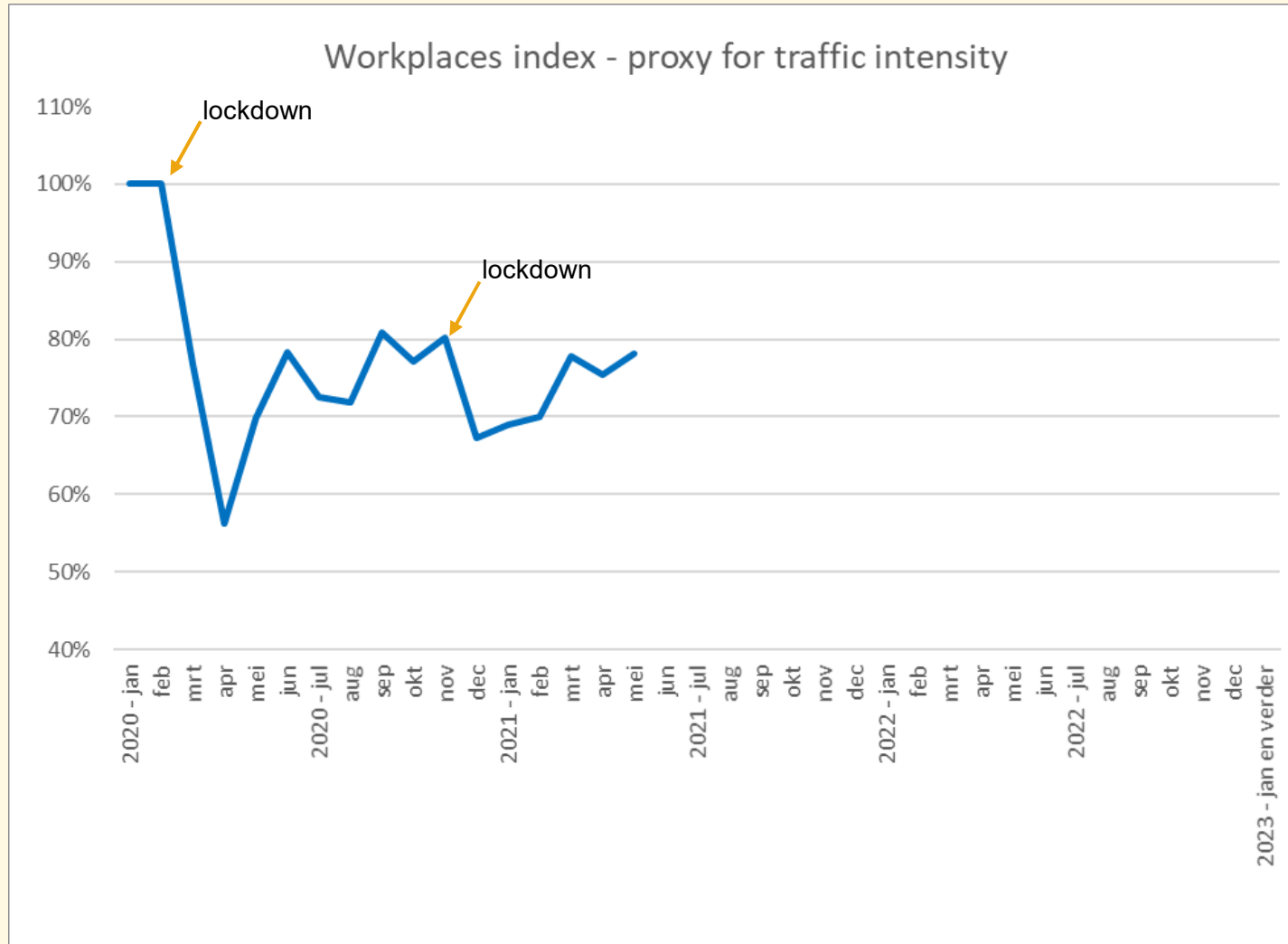


# COVID19 – Google mobility trends

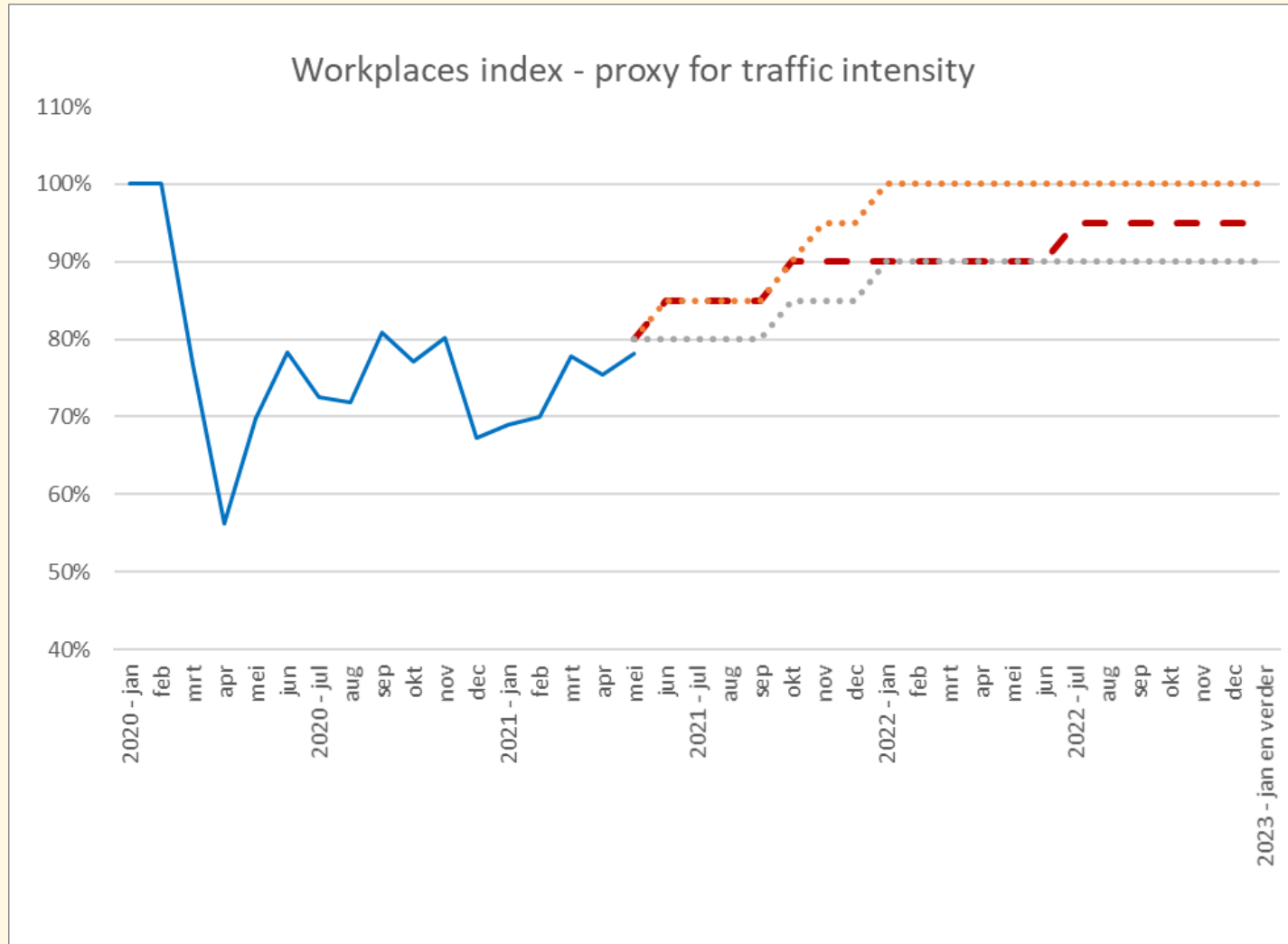


<https://www.google.com/covid19/mobility/>

# COVID19 – Google mobility trends



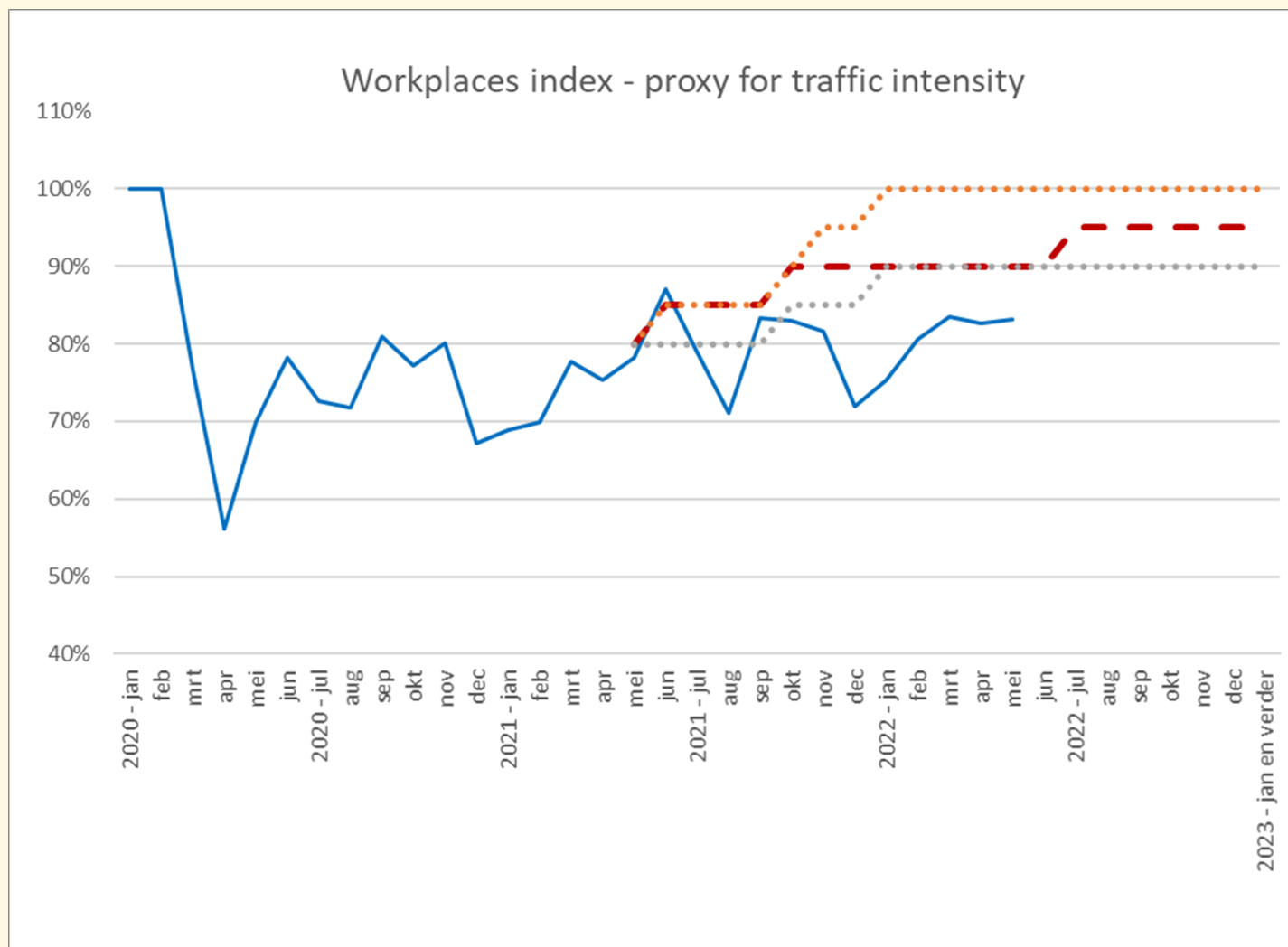
# COVID19 – Google mobility trends



- ..... Faster-than-expected return to previous levels
- Best estimate
- ..... Delayed return to previous levels

Question: Which scenario do you believe was most accurate?

# COVID19 – Google mobility trends



- - - Faster-than-expected return to previous levels
- - - Best estimate
- - - Delayed return to previous levels



## Travel insurance

Travel restrictions and cancellations

Increase in claims for  
canceled trips

## Travel insurance

Travel restrictions and cancellations

Increase in claims for canceled trips

Regulatory changes

To provide clarity on coverage during pandemics

Policy adjustments

To cover future pandemics

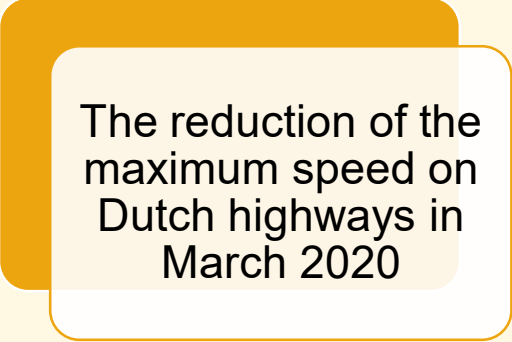
Travel bans and restrictions

Less demand

Reassessment of risks and premiums

To better respond to changes brought about by COVID-19

# How to separate COVID-19 impact from business performance?



The reduction of the  
maximum speed on  
Dutch highways in  
March 2020

## How to separate COVID-19 impact from business performance?

The reduction of the maximum speed on Dutch highways in March 2020

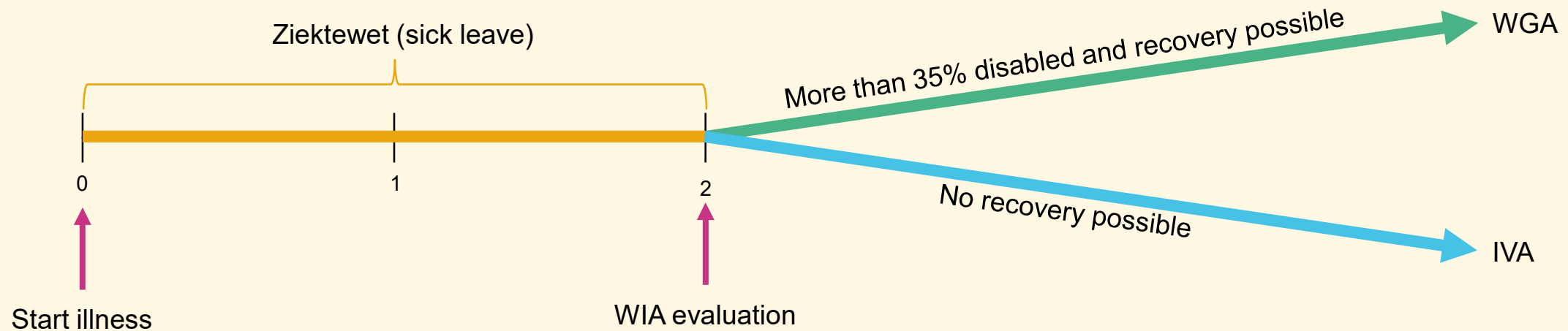
Portfolio changes

Good claims management and underwriting

Extent of disaster damages minimal

# Short Introduction to Disability Insurance in The Netherlands

- Sick leave
- WIA = Wet Werk en Inkomen naar Arbeidsvermogen

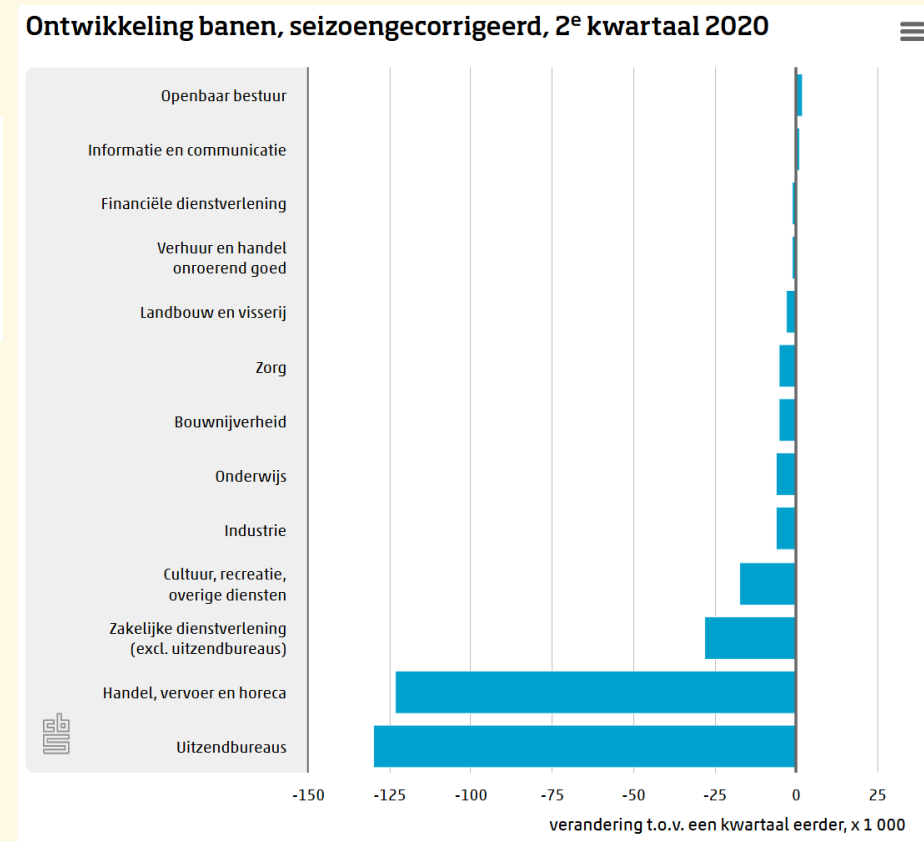


# Impact COVID-19 on disability insurance

Direct influence: more people with COVID-19 as an illness.  
 Note that the number of people with other illnesses has actually decreased.



Decrease in the number of employed people due to the coronavirus crisis. Consequently, the number of insured individuals decreased, which led to less inflow.



# Indirect Effects of COVID-19 on WIA

- **Increase in number of advances**

People who have to wait too long for their WIA claim assessment are entitled to an advance. They are initially registered as fully incapacitated for work (WGA Volledig).

- **Increase in the approval rate**

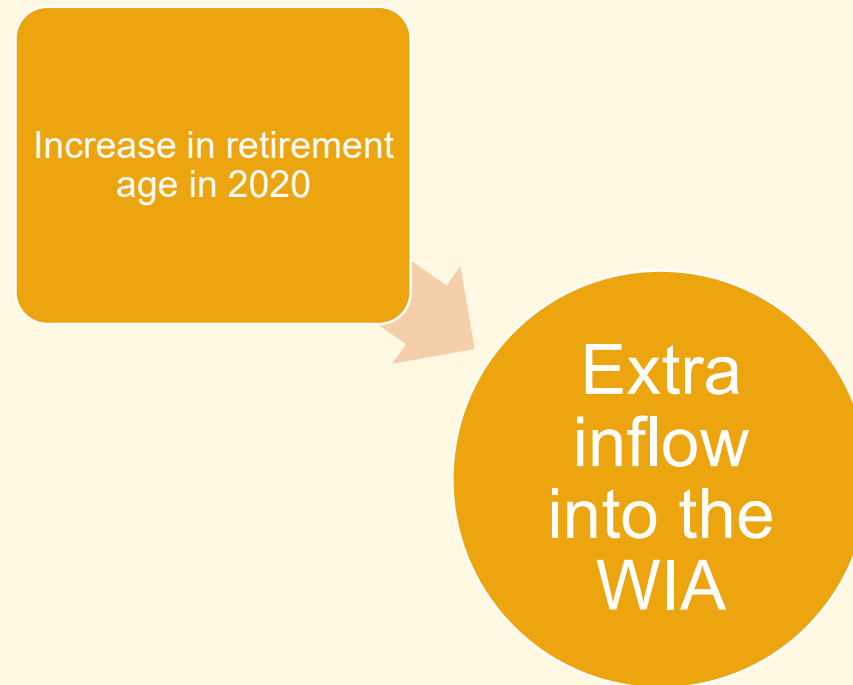
Claim assessments often had to take place via video calls. During these video calls, 'the benefit of the doubt' may have played a role in determining limitations.

**Tabel 1 WIA-instroom met en zonder correctie voor voorschotten, eerste acht maanden 2019-2022**

	Aantallen				Mutatie		
	2019	2020	2021	2022	2020	2021	2022
<b>Instroom WIA</b>	<b>29.425</b>	<b>32.142</b>	<b>35.812</b>	<b>35.759</b>	<b>9,2%</b>	<b>11,4%</b>	<b>-0,1%</b>
- IVA	7.778	7.813	7.718	7.105	0,4%	-1,2%	-7,9%
- WGA	21.647	24.329	28.094	28.654	12,4%	15,5%	2,0%
Percentage voorschotten WGA	9,2%	24,4%	38,7%	50,4%			

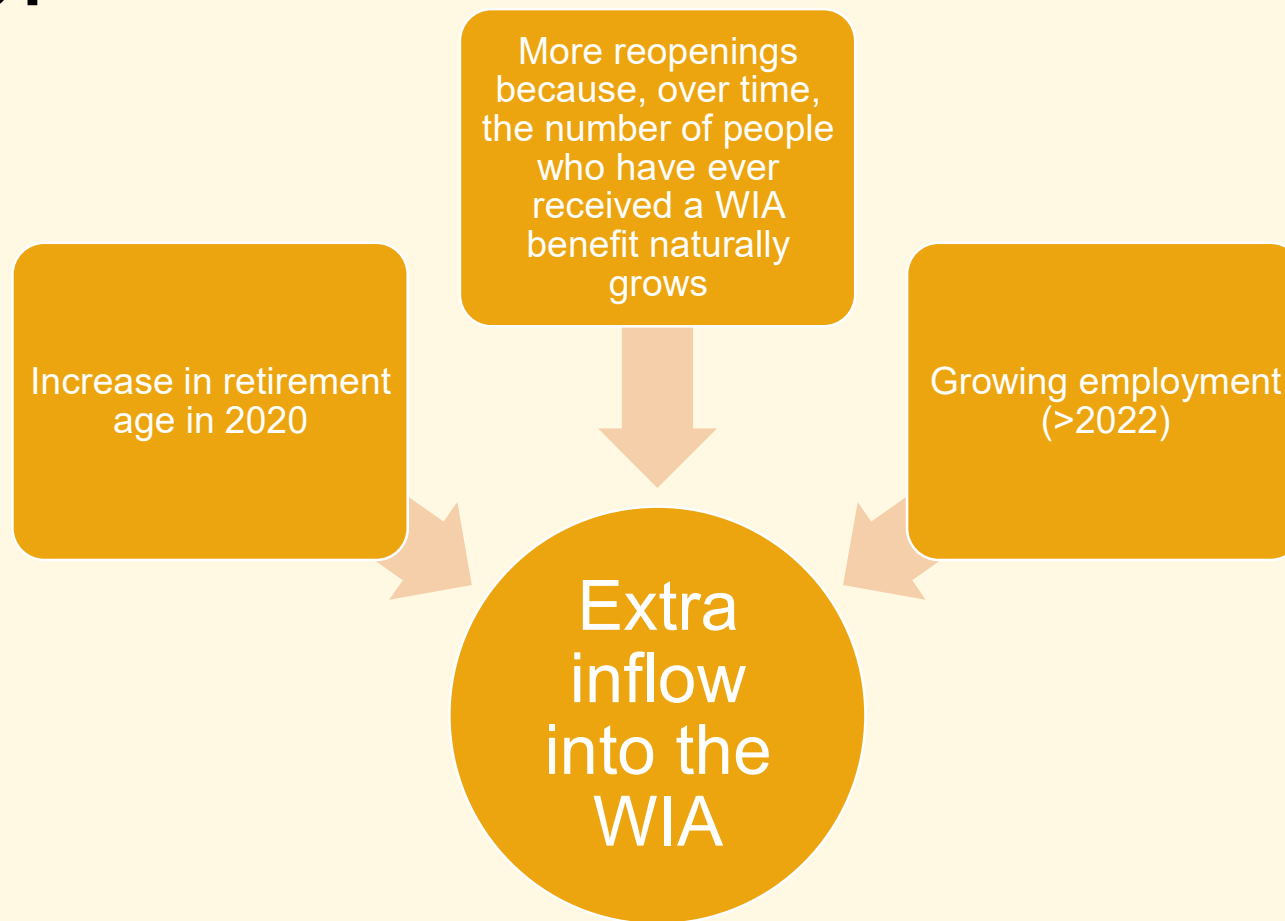
Source: UWV Kennisverslag 2022

# How to separate COVID-19 impact from business performance?

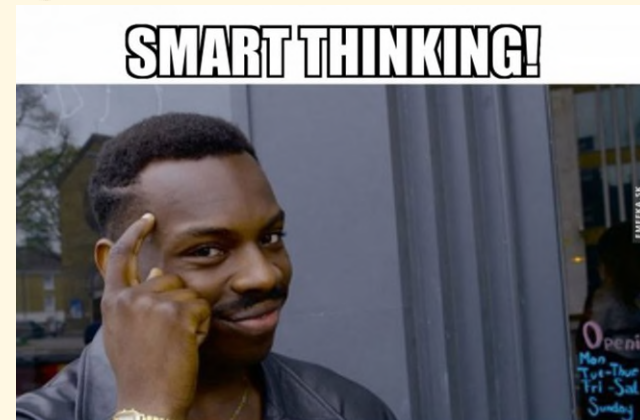




# How to separate COVID-19 impact from business performance?



Starting **your career** at a.s.r.?



## What is it like to work at a.s.r.?



- **Culture:** equal employee-manager relationship, self-direction, personal leadership
- **Time:** independent of time and place, registering holidays is allowed, but not necessary, work-life balance, vitality
- **Development:** a lot of attention to personal development, sustainable employability
- **Mobility:** sustainable mobility (free public transport, bicycle plan, electric shared cars)

# A sustainable and inspiring working environment



# Sustainable entrepreneurship



## a.s.r. weer opgenomen in Dow Jones duurzaamheidsindex

15-11-2021

a.s.r. is dit jaar opnieuw opgenomen in de Dow Jones Sustainability World Index, de index die wereldwijd bedrijven monitort op duurzaamheid. Dit maakte S&P Global, het bedrijf dat de index publiceert, afgelopen vrijdag bekend. a.s.r. behoort hiermee tot de 10% meest duurzame verzekeraars wereldwijd.



- Starting in September 2025 (apply in April 2025)
- Duration 1.5 years
- 3 different assignments in 1.5 years (possible at different business units)
- Intensive personal development program
- Buddy program

a.s.r.

Questions?



Want to know more?  
Take a look at [www.werkenbijasr.nl](http://www.werkenbijasr.nl)

