



How do you
remain resilient
against a wave of
COVID-19 claims?



The better the question. The better the answer.
The better the world works.



Building a better
working world

Are you ready to mitigate the risk of disputes?

In the confusion and unpredictability that characterizes the economic impact of COVID-19, one outcome is certain: there will be a surge in disputes and contested claims. Organizations will need to act swiftly if they are to protect value for the future.

US\$203b

total projected loss to the insurance industry due to COVID-19.

Source: Lloyd's of London, May 2020

Value lost may never be regained

The likelihood of COVID-19 related claims is high. Companies must take action to identify and prepare now or risk eroding financial and reputational value.



Why EY

We'll help you safeguard your organizational value in an uncertain world.

Our tools and insights help mitigate the impact of claims and disputes so you can plan for recovery with confidence.

Navigating a saw-toothed economic recovery

As the world's economy recovers, we envision a slow-paced, uneven recovery trajectory with varying rates of growth for sectors and geographies, and periods of acceleration offset by setbacks. This saw-toothed shaped return to growth demands organizations be more flexible and resilient and adapt fast. Protecting long-term value amid a likely surge in claims will require action today to identify and assess specific risks, frame the practical steps required and improve the prospects for better outcomes.



Key actions to recover stronger

Adapt operations

1. Apply technology and leading-edge modeling techniques to develop a multidimensional view of the potential impact of the pandemic.
2. Accelerate the collection and analysis of exposure-related data and documentation to inform scenario planning and develop potential mitigation strategies.
3. Develop plans based on the modeling and scenarios, and communicate these effectively to internal and external stakeholders (including regulators).

US\$4.3b

Expected pay out by Lloyd's of London to customers due to COVID-19.

Source: Lloyd's of London, May 2020

Increase resiliency

1. Develop a well-documented model of potential outcomes and responses, drawing upon diverse expertise.
2. Identify and prioritize key future commercial relationships – how aggressively companies pursue legal claims may depend on whether commercial relationships are likely to continue.
3. Use insights and learnings to redesign processes and governance on commercial risks, and reassure governments and regulators.

US\$107b

Expected global underwriting losses in 2020 due to COVID-19

Source: Lloyd's of London, May 2020



Respond faster. Recover stronger. Reframe your future.

In a global crisis that impacts every part of the business, EY has the global network and whole-of-business approach to lead you through each stage of COVID-19 and beyond. We'll help protect your business from the financial and reputational impact of claims and disputes so you can recover with confidence.

Key actions

- ▶ Harness technology and specialist expertise to navigate these complex and unprecedented challenges.
- ▶ Accelerate the collection and analysis of data to inform planning.
- ▶ Use modeling of various “what if” scenarios to develop potential strategies.
- ▶ Identify and prioritize key future commercial relationships.
- ▶ Learn from the crisis to overhaul processes and the approach to risk.

Contact us to discuss how your company can build resilience against future claims and disputes.

Contacts



Richard Indge
EY Global Claims &
Disputes Leader
rindge@uk.ey.com



Allen Melton
EY Americas Insurance &
Federal Claims Services Leader
allen.melton@ey.com



Tony Klimas
EY Global Performance
Improvement Finance Leader
tony.klimas@ey.com



Peter Manchester
EY Global Insurance Advisory Leader
and EY EMEIA Insurance Leader
pmanchester@uk.ey.com



Cornelius Grossmann
EY Global Law Leader
cornelius.grossmann@de.ey.com



Simon Woods
EY EMEIA Financial Services
Insurance Strategy Leader, EY Global
Financial Services IBOR Lead
simon.woods@ch.ey.com

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. For more information about our organization, please visit ey.com.

© 2020 EYGM Limited.
All Rights Reserved.

EYG No. 003508-20Gbl
EY-000120531.indd (UK) 05/20.
Artwork by Creative Services Group London.

ED None



In line with EY's commitment to minimize its impact on the environment, this document has been printed on paper with a high recycled content.

This material has been prepared for general informational purposes only and is not intended to be relied upon as legal, accounting, tax or other professional advice. Please refer to your advisors for specific advice.

ey.com