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.
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.

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.

US$203b total projected loss to the insurance industry due to COVID-19.
Source: Lloyd’s of London, May 2020
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).

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

US$4.3b
Expected pay out by Lloyd’s of London to customers due to COVID-19.
Source: Lloyd’s of London, May 2020
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Key actions

• Harness technology and specialist expertise to navigate these complex and unprecedented challenges.
• Accelerate the collection and analysis of data to inform planning.


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.

• 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.
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About EY
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