

Insurtech partnerships and the companies enabling them

November 2021

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Agenda

01	Opening Remarks	Ben Harrison Partner, Head of Partnerships Portage Ventures
02	Socotra Presentation	Ken Holmes VP, Sales
03	Breathe Life Presentation	Patrick Viau Chief Client Officer
04	Qover Presentation	Jean-Charles Velge Co-Founder
05	Flybits Presentation	Gerti Dervishi Chief Revenue Officer
06	Perspectives on Partnerships with The Co-operators	Dan Sinclair Vice President, Corporate Development & Co-Head Co-operators Corporate Venture Fund

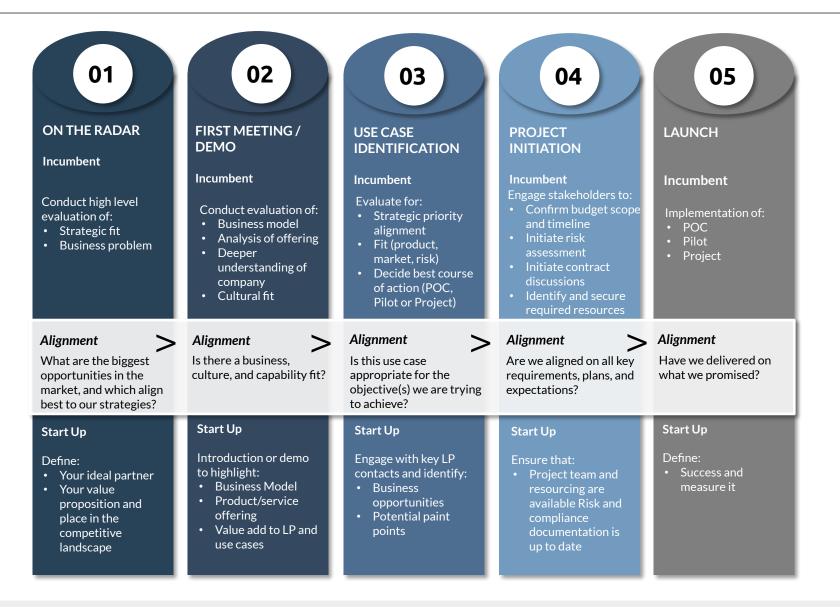
Portage is a global fintech venture capital fund

US\$2.8B Assets Under Management ^{1,2}	52 Investments	8 Number of Countries Invested in	3 Funds in Market
Global Perspective		ow driven by our presence in mul s, and extensive network of LPs, a	
Thesis-driven Investment Approach		nowledge facilitates a focused a ses developed in core focus areas	한 것은 것은 것은 것은 것이 같은 것이 같은 것을 것 같아요. 것 같아.
Investment and Operational Expertise in Fintech	Established p	operational experience across al rocess leading to signs of expecte ading both early- and growth-sta	ed winners within our portfolio
Value Creation Team Accelerates Growth in Portfolio Companies		ts provide expertise in areas such es, cybersecurity, and data infras	
Strong and Expanding Corporate LP Network	value through • 40+ LP-portfo	ves that corporate LPs derive sign our partnerships and insights m lio company partnerships to-date tfolio companies	odel

For information regarding calculation of performance information, please refer to "Performance Reporting" on page 18.

PORTAGE

The partnership framework in action



Partnership Best Practices and Lessons Learned

1

Have the right people at the table

Engage the right decision makers to ensure quick turnaround and reduce roadblocks

2

Focus on the use case

This helps provide a clear focus and goal – making it easier to articulate and prove the value of the partnership

3

Right-size the onboarding process

Legal and risk assessments should reflect risk level for the intended use case with the start-up



Keep lines of communication open – always

Talk often to establish trust and ensure challenges are resolved in a timely manner

Start-ups are not custom development shops

Start-ups are flexible but the need to significantly alter offerings to address the use case is usually a sign of a bad fit

6

The basics to partnerships still apply

Have a clear goal, define KPIs and intended outcomes, provide clear deliverables and timelines, and monitor and report

A quick no is better than a drawn out maybe

Be honest about fit - it saves everyone time

Don't be overwhelming

Start-ups have limited resources so limit the demands on their time by providing clear contact and oversight points



Agile core for agile insurers

A seriously powerful insurance platform out of the box.

Socotra can run your entire policy admin operation, from quote to claim, for Life AND P&C



Socotra lives at the intersection of the insurance industry and modern cloud





What we hear from insurers

Pain Points:

18-24 month deployment lead time

"Socotra got us live in 6 months versus 27 months with our previous vendor"

- Tier 1 Commercial carrier

Unwanted reliance on SI's / vendors for any level of change

"We went live with no SIs and no Services from Socotra"

- Tier 1 Auto carrier

Systems that restrict growth

"We deploy products faster than we used to get out of the design phase"

- Tier 1 Life carrier



How We've Solved it:

Socotra Marketplace means you can leverage pre-built integrations from data providers, claims solutions, and more. This enables getting to market 2-3x faster than incumbent/legacy solutions.

Total platform transparency at docs.socotra.com means real empowerment for insurers. Anyone can deploy it, in 50% of the time for 60% of the cost.

<u>Next-gen data model</u> means a new world of agility. Quickly and cheaply launch or migrate any insurance product, in any geography, through any distribution channel; on a single platform.



We've been busy, and we're just getting started...

- 7 years ago this was a concept for an underserved market and we started building for a complex industry
- → 3 years ago we achieved Product-market fit







In the last 3 quarters, 140% customer growth
 bamboo Hippo Sigo Construction
 Berkley SYMETRA TONI Digital



Trusted by our global customers to develop new products and manage their existing book of business.



United States Personal Lines Motor



United States Disability Income



United Kingdom Vehicle Interruption Cover for Uber drivers



United Kingdom Commercial Lines (Division of MS&AD)



Australia Personal Lines Motor



United States Confidential



United States Personal Asset Insurance



United States Term Life (Division of Sumitomo Life)



Socotra is the only modern core platform to engage customers and reach new markets.

A core platform that empowers you to rapidly develop and deploy products your customers want, and distribute them in any manner you like.



socotra

Case Study: AXA

One of the world's largest insurers wanted to launch an insurance product for Uber drivers in the UK as quickly as possible.

AXA wanted to partner with Uber by providing them with a new-economy insurance product-- "Vehicle Interruption Cover," which gives income protection to Uber drivers in the UK whose driving has been interrupted. AXA wanted Uber drivers to be able to purchase it through the app.



"In only nine months AXA was able to design and launch a first-of-its-kind, new-economy insurance product without any customization."

How we helped

Socotra's powerful data model and open APIs made it easy for AXA to configure a new product and integrate it with Uber's driver platform.

Geography: UK





Case Study: Mutual of Omaha

A century-old life insurer charts a course to the cloud.

As stalwarts in the insurance industry, Mutual of Omaha recognized the benefits of shifting from legacy systems to modern technology in order to deliver better customer experiences. Partnering with Socotra helped them transform their policy operations and develop their first (and most complex) insurance product entirely in the cloud. One year later, their Disability Income insurance product has already launched nationwide, and Mutual of Omaha will apply the new process and cloud architecture across multiple existing product lines.



"Socotra showed us what frictionless software looks like and challenged us to incorporate, in our own designs, pluggability concepts and encapsulation. When exploring and evaluating other vendor solutions in the insurance value chain, we apply the Socotra standard to them" - Jerry Sayre, Chief Software Engineering Officer, Mutual of Omaha

Results

- → Mutual of Omaha's new platform built on top of Socotra can take insurance products from definition to MVP in less than 100 days.
- → Mutual of Omaha's "run" cost on Socotra is 50% lower than its legacy platform.
- → Mutual of Omaha's revised application process resulted in a significant reduction in time required from application to issuance from 50 days to 20 days.

Geography: United States

Product: Disability Income



Case Study: Elpha Secure

A startup MGA wanted to launch a new cyber insurance product for any business and industry.

Elpha Secure, a startup MGA focusing on cyber liability, wanted to launch a new cyber insurance product but needed a policy administration system to manage its back-end insurance functionality. Elpha Secure had the technical resources to implement an insurance core platform and without a complete insurance team was able to design the product and go live in less than two months.



"Elpha Secure holds the Socotra speed record for going live with its cyber insurance product in only six weeks."

How we helped

Elpha Secure took advantage of Socotra's 30-day free trial and public documentation to quickly configure its new Cyber Insurance product on their own. Socotra's open API structure enabled easy integration with Elpha Secure's front-end and other systems, significantly reducing their development timeline and costs.

Geography: United States
Partners: AXI St

XIY stripe



Case Study: Nationwide

A large carrier wanted to launch a new digital insurance platform targeting millennials.

Nationwide wanted to get a new digital insurance platform to market as quickly as possible. The vision was to allow millennials to take a photo of their driver's license, answer four simple questions, and get a quote in less than a minute. Leveraging a legacy policy admin system would have delayed their timeline by years (instead of launching in months) and led to unpredictable costs.



Nationwide[®]

"Nationwide is going from concept to deployment in 8 months— an unheard of timeline in the industry."

How we helped

Socotra was the only platform that could provide the agility required to accommodate the tight time constraints, a clear and seamless product implementation, and a clear integration strategy that promoted innovation.

Geography: United States





As an insurer, know your rights

- 1. You have a right to documentation
- 2. You have a right to choose your implementation vendor
- 3. You have a right to keep operating during upgrades
- 4. You have a right to your data
- 5. You have a right to a free trial



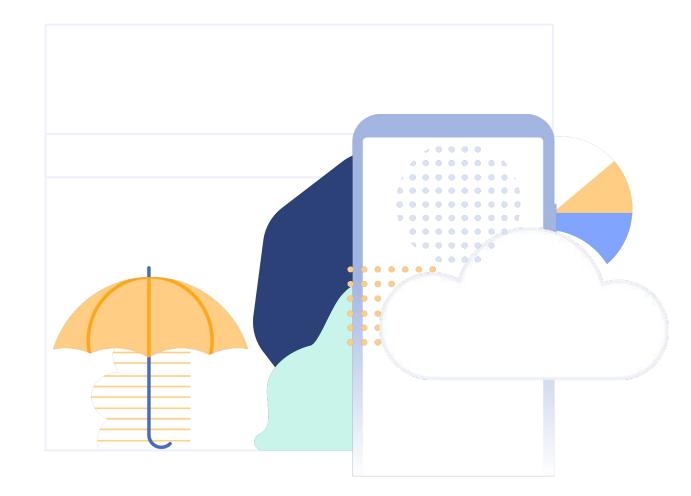
Where do you want to be in 10 years?

VÍ

The right platform will be there with you, even as you discover what's next.

2 20 20 0 eo

Ask us for a free trial.



breathe

The Hybrid Life Insurance Distribution Platform

November 2021

breathe^{ire}



breathe[™]

Advisors expect an enhanced experience to thrive

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Sell more	Stay relevant	Easy-to-use tools	Build relationships	Customer Peace of mind



The modern life insurance distribution

### from the disconnected distribution

- 1. Broken process: advisors and customers channels working in silos
- 2. Costly dropouts: long and painful buying process
- 3. Uninformed decisions: little to no data on customers
- 4. Undifferentiated distribution: carriers are commoditized

**b**breathe^{the}

The modern life insurance distribution



- 1. Unified buying process through connected channels
- 2. Enhanced role for advisors
- 3. Greater access to life insurance products for consumers
- 4. Leverage power of data to learn and adapt Distribution as a key differentiator for carriers

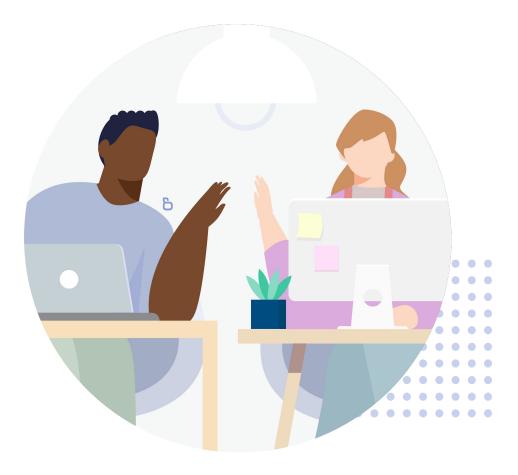
#### **b**breathe^{the}



### Breathe Life is powering life insurance hybrid distribution

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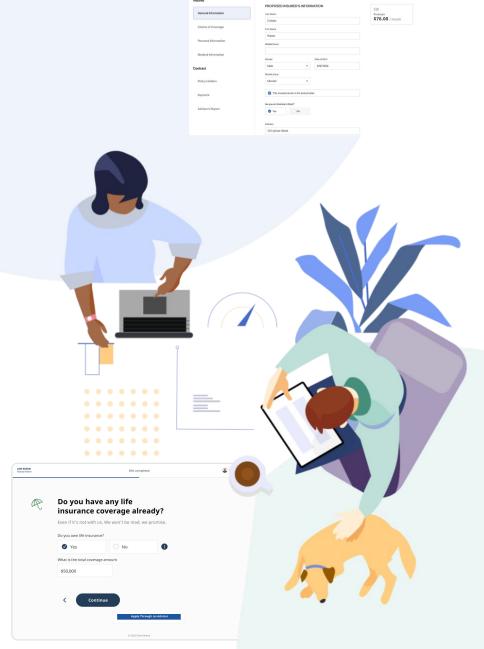
### **OUR PURPOSE**

To increase global adoption of life insurance



**Total Insurance Coverage Amount** 



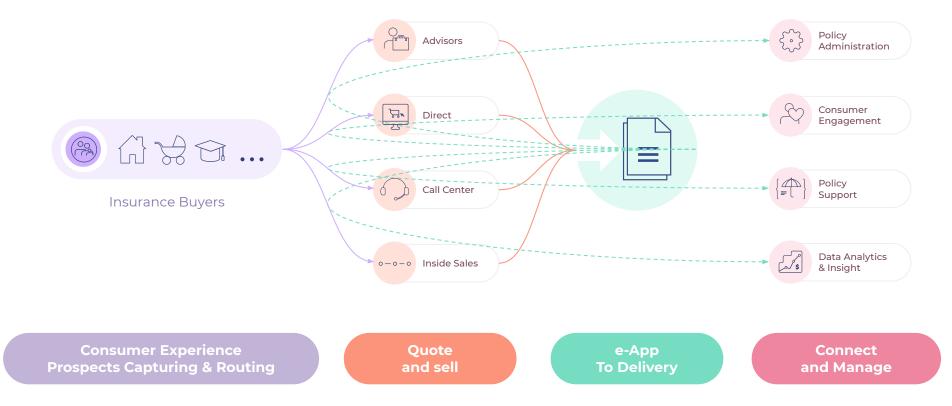


### **Best User Experience**

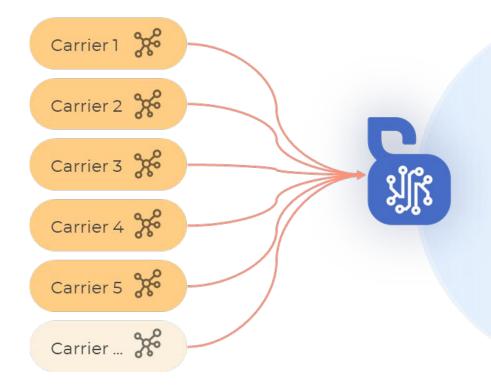
- We are digital experts bringing a fresh UX perspective.
- Carriers, distributors and customers appreciate the frictionless experience.

**b**reathe[™]

### **We Power Hybrid Distribution**



### **WE POWER INDUSTRY-WIDE ANALYTICS**



#### Insights

1

- Gaps in Insurance Product Offering
- Market & Consumer Segmentation
- Distribution Channel Performance
- UI/UX Optimization

Example: 15% White Space Identified

#### **Intelligent Platform**

- Data-Driven Product Recommendation
- Smart Omnichannel Dispatching
- Best Next Action for Advisors/Agents
- Accurate Predictions (Fraud, Churn, Conversion)

#### Example: 2X Conversion Rate Potential on Better Product Recommendation

#### **b**breathe^{the}

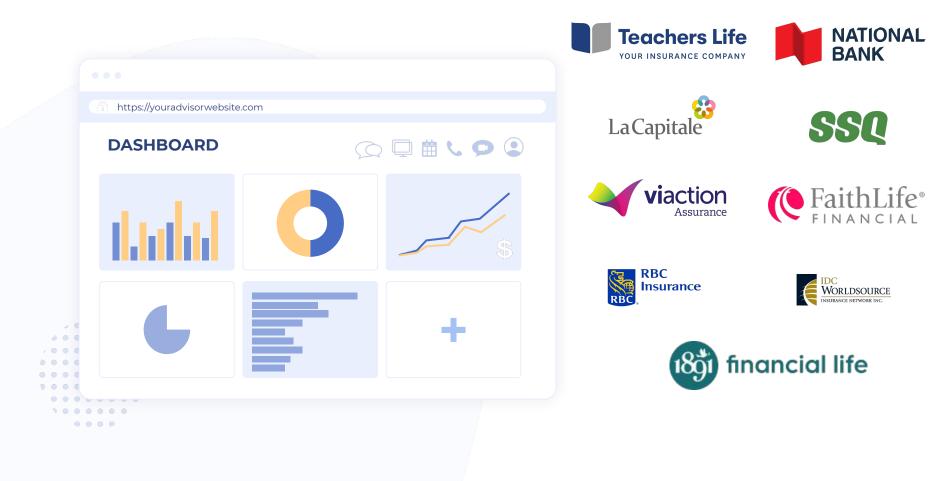
### SIMPLE SAAS PRICING MODEL

We reduce the risk by integrating all costs into our recurring annual fee vs. high upfront costs and lower costs down the line.

		Traditional Vendor		<b>b</b> reathe [™]	
$\bigcirc$	Implementation	× Additional		✓ Included	
	Integrations	× Additional		✓ Included	
11	Analytics	X Additional	VS	✓ Included	
$\bigcirc$	Support	X Additional		✓ Included	
	Optimization	N/A		✓ Included	

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### **We Power Client Results**

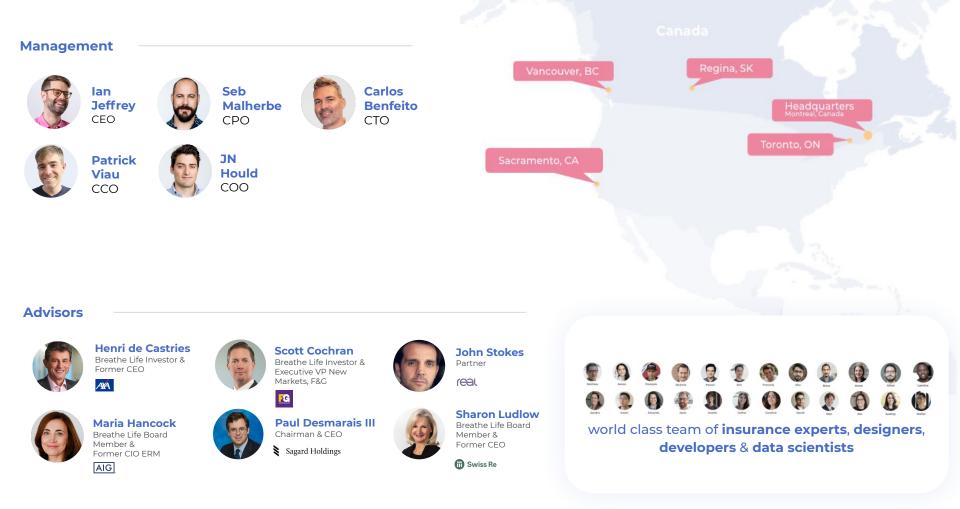


#### **b**reathe[™]

### **WE POWER RESULTS**



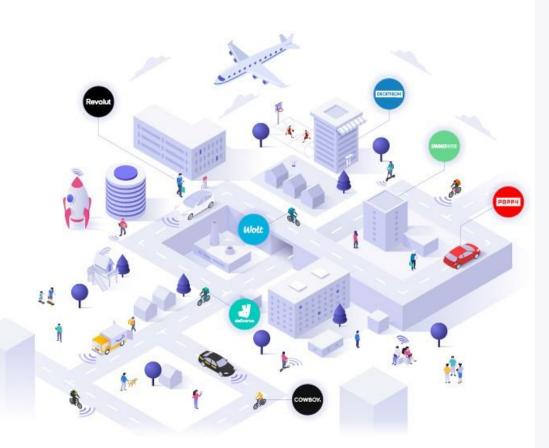
### The Breathe Life Team





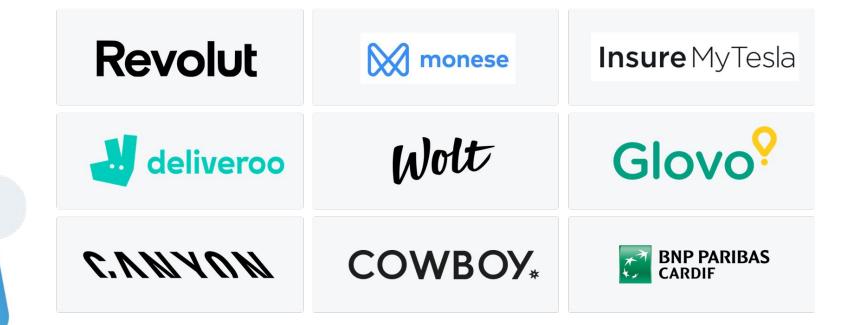
### API driven insurance for disruptive players

#Hackinginsurance



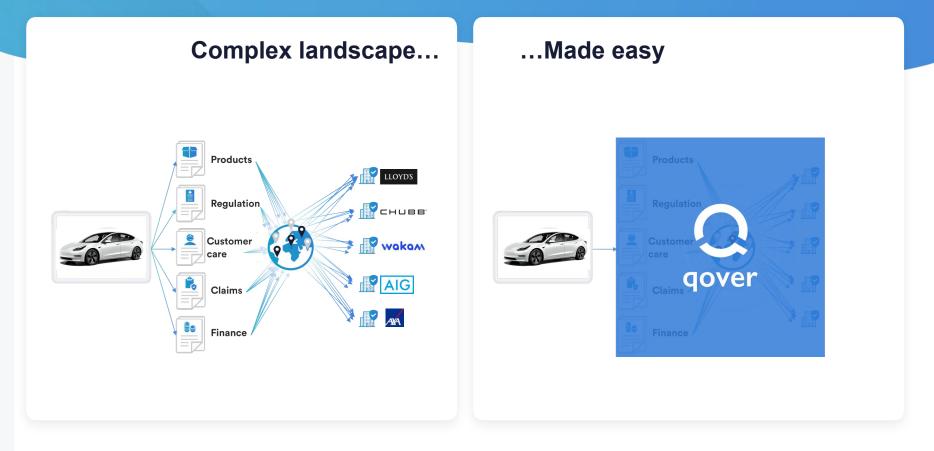
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### Iconic players love us!



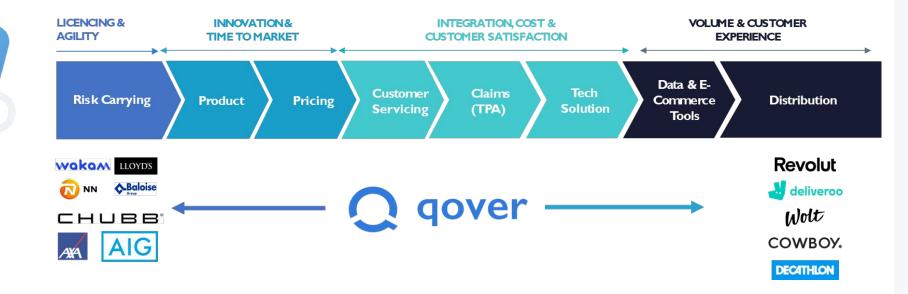
+ many more

### **Rewiring the Insurance industry**



We have built a full stack insurance u solution with cutting-edge technology to enable any business to embed, p-sell or cross-sell insurance

#### We are a Tech Company providing full stack insurance solutions



Global digital turn key solution to distribute insurance

# How we crack the puzzle

### Tech

Open-API -White-label 100% proprietary



Fully Modular Micro-architecture Can launch any product in days/weeks

> Tech Infrastructure built!

### Data

Big Query Infrastructure in place connected to numerous

source of data



Collecting Data, harvested by eCommerce Best Practices

Building a competitive edge for the future

#### Insurance

Pan-European licenses **Delegation** of Authority from 12 insurers

Gig Economy

### Operations

Centrally operated in Brussels >95% Customer Satisfaction

### Pan European

Mastering complex insurance Active in 32+ countries



We master boring stuff: Local Regulations / Audits / Compliance

eisureTech

Insurance Infrastructure built!





Operational Excellence 800k insured handled from Brussels

> Operational Infrastructure built!

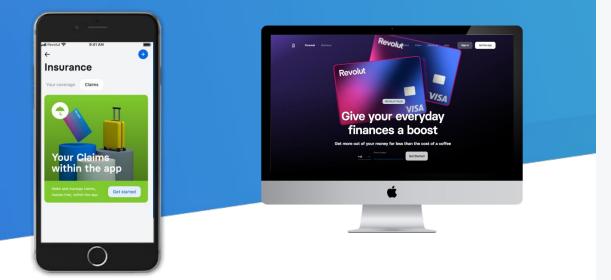


Unique ability to launch and manage Pan-European programs

Unique Pan-European capabilities

# Our credentials

## Fully Embedded Insurance solution



- Global Insurance Solution included in Paid Plans, 33 countries
- Insurance Consultancy &
   Creation of the "Plus" Plan

- Open API Integration Real-Time Data
   exchange
- Full Claim Journey automated and integrated by API in Revolut app

# Revolut

#### www.revolut.com

- Neobank with 12M+
   Personal customers
- Insurance embedded in the paid plan to increase the frequency and average amount of payments
- Encourage the conversion of free users into paid users



Open API

# In real-time, a rider that switches-on his App get insured instantaneously



# deliveroo Glovo? Wolt

Freelancers insurance that protects them while working and logged to the platform

- Usage based insurance solutions for Food Delivery platforms
- 100.000+ riders insured on the road
- Live in 11 countries in Europe
- Accident & Health and Liability insurances



# #HackingInsurance

www.qover.com



# **My Insurance**

Be in the moments that matter.

November 2021

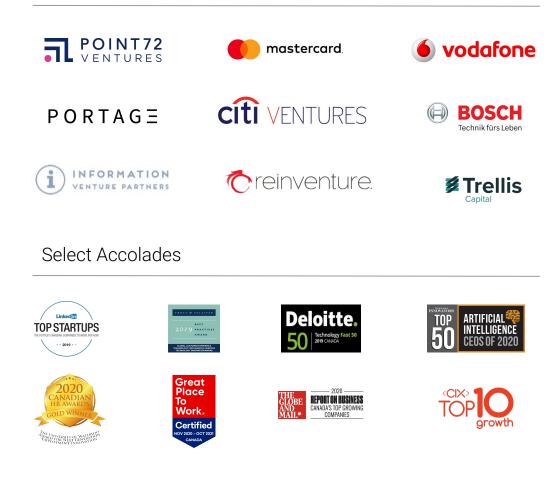


# BACKED BY GLOBAL LEADERS

Flybits wins Frost & Sullivan's 2021 Global Product Leadership Award for customer experience in financial services

Contact us at: https://get.flybits.com/flybits-icmif

#### Investors

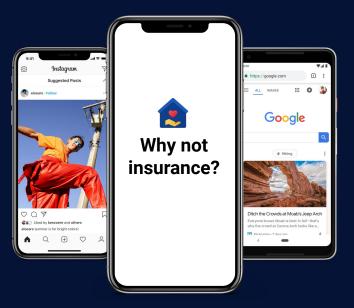




# Customer expectations are shaped by these apps

G

### Everything-as-a-Service Intelligent | Dynamic | Feed



80% of Netflix subscribers' watch choices comes from their personal recommendation feed¹

a

# Challenges in the insurance space

The insurance industry is undergoing a massive shift in customer expectations

- 1. Customers are expecting **personalization** throughout their insurance journey; from a **tailored quote** all the way to a **personalized claims** approach (i.e., not just paying a cheque for repairs, but creating a network of service providers for home insurance).
- 2. Low product differentiation and low brand loyalty results in customer retention focused on **price-sensitivity and value services** (i.e., claims handling process).
- 3. Insurtechs are disrupting the industry with **novel pricing strategies**, coverages, and digital experiences

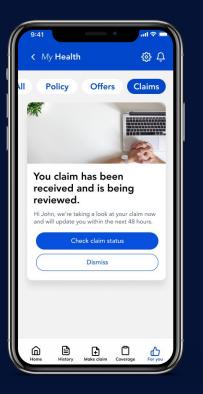


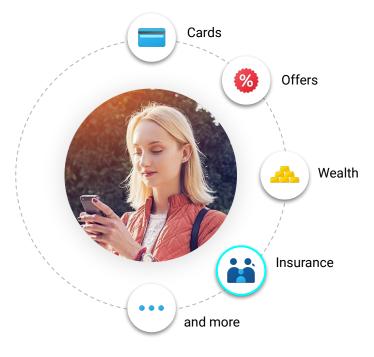


# Introducing MyInsurance

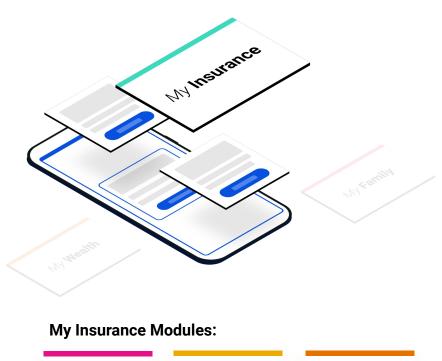
An always-on solution that elevates the insured's experiences at every lifecycle stage, for every moment.

Onboarding Policy engagement Benefits awareness Additional services Rewards acceleration Health education Claims management Cross-sell banking / wealth





# My Insurance





#### **MY INSURANCE**

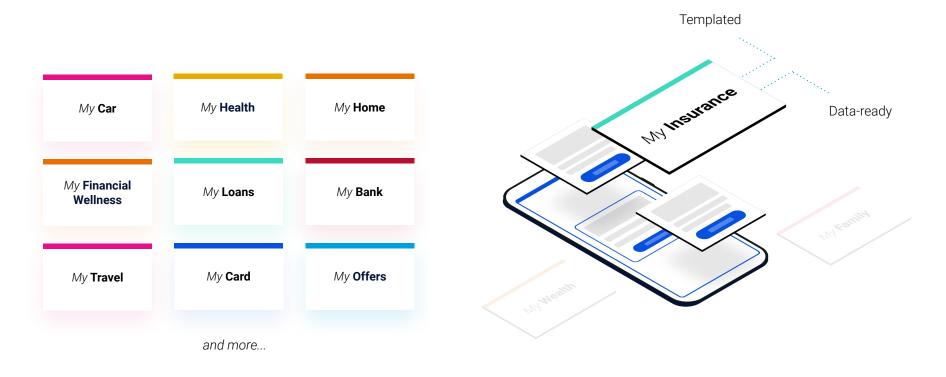
Provide your customers with a next-level insurance recommendation feed, pre-packaged with a variety of touchpoints, ranging from underwriting to cross-sell to claim resolution. Unify and increase usage of your loyalty programs.



### ^{••}Flybits

# Financial services: À la carte modules

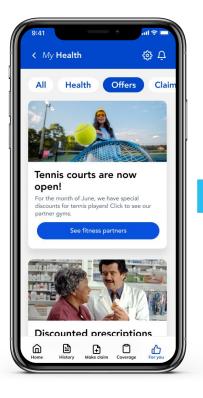
At Flybits we provide you with a broad variety of templated experiences and use case libraries completely customizable to your brands. This will enable you to easily design and launch campaigns at speed, to capture the moments that matter.





MY HEALTH INSURANCE

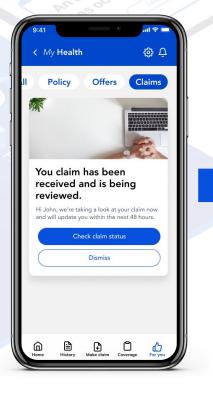
## An array of available templated experiences provided by Flybits

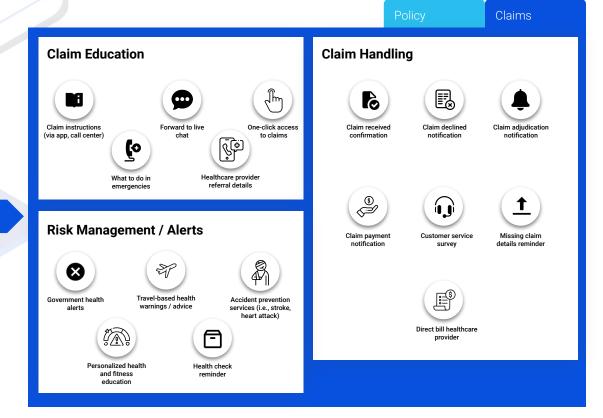




MY HEALTH INSURANCE

## An array of available templated experiences provided by Flybits







## The value of Flybits

Payoffs of investing in your digital sales stack

Improve customer satisfaction

**10-15 ppt** 

#### Stronger revenue

10-30%

Revenue growth from lasting customer loyalty

Greater monetization of existing traffic

2-3x

Faster revenue growth by personalizing experiences

Digital disruption in insurance: Cutting through the noise, McKinsey Perspectives on Personalization, McKinsey Profiting from Personalization, BCG



Flybits

A powerful platform with **3 key value propositions** 

### **Channel intelligence**

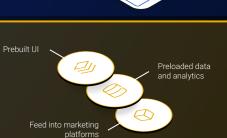
Increase conversion by leveraging our multifaceted intelligence engine to drive relevant, personalized end-user experiences

# Elevated and unified experiences across products

Activate turnkey and customizable product modules that map back to your products and services.

#### Turnkey integration

A 1-time, lightweight API-based integration within your app and across their platform, complete with theming and flexible data ingestion.





Dining/Entertainmen

Shopp



# **The Flybits Stack** Powered by 5 Key Flybits Pillars



3rd Party Data & Services

#### Intelligent consumer experience

Intelligent last mile delivery that leverages AI to provide a Netflix-like experience to your customers. Drive customers back into your app with relevant content in the moment that matters.

#### A 1-time API-based integration

Flybits Concierge is an embedded layer that sits inside your existing mobile app. Designed to avoid IT constraints and expedite time to market, Concierge takes as little as 1 week to integrate.

#### **Orchestration & decisioning**

A no-code Studio for marketers to design and launch new experiences directly into your mobile channel in minutes, without relying on technical support. Quickly test and learn, and discover what consumers care about.

### 4

1

2

3

#### **Data ingestion**

Flybits assembles your proprietary data and enriches it with OOTB 3rd party and device level data. Data ingestion is flexible to accomodate the stage of your data journey. You can connect via APIs, streaming or a simple CSV upload.

#### **AI-Driven Optimization**

Leverage Flybits Smart Tools to optimize targeting and prioritize experiences, with our auto-generating machine learning engine. No technical expertise required.

5

# Flybits as the Orchestration Layer

**Executive Summary** 

- Insurer and its services as templates, enabling frictionless automation, activation, churn mitigation, and upsell
- 2. Data infrastructure designed for easy ingestion/normalization across disparate systems
- Multi-tenant infrastructure to enable Install Once, Deploy Everywhere model, enabling different business units
- Support of regional schemes and enabling new tech partners
- 5. Flexible deployment based on geography regulation



**Insurer Assets** 

Agent/ Broker / Bank Assets External Systems Partner Data and Services

Other Vendor Assets

# **Thank You!**

# **Contact us at:**

### https://get.flybits.com/flybits-icmif

**ICMIF** Webinar

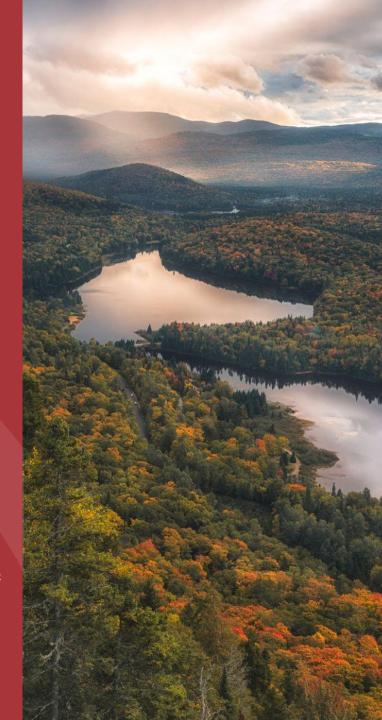
# Perspectives on Partnerships Q&A



**Ben Harrison** Partner & Head of Partnerships Portage Ventures

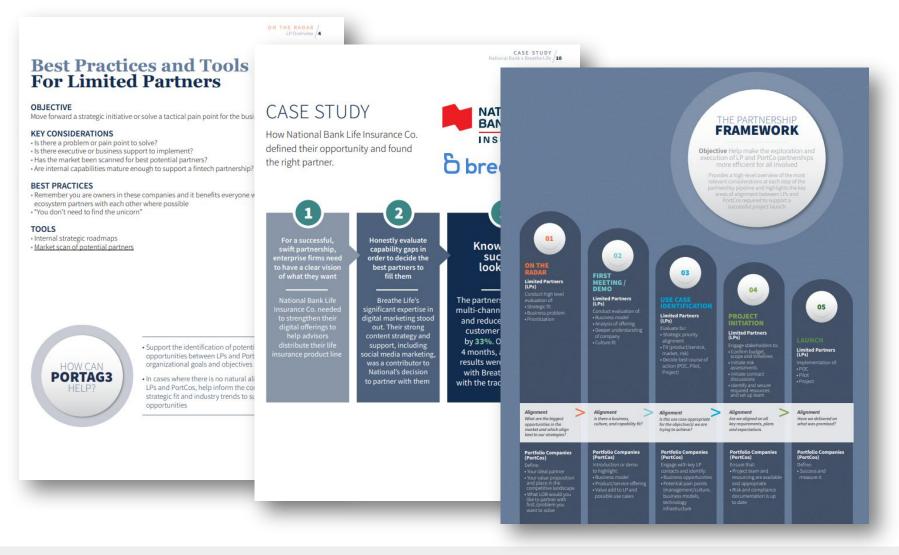


**Dan Sinclair** Vice President, Corporate Development & Co Head Co-operators Corporate Venture Fund The Co-operators Group



## Partnership Playbook

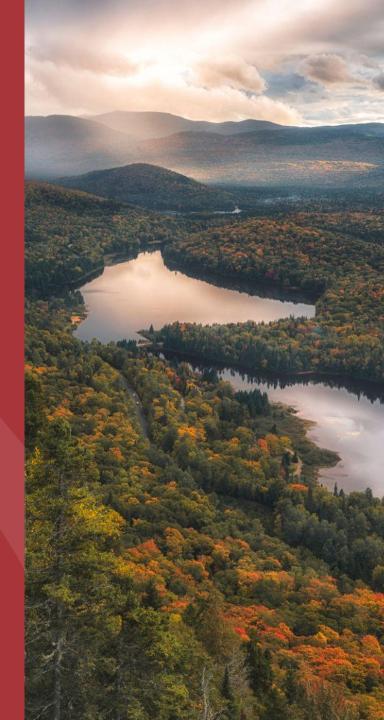
#### Guiding principles and tools to help achieve mutually beneficial partnerships between LPs and Portcos



If you're interested in learning more about Portage Ventures

**Get in Touch** Ben Harrison Partner & Head of Partnerships

bharrison@p3vc.com



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All references to "dollars" or "\$" are to U.S. dollars unless otherwise stated.

All information is presented as of November 16, 2021 unless otherwise stated.

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