



ENHANCING CONSUMER PROTECTION MEASURES — CHALLENGES AND OPPORTUNITIES FOR INSURERS

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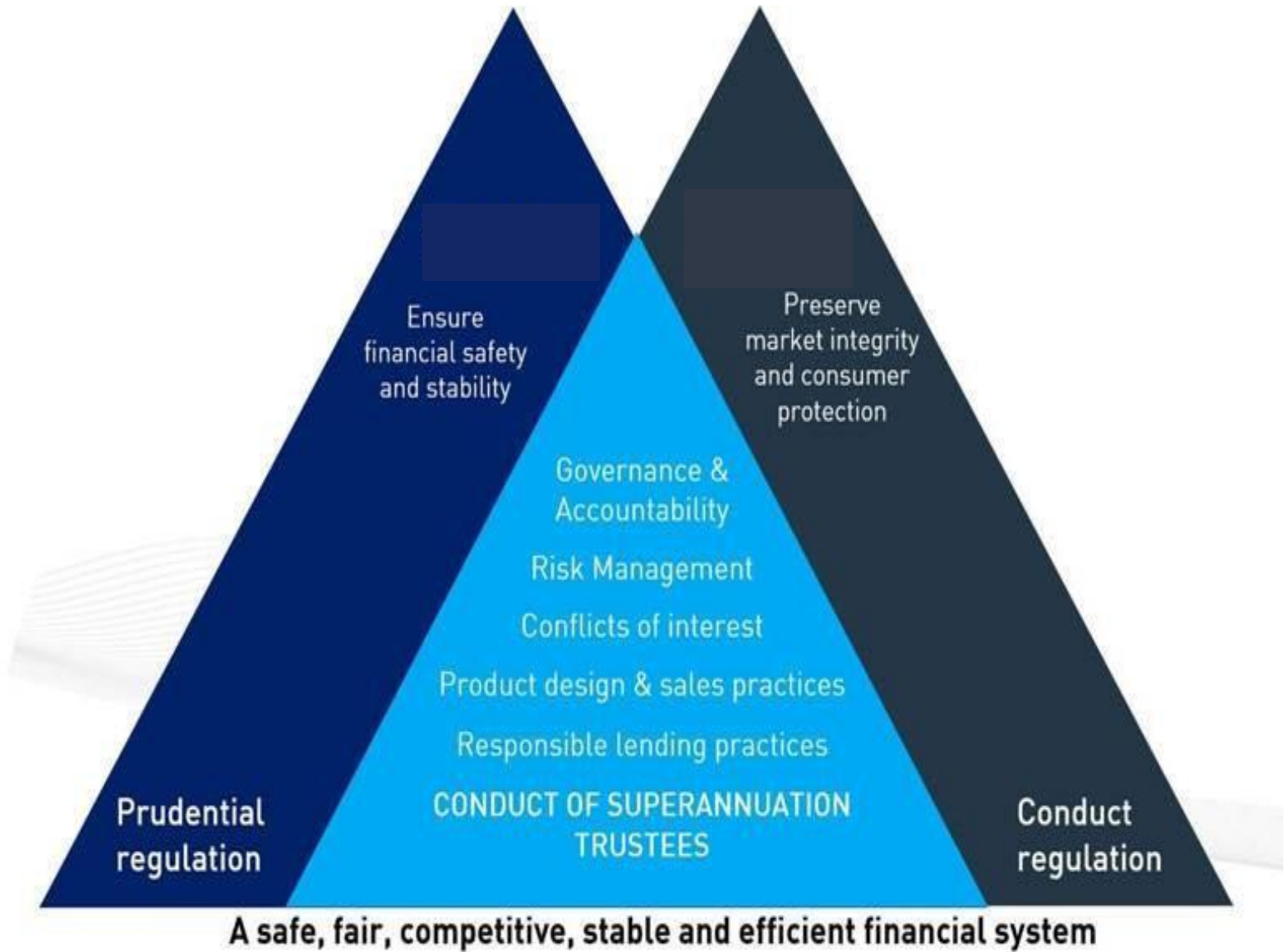
WHY IS INSURANCE CONSUMER PROTECTION IMPORTANT ?





THE MAIN DRIVERS FOR ENHANCING CONSUMER PROTECTION

ROLE OF GOVERNMENT POLICIES AND INSURANCE REGULATIONS



WHAT DO INSURANCE MARKET STAKEHOLDERS NEED TO DO TO PROTECT CONSUMERS?



Source: The Geneva Association (2019)

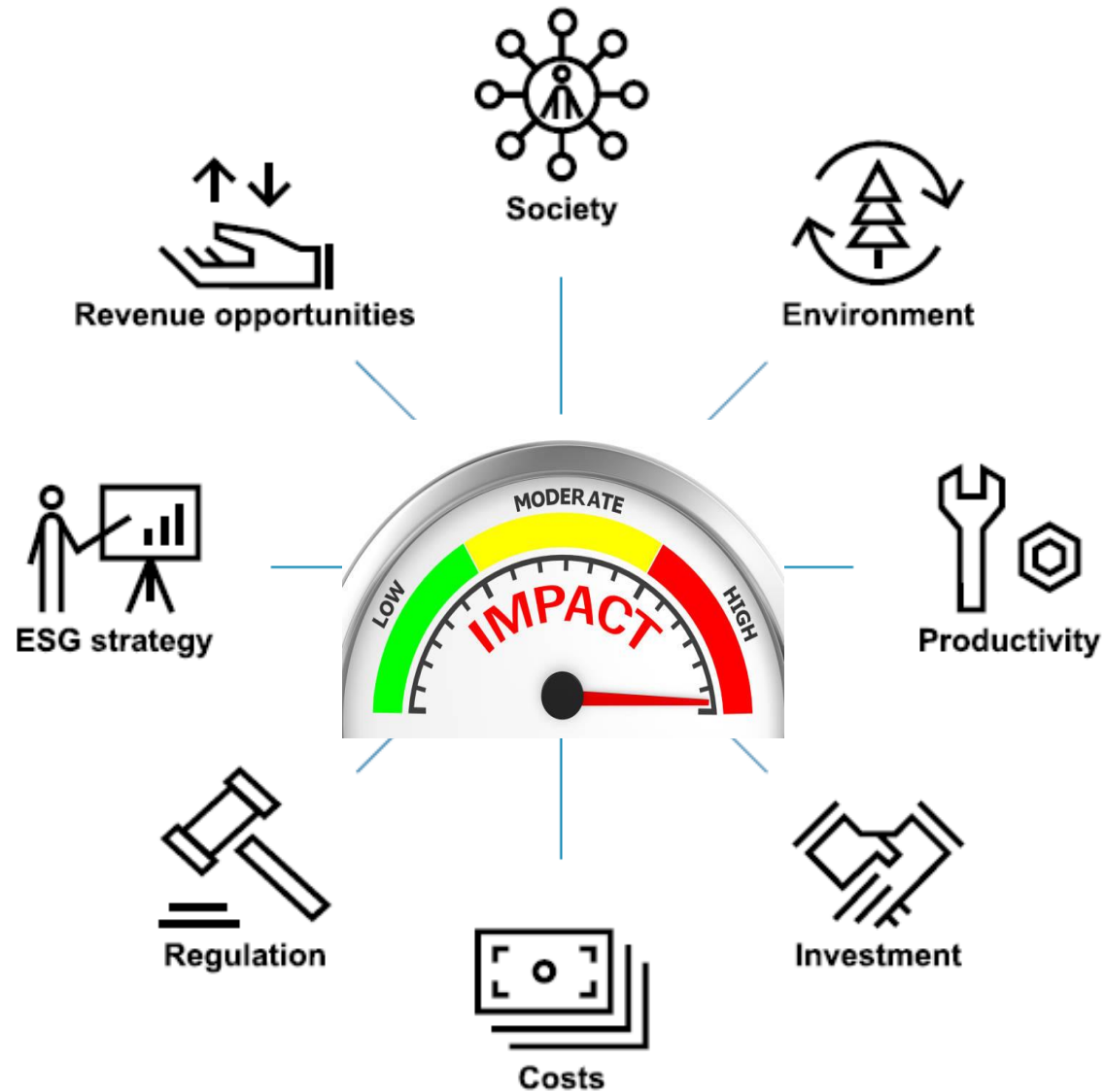
UNINTENDED CONSEQUENCES

unexpected benefits

unexpected damages

perverse effects

THE
UNINTENDED
CONSEQUENCES
OF CONSUMER
PROTECTION



MEASURING THE IMPACT OF CONSUMER PROTECTION MEASURES

THE WAY FORWARD



THANK YOU

