

## Insurers to focus on remote and flexible working in 2021

 By Ant Gould  2020-06-17

An online survey of insurers' changing priorities as a result of the COVID-19 pandemic by consultancy Alan Walker shows a major focus on remote working for 2020 and 2021 – and a reduced focus on changing and enhancing existing supply chains.

The survey, which covered around 25 general, life and health insurers globally, took place between 31st May and 11th June. Only 8% were confident that the coronavirus pandemic will be over by January, with 38% confident. The majority however, just over half (54%), were either not at all, or not so, confident.

The insurers were also asked to consider which parts of their business model might now be accorded greater focus than before the coronavirus pandemic. According to the survey results, the insurers' taking part were unanimous that their main focus will be on enabling or supporting remote employee working. This was followed by risk management/business continuity planning, making the workforce more flexible and IT resilience and cyber security.

Report author and company owner Alan Walker commented that of all the priority areas, insurers only expect to reduce their focus on one - changing and enhancing existing supply chains.