

INSURANCE INNOVATION



STAYING AHEAD OF THE CURVE

Innovative Leadership In The Ever-Changing Insurance Landscape

Ever-Shifting Tides of Insurance

The insurance industry today has become quite complex with a lot of moving and changing parts as the industry adapts to new realities. It is like a child navigating a jungle gym in a hurricane. New technologies are emerging, customer expectations are increasing, regulations are shifting, and risks are evolving faster than ever.

In this very dynamic environment, Coronation has stayed on course and has thrived in navigating through this complex web through innovative leadership. We have embraced change rather than fear it. Our strategy is continually hinged on leading the way and not following the pack. According to Adebowale Adesona, the Managing Director of Coronation Life Assurance Ltd, *“innovative leadership at Coronation is not about predicting the future only but creating that future while others follow. It is how we harness the winds of change to chart new territories”*.

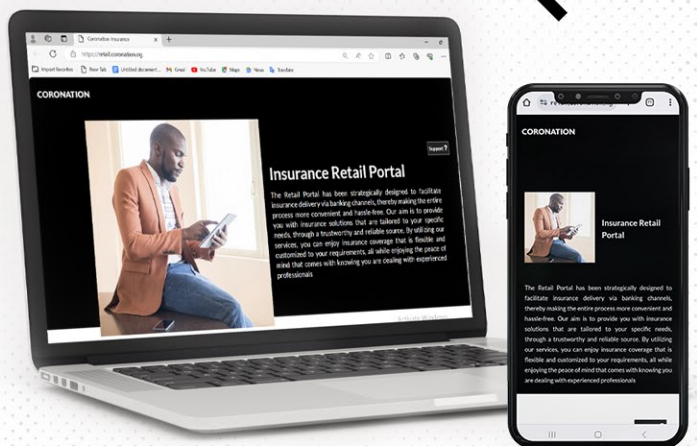
Coronation's Innovative Journey

At Coronation, we believe innovative leadership is more than just buzzwords. It's about real-world solutions that make a difference.



Take John, for example. John runs a small business and needs a Life insurance policy as the breadwinner of his family. Traditionally, this process could be lengthy and frustrating. But with Coronation's cutting-edge underwriting engine, John was able to whiz through the application process in minutes.

www.retail.coronation.ng



Coronation Retail Portal

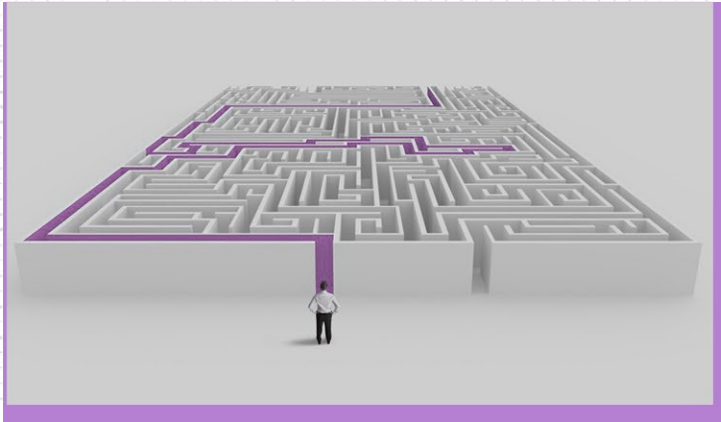
Our Retail Portal made it easy for him to upload documents and get his policy up and running quickly. This is the power of technology in action – streamlining processes and creating smoother customer experience.

John's story isn't unique.

Coronation's claims portal is another example of how we're leveraging technology to empower customers. Imagine Sarah has a critical illness and has to claim her benefits from Coronation. From her sick bed, she or her relatives can use our user-friendly portal. She can report the claim, upload all required documents in respect of the claims and track the progress of her request every step of the way. This transparency and ease-of-use are what sets Coronation apart.

Leading Through Change

The world of insurance is constantly being reshaped by new regulations. At Coronation, we understand the importance of staying informed. We regularly train our employees on the latest regulatory updates, ensuring we're always compliant and mitigating risks. It's like having a map through the complex regulatory maze – we know where the nicks are and how to avoid them.



But staying compliant isn't enough. We also focus on putting the customer first. It's about understanding their needs, their frustrations, and their aspirations. That's why we established our 24-hour contact center. No matter when a customer needs us, we're there to service their needs and guide them through any situation. It's about building trust and relationships, one conversation at a time.

Collaboration is Key

We know we can't do it all alone. That's why Coronation embraces strategic partnerships and collaboration. We work with leading technology firms to harness the latest innovations. We partner with banks and businesses to expand our reach and bring our products to a wider audience. It's like joining forces with other explorers in the ecosystem – together, we can forge new paths and reach new heights.

The future of insurance is bright, but it will belong to those who can adapt and innovate. At Coronation, we are committed to fostering a culture of creativity and innovation. We invest in training programs to equip our employees with the skills they need to thrive in the digital age.

We encourage experimentation and celebrate new ideas. To us, it is about creating an environment where our brightest minds can shine, and where innovation is not just a goal, but a way of life.



This is how Coronation stays ahead of the curve. We embrace the challenges, leverage the opportunities, and constantly strive to be the best possible partner for our customers. Join us on this exciting journey, and as we navigate the insurance ecosystem together.