

Spixii story | Renaud Million, Co-founder & CEO

InsurTech landscape

InsurTech landscape



How top tech trends will transform insurance

Five trends will have a pronounced impact on insurance.

Tech trend	Personal P&C		Commercial	P&C	Life and annuities		
	Home	Auto	Standard ¹	Specialty ²	Individual	Group	
Applied Al							
Distributed infrastructure							
Future of connectivity							
Next-level automation							
Trust architecture							
Next-generation computing	-						
Future of programming							
Bio revolution							
Nanomaterials							
Future of clean technologies							

Major impact Moderate impact Limited impact

¹ Main lines include other liability (claims), marine, financial lines, and specialized property.
² Main lines include workers' compensation, general liability, commercial auto, commercial multiple peril, and property.
Source: McKinsey analysis

McKinsey & Company



• Which problem do I want to solve?

• What is annoying me?

• What would I do differently?

Part 1 - The start-up journey

Background





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The start-up journey

Idea Team Funding Build Sell Scale

The start-up journey





Peter Thiel's Zero to One

Sep 2014





PROBLEM





















THE MOM TEST

How to talk to customers & learn if your business is a good idea when everyone is lying to you.

Rob Fitzpatrick a foundercentric.com book

2016 Feb



The start-up journey





"Building a lasting business is 1 percent idea and 99 percent resilience."

—JENNIFER HYMAN, co founder and CEO, Rent The Runway

"Genius is 1 percent inspiration and 99 percent perspiration"

-- Thomas Edison

Inactive ventures in Insurance in France

coverager

Search company Industry V Type V Category V Location V Year Founded V Operating Status V Business Model V LOB V												
Industries: Insurance × Types: Intermediary, Enabler, Insurer × Locations: France × Operating Statuses: Inactive ×												
							1 - 7 of 7 < >					
Company 🗸	Description	Location	Founded ↓	Туре	Amount Raised 🧳	Operating Status	Industry					
Fizzy	Flight delay product by AXA.	Europe France	2017	Insurer	N/A	Inactive	Insurance					
Wecover	Collaborative auto insurance scheme where drivers can join groups to later be coached and ranked on Read more	Europe France	2015	Intermediary	N/A	Inactive	Insurance					
Gasolead	Lead-gen tool powered by machine learning.	Europe France	2015	Enabler	N/A	Inactive	Insurance					
Wekeep.io	Insurances for private and public decentralized circles.	Europe France	2015	Intermediary	N/A	Inactive	Insurance					
InsPeer	Collaborative insurance scheme for owners of electric vehicles.	Europe France Paris	2014	Intermediary	N/A	Inactive	Insurance					
Switch by Axa	Axa's digital brand.	Europe France	2013	Insurer	N/A	Inactive	Insurance					
Valoo	Digital platform - formerly known as CBien - that allows users to manage, value, and protect their Read more	Europe France Paris	2013	Intermediary	\$10.3M	Inactive	Insurance					

SIGN IN

Welcome to Bupa's online quote tool for health insurance.

This tool allows you to adapt aspects of your quote to help suit your needs and your budget. Please make sure that all of the information you provide is correct, as inaccurate information may affect your cover should you come to claim.

To start, what is your first name?

Type a message...



Describe Zara's functionality:

Currently Zara can handle non-emergency home and motor claims. She captures enough information to allow her human colleagues to decide on the next step in the claim, be able to call the customer back and proactively deal with the claim.

Hello, I'm Zara, the Zurich chatbot. I'm here to help you to report your claim.

It will only take around 5 minutes to complete, but please try to enter each response within 60 minutes otherwise the conversation will expire.

Proceed



First of all, are you in need of urgent assistance? (e.g. Home: making safe a broken window, a burst water pipe, unsecured damaged doors etc.)

(e.g. Motor: are you roadside after an accident, a vulnerable situation or are you or your vehicle at further risk of







DÉCOUVREZ NOS PRIX

Volume of affordable mistakes



Speed of iteration

What is it?



"You will **find your way only** by <u>reconciling what you</u> <u>learn from others</u> with what you <u>discover on your own</u>."

Scott Belsky

The Middle

"But if you **stay curious and self-aware**, **your intuition and conviction** will be **your compass.**"

Scott Belsky



"When the journey feels gritty and real, your potential becomes more tangible."

Scott Belsky







Customer success stories testimonials





End customer view (based on a true story)

Zurich UK view

David Nichols, UK Chief Claims Officer

Part 2

Spixii: Conversational Process Automation platform





What is Spixii?

Conversational Process Automation (CPA) platform

Augmenting insurance processes into personal and scalable conversations



Why Conversational Process Automation (CPA)?

Customer experience **CPA Call centers** -**Live Chat** : Webform / **Business** Portals performance

How is CPA different from Conversational AI?



Spixii products

Intelligent chatbots

Simplify complex processes and increase trust in insurance

Actionable Insights

Advanced Analytics and Business Insights reporting to continuously improve the processes

Connectivity hub

Offer a richer experience with connection to legacy systems, RPA and 3rd party via APIs

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Linking chatbots to insurance processes



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Spixii Advanced Analytics & Business Insights



Structured data from Spixii chatbots











Insurance solutions

P&C, Life and Pensions

Quote & buy



Servicing & policy administration



Claims



Spixii CPA platform at glance

A platform to create, manage, execute, insurance conversational processes and measure its performance in **4 steps**







 <u>ط</u> Measure
Flexibility with full customisation and templates

Create and manage conversational processes through a low-code platform. Yourself or with the support of your preferred consulting partner.



Leverage no code smart assets

Calendar Configurations



Build

Conversation Builder

Media Upload





Function Manager

Make your chatbot smarter with functions

Leverage global functions (e.g. email validation) and create custom functions to integrate with your core systems directly through the platform.

FUNCTION EDITOR 2021-05-19 10:14:33 - Version 1 📼 Set as default Source code Arguments Returns Value # The CPA user can log commands for tracking and debugging purpose Name **Default** value Key Key MyArg1 @ 1 Postcode valid MyArg2 **⊗** 2 Postcode not valid MyArg3 Macho Sgretto ode API expects an input like api.postcodes.io/postcodes/SE167TL + Add argument + Add return Extra modules Save function Requests ReadFile SQLAlchemy + Clone as Version 2

Function simulator

nput variables			Logs	
Name	Value	Key	Applications	े Reset logs
		A001	[2021-01-01 10:10:33.456] "Starting the program" [2021-01-01 10:10:33.126] "Information: the user gave the following postcode to validate: \n",	
	Hi there	A003	[2021-01-01 10:10:35.62] "API successfully excuted with result: {'status': 400, 'error': 'No postcode [2021-01-01 10:10:35.896] "[Generic error] AttributeError at line of AttributeError: 'dict' object h	query submitted. Remember to include query paramet
	Macho Sgretto	A004	[2021-01-01 10:10:33:456] "Log the beginning of the integration'n", [2021-01-01 10:10:33:456] "Information: the user gave the following postcode to validate: \n".	
8 postcode			Errors 🔺	
NAME	Freetext	A007	(
		1867		
	+ Add new variable		[2021-01-01 10:13:3.456) API went in timeout Warnings ▲	
imulation result				
imulation result		Key	Warrings •	

Maximum editing flexibility

Simple input validation



Function Manager

		FUNCTIONS Your functions Select a function
		is_date_in_range v Description: Check if a date is inside a given range
		Parameters
Date	Sure.	Earliest - the earliest possible date (inclusive) Today
uld you is_da	te_in_range	Latest - the latest possible date (inclusive) Today+45
* Date uld you	Sorry, the date you sele	Delete functional node: Net Po yare location calls applied to different (inclusional nodes for citizer (in dealers) in the interest (inclusional vision efficiented, we in direct inclusional

	rce code					
		beginning of the into racking and debugging		# The		
		acking and according				
			1			
	nostcodel					
	# Make the API try:					
	# Make the API try: response =	call with the module requests.get{api_url api_postcodes.io/post				
	# Make the API try: response = an input like					
	# Make the API try: response =					apects
	# Make the API try: response = an input like tvariables	requests.get(api_url api.postcodes.io/post	+ postcode) codes/SE167TL		postcode API ex ► Simulate	apects
	# Make the API try: response = an input like tvariables Name	requests.get(api_url api.postcodes.ic/post Value	+ postcode) codes/SE167TL Key		postcode API ex	apects
	# Make the API try: response = an input like tvariables Name NyArg1	requests.get(api_url api.postcodes.io/post Value ®	+ postcode) codes/SE167TL Key A001		postcode API ex ► Simulate	apects
11 12 13 14	# Make the API try: response = an input like tvariables Name NyArg1 NyArg2	requests.get(api_url api.postcodes.io/post Value ® Hithere	+ postcode) codes/SE167TL Key A001 A003	Simulat	postcode API ex ► Simulate ion result	apects
11 12 13 14	# Make the API try: response = an input like tvariables Name MyAng1 MyAng2 MyAng3	requests.get(api_url api.postcodes.io/post Value ® Hithere Macho Sgretto	+ postcode) codes/SE167TL Key A001 A003 A004	Simulat	postcode API ex ► Simulate ion result Value	opects Key

Custom Functions

Pre-built integrations

	>	
Duck Creek Policy	Duck Creek Claims	Duck Cre
Display instant quotes connected with your rating engine	Allow claim first notification of loss (PNOL) with media upload and feetback collection	Allow policy he tasks such as
Allow policy holders to self-serve for simple tasks such as policy details change	,	

ांग Display

Intelligent Chatbots



All Spixii Intelligent Chatbots come with a sleek and flexible interface and are white-label with intuitive configuration straight from the platform.

8	Hello, I'm Lead insurance cover		ial chatbot. I'm h	ere to help to fine	l the best trave	()	
Display	First things first						
	What's your nam	ne?					
Ŧ							John
	Nice to meet yo	u, John!					
	We are ready to	go through your	cover.				
	What type of co	ver are you looki	ing for?				
			Single Tri				
			Annual Multi				
		c	Backpack				
			Hire Excess Annu				
						An	nual Multi-Trip
•	Thank you.						nual Multi-Tri
	Thank you.	ıld you like to re	turn?			An	nual Multi-Trip
		ıld you like to re		ug 🗸 2021 🗸	·]	An	
	and when wo	ıld you like to re Tu		ug 🗸 🛛 2021 🗸 Th	Fr	Sa	
	and when wo	Tu	A	Th	Fr	Sa	Su
	and when wo	Tu 3	A We 4	Th 5	Fr 6	Sa 7	Su 1 8
	and when wo	Tu 3 10	4 11	Th 5 12	Fr 6 13	Sa 7 14	Su 1 8 15
	and when wo	Tu 3 10 17	4 11 18	Th 5 12 19	Fr 6 13 20	Sa 7 14 21	Su 1 8 15 22
	and when wo	Tu 3 10	4 11	Th 5 12	Fr 6 13	Sa 7 14	1 8 15

Save as NEW theme

Save them

Leverage templates and intelligent modules

Device Optimisation

Media Upload





Intelligent Chatbots



Measure performance and pinpoint improvements

Gather structured data and print in graphs and dashboards to get sense of where the interactions go, identify weaknesses and perform iterations.





Insights Hub

Access custom dashboards and reports

Dedicated dashboard with data extracting capability



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Customer verbatim feedback

"I'm deaf and struggle on the phone also I have severe anxiety so phone conversations are hard so using **this service changed my life**." This helps because I am working during the day so not that easy to make a phone call.

"Logging a claim on line has been so easy, I was really anxious at how difficult it would be. It is so much easier than an automated system logging over the telephone."

References



End customer view (based on a true story)



Zurich UK view David Nichols, UK Chief Claims Officer



Team

Multinational experts in insurance, design, technology and security.



Alumni of leading accelerators



Accélérateur Allianz (1)



SPIXII automated insurance services **available for all European languages**, dialects and more.



Thank you



Start the conversation



/company/spixii @spixii_bot info@spixii.com

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