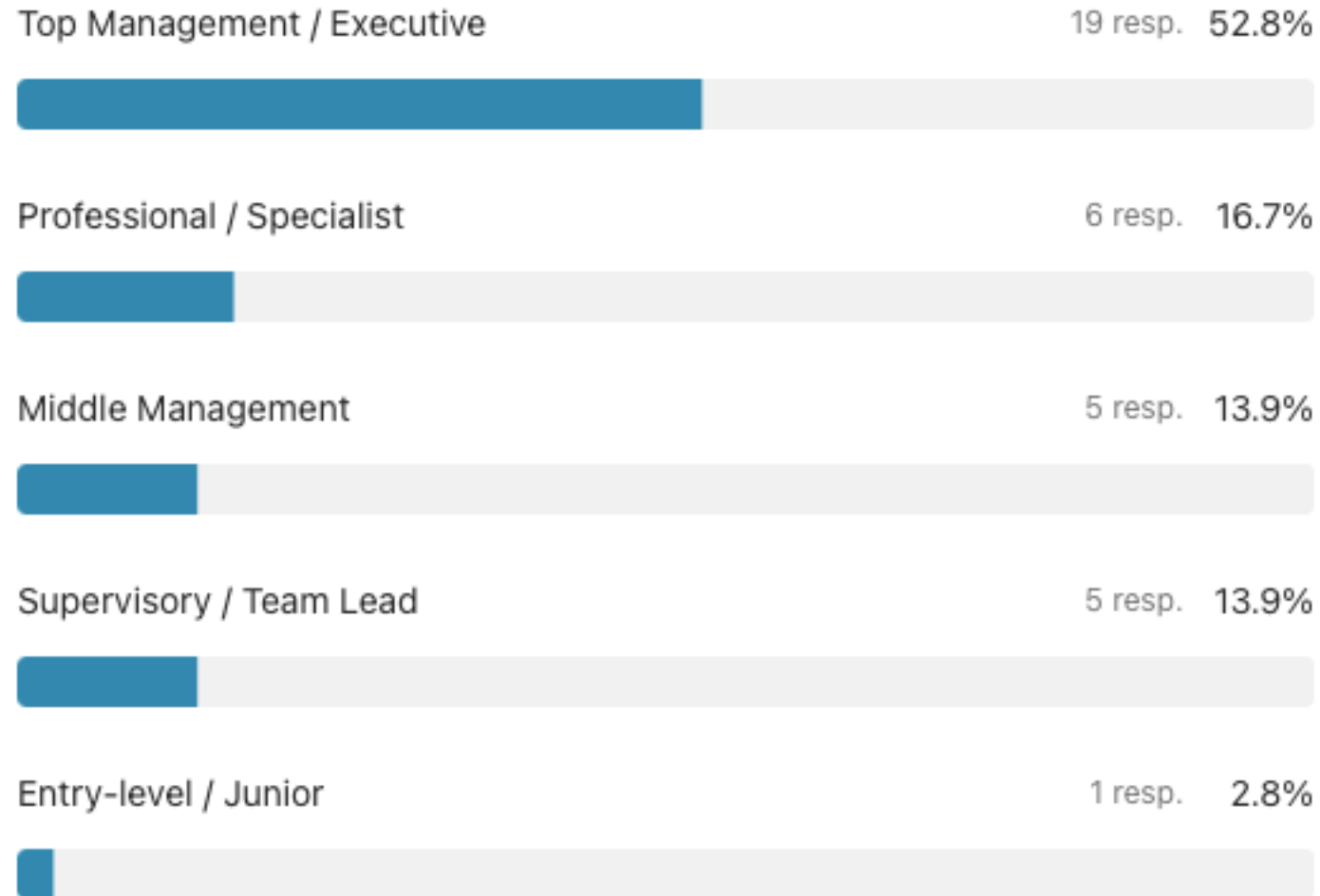


AI Adoption in Legal Protection Insurance Survey Results

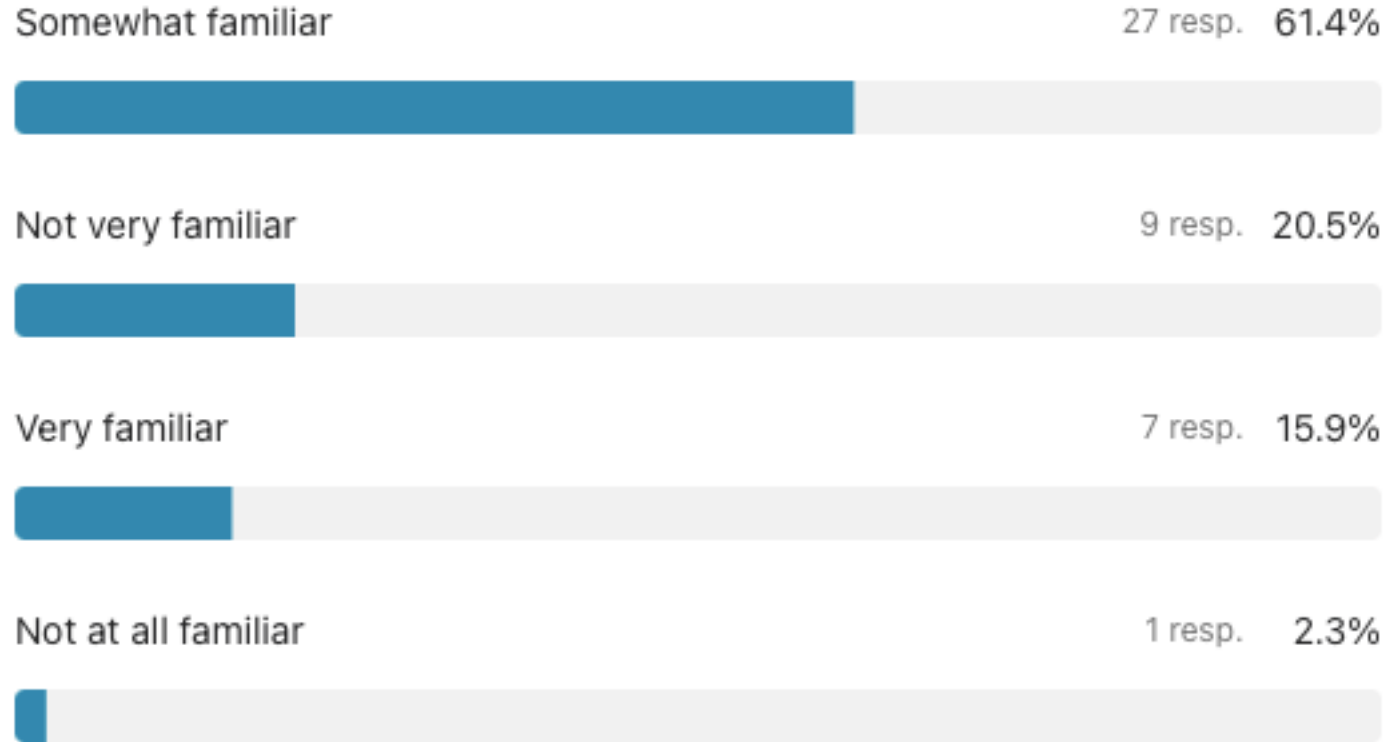
5 OCTOBER
2023

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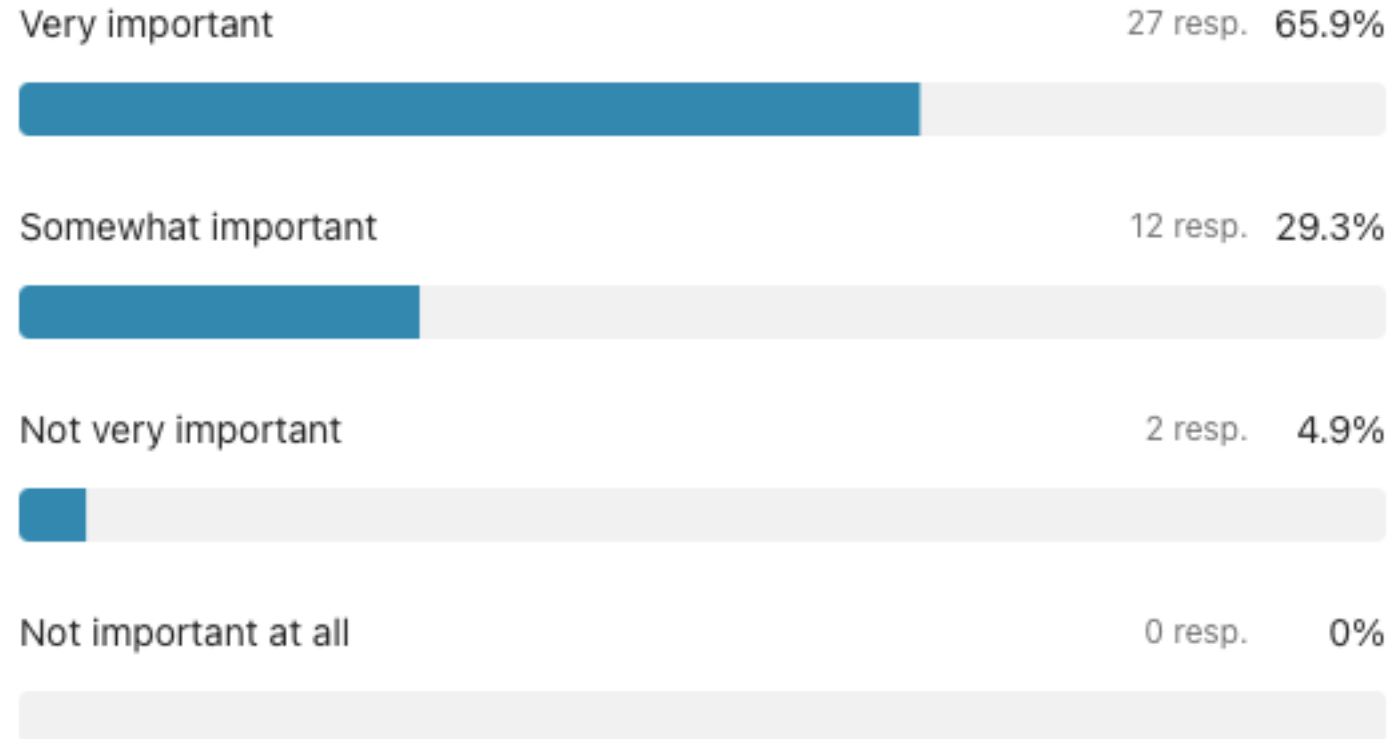
Result 1: Most survey participants work in **TOP & MIDDLE MANAGEMENT**



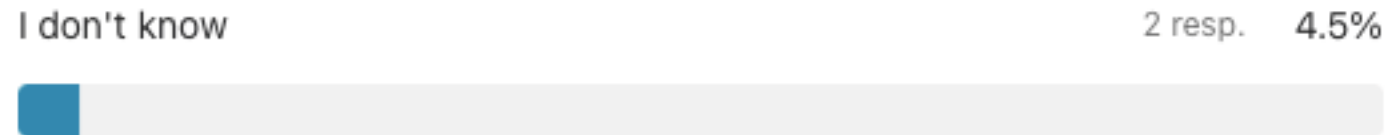
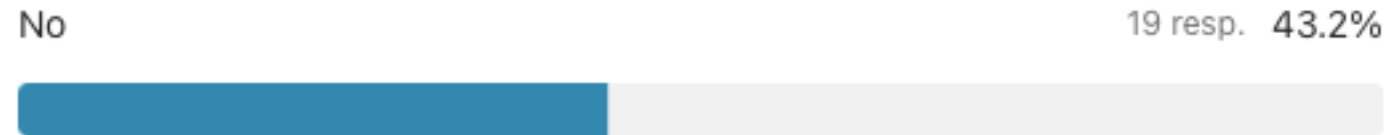
Result 2: Most respondents are only **SOMEWHAT FAMILIAR** with Artificial Intelligence (AI) developments



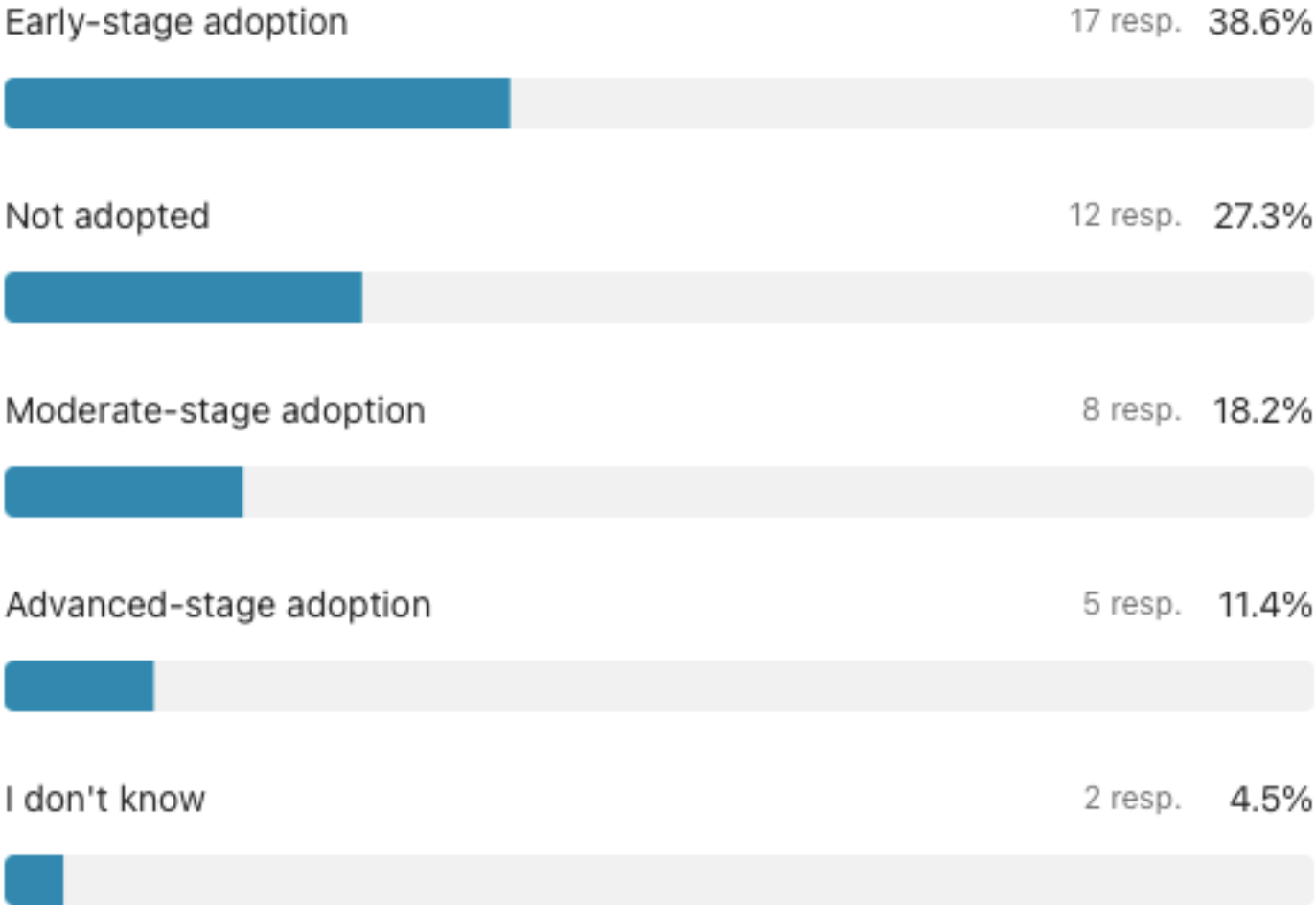
Result 3: Two thirds of LPs believe that incorporating AI into their business strategy is **VERY IMPORTANT**



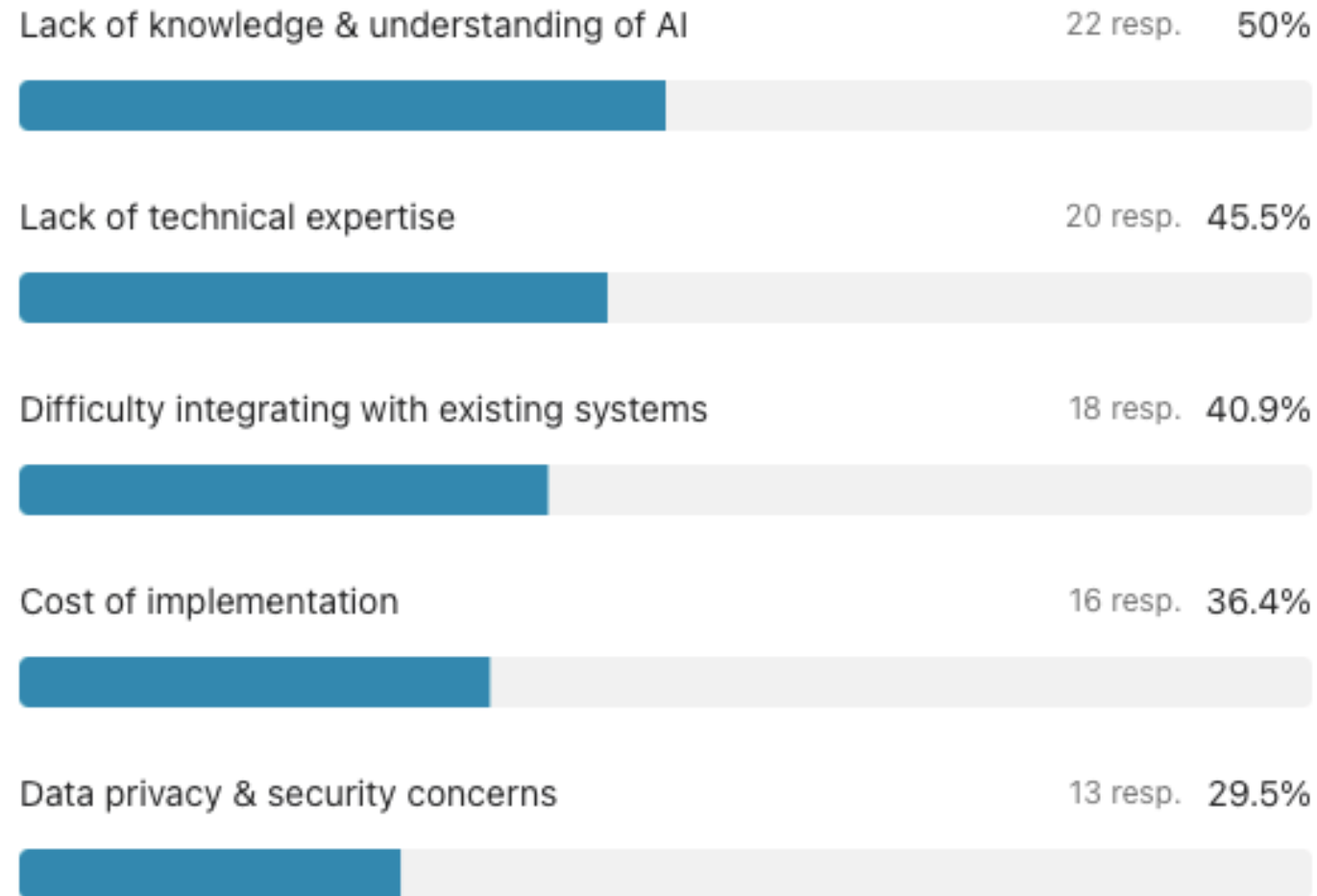
Result 4: Half of LPs have **ALREADY IMPLEMENTED AI** within their organizations



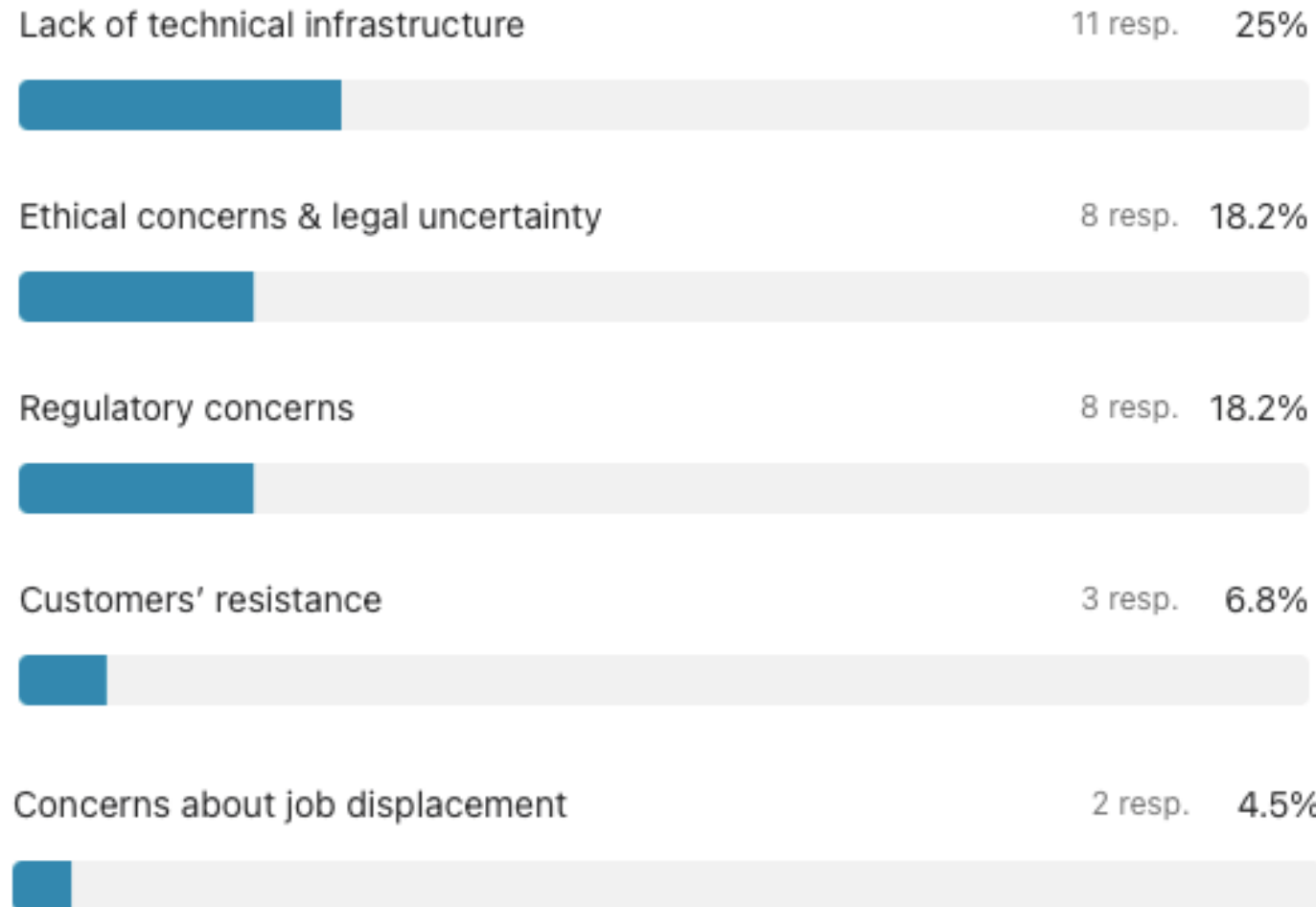
Result 5: Most LPIs are in an **EARLY STAGE** of adopting AI within their organizations, yet almost 30% have **NOT YET ADOPTED AI**



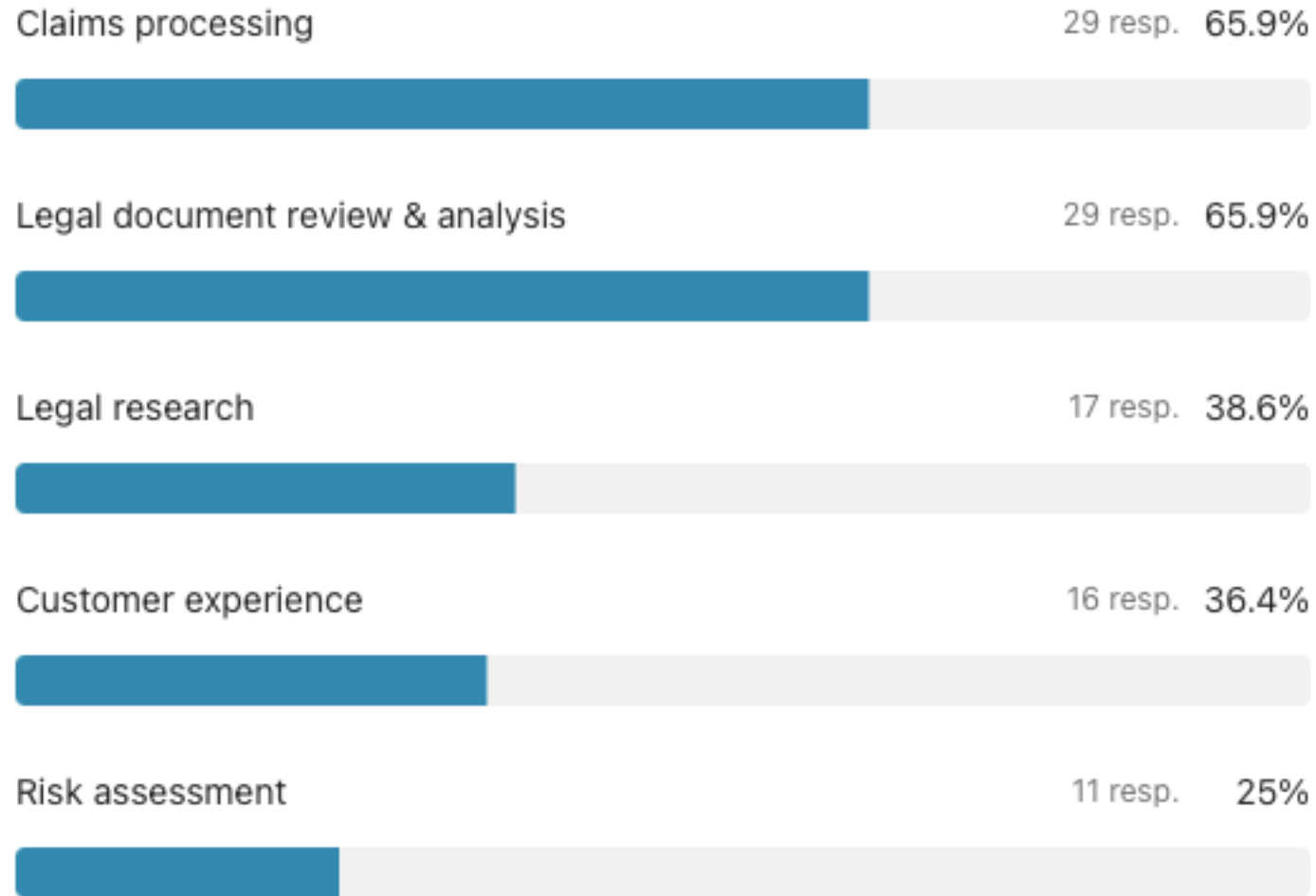
Result 6 (1): The biggest barrier to implementation is **LACK OF KNOWLEDGE and UNDERSTANDING OF AI**



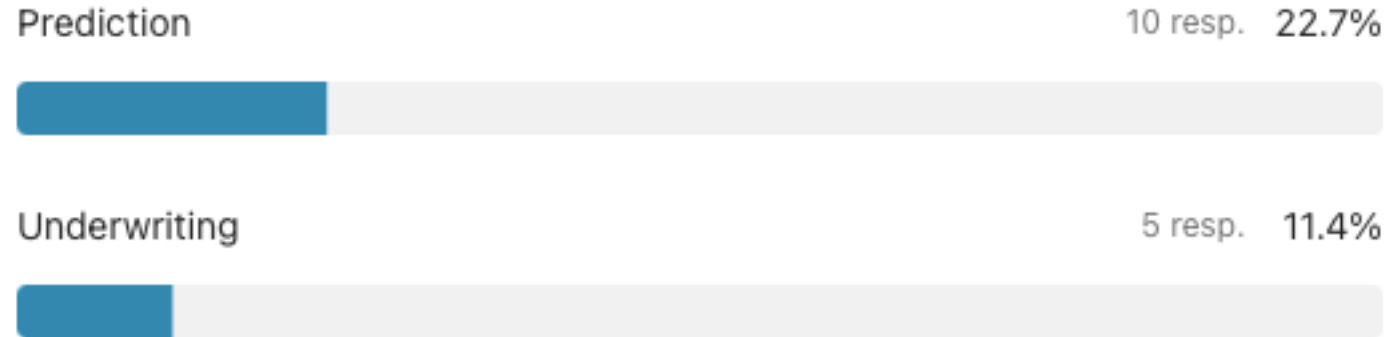
Result 6 (2): The biggest barrier to implementation is **LACK OF KNOWLEDGE and UNDERSTANDING OF AI**



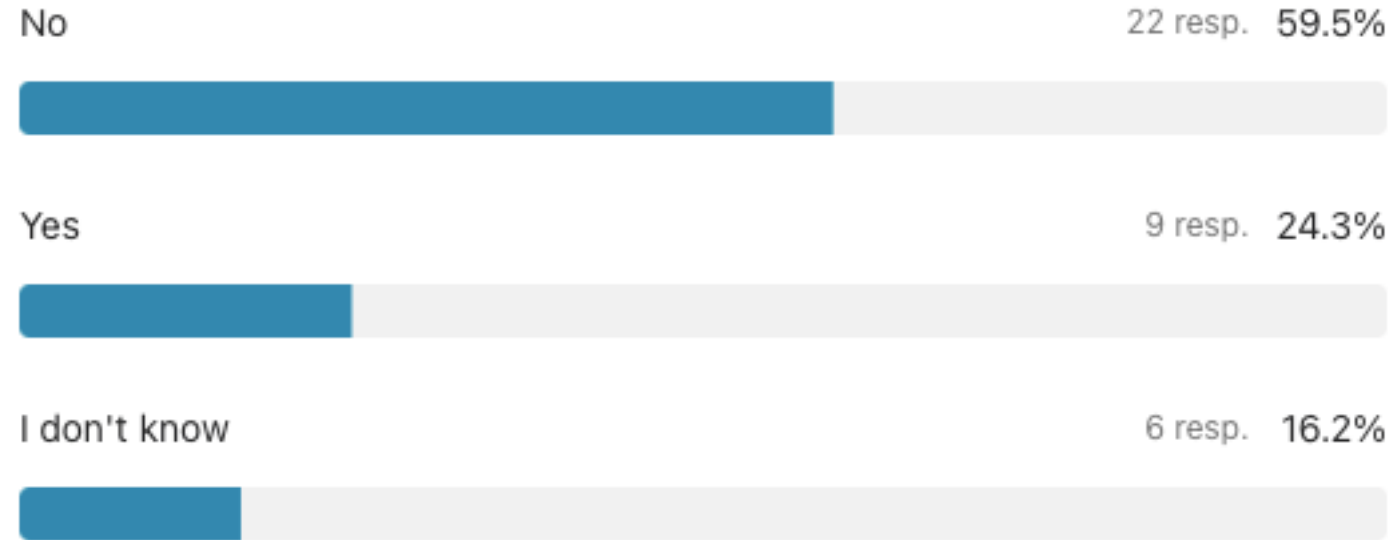
Result 7 (1): A majority of LPIs agree that AI holds most promise for **CLAIMS PROCESSING & LEGAL DOCUMENT REVIEW**



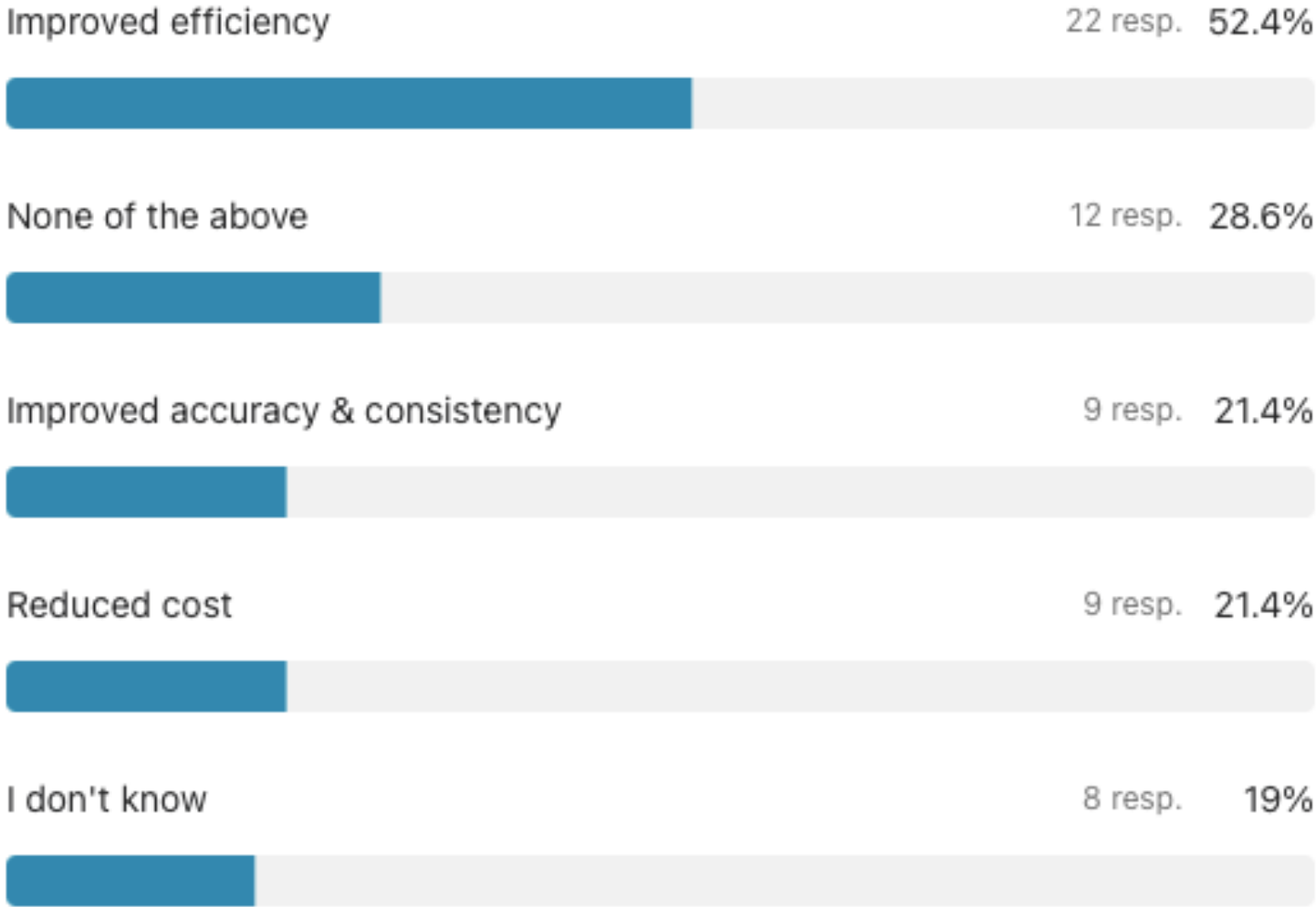
Result 7 (2): A majority of LPs agree that AI holds most promise for **CLAIMS PROCESSING & LEGAL DOCUMENT REVIEW**



Result 8: Most LPIs do **NOT** use AI-powered **LEGAL CASE MANAGEMENT SOFTWARE**



Result 9 (1): Half of LPs that have adopted AI have seen **IMPROVED EFFICIENCY**

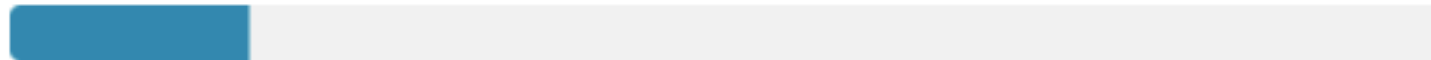


Result 9 (2): Half of LPIs that have adopted AI have seen **IMPROVED EFFICIENCY**

Improved customer satisfaction 7 resp. 16.7%



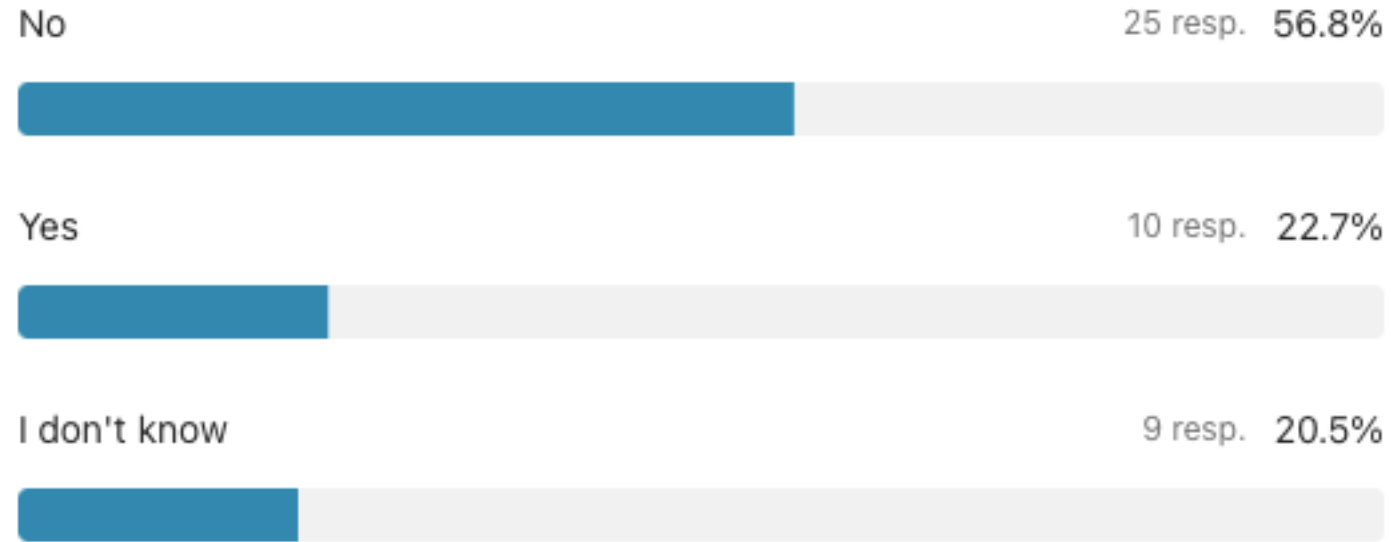
Increased employee satisfaction 7 resp. 16.7%



Creating new products & services 2 resp. 4.8%



Result 10: Most LPIs have **NOT** encountered any **NEGATIVE EFFECTS** from adopting AI



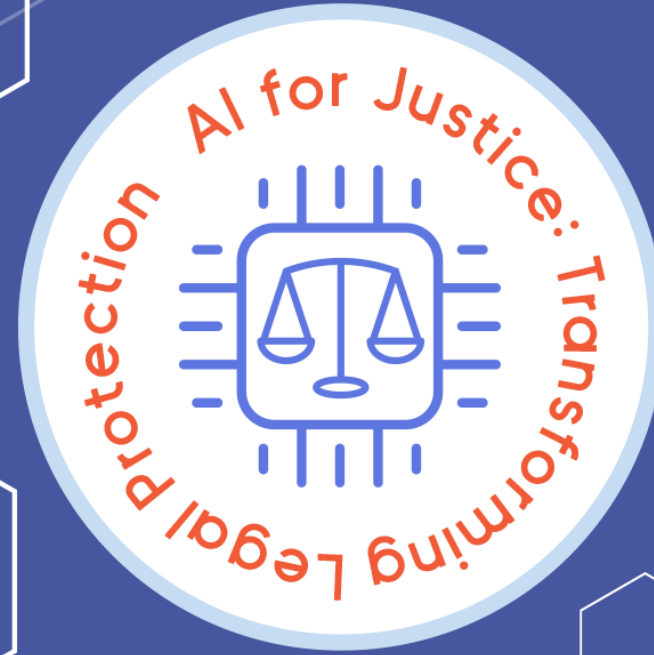
Result 11: 50% of LPs consult with legal & regulatory experts and 40% monitor AI in their business closely to **ENSURE ETHICAL USE**





Legal
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Thank You!



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