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The mutual structure

- There is no consistent definition of a mutual insurer in Europe
- Different Member States recognise different legal forms under the banner of “mutual”
- Mutuals are not recognised in the legal form in every Member State

MUTUAL CHARACTERISTICS

- Mutuals are private legal entities governed by private law
- Mutuals are not-for-profit groupings of people and are financially sustainable in the interests of their members
- Mutuals are democratically governed, typically in a one member-one vote structure
- Mutuals are solidarity-based
- Profits are dedicated to the benefit of mutual members, in a variety of ways such as discounts, rebates and increasing own funds
The mutual structure

- All surplus is exclusively used for the benefit of the members
- No dividend is paid to external shareholders
- Members are included and participate in democratic governance

The mutual business model competes with the shareholder-oriented model
Mutual insurers are innovative; they listen and respond to the needs of their members
Long-term business orientation and investment behaviour

Members

- Mutual insurers act in a socially responsible way
- Mutual insurers engage in societal activities
- Mutual insurers are long-term employers

Members / policyholders

Markets

Economy

Mutual insurers act in a socially responsible way
Mutual insurers engage in society-focussed activities
Mutual insurers are committed to long-term employment
Mutual/cooperative insurance in Europe
landscape

• European market share
  • Life: 25,4%
  • Non-life: 42,1%
  • Total: 32,7%

• Key statistics:
  • Assets under management: $3,558bn
  • Number of policyholders: 434,7m
  • Number of employees: 463,535

Source: ICMIF Mutual Market Share Report
Social economy: shared values and features

Mutuals
- Primacy of the individual and the social objective over capital
- Voluntary and open membership
- Democratic governance
- Interests of members combined with general interest
- Autonomous management and independence from public authorities
- Reinvestment of benefits/surpluses for members' interests, general interest of sustainable development objectives

Social enterprises

Cooperatives

Paritarian institutions

Associations

Foundations

VALUES
- Democracy
- Solidarity
- Equality
- Innovation
- Sustainability
What have mutual and cooperative insurers been doing well?

- set up a hardship fund to support members and their families who were struggling as a result of the pandemic. 
  OneFamily

- extended our mental health support benefit to advisors and staff for free, as well as to our Members. 
  Cirencester Friendly

- fully purchased an adapted push bike for a young member with cerebral palsy so she could go out biking with her twin brother and friends, rather than having to just watch. 
  Foresters Friendly

- worked with providers to assist with offering treatment, at no cost to the member. Specifically, in mental health and physiotherapy. 
  Shepherds Friendly

- developed & delivered 100+ hours of free online training to help members support their clients, lead their teams and think about their wellbeing, as well as adapting our terms to enable increased flexibility of cover for members who were working less or even on furlough to ensure continued service and support. 
  VDS Insurance

- empowered colleagues to offer a “Mutual Moment”, an initiative to take a normal member experience and make it exceptional, from flowers and chocolates through to gift vouchers and anniversary cards. 
  Shepherds Friendly

- paid out over £1.6million to our members in discretionary grants and charitable donations in 2019, in addition to the bonuses paid on our savings plans. 
  Foresters Friendly

- continued to put members first and supported 99.9% of all Covid-19 related sickness claims to provide financial support and relieve their anxiety. 
  Transport Friendly

- made regular food donations to our local homeless shelter. 
  Paycare

- turned our annual calendar from a giveaway to a money maker for a charity that supports retired Police dogs - £8k and counting; supported a Police Officer who was injured in a machete attack by providing an iPad to help his recovery, and linked our AGM votes to a donation to the National Police Memorial Day charity - remembering fallen officers and their families - back to our roots. 
  MetFriendly

- guaranteed our people their basic salary up to Dec 2020 prior to furlough being announced, never furloughed anyone and despite the uncertainty continued to donate between 5-10% of our turnover to health and well being good causes including emergency Covid donations to local food banks. 
  Sovereign Health Care

- gave away 10,000 Thrive mental health app licences to key workers. 
  Health Shield

"During the pandemic, we demonstrate the ‘Mutual Difference’ when we..."
What have mutual and cooperative insurers been doing well?

Mutual Médica reinvierte 2.000.000 € en ayudas contra la crisis de la COVID-19
Hemos recibido más de 3.000 solicitudes de ayuda económica
Las tramitaciones de bajas laborales han aumentado un 180%
En lo que a la cobertura de bajas se refiere, desde el inicio de la pandemia se han realizado más de 3.600 bajas en un periodo de dos meses, de las cuales más de 50% son por causas relacionadas con la COVID-19

60% prestaciones COVID-19 por incapacidad laboral
1 de cada 10 médicos han dicho el recibo de su Seguro MEL

Hemos atendido más de 7.000 gestiones online a causa de la COVID-19
A nivel asistencial hemos atendido más de 7.000 gestiones online. Además de los canales digitales habituales, hemos habilitado un correo electrónico para esta crisis: ayuda@amicemel.com

Hemos atendido un 90% más de llamadas a causa de la COVID-19
En cuanto a asistencia telefónica se refiere, nuestro servicio de atención al cliente telefónico ha atendido un 90% más de llamadas, lo que supone un aumento del 50%.

LocalTapiola’s actions during the COVID-19 crisis
- Corporate customers can apply for additional payment time of premiums granted on a case-by-case basis. In addition, customers with loans can apply for flexible payments. In order to make it easier for SMEs to get financing, LocalTapiola has increased the investments in corporate loans offered by Fundu (a Finnish corporate loan company).
- LocalTapiola Group is a major real estate investor, and has supported the tenants. For example, restaurants and cafés that are tenants in buildings owned by LocalTapiola are free from rent until the end of May, and tenants of other premises can be granted additional payment time or reduction in rent case-by-case.
- LocalTapiola has provided €1,000,000 in coronavirus-related aid in Finland. Most of the donations have been made to support the Finnish Red Cross. The support of LocalTapiola has e.g. been used to start up a coronavirus helpline.
- The exceptional situation in the society has caused a lot of insecurity, and we have tried to help our customers by organizing topical webinars relating to the coronavirus. We have e.g. organized webinars discussing the effects on the economy and investment market, methods that companies can use to get through the crisis and how the coronavirus crisis affects the everyday life of farmers.
- The LocalTapiola regional companies throughout Finland have taken action locally in order to fight the coronavirus and develop the local vitality and well-being:
  - Promoting testing and sampling of the coronavirus – €200,000 donated to the University of Jyväskylä to help the university analyse coronavirus samples
  - Supporting the health care – donations to local hospitals to help them fight the coronavirus
  - Supporting local companies – supporting small firms by purchasing services and gift vouchers
  - Supporting food assistance organizations
  - Supporting pupils’ distance learning – donating tablet computers in order to promote distance learning
  - Supporting the appointment chat for youth, a chat that makes it possible for young persons to discuss privately and safely with a specialized adult
  - Donations to and recognitions of health care staff/nursing homes/residential care homes/families
  - Tablet computers to residents of residential care homes in order to have them to video calls with their families
  - Flower deliveries to cheer up residents in nursing homes and residential care homes as well as flower gift vouchers to health care staff
  - Streamed family concert online

www.amice-eu.org
What have mutual and cooperative insurers been doing well?

We are committed to combating Covid-19 together

Covid-19 has a major impact on society, our customers and all people in the Netherlands

- We want to make a difference for our customers and society, even in these times
- Our cooperative identity continues to guide us
- Together, we are working to create a healthy, safe and future-proof society

In spite of challenging circumstances, we continue to serve our customers well

- Top priority: continuity of customer service and good availability – in spite of large-scale working from home
- We have helped lots of customers by answering questions about health, travel, cancellation and events insurance
- Focus on our customers’ interests in case of financial problems with payment schemes for mortgages, premiums and rents

All 14,000 employees have been working from home since the start of the health crisis

- Good IT infrastructure and culture of trust facilitated by HR are crucial
- Much appreciation for CLA agreement based on 34-hour standard working week which is to take effect next year

Important role for health insurers Zilveren Kruis and Eurocross

- Zilveren Kruis contributes to continuity of care with continuity contribution for care providers
- Covid-19 has not caused financial problems for hospitals
- The chosen solution does justice to the efforts of the health care sector and the responsibility that comes with the spending of customers’ premium payments
- With Eurocross and as travel insurer we were actively involved in the repatriation of Dutch citizens stranded in Europe and worldwide
What have mutual and cooperative insurers been doing well?

• Support to policyholders
  • Premium rebates or holidays where risks have changed due to governmental decisions
  • Extending insurance cover gratis for volunteers
  • Enhancing claims filings
  • Providing online medical advice services for members
  • Release surpluses to ease financial pressures on policyholders and healthcare providers
  • Waiving premiums for liability insurance for developers and buildings
  • Flexible payments for SMEs and self-employed

• Support wider society
  • Supporting healthcare systems, medical facilities and nursing homes with equipment and funding return-to-work for medical experts
  • Providing financial contributions to social projects and medical research
  • Investing in social bonds for the provision of health insurance and healthcare in Europe
  • Providing financial aid for national solidarity funds and frontline actors
  • Providing support for high “at risk” groups
  • Providing platforms to connect citizens for mutual aid
  • Providing technology to various groups

• Support for employees
  • Swift adoption of work from home policies
  • Enhanced staff support services
  • “No furlough” policies
  • Enhanced employee retention schemes
  • Enabling employees to volunteer on short-term missions
  • Support for medically qualified staff
  • Apprentice schemes providing employment opportunities for young people
Longer term

- Mutual insurers are key stakeholders, including as social economy players, in the revival of the European economy post-COVID-19
- Sustainability and long-term horizon for the future of Europe
- Shared resilience solutions; private-public partnership
- Responding to changing socio-economic needs
- Stakeholder capitalism
  - Klaus Schwab: “COVID-19 has shown that the companies which were committed to the stakeholder concept have performed much better because they have invested in the longer term vitality of the company”
- Convergence of business and civil society
Representing the European mutual and cooperative insurance sector with ONE voice

www.amice-eu.org