Questions to the audience
Session I
2. Overall, what are the real needs for consumers?

1) More, simple and standardised products. 16.4%

2) To receive less, and more comparable, information on the products. 29.1%

3) Be ensured that insurers avoid conflict of interest. 13.6%

4) All of the above. 40.9%
3. Insurers should put the customer at the heart of their business. What should be the first priority to follow this principle?

1) To focus on the needs of my clients when developing the new products. 28.9 %

2) To be fully transparent about the guarantees, costs and charges of my products. 17.5 %

3) To ensure that my staff working directly with clients are consumer-oriented. 7.9 %

4) I can’t choose; all three above statements are equally important. 45.6 %
4. The ESAs developed Key Information Documents (KIDs) for Packaged Retail Investment and Insurance-based Investment Products (PRIIPPs). How do you perceive this proposal?

1) It will help retail investors to make informed decisions by increasing their awareness about risks, performance and costs of financial products.
   - 17.9 %

2) It's a good idea, but its implementation will be very expensive and time consuming for industry.
   - 44.2 %

3) I don't think that this proposal delivers on its objectives.
   - 37.9 %
5. Privacy by design and Privacy by Default
By accepting the T&C's the customer agrees to data collection for statistical purposes. An opt-out is offered in the app. Is this a perfect example of privacy by design and default?

1. Yes 51.4%
2. No 48.6%
6. Chatting with your customer

Statement:
WhatsApp uses end-to-end encryption for every conversation since early 2016. To have a chat conversation with your customers is therefore compliant with European privacy regulation.

1) Yes
   - 25.8%

2) No
   - 61.8%

3) WhatsApp...WhatsThat?
   - 12.4%
Session II
9. Self-regulation by sharing platforms is more desirable than government regulation.

1) Yes - 42.2%
2) No - 49%
3) No opinion - 8.8%
10. In ten years time, most people will no longer own a car.

1) Yes 29%

2) No 38.3%

3) It will take longer 32.7%
11. Have you started or plan to start projects directly related to the sharing economy?

1) Yes 21.3%

2) No 60.7%

3) Not yet, but are considering it 18%
12. Do you think that the "rating system" used by the collaborative economy platforms could be used by insurers to assess risk?

1) Yes 59.8%
2) No 29.9%
3) Don't know 10.3%
13. Would you feel comfortable sharing your insurable risk on a mutual basis with the people in this room, subscribing to a maximum net contribution of 600 Euro per year?

1) Yes 48.4%

2) No 36.3%

3) Yes, but a lower amount 15.4%
Session III
14. Is your company prepared for the new digital scenarios expected over the next few years?

1) Yes 34.1%
2) No 15.9%
3) Not entirely, but thinking about them 50%
15. Do you still think your company is prepared for the new digital scenarios expected over the next few years?

1) Yes 13.4%

2) Not entirely, but thinking about them 40.2%

3) There are many we had not envisaged 22%

4) No, not all! 24.4%
16. What kind of person are you?

1) couch potato 13.4%

2) sports addict 25.6%

3) a sporty potato! 61%
17. The Smart Life product was launched one year ago: how many Smart Life customers does LocalTapiola now have?

1) 500  5%
2) 1000  15%
3) 6569  47.5%
4) 10000  32.5%
18. What percentage of Smart Life customers changed his/her lifestyle behaviour after buying Smart Life?

1) 40% - 22%
2) 60% - 31.7%
3) 80% - 40.2%
4) 100% - 6.1%
19. Do you have strategic plans in order to take advantage of being a member-owned organisation in communicating with Generation Y?

1) Yes 30.4%

2) We are considering it 43%

3) No 26.6%
Session IV
20. Which of the following risks is the highest on your agenda?

1) Regulatory risk - 42.3%

2) Lack of capital - 11.5%

3) Low interest rate environment - 46.2%
21. I am optimistic about the future of the mutual sector

1) I agree 85.2%
2) I disagree 4.9%
3) I don't know 9.9%
22. Which of the following institutions do you trust most?

1) My national supervisor 19.5%

2) EIOPA 2.6%

3) The European Commission 10.4%

4) None of the above 67.5%
23. As a mutual, what would be your favourite source of financing?

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt</td>
<td>13.7%</td>
</tr>
<tr>
<td>Members</td>
<td>57.5%</td>
</tr>
<tr>
<td>Reinsurance</td>
<td>20.5%</td>
</tr>
<tr>
<td>Financial markets</td>
<td>8.2%</td>
</tr>
</tbody>
</table>
24. Why would you buy reinsurance?

1) Tax reason: it is a good way to optimize the tax position
   0%

2) Financial reason: it is a good way to reduce the minimum solvency margin
   63.2%

3) Technical reason: it is a good way to benefit from third party expertise and technical support
   28.9%

4) Social reason: it is a good way to have free lunches
   7.9%
25. Do you think the idea of mutual deferred shares will be appealing to other European countries?

1) Yes: there is a real need for it  
   - 62.7%

2) No: there is no need for mutual shares  
   - 5.3%

3) No: there are better / easier ways to raise capital  
   - 6.7%

4) Don’t know  
   - 25.3%
26. What is the most likely reason for issuing mutual shares?

1) To develop new products  21.5%
2) To fund acquisitions  7.7%
3) To undertake investments within the company  16.9%
4) To establish new mutual groups  18.5%
5) To bolster the SCR under Solvency 2  35.4%