



P&C MODERNIZATION 2020

OBJECTIVES

27 ON TRACK

OF 32 ACTIVE 2020 OBJECTIVES



COST SAVINGS

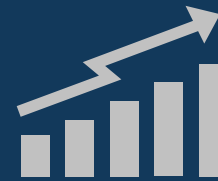
\$66M

CERTIFIED P&C BENEFITS FOR 2020-2023



1.7 MILLION

ACTIVE MEMBERS CONVERTED TO BASE
-4M MEMBERS TARGETED BY END OF YEAR



1,200+

PEOPLE DEDICATED TO P&C MODERNIZATION



CLAIMS

OUTBOUND EMAIL

7,000

RETURNED HOURS TO FRONTLINE EMPLOYEES



#FIRSTEVER MILESTONES



ROADSIDE RETROFIT TEAM CREATED THE FIRST DIGITAL ROADSIDE LOSS IN GUIDEWIRE

LAUNCHED FLASH ESTIMATE AND NONMEMBER SELF-SERVICE TO ENABLE TOUCHLESS CLAIMS FOR ANYONE



CORE AUTO AND COMMON COMPONENTS

ON TRACK TO DELIVER 60% BY END OF YEAR

DATA



SNOWFLAKE

ESTABLISHED FIRST P&C PRODUCTION DATA IN TARGET STATE CLOUD PLATFORM

AGENCY

VERUNA

NEW AGENCY MANAGEMENT SYSTEM



SMALL BUSINESS INSURANCE

PREPARING TO LAUNCH USAA'S FIRST NEW PRODUCT IN 30 YEARS

ESTABLISHED FUNCTIONALITY TO QUOTE AND SERVICE A POLICY AND ADJUST CLAIMS IN GUIDEWIRE

BEGINNING TO GATHER INSIGHT INTO MEMBER PRODUCT NEEDS IN THE COMMERCIAL INSURANCE SPACE



POLICY

FIRST TIME IN **40 YEARS** P&C INSURANCE COMMUNICATION SYSTEMS (PICS) LAUNCHED MODERNIZED AUTO POLICY DOCUMENT (ALABAMA)



13 VENDOR CONTRACTS SIGNED IN 2020

TECH

P&C ACCELERATED CHANGE ENGINE (PACE) REDUCED TIME TO DELIVERY

1.4 DAYS WITH 98% SUCCESS RATE FOR INTRA-WEEK RELEASES ON TALON



1,140 COURSES TAUGHT BY KUNG FU ON 8 DIFFERENT SKILLS