Will 'new' (online) distribution models grow the market?

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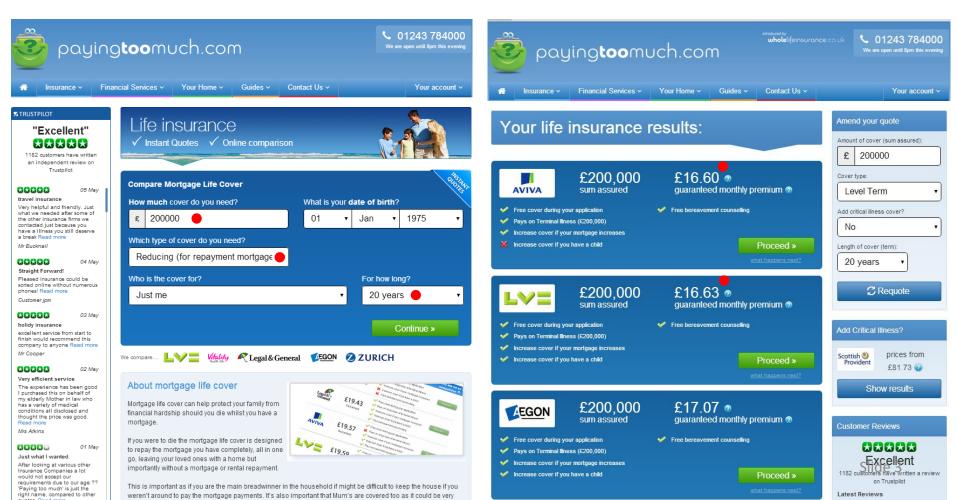


Can we improve the 'quick quote'?



Currently...

- 1. Customers don't know what cover costs and hence can't answer the questions:
 - How much?
 - How long?
 - What type?
- 2. Customers don't care that LV= is 3p more expensive than Aviva

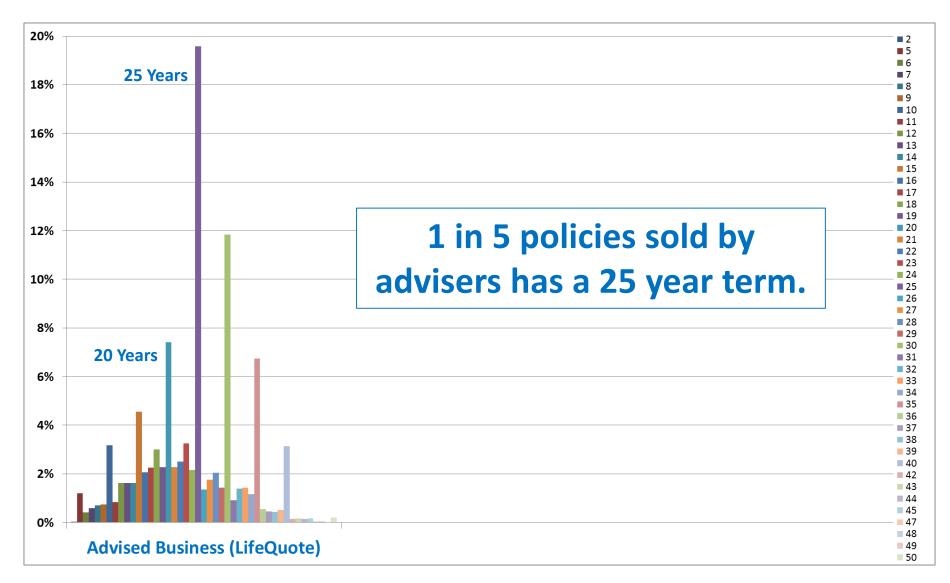


Solutions?

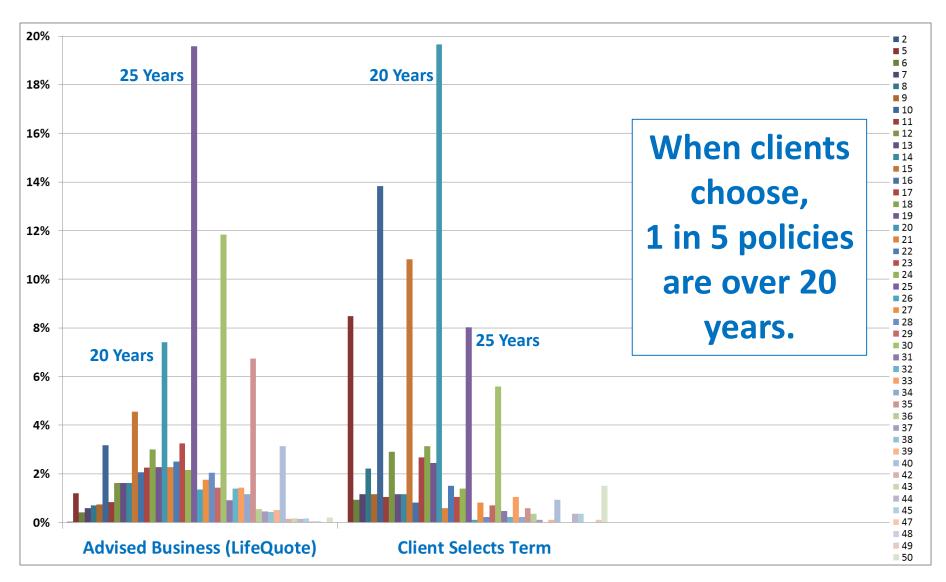
- 1. Ask 'What do you need the cover for?' (E.g. To provide cash to loved ones)
- Compare something that's personal and specific to that customer.
- Get the customer involved, make them feel unique.



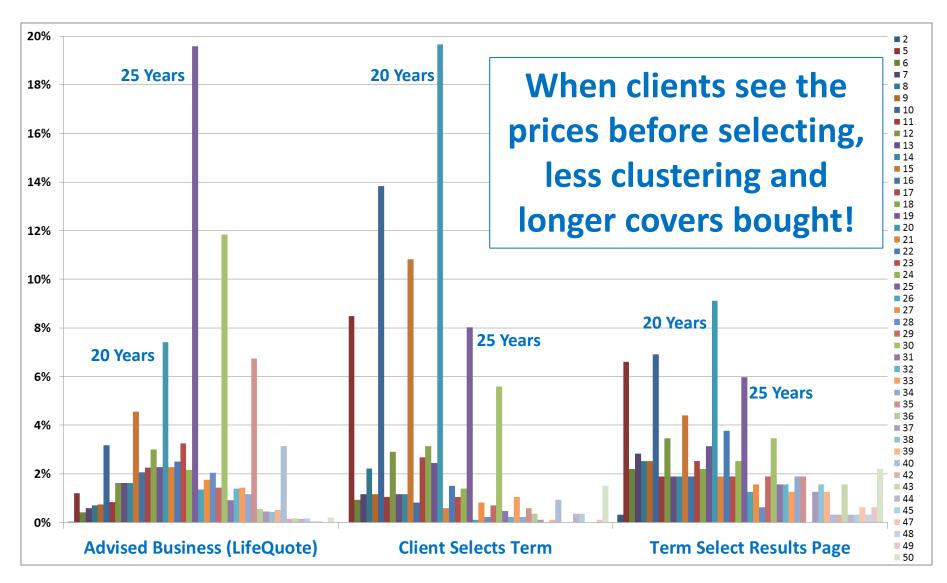
Does it change what customers buy?



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YES!

(Admittedly, we still haven't got all the answers, but we will.)

