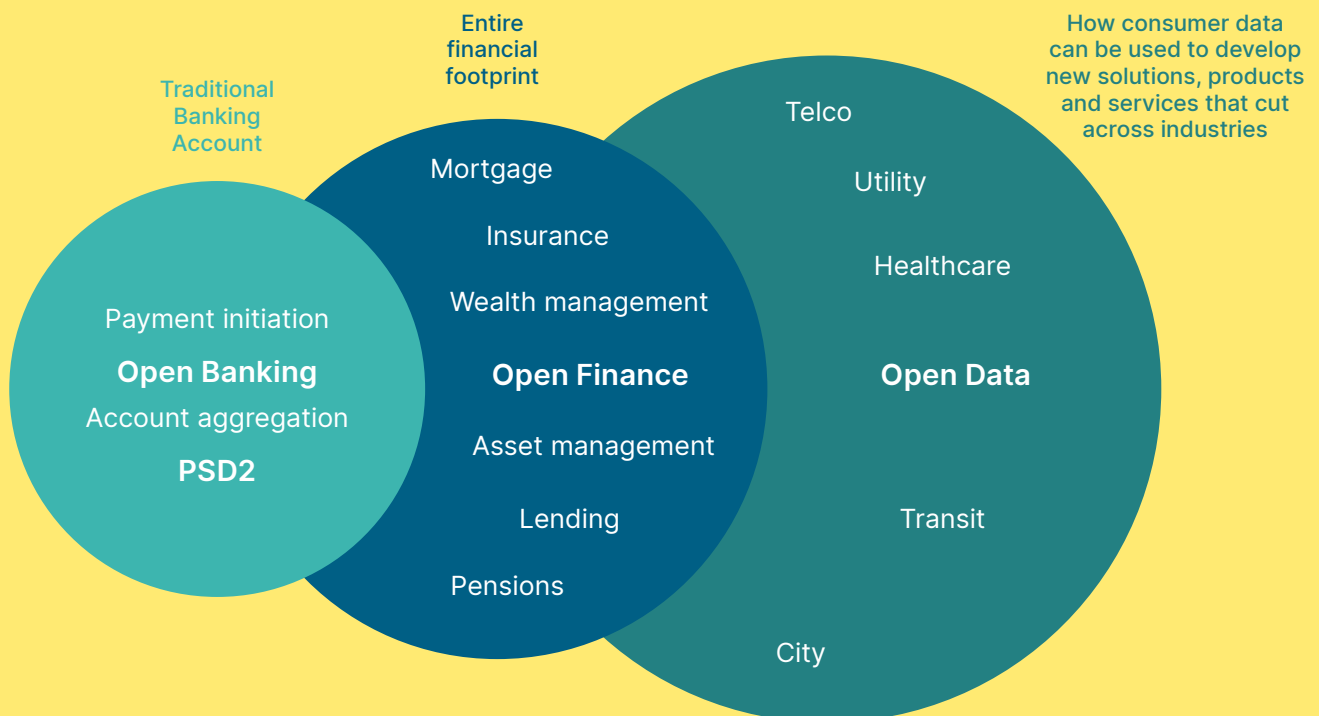


Open Banking Beyond Banking

The development of Open Banking in Europe and beyond has both accelerated and proven the trend that we are moving towards increasingly open access to all types of data. Consumers increasingly demand and expect that their data can be ported and accessed in flexible but secure ways across different service providers.

From Open Banking to Open Data The development has just started



Open Banking in Europe currently offers a mature set of interfaces available for all relevant third parties. That said, most of the traffic and transactions conducted through the Open Banking interfaces is currently done by established financial institutions, which have been quick to explore and embrace the opportunities. These interfaces also provide insurance companies with clear benefits across different use-cases.

Use-Cases for Insurers

Below, we have highlighted three examples where Open Banking can be explored for immediate benefits for insurers.



Improved Payment and Flows

While many insurance companies have access to attractively priced direct debit solutions for collecting the insurance premiums and additional costs from customers, consumer payments initiated via Open Banking interfaces can potentially provide optimisations in terms of costs and are hence worth exploring. At the same time, using Open Banking account-to-account based payments give access to real-time payments without the constraints that many direct debit solutions have. Finally, using Open Banking payments puts the insurer in control of the customer dialogue - see more on the customer dialogue benefits below.

Worldline can offer insurance companies, large corporates and other third parties access to the Open Banking interfaces across more than 3,000 banks without the need for the insurer to apply for the Open Banking licenses needed to utilise these interfaces. Worldline will operate as a licensed entity on the insurers' behalf.



Enhanced Data Access

Leveraging the Open Banking interfaces can also give access to new and valuable data sources for insurers. This data can be used for a number of things, from easier customer onboarding to providing more tailored insurance coverage, improved claim management and potentially also enhanced premium calculations.

Similar to the Payment Initiation licenses (PISP), Worldline also holds Account Information licences (AISP) that it can use on behalf of its clients, saving them from the need of applying for their own licenses. Operating own licences also come with significant ongoing compliance and reporting requirements, which are time-consuming processes with no immediate business benefits beyond remaining compliant.



More efficient customer dialogues

To mitigate the risk of disintermediation and increase the perceived relevance of their services, Insurers should look to expand their service offering to support more frequent and meaningful customer interactions. This could be done efficiently through improved apps or other digital channels. The improvement of these customer-facing channels could come through the implementation of chatbots or more sophisticated conversational AI solutions automating customer dialogues beyond simple frequent questions. Open Banking data could become one of the key data sources for these services going forward as the quality of the AI solution rely fully on the data provided to them.

It is important to keep in mind that both payment initiation and account information are highly sensitive, and integration to services like these will require thorough security measures incorporated into the app.

Worldline offers its customers access to bank-grade app components that ensure secure and compliant management of data and payments. This also includes the management of consumer consent for accessing the Open Banking data and payments.

About Worldline

Worldline [Euronext: WLN] is a global leader in the payments industry and the technology partner of choice for merchants, banks and acquirers. Powered by 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and innovative solutions fostering their growth. Services offered by Worldline include instore and online commercial acquiring, highly secure payment transaction processing and numerous digital services. In 2021 Worldline generated a proforma revenue close to 4 billion euros.

Worldline's corporate purpose ("raison d'être") is to design and operate leading digital payment and transactional solutions that enable sustainable economic growth and reinforce trust and security in our societies. Worldline makes them environmentally friendly, widely accessible, and supports social transformation.

worldline.com



To learn more about the opportunities in Open Banking, contact sales-fs@worldline.com



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