

Discover the trends shaping the insurance industry



200 leader perspectives



Responses gathered from North America, the United Kingdom, Australia and New Zealand



Backed by Gallagher Bassett's extensive global claims database

Cost Strategies

Increased costs driven by social inflation, legacy claims and settlements

55% | **Premium Increases** 55% of North American carriers plan to increase premium rates to manage pricing and underwriting strategies.

76% | **Legacy Claims** Carriers identified legacy claims as a challenge to profitability and efficiency, a marked increase from **62% to 76%** globally.

↑ \$ | **Litigation Costs** While the percentage of litigated claims being resolved has remained relatively consistent over the last decade, the average settlement amount per claim has risen significantly.

Workforce

Labor shortages prompt the adoption of new growth and retention strategies



Talent Deficit

72% of global carriers report labor shortages have had a moderate to significant impact on their ability to manage claims efficiently. **66%** of North American carriers report the same.



Flexibility at the Forefront

The most reported measure for attracting and retaining talent among North American carriers was offering flexible work arrangements (**61%**).

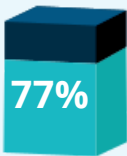


Investment in People Down

As strategies for retention in North America shifted towards work-life balance and away from monetary benefits, self-reported investment in training and development decreased by **23 percentage points** from 2024.

AI Integration

Adoption of generative AI transforming insurance operations



77% of North American carriers already leveraging these tools to automate routine tasks.

Fraud Detection



Over half of global and North American carriers leverage generative AI for fraud detection.

Claims Efficiency



63% of North American carriers now use generative AI as part of claims resolution, a **24 percentage point** increase from 2024.

Automation Impact



76% of North American carriers forecast reduced operational costs because of generative AI adoption.

Customer Satisfaction

Investment in people and technology key drivers of success

Accuracy Above All Else



77% of global and North American carriers prioritize claim processing accuracy as the top quality metric of claim management performance.

Investment in Technology



65% of carriers both globally and in North America are investing in technology to streamline processes and enhance service delivery.

Key Metrics



Speed of service (73%) and **consistency and reliability (66%)** are the leading factors for achieving high customer satisfaction for North American carriers.

Access the full report



Ready to learn more?

Gallagher Bassett's annual Carrier Perspective shares unique insights and expert commentary from leaders in the industry. Learn how carriers are adapting to challenges such as cost inflation, talent shortages, and evolving customer expectations while leveraging technology to drive innovation and resilience.