

Michael Naylor

Insurance Transformed

Technological Disruption

palgrave
macmillan

Contents

1	Exponential Change	1
2	Key Technological Disruptors	15
3	Types of Insurance	41
4	The Impact of Disruptive Technology	47
5	What Insurance Companies Need to Do	93
6	Impact by Type of Insurance	175
7	The Dynamics of Decline	209
8	The Response of Incumbents	221
9	Regulatory and Legal Issues	263
10	Consequences for Insurance Workers	281

11 Impacted Occupations	297
12 Conclusion	321
Useful Sources	325
Index	335