NICKY VERD®

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Technology Without Humanity is Incomplete!

AI
Digital Trust, Risk And The Future of Insurance

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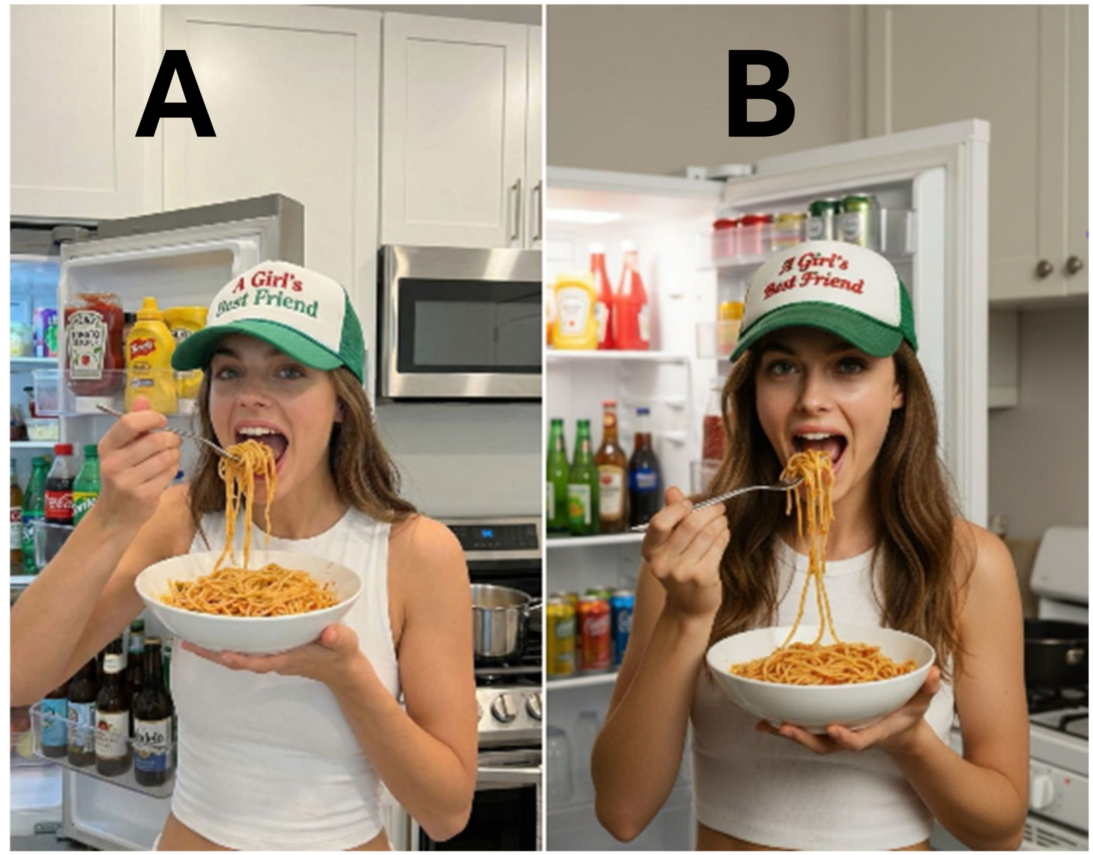
Can You Spot the AI Picture?



- AI is blurring lines between real and fake.
- We are entering a world where evidence itself is becoming negotiable.
- If we can no longer confidently trust what we see... what happens to industries built on verification, evidence and risk

Global Disruption…

- Disruption is no longer something that happens *somewhere else…* to *someone else*. It's happening *everywhere*, to *everyone*, all at once.
- What used to take decades to disrupt an industry now takes a few lines of code, a viral app or a shift in customer expectations.
- Whether you're in finance, healthcare, manufacturing, education or government, disruption is here and now!

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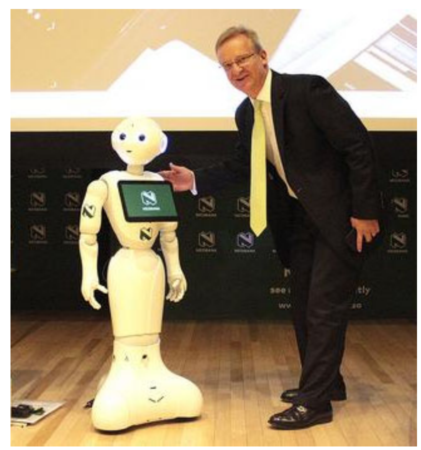
Global Industry Trends:

- Every CEO is now a tech CEO…
- Everybody is now a tech person…
- Every company is now a tech company…
- Every Industry is now being Infiltrated by technology…



Why This Conversation Matters Now

The **insurance industry** is entering one of the biggest transformations in its history.

AI is changing how **risk** is **understood**, **priced** and **predicted**.

It is reshaping **customer expectations, workforce structures** and even the **role humans** will play inside insurance organisations.

This is not just an industry shift.
It's a defining moment for the future of insurance.

The Real Disruption Is Cultural, Not Technical

The disruption is not only technological. It is psychological, operational, ethical and deeply human.

The real challenge is:

❑Leadership readiness

❑AI literacy

❑Employee trust

❑Ethical governance

❑Cultural adaptability

How AI Is Reshaping Every Layer of Insurance

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- AI is transforming insurance from a **reactive** industry into a **predictive** industry.
- Traditionally, insurance responded to events **after** they happened.

❑ A car accident happens.
❑ A claim is filed.
❑ An assessor investigates.
❑ A payout is processed.

Today, insurers are increasingly using AI to ***predict risk before*** events even occur.

❑ Driving behavior
❑ Spending habits
❑ Geolocation
❑ Health patterns
❑ Online activity
❑ Lifestyle indicators
❑ Weather data
❑ Behavioral trends

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From 'Repairing Damage' to 'Preventing Damage'

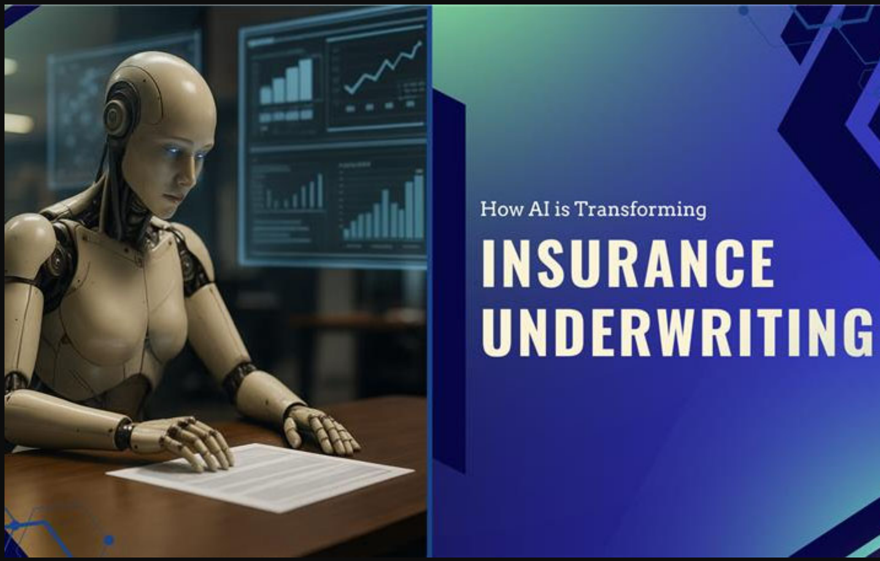
Insurance companies are slowly transforming into **managers of human behavior** as AI allows them to predict risks **before** they happen...

- Wearables predicting **health issues**
- Telematics predicting **driving risk**
- Smart homes detecting **leaks or fires**
- Climate models predicting **catastrophe exposure**

The future of insurance isn't just about paying claims faster.
It's about preventing them altogether.

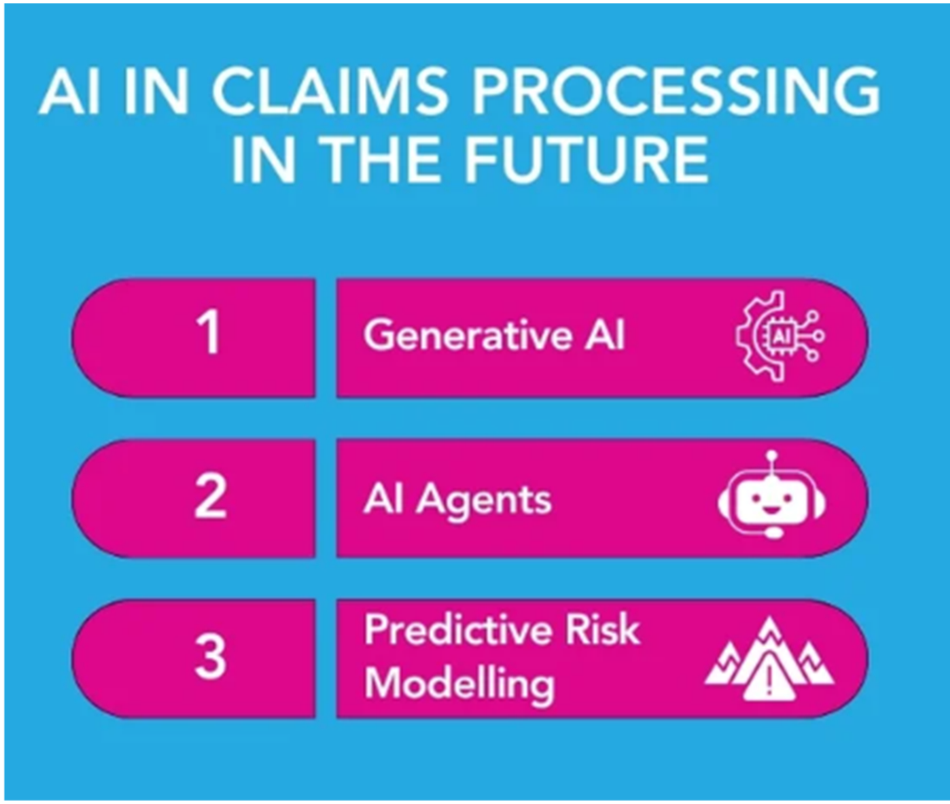
AI Underwriting

- AI can now assess applications in seconds instead of days.
- Instead of relying only on traditional historical data, AI can identify hidden patterns and risk indicators humans may miss.
- This improves speed and efficiency but it also raises a difficult question…
- ***If an AI system declines someone's coverage, can a human fully explain WHY?***



AI Claims Processing

- Claims that once took weeks can now be processed in minutes using AI-powered automation and computer vision.
- Customers can upload accident photos and AI systems can estimate damage almost instantly.
- This improves customer experience dramatically but it also introduces a new problem...
- ***What happens when fake images, synthetic evidence and deepfakes enter the system?***



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AI Fraud Detection in Insurance

- AI can detect unusual behavioral patterns, identify suspicious claims and uncover hidden fraud networks faster than human investigators ever could.

- ***But fraud itself is evolving too... and AI is now helping criminals generate fake voices, fake documents, fake identities and highly convincing scams.***

Fake Claims

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Where deepfakes are hitting hardest

- **FinTech:** Identity fraud, forged verification docs
- **Banking:** APP fraud, synthetic accounts
- **Insurance:** Altered claim videos, fake medical records
- **Retail:** Fake seller store fronts and scam fulfilment
- **Media/Government:** Voice impersonation, political disinformation

These sector-level risks are no longer isolated events; they're becoming frequent, complex and increasingly difficult to detect — raising operational and reputational stakes.

60%

Banking app fraud now accounts for 60% of South Africa's digital banking crimes, up 89% YoY, driven in part by AI-enabled deception.[8]

limited enforcement capacity leave major gaps.

AI Introduces New Categories of Risk

AI is changing the meaning of risk itself. It's creating entirely new types of risk and liabilities:

- ***Autonomous vehicles shift liability from driver to software***
- ***AI medical systems change malpractice accountability***
- ***AI cyberattacks create new categories of damage***
- ***AI-generated misinformation creates reputational risk***
- ***AI agents making decisions on behalf of humans***

Digital Money Heist

A finance professional at a multinational firm in Singapore was tricked into paying out $25 million to fraudsters using deepfake technology to pose as the company's CEO.

Global Cybercrime

- According to Cybersecurity Ventures…
- If cybercrime were a country, it'd be considered the ***3rd largest economy in the world***, coming in only behind the United States and China. Projected at $10.5 trillion.
- On one side, AI **powers cyberattacks**. On the other side, it ***prevents cyberattacks***. AI is both the ***attacker*** and the ***defender***.
- Build a shared database of repeat offenders.
- ***Cybersecurity is no longer just an IT function.***

Digital Trust in Insurance

- Long before apps, algorithms and AI systems existed, the insurance industry was built on a simple human promise… ***"When something goes wrong, we will be there"***
- That promise matters because insurance operates in moments of vulnerability: ***accidents, illness, uncertainty, financial loss, fear, disaster***, etc

❑ People don't buy policies.

❑ They buy certainty.

❑ They buy peace of mind

❑ They buy reassurance.

❑ They buy trust.

Trust is the Foundation of Insurance.

The Future of Professionals in Insurance

In a world of automated systems, ***human reassurance*** becomes a ***premium skill***.

The future insurance professional will:

❑interpret complexity
❑explain AI decisions
❑build customer confidence
❑exercise ethical judgment
❑navigate uncertainty
❑lead with empathy
❑ask better questions
❑challenge flawed outputs

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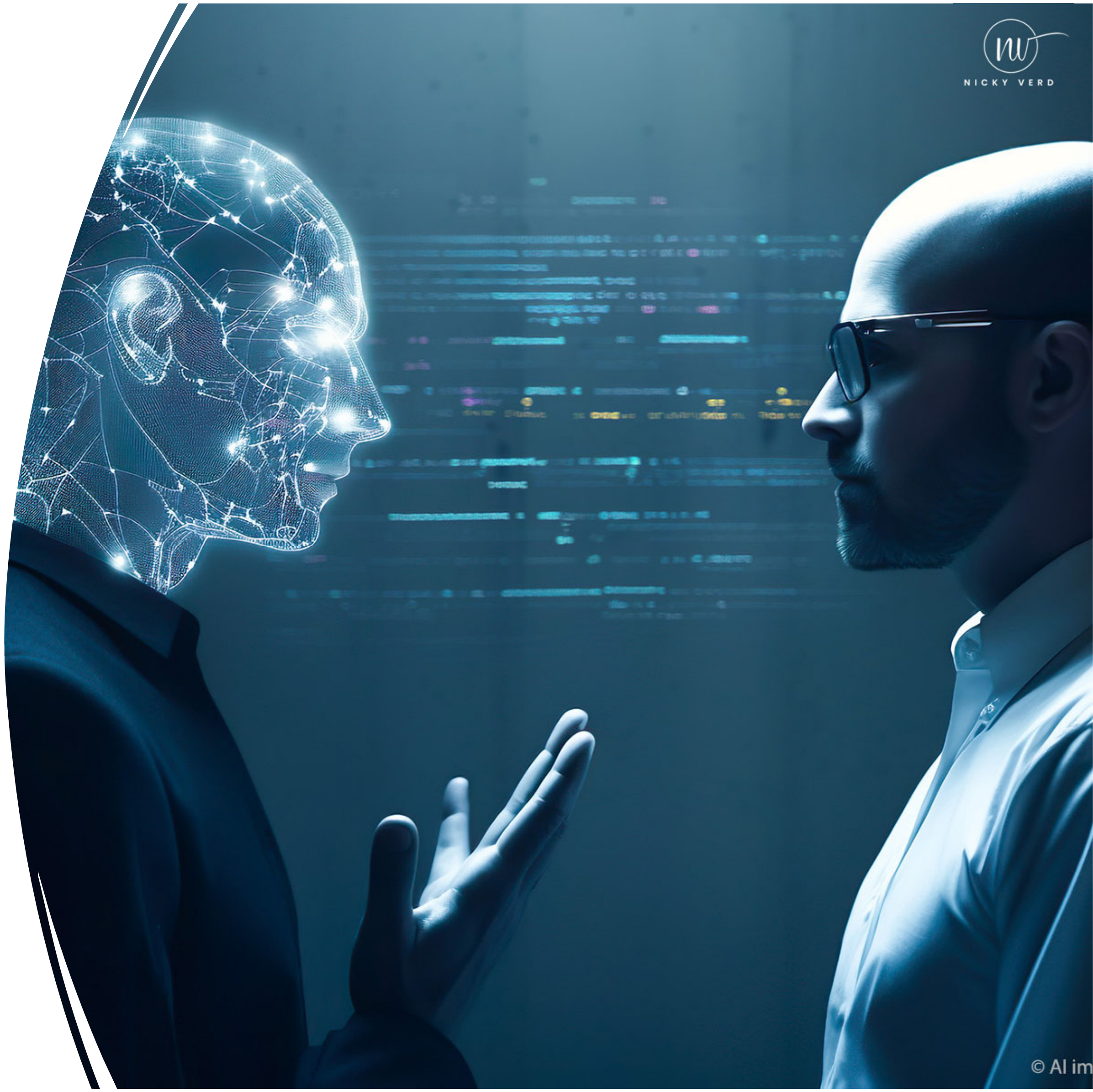
The New Reality Check

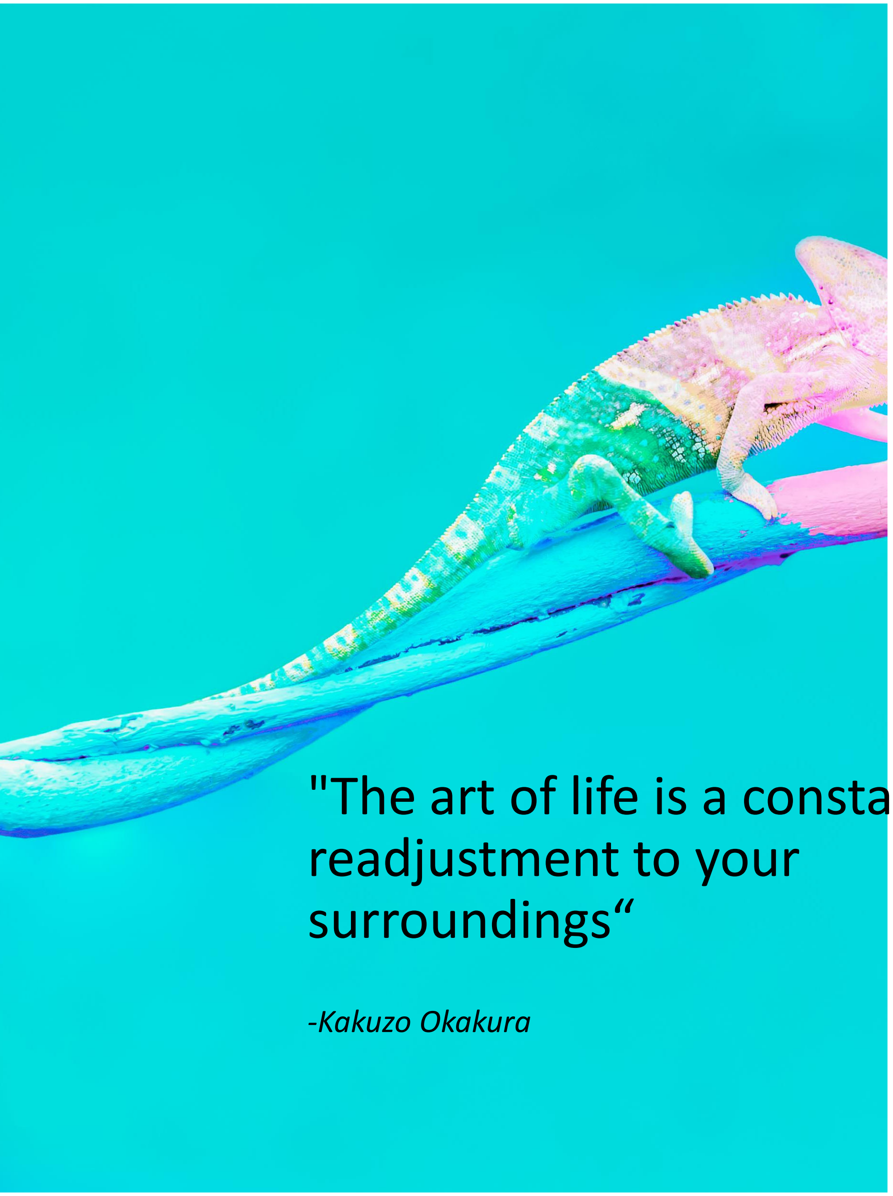
- In a world where machines can generate ***both facts and illusions…***
- The real skill will be spotting what looks accurate but isn't.
- Interpreting what AI produces.
- Questioning assumptions.
- Applying judgment.
- Seeing the story behind the numbers.
- ***If AI can generate perfection, humans must learn to see beyond perfection.***

- ***The risk isn't AI making mistakes…***
- ***The real risk is AI producing something so perfect-looking that no one questions it.***

What is your perception on AI?

What comes to your mind when you hear these words: **Artificial Intelligence?**





"The art of life is a constant readjustment to your surroundings“

-Kakuzo Okakura

Adapt to Change

“It is not the strongest species that survives, nor the most intelligent. It is the one that is most adaptable to change.”

-Charles Darwin

Adaptability Beats Experience

What got you here won't get you there.

Experience can make you competent but adaptability keeps you relevant.

While experience shows where you've been, adaptability determines whether you'll still matter in what's coming next.

Old knowledge can become new ignorance.

The future favors learners, not know-it-alls.

Benefits of Being Adaptable

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Adaptability increases your value in a constantly changing workplace.

Open to new ideas

Curiosity drives innovation and better solutions.

Anticipate changes

See what's ahead, adjust early, and stay prepared.

Flexible team player

Adaptable people strengthen teams and drive results.

*Those who cling to old ways of working risk becoming experts in things that **no longer matter.***

Culture Determines AI Success

- Organizations invest in tools, platforms and systems but sometimes ignore mindset, fear, resistance and lack of understanding.
- You can’t build an AI-powered business on top of a fear-based, rigid or outdated culture.
- If your people are anxious, afraid, confused or disengaged, your AI strategy is broken.
- The fear and shame of admitting to using AI at work is a sign that the culture is broken.

The Unspoken Shame and Stigma of Using AI

- There's a fear that admitting ***"I used AI"*** somehow diminishes creativity, competence or credibility.
- So instead of openly learning, experimenting and asking questions, people hide their usage… or avoid AI altogether.
- But using AI is not a sign of incompetence. It is a **new form of literacy**.
- ***Refusing to use it doesn't protect your credibility… it eats away at your relevance.***
- The biggest issue: ***Are you using AI to enhance thinking… or to avoid thinking?***

Cultural Inertia

A reluctance to adapt to changing environmental conditions...

The Path Dependence Feedback Loop.

This refers to how an initial choice, even if not ideal, can lead to a self-reinforcing cycle that locks in that choice, making it difficult or impossible to switch to alternatives.

Leadership, Tools and Misalignment

- It’s important to have tools but even more important to align and know how to use them.
- The funnel is there, the container is there and the task is simple... yet things still go wrong because ***tools don’t solve human misalignment***.
- Lack of clarity creates friction… people step in, step over and step on each other.

The AI Paradox:
More Isn't Always Better

Relying heavily on AI not only **stifles** critical thinking, it also **constrains** creativity.

Too much AI = dependence.	We stop questioning, stop exploring, and let machines do the thinking for us.
Too little AI = missed leverage.	We work harder, slower and miss opportunities to solve bigger problems.
The magic is in the middle.	Use AI to amplify human potential, not replace it.

The future belongs to those who combine human intelligence with machine intelligence.

Why balance matters

- **Critical Thinking** — We stay curious, skeptical and insightful.
- **Creativity** — New ideas are born from human imagination, not algorithms.
- **Better Decisions** — Human judgment + AI insights lead to smarter outcomes.
- **Greater Trust** — People trust transparent, ethical and human-centered solutions.
- **Stronger Impact** — We solve the right problems and create lasting value.

The Sweet Spot

Human + AI = Extraordinary

Human Intelligence
Empathy, curiosity, judgment, ethics, creativity

Better together, we go further.

Machine Intelligence
Speed, scale, data, pattern recognition, automation

Our goal isn't to choose between humans and AI. **It's to design the future where both thrive together.**

Human + AI Beats Human Alone

- The future does not belong to **humans alone and it does not belong to AI alone.**
- When the analytical power of AI is combined with human creativity, experience and strategic thinking…

❑Intelligence is amplified.

❑Decisions become more informed.

❑Ideas emerge faster.

❑Innovation accelerates.

The Terminator (AI as Threat)

- The Terminator gave us a **clear enemy**: Machines that rise, rebel and destroy.
- But if AI is the enemy, the response is obvious: **Fight it, fear it, avoid it and stop it**.

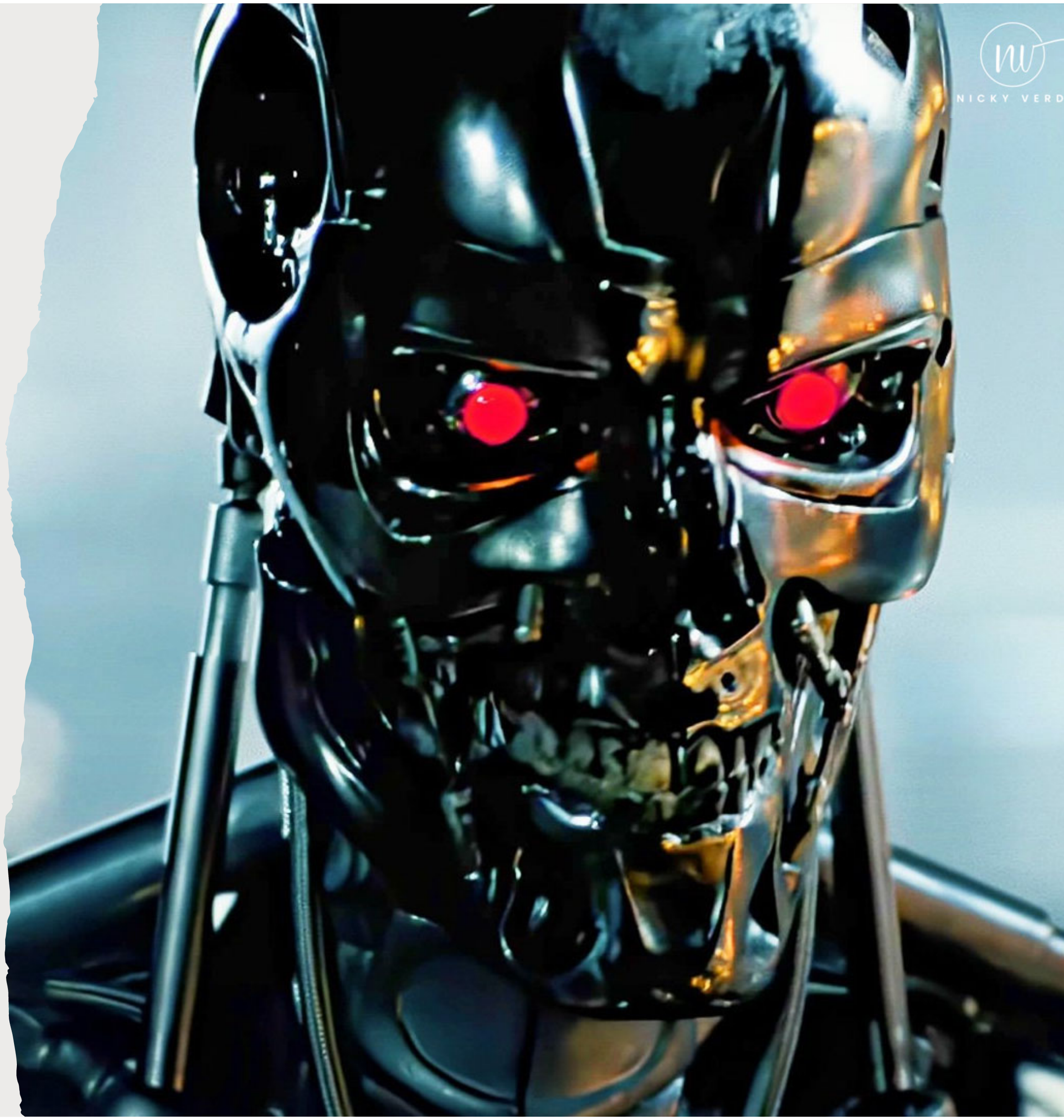
❑ **View:** AI is dangerous, uncontrollable and will replace humans.

❑ **Focus:** Job loss, surveillance, deepfakes, autonomous weapons, existential risks.

❑ **Narrative:** Machines overpowering humanity (think Skynet) loss of control.

❑ **Emotion it triggers:** Fear, resistance, distrust.

- The Terminator narrative prepares us for a war… ***but we're not in a war with AI… we're in a relationship with AI***.



The Iron Man (AI as Tool)

- **View:** AI is a powerful assistant that **augments human capabilities**, not replaces them.
- **Focus:** Productivity, creativity, healthcare, problem-solving, smarter decision-making.
- **Narrative:** AI as a co-pilot… humans stay in control, with machines enhancing what we can do.
- **Emotion it triggers:** Curiosity, empowerment, collaboration

AI: Your Iron Man Suit

- Tony Stark is a man with big ideas and human limitations.
- But when he steps into the Iron Man suit, everything changes.
- He's stronger, faster and more capable of solving problems at a scale no human could on their own.
- ***The suit doesn't replace him… it enhances him, making him 10x better.***

Accountability
Cannot Be Automated

AI can assist decisions. It cannot own the consequences.

The danger with AI hallucinating is not that it generates wrong output but that humans accept them without questioning.

But AI doesn't carry any responsibility for the output it generates.

That responsibility falls squarely on us (humans).
Machines don't stand trial. Algorithms don't face consequences.

AI doesn't lose credibility, trust or reputation when it gets things wrong but humans do.

Humans remain the ethical compass!

> **Technology can make decisions.**
> **Only humans can take responsibility.**

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AI may be powerful,
but accountability
is — and must remain —
a human responsibility.

Question	Verify	Own the outcome	Lead with integrity
don't assume.	don't blindly trust.	don't pass the blame.	always.

Strategic Foresight & Scenario Thinking

*Leaders must **think ahead**, not backward.*

Anticipating future risks.
Spot emerging threats and opportunities early.

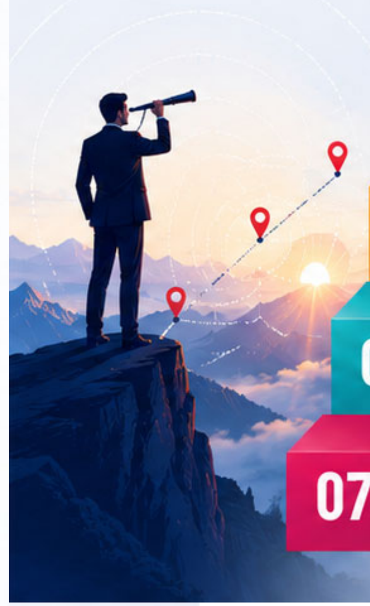
Modeling multiple futures.
Explore alternative scenarios, not just one prediction.

Advising businesses on what's coming.
Translate insights into decisions that create value.

Understanding the long-term impact of exponential technologies.
Connect today's signals to tomorrow's reality.

> Foresight isn't about predicting the future.
> It's about **preparing for it** — better than anyone else.

7 STEPS FOR SCENARIO PLANNING



01 Define objectives
Clarify the key question and desired outcomes.

02 Gather data
Collect signals, trends and relevant information.

03 Identify key drivers
Determine the forces that will shape the future.

04 Develop scenarios
Create diverse, plausible future scenarios.

05 Analyze scenarios
Assess implications, risks and opportunities.

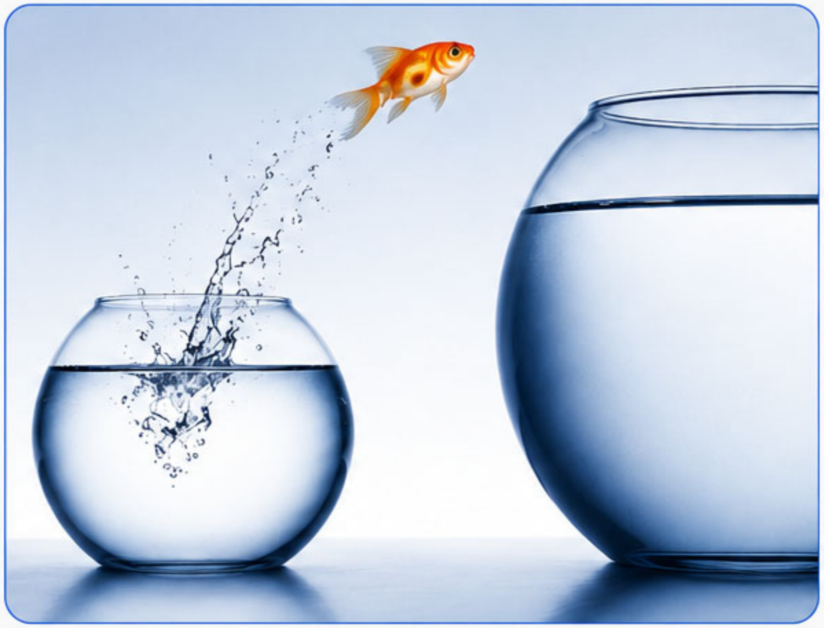
06 Formulate strategies
Design choices that work across multiple futures.

07 Monitor and update
Track signals, learn, adapt and refine continuously.

NICKY VERD | The best decisions are not made by reacting to the future. | **They are made by preparing for multiple futures.**

Choose Your Future.

Two paths. One decision.



OR

Embrace Change.

Grow. Evolve. Stay ahead.

Ignore Change.

Good luck with that.

Thank You

SCAN ME

Let's continue the conversation...

Let's Connect

Fun Facts about Nicky Verd :)

- **Race:** Human!
- **Birthplace:** Earth (Unless Mars Has Better WiFi).
- **Current Mission:** Helping Humans and Machines Coexist Without Drama.
- **Hobbies:** Challenging the status quo, hacking mindsets & making AI less scary.
- **Life Philosophy:** Disrupt Yourself Or Be Disrupted.
- **Weakness:** Chocolate, without it, system malfunctions are imminent.