The Future of Insurance

2018 Insights: Risks, Uncertainty and a Looming Talent Gap

This year, we surveyed brokers as well as small and medium enterprises (SMEs) in the U.K. and the U.S. to learn how they perceive the evolving insurance landscape, how they think the changes will affect them and how they plan to respond.
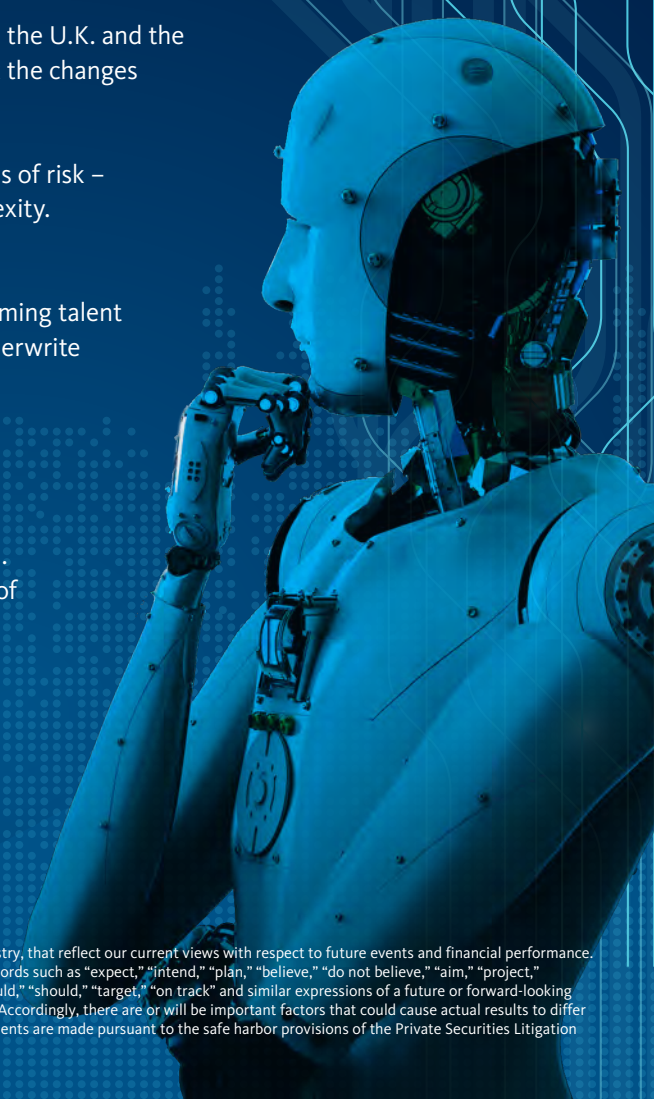
A key takeaway? Significant gaps in knowledge have emerged because some areas of risk – particularly cyber and climate change – are evolving with great speed and complexity. A consequence is that these knowledge gaps could lead to inaction.

While the insurance industry is positioned to provide leadership, it is facing a looming talent gap and struggling to attract a new generation of those who can analyze and underwrite emerging risks.

The challenge for the insurance industry is clear, as is the opportunity for a new generation of talent to help SMEs navigate the uncertainty and evolving risks.

Methodology: CoreData Research surveyed brokers in both the U.K. and the U.S. to obtain a detailed understanding of their attitudes and opinions about a range of factors that will affect the insurance industry in the future. All interviews were conducted in June and July 2018.

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Cybersecurity

Cybersecurity

A digitally interconnected world brings dramatic new risks.

Today data is collected and shared by billions of interconnected devices, from phones to vehicles to drones. Each of these devices is a potential access point for data theft or a cyberattack. Yet, while a majority of brokers are familiar with cyber risks, the insurance industry has little experience assessing the possible impact of new hacking technologies, and the true scope of the risk is unknown. Perhaps for this reason, only four in 10 small and medium enterprises (SMEs) say they have purchased cyber insurance despite acknowledging a familiarity with cyber risk – and only 39% consider their organization a potential target.

SURVEY KEY FINDINGS

BROKERS KNOW CYBER
Seven in 10 brokers (71%) claim to be familiar with cyber risks.
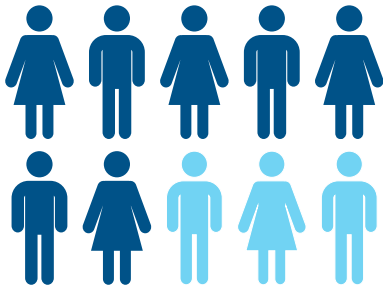
PHISHING EXPEDITION
The most common security problem clients face is phishing, according to 73% of brokers.

73%
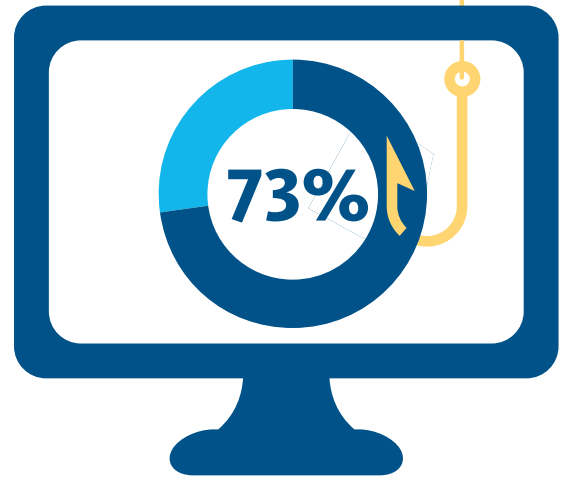
LIMITED SME COVERAGE
Only 40% of SMEs currently possess some form of cyber insurance.

40%

COVERED COSTS LESS
The average amount of damage from uncovered cybersecurity incidents was $59,444 compared to $33,889 while covered.

SMEs ARE CONFIDENT
Three in five SMEs believe they are very prepared against a potential cyber incident.
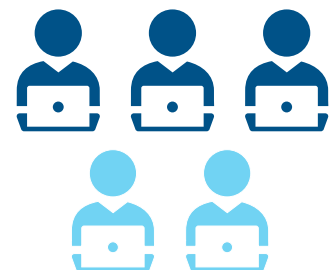
"Technology advancements in every domain will create new risks for people and businesses, of which cybercrime is a clear example. Cyber risks are unique in that they are both unlimited and perpetual."

– *Mark E. Watson III, CEO, Argo Group*

THE MAJORITY OF SMEs ARE CONCERNED ABOUT CYBERTHREATS

Do you see cyberthreats/attacks as a priority during the next 12 months?

OVERALL
- 16.5%
- 48.5%
- 35%

U.S.
- 21%
- 53%
- 26%

U.K.
- 12%
- 44%
- 44%

NO PRIORITY   MEDIUM PRIORITY   HIGH PRIORITY
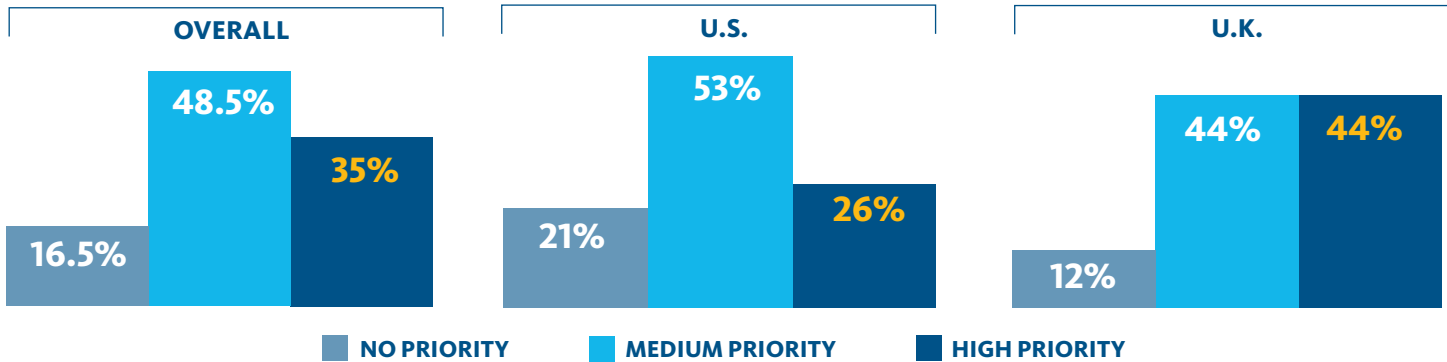
MOST SMEs HAVE NO CYBER COVERAGE

Have you purchased any form of cyber insurance?

OVERALL
- 60% NO
- 40% YES

U.S.
- 53% NO
- 47% YES

U.K.
- 67% NO
- 33% YES
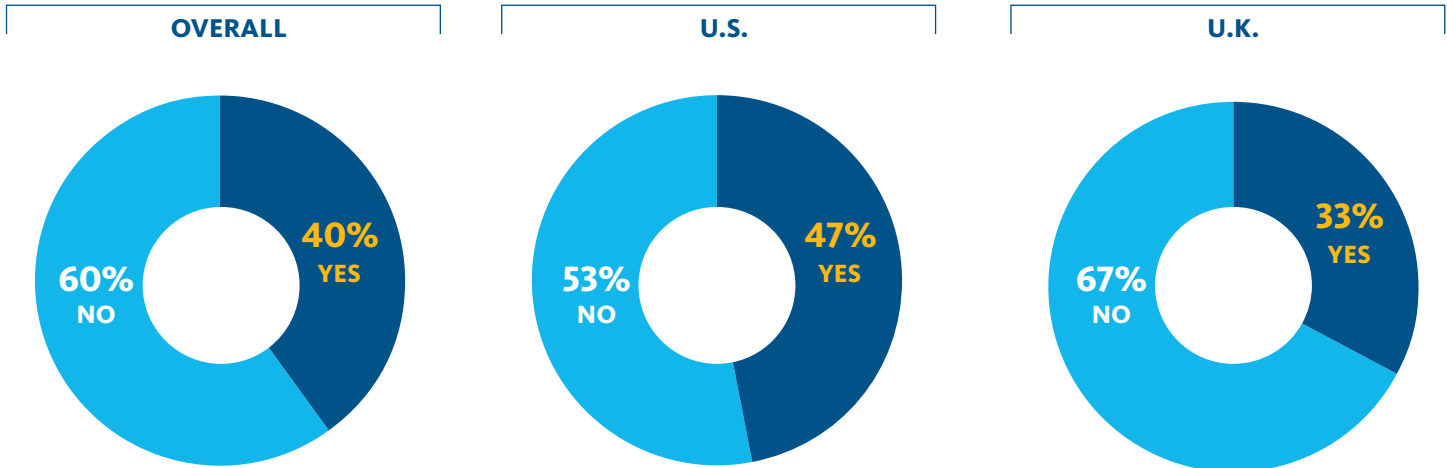
Internet of Things

Internet of Things

The consensus between brokers and SMEs: The internet of things is poised to disrupt the insurance industry.

We live in the era of the internet of things (IoT), a term that refers to the vast array of devices connected to the internet and to each other. This includes things such as refrigerators, thermostats, vehicles and watches, all of which can be outfitted with sensors to capture and transmit data. The IoT brings both opportunity and risk. The opportunity lies in the ability for small and medium enterprises (SMEs) and insurers to use data to monitor and mitigate risk. The risk lies in the potential for devices that are part of the IoT to be hacked, and for their data to be compromised or stolen.

SURVEY KEY FINDINGS

STEADY ADOPTION

Brokers report that 42% of their clients are using IoT devices to monitor and mitigate risk.

42%

GREATER FAMILIARITY IN THE U.S.

Among brokers, the percent of U.S. respondents who say they are familiar with the IoT is higher than those in the U.K.

65% U.S. RESPONDENTS

44% U.K. RESPONDENTS
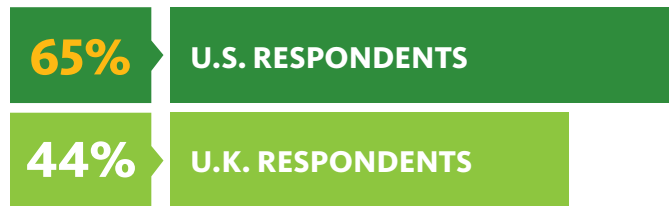
IoT INTRODUCES VULNERABILITY

A reported 10% of SMEs have suffered a cyber incident related to IoT vulnerability.
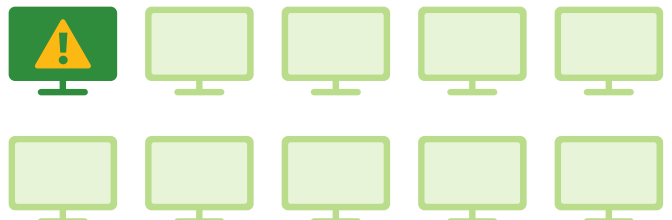
"IoT has the potential to revolutionize how grocery stores and restaurants manage risks. Argo Risk Tech – which uses sensors, beacons and QR codes strategically placed throughout a business – is one example of IoT technology that's having a huge impact."

– Rooney Gleason, president of U.S. grocery and retail, Argo Group
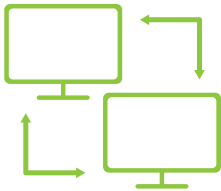
MORE THAN 40% OF BROKERS SAY CLIENTS MITIGATE RISK WITH IoT

My clients are utilizing IoT devices such as sensors and monitors to mitigate risk.

OVERALL

- 20.7%
- 37.3%
- 30.7%
- 11.3%

U.S.

- 16%
- 38.7%
- 29.3%
- 16%

U.K.

- 25.3%
- 36%
- 32%
- 6.7%

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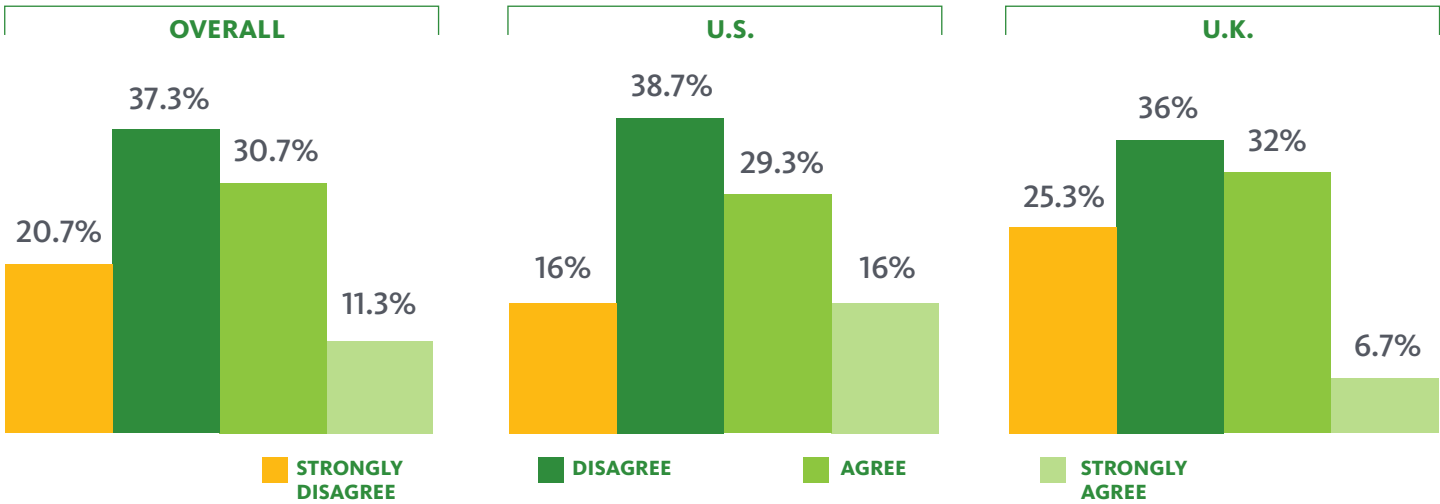
SME OPINION IS DIVIDED ON WHETHER IoT WILL DISRUPT INSURANCE

I believe the internet of things will disrupt insurance in a significant manner in the next five years.

OVERALL

- 9.5%
- 33%
- 45.5%
- 12%

U.S.

- 12%
- 33%
- 41%
- 14%

U.K.

- 7%
- 33%
- 50%
- 10%

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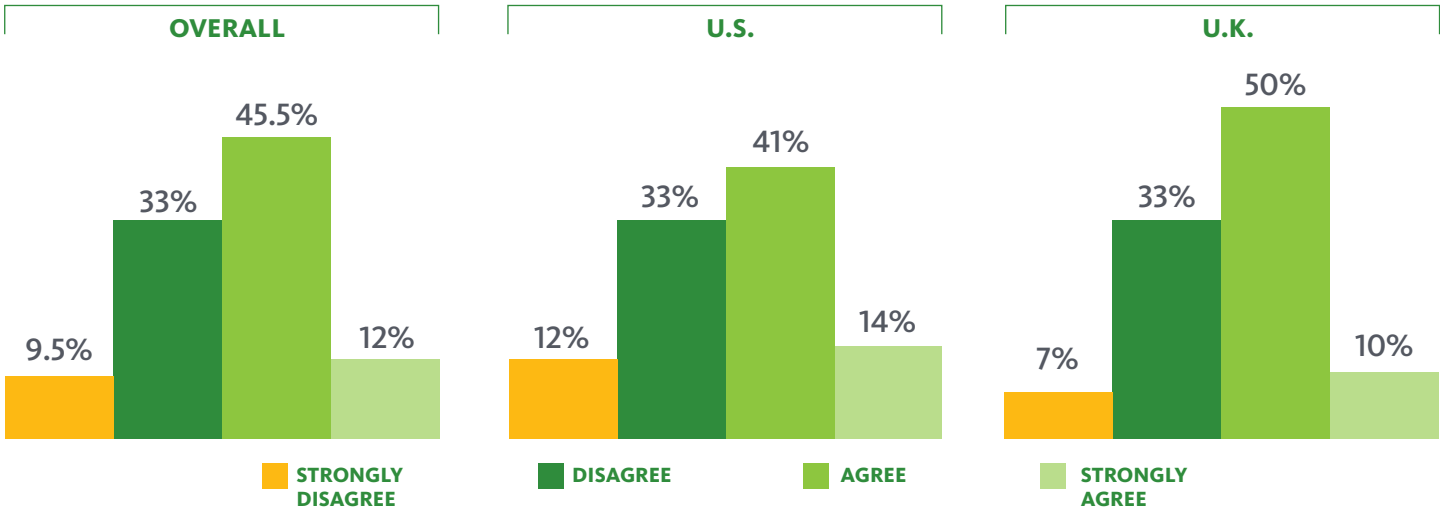
Artificial Intelligence

Artificial Intelligence

Brokers say it will help them work smarter – while disrupting their industry.

Artificial intelligence (AI) is regarded with wariness by both brokers and small and medium enterprises (SMEs). Most brokers say they expect the technology to help them work more efficiently and will allow them to offer more personalized services. Yet nearly half say AI poses risks to the industry, with nearly two-thirds saying it may replace traditional broking and underwriting roles. SMEs have an equally mixed outlook. The majority of them say AI and automation will make their businesses more productive, yet nearly four in five believe it will expose them to new liabilities.

SURVEY KEY FINDINGS

WORKING SMARTER

Most brokers (73%) agree or strongly agree AI will make them work smarter and offer more personalized solutions.

MORE EFFICIENT

More than four in five brokers say AI will make processes more efficient for their companies.

81%

MAJOR DISRUPTION

Most brokers (71%) think AI will significantly disrupt traditional insurance distribution models or replace aspects of the insurance workforce.
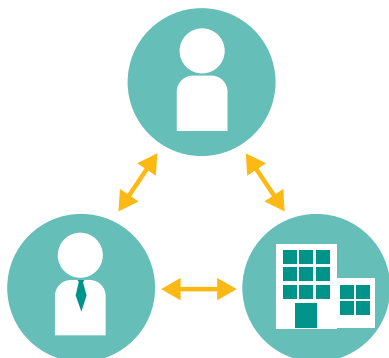
NEW RISKS

Over three-quarters of SMEs believe advancements in AI and automation will expose them to new liabilities.

78%
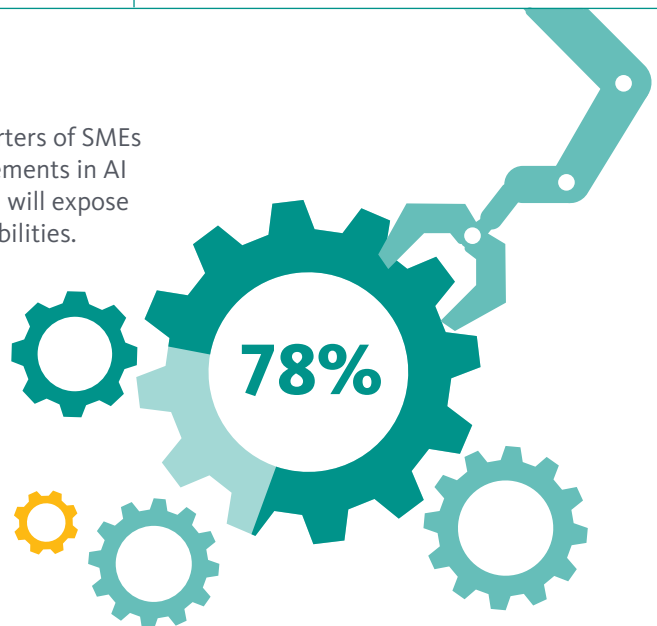
"To make underwriting faster, smarter and more accurate, we are now finding ways to leverage artificial intelligence, while processing vast amounts of new data from sources as varied as sensors, drones, government databases and social media."

– Mark E. Watson III, CEO, Argo Group
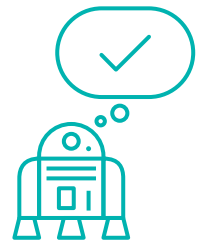
MOST BROKERS SAY AI WILL BRING NEW OPPORTUNITIES

Do you agree that using artificial intelligence will make brokers work smarter and offer more personalized solutions to their clients?

OVERALL

- 10%
- 16.6%
- 52.7%
- 20.7%

U.S.

- 12%
- 16%
- 48%
- 24%

U.K.

- 8%
- 17.4%
- 57.3%
- 17.3%

Legend: STRONGLY DISAGREE | DISAGREE | AGREE | STRONGLY AGREE
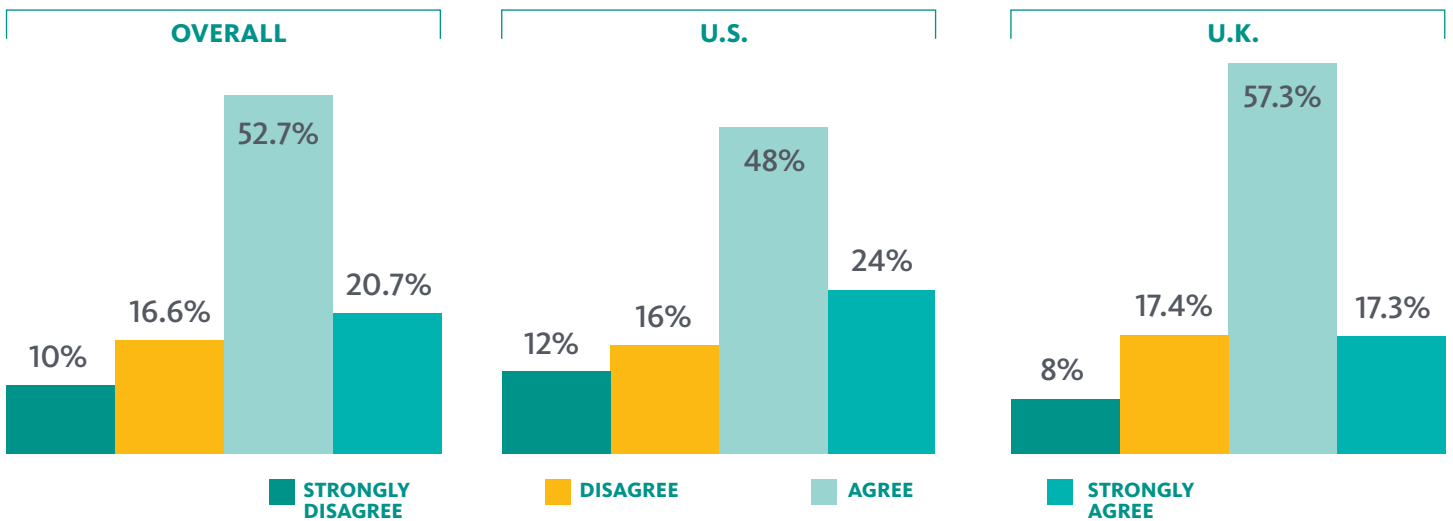
SMEs SAY AI AND AUTOMATION WILL INTRODUCE NEW LIABILITIES

Do you agree that automation and new artificial intelligence innovations will expose us to new liabilities?

OVERALL

- 4%
- 18%
- 59.5%
- 18.5%

U.S.

- 4%
- 13%
- 58%
- 25%

U.K.

- 4%
- 23%
- 61%
- 12%

Legend: STRONGLY DISAGREE | DISAGREE | AGREE | STRONGLY AGREE
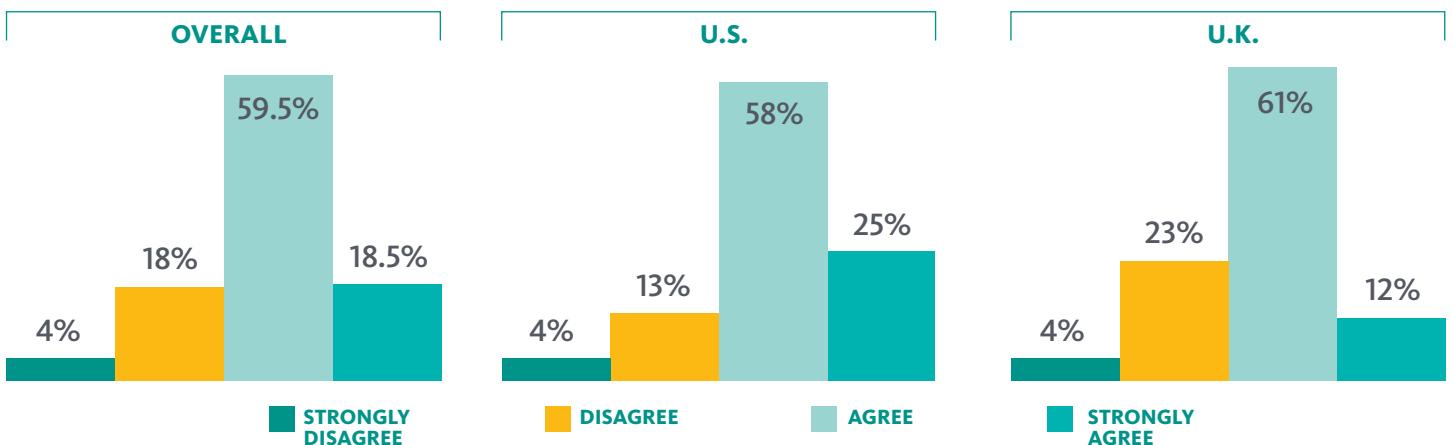
Blockchain and Cryptocurrency
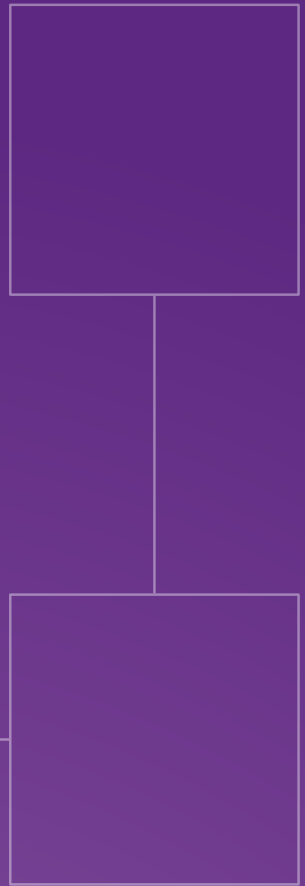
Blockchain and Cryptocurrency

Implementation has been limited despite many reasons to adopt.

Few recent innovations have garnered as many headlines as blockchain and cryptocurrency, yet there's still a widespread lack of understanding about what they are, how they work and what they can be used for. Blockchain can ensure the secure transfer of information by enabling smart contracts, in which every detail of a contract is embedded in the contract itself. But more than a third of brokers lack familiarity with blockchain, and just one in 10 small and medium enterprises (SMEs) reports they are currently using it. Cryptocurrencies such as bitcoin use blockchain technology, but likewise have seen limited adoption by both SMEs and brokers – with a third of SMEs saying they will never use cryptocurrency.

SURVEY KEY FINDINGS

BROKERS AND BLOCKCHAIN

A quarter of brokers claim they will be using blockchain in the next five years.

25%

REASONS TO ADOPT

Brokers cite more efficient processes (61%), cost reduction (57%) and enhancing current fraud prevention/detection methods (54%) as the biggest advantages to adopting blockchain.

61%
57%
54%
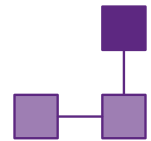
SOME SAY NEVER

More than a third of brokers say they will never employ cryptocurrencies and another third are unsure.

OBSTACLES TO ADOPTION

The three biggest obstacles for incorporating blockchain are lack of education or knowledge, unclear regulation on how to use it and need for re-training.

57%	LACK OF EDUCATION
53%	UNCLEAR REGULATION
51%	RE-TRAINING

SLOW BLOCKCHAIN ADOPTION

Ten percent of SMEs say they already use blockchain, and another 21% anticipate adopting it in the next 12 to 18 months.

SME CRYPTOCURRENCY SKEPTICISM

Just 11% of SMEs currently use cryptocurrencies, and a third (33%) claim they will never employ them.

"With blockchain technology, we'll be able to gather and exchange complex risk information more efficiently while maintaining a high level of trust. However, adoption by all parties, including customers and partners, may take five to 10 years."

– Andy Breen, senior vice president of digital, Argo Group
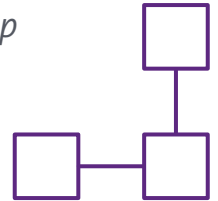
BROKERS SEE A RANGE OF BENEFITS TO BLOCKCHAIN

What do you feel are the potential benefits of the insurance industry adopting blockchain?

33.3%   60.7%   50.7%   54%   56.7%   44%   0.7%

| ■ IMPROVING TRUST WITH CLIENT BASE | ■ MORE EFFICIENT PROCESSES | ■ BETTER CLAIMS PROCESSING | ■ ENHANCING CURRENT FRAUD PREVENTION/ DETECTION METHODS | ■ COST REDUCTION | ■ EASIER/MORE EFFICIENT UNDERWRITING | ■ OTHER |
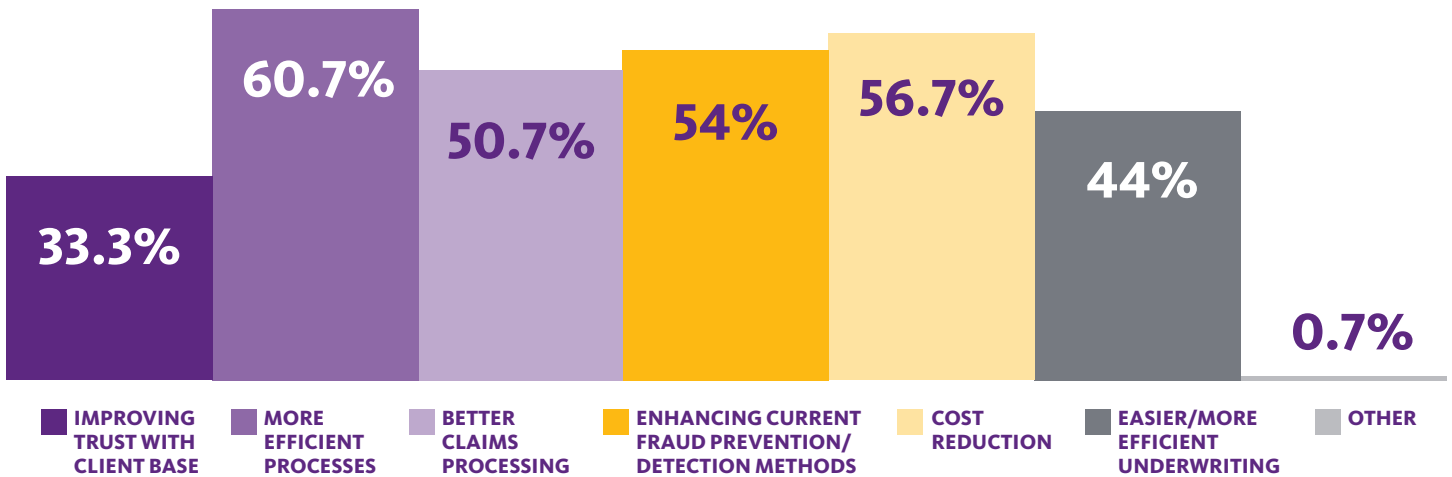
A LOT OF SMEs KNOW A LITTLE ABOUT BLOCKCHAIN

How familiar are you with blockchain?

U.S.

6%
3%
91%

U.K.

6%
94%

| ■ UNFAMILIAR | ■ SOMEWHAT FAMILIAR | ■ FAMILIAR |
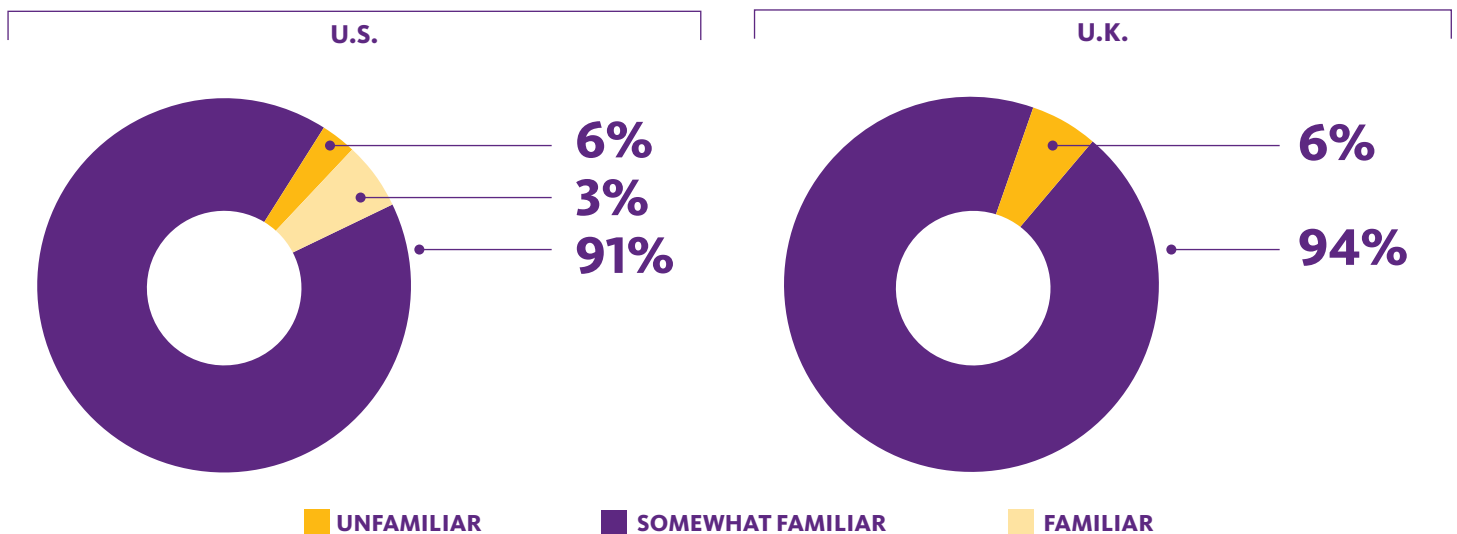
Autonomous Vehicles

Autonomous Vehicles

There's optimism for a future with fewer accidents, but vehicle adoption will likely be slow.

An autonomous vehicle can sense its environment and navigate from Point A to Point B without human input, while an automated vehicle can assist a human driver through features such as automatic lane changing or braking. Most brokers say the adoption of these vehicles is a good thing. And most believe these vehicles will ultimately reduce the frequency and severity of traffic accidents. Still, the vehicles will introduce fundamental questions into the risk equation. For example, when an accident does occur, will the person in the driver's seat be held liable, even if he or she is not controlling the vehicle? Or will the vehicle manufacturer be liable? Or might municipal infrastructure be liable? Both brokers and small and medium enterprises (SMEs) have many questions; and perhaps for this reason, a third of SMEs say they don't know when they'll invest in such vehicles – and a quarter say they never will.

SURVEY KEY FINDINGS

FEWER ACCIDENTS

Autonomous vehicles will reduce the frequency and severity of accidents, according to 74% of brokers.

NEW OPPORTUNITY

In covering autonomous vehicles, 47% of brokers see software malfunctions as the biggest opportunity for insurers.

47%
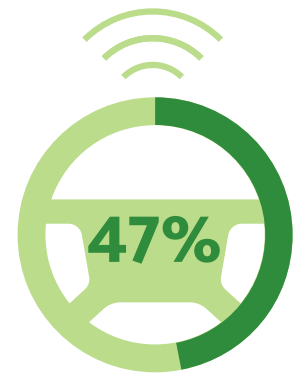
NEW RISKS

More than four in five SMEs (82%) believe autonomous vehicles will pose risks to some degree.

SLOW ADOPTION

Only 16% of SMEs currently use automated vehicles, and only 5% use autonomous vehicles.

16%

5%

THE FUTURE OF INSURANCE
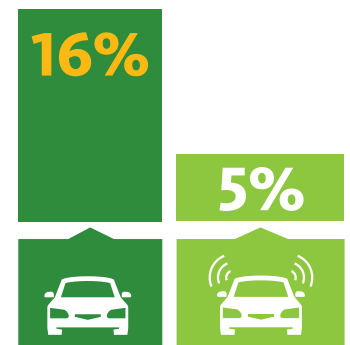
"Because self-driving cars will be prone to cyberattacks, local governments must review their overall risk management and insurance programs accordingly. As with any new technology, the coverage implications will extend far beyond the obvious auto liability concerns."

– Thom Rickert, an emerging risk specialist at Trident Public Risk Solutions
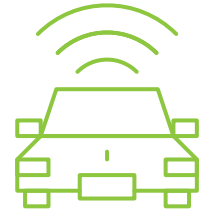
BROKERS ARE UNCERTAIN ABOUT THE EFFECT ON PREMIUMS

Do you agree that the advent of autonomous vehicles will lower insurance premiums?

OVERALL
- 13.3%
- 32.7%
- 40.7%
- 13.3%

U.S.
- 13.3%
- 29.3%
- 45.4%
- 12%

U.K.
- 13.3%
- 36%
- 36%
- 14.7%

STRONGLY DISAGREE — DISAGREE — AGREE — STRONGLY AGREE
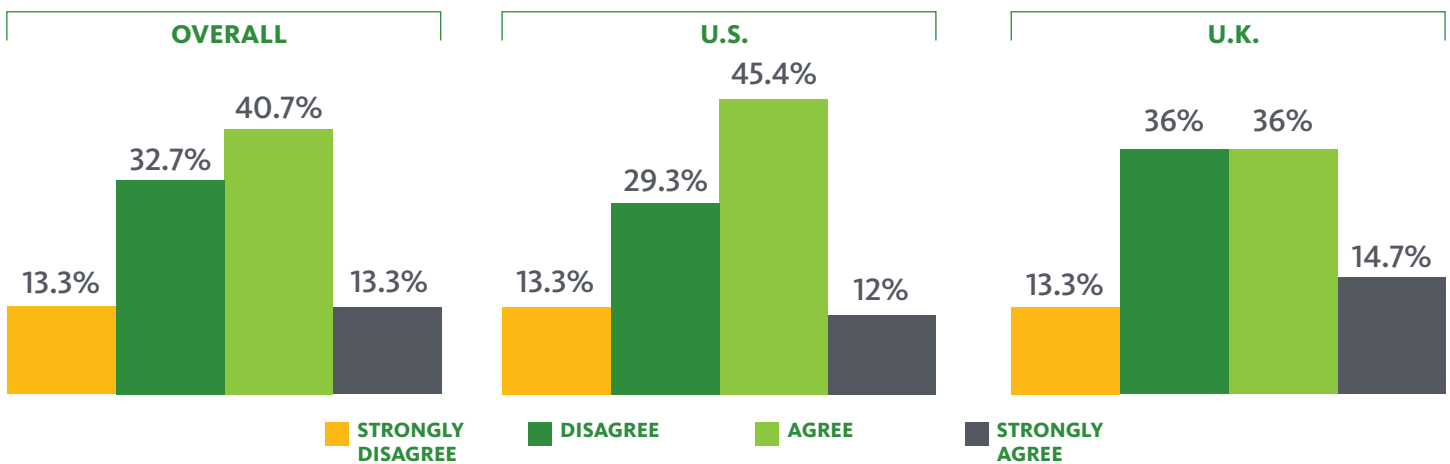
WIDESPREAD INVESTMENT BY SMEs IS AT LEAST A DECADE AWAY

When will your organization invest in automated/autonomous vehicles?

OVERALL
- 4.5%
- 13.5%
- 9%
- 5%
- 7%
- 27%
- 34%

U.S.
- 6%
- 16%
- 11%
- 4%
- 4%
- 28%
- 31%

U.K.
- 3%
- 11%
- 7%
- 6%
- 10%
- 26%
- 37%

CURRENTLY INVESTING — IN THE NEXT 12-18 MONTHS — IN THE NEXT 5 YEARS — IN THE NEXT 10 YEARS — IN THE NEXT 10+ YEARS — NEVER — UNSURE

17
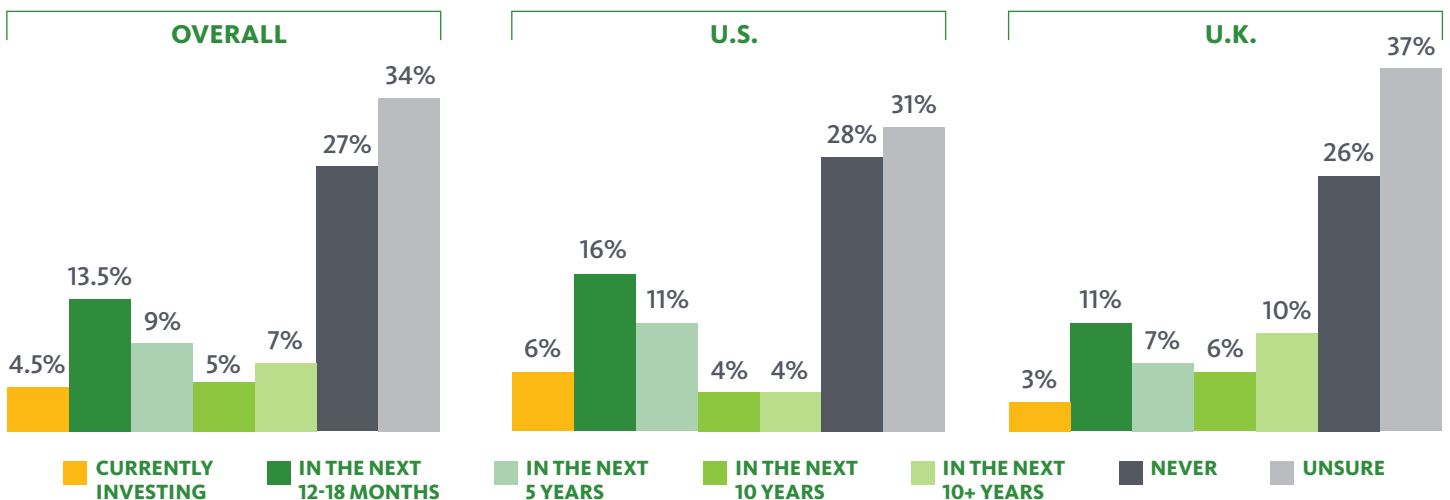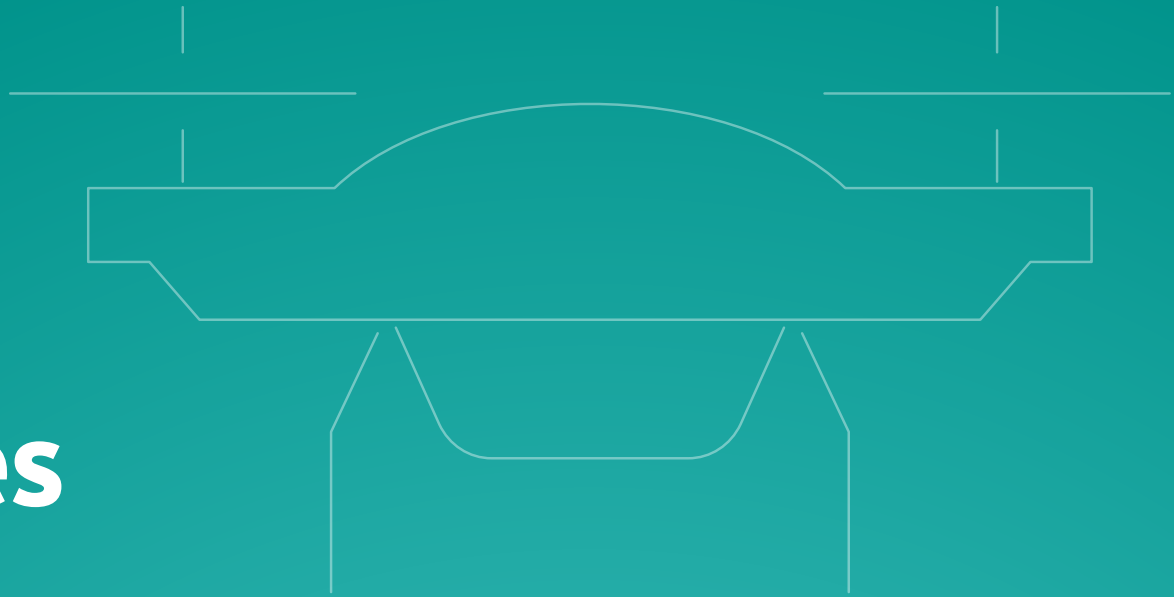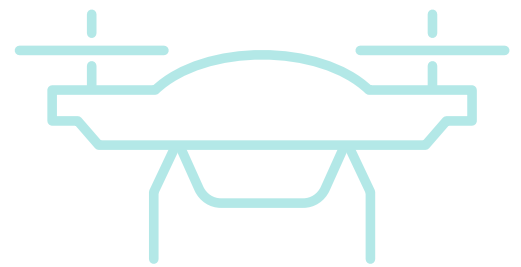
Drones

Drones

Widespread use by SMEs and insurers – and in risk management – hasn't yet taken flight.

Despite considerable media attention and quick adoption of drones in niche fields such as photography, the majority of brokers don't yet offer drone coverage, and an overwhelming majority of small and medium enterprises (SMEs) don't yet use them. However, both brokers and SMEs are familiar with the liabilities posed by the use of drones, and those businesses that currently use them clearly see the need for insurance, with nearly two-thirds saying they have coverage. Drone use and coverage is more common in the U.S. than in the U.K., although nearly a quarter of brokers in the U.K. plan to begin offering drone coverage in the next 18 months.

SURVEY KEY FINDINGS

SLOW TAKEOFF
Less than half of brokers currently offer drone coverage.

45%
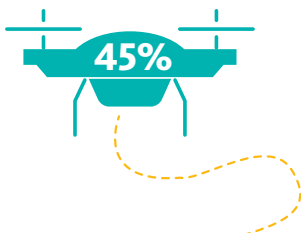
WELL COVERED
Of those who use drones, 69% in the U.S. have insurance compared to 50% in the U.K.

69% DRONE INSURANCE IN THE U.S.

50% DRONE INSURANCE IN THE U.K.

MORE U.S. COVERAGE
U.S. brokers are more likely (53%) to offer drone coverage than those in the U.K. (37%).

53%

LOW ADOPTION BY SMEs
Just 12% of SMEs currently use drones.

FUTURE PLANS
In the next 12 to 18 months, 24% of U.K. brokers say they will begin offering drone coverage, compared to 12% of U.S. brokers.

24%

12%

↑ **16%**

↓ **8%**
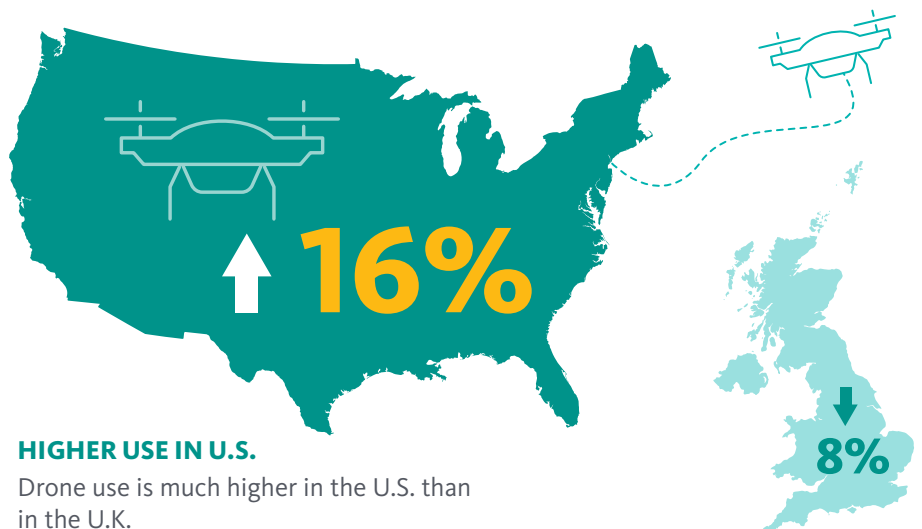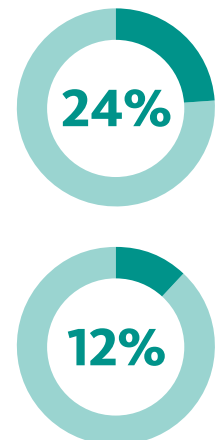
HIGHER USE IN U.S.
Drone use is much higher in the U.S. than in the U.K.

"The soaring use of drones means municipalities will be faced with new risks. A drone flown by a public entity to survey a park could unintentionally record activity in an adjacent private property, leaving that entity at risk of violating privacy laws."

– Bob Marinelli, risk control manager,
Trident Public Risk Solutions
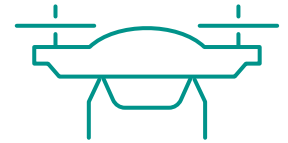
NEARLY HALF OF BROKERS OFFER DRONE COVERAGE

When is your organization likely to offer drone coverage?

OVERALL

- 45.3%
- 18.7%
- 24%
- 2%
- 0%
- 10%

U.S.

- 53.3%
- 13.3%
- 22.7%
- 0%
- 0%
- 10.7%

U.K.

- 37.3%
- 24%
- 25.3%
- 4%
- 0%
- 9.4%

Legend:
- CURRENTLY INCORPORATING DRONE COVERAGE
- IN THE NEXT 12-18 MONTHS
- IN THE NEXT 5 YEARS
- IN THE NEXT 10 YEARS
- IN THE NEXT 10+ YEARS
- NEVER
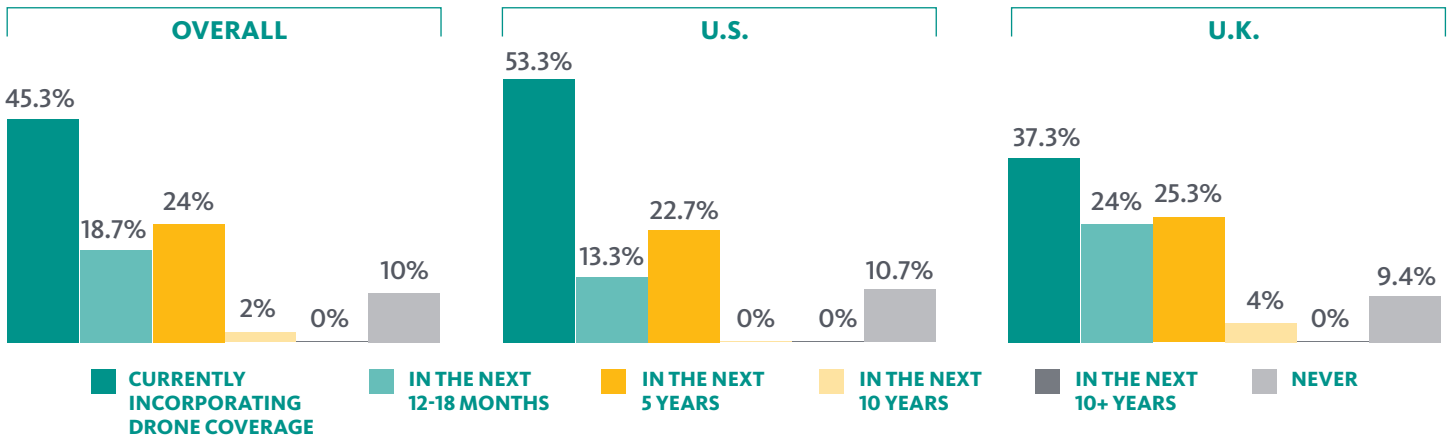
BUILDING INSPECTION IS THE TOP USE OF DRONES BY SMEs

How does your organization currently use drones?

OVERALL

- 41.7%
- 25%
- 4.2%
- 8.3%
- 20.8%
- 0%

U.S.

- 37.5%
- 37.5%
- 0%
- 12.5%
- 12.5%
- 0%

U.K.

- 50%
- 0%
- 12.5%
- 0%
- 37.5%
- 0%

Legend:
- BUILDING INSPECTIONS
- EMERGENCY RESPONSE
- PACKAGE DELIVERY
- MAPPING
- AERIAL PHOTOGRAPHY
- OTHER
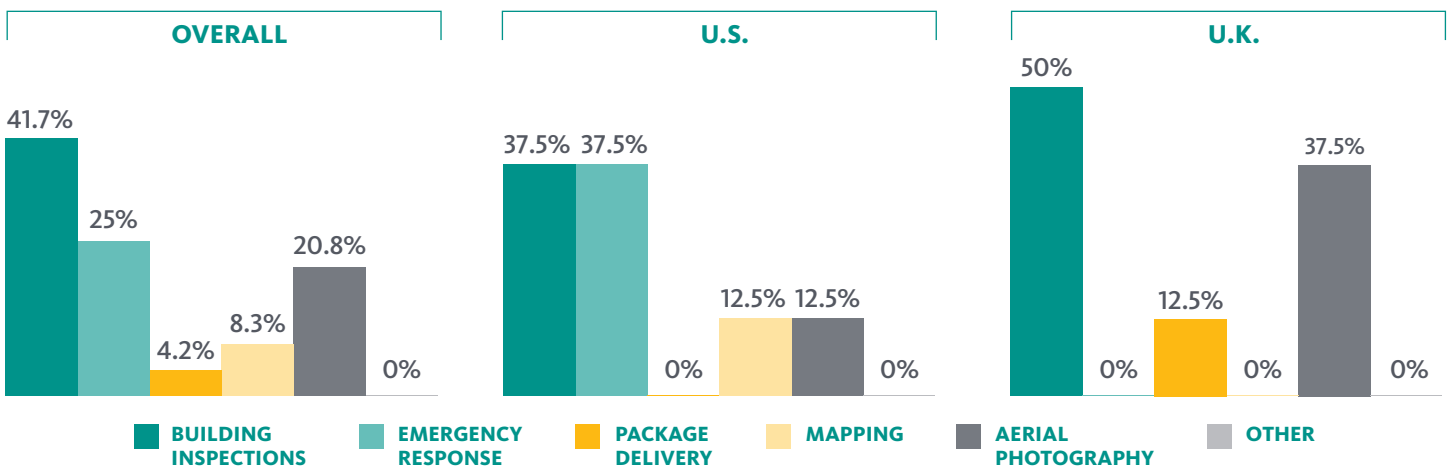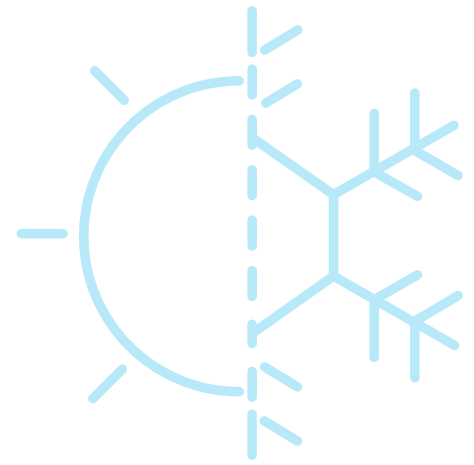
Climate Change

Climate Change

Brokers say the risk is coming.
Clients say it's already here.

While brokers believe climate change will pose a high risk in the long term, a majority of them say climate change is a low priority for their clients in the short term. Yet when they consider the long term, clients do say climate change will pose a high risk. More than half of respondents from small and medium enterprises (SMEs) believe climate change already poses a risk in the short term. SMEs are most concerned about climate change increasing the risk of flooding and causing damage to infrastructure and transportation.

SURVEY KEY FINDINGS

RISK STARTS SOON

More than half of SME respondents see climate change as a risk in the short term.

54%
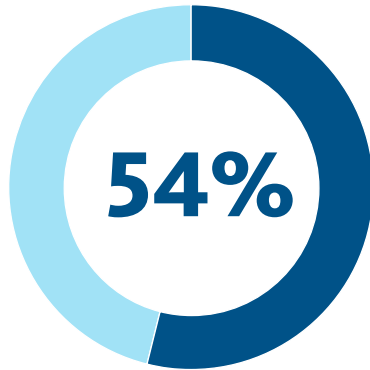
TWO KEY CONCERNS

SMEs are most concerned about the effects climate change will have on the increase in flooding and damage to infrastructure and transportation.

38% INCREASE IN FLOODING

36% DAMAGE TO INFRASTRUCTURE AND TRANSPORTATION

DIFFERENCE OF OPINION

Between the U.S. and the U.K., there is a strong divergence of opinion among SMEs on the long-term impact of climate change. In the U.S., 40% of respondents cite it as a low risk, compared to just 28% in the U.K.

40%

28%
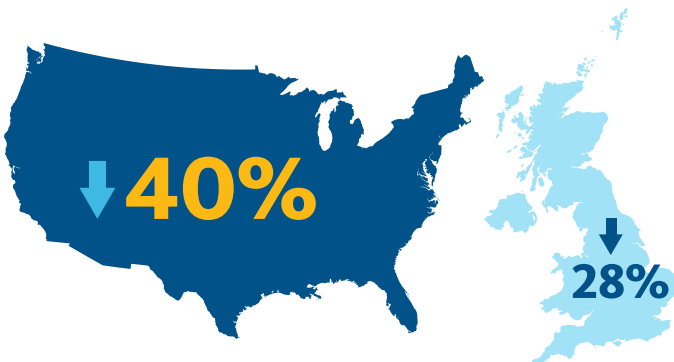
SLOW TO PURCHASE COVERAGE

Within the next five years, less than half of SMEs intend to purchase insurance with coverage that addresses climate-change risks.

44%
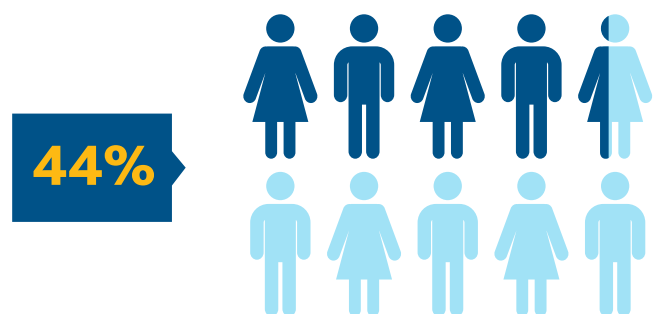
"We know storms are intensifying at a more rapid rate. We're trying to figure out how to add that into not only our pricing algorithms, but also how we select risk."

– Mark E. Watson III, CEO, Argo Group
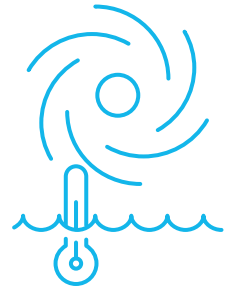
IN THE LONG TERM, BROKERS SEE A HIGH RISK FROM CLIMATE CHANGE

Based on your interactions with clients, what kind of risk do you feel climate change poses to their businesses in the long term?

OVERALL	U.S.	U.K.

	HIGH	MEDIUM	LOW
OVERALL	53.3%	24.0%	22.7%
U.S.	53.4%	21.3%	25.3%
U.K.	53.3%	26.7%	20.0%

HIGH   MEDIUM   LOW
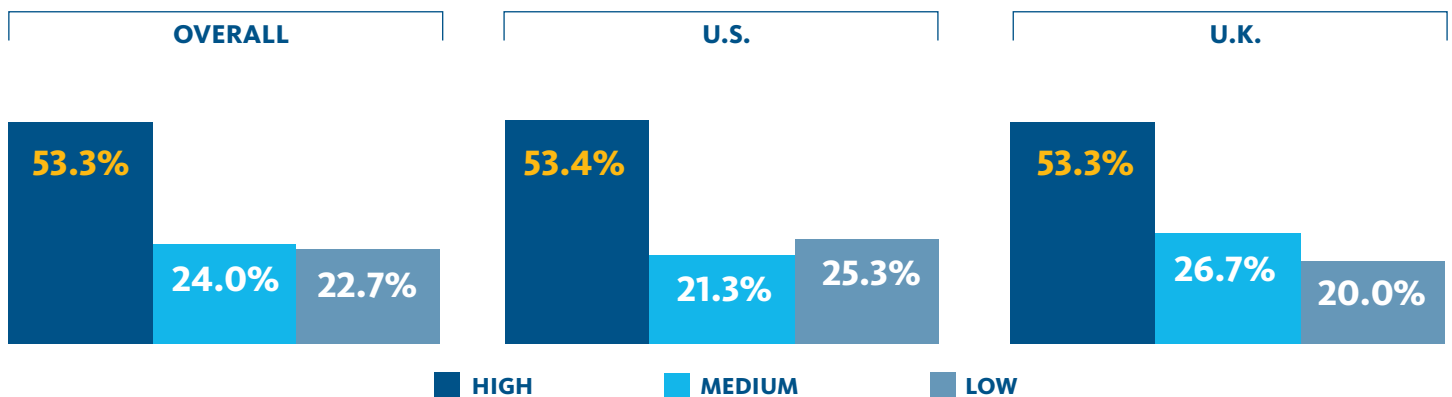
MORE THAN A QUARTER OF SMEs SEE A HIGH LONG-TERM RISK FROM CLIMATE CHANGE

What level of risk does climate change pose to your business in the long term?

OVERALL	U.S.	U.K.

	HIGH	MEDIUM	LOW
OVERALL	26.5%	40.0%	33.5%
U.S.	23.0%	38.0%	39.0%
U.K.	30.0%	42.0%	28.0%

HIGH   MEDIUM   LOW

23
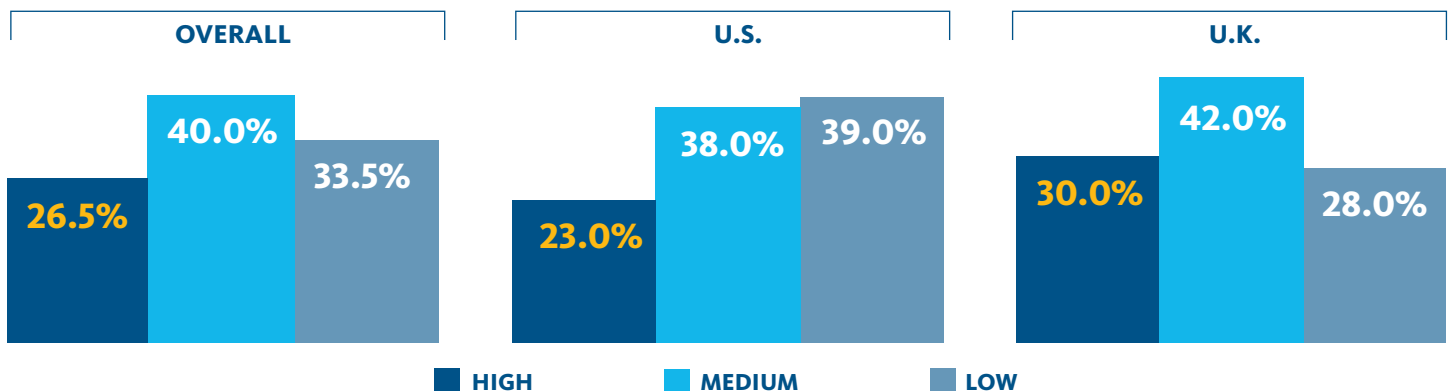
Insurance Industry

Insurance Industry

Threats are evolving rapidly, and the insurance industry faces a talent shortfall.

As they look to the future, brokers and small and medium enterprises (SMEs) agree that cyberthreats are the emerging risks they are most concerned about. Yet SMEs say cost is a barrier to investing in the technology that might protect them. On a larger scale, while brokers and SMEs are concerned with both cyberthreats and climate change, the insurance industry faces a talent gap worsened by a perception that it is slow to innovate, as well as an overall lack of knowledge about the industry.

SURVEY KEY FINDINGS

TALENT GAP
Brokers cite the role of underwriter as the one with the biggest talent gap in the next five years.

54%

SLOW TO INNOVATE
Brokers say the industry is slow to innovate (35%), and overall knowledge about the insurance industry is lacking (32%).

35% **32%**
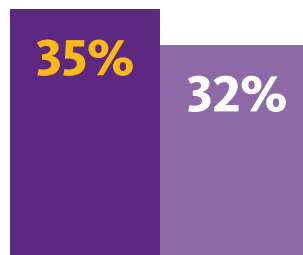
EMERGING RISKS
Brokers are unanimous in saying that cyberthreats are a medium- or high-priority emerging risk in the next 12 months.

COST AS A BARRIER
More than four in 10 brokers (45%) say cost is a barrier to innovation.

STIFLING INNOVATION
More than a third of SMEs say cost is a barrier to innovation.

41%
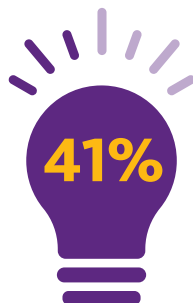
CYBERTHREATS
A majority of SMEs also say that cyberthreats are a medium- or high-priority emerging risk in the next 12 months.

83.5%
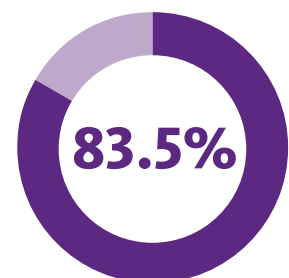
"The judicious use of cutting-edge technology combined with insurance expertise represents the clear and, for established insurers, successful path to continued growth. Specialty insurance lives at the crossroads of new ideas and new threats."

– *Mark E. Watson III, CEO, Argo Group*
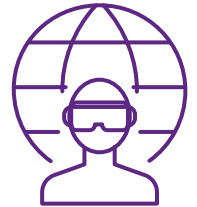
BROKERS SEE MULTIPLE GLOBAL RISKS

Are any of the following geopolitical risks a potential threat to your clients?

OVERALL

Category	Value
Terrorism	43.3%
Russian Cyberhacking	49.3%
Trade War Between China and U.S.	45.3%
Escalating Tensions with North Korea	21.3%
Worsening Relations with Iran	26%
U.S. Political Climate	42%
Other	10.7%

U.S.

Category	Value
Terrorism	48%
Russian Cyberhacking	42.7%
Trade War Between China and U.S.	52%
Escalating Tensions with North Korea	25.3%
Worsening Relations with Iran	20%
U.S. Political Climate	58.7%
Other	0%

U.K.

Category	Value
Terrorism	38.7%
Russian Cyberhacking	56%
Trade War Between China and U.S.	38.7%
Escalating Tensions with North Korea	17.3%
Worsening Relations with Iran	32%
U.S. Political Climate	25.3%
Other	21.3%

Legend: TERRORISM | RUSSIAN CYBERHACKING | TRADE WAR BETWEEN CHINA AND U.S. | ESCALATING TENSIONS WITH NORTH KOREA | WORSENING RELATIONS WITH IRAN | U.S. POLITICAL CLIMATE | OTHER

FOR SMEs, COST IS THE BIGGEST BARRIER TO INNOVATION

What is your organization's biggest barrier to innovating with technology?

OVERALL

Category	Value
Cost	41%
Legal/Regulatory	2%
Lack of Processes	7%
Level of Knowledge	10%
Time Needed to Implement	0.5%
Proof of Value	19%
Exposure to Cyber Risk	8%
Other	2.5%

U.S.

Category	Value
Cost	37%
Legal/Regulatory	3%
Lack of Processes	6%
Level of Knowledge	11%
Time Needed to Implement	14%
Proof of Value	17%
Exposure to Cyber Risk	11%
Other	1%

U.K.

Category	Value
Cost	45%
Legal/Regulatory	1%
Lack of Processes	8%
Level of Knowledge	9%
Time Needed to Implement	7%
Proof of Value	21%
Exposure to Cyber Risk	5%
Other	4%

Legend: COST | LEGAL/REGULATORY | LACK OF PROCESSES | LEVEL OF KNOWLEDGE | TIME NEEDED TO IMPLEMENT | PROOF OF VALUE | EXPOSURE TO CYBER RISK | OTHER

Complete Survey Results and Methodology

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q1. Which of the following best describes the nature of your firm?	Wholesale broker	33.3%	33.3%	33.3%	100.0%	
	Retail broker	66.7%	66.7%	66.7%		100.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
In which country are you currently based?	U.S.	50.0%	100.0%		50.0%	50.0%
	U.K.	50.0%		100.0%	50.0%	50.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q2. What is your current title?	Chief executive officer	14.7%	20.0%	9.3%	10.0%	17.0%
	Chief investment officer	4.7%	2.7%	6.7%	4.0%	5.0%
	Senior manager	7.3%	12.0%	2.7%	6.0%	8.0%
	Manager	7.3%	6.7%	8.0%	4.0%	9.0%
	Broker	32.7%	29.3%	36.0%	26.0%	36.0%
	Underwriter	20.0%	18.7%	21.4%	36.0%	12.0%
	Analyst	1.3%	1.3%	1.3%		2.0%
	Account handler	4.7%	1.3%	8.0%	2.0%	6.0%
	Claims professional	6.0%	6.7%	5.3%	8.0%	5.0%
	Other	1.3%	1.3%	1.3%	4.0%	

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q3. Does your company specialize in any particular industry segments? (Please choose all that apply)	Finance, banking and insurance	52.7%	58.7%	46.7%	66.0%	46.0%
	Manufacturing	51.3%	58.7%	44.0%	42.0%	56.0%
	Education	23.3%	26.7%	20.0%	16.0%	27.0%
	Public entity	29.3%	42.7%	16.0%	26.0%	31.0%
	Healthcare	50.7%	68.0%	33.3%	52.0%	50.0%
	Construction	46.0%	49.3%	42.7%	46.0%	46.0%
	Energy and mining	28.0%	30.7%	25.3%	30.0%	27.0%
	Technology	56.0%	61.3%	50.7%	56.0%	56.0%
	Real estate	48.0%	52.0%	44.0%	50.0%	47.0%
	Services	50.0%	57.3%	42.7%	46.0%	52.0%
	Transportation	34.0%	28.0%	40.0%	38.0%	32.0%
	Retail trade	42.7%	54.7%	30.7%	38.0%	45.0%
	Automotive	21.3%	17.3%	25.3%	22.0%	21.0%
	Wholesale trade	22.7%	20.0%	25.3%	26.0%	21.0%
	Agriculture	20.0%	21.3%	18.7%	20.0%	20.0%
	Other	8.0%	4.0%	12.0%	8.0%	8.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 0)	Wholesale broker (n = 25)	Retail broker (n = 50)
Q4. U.S. In which state do you currently reside?	Alabama					
	Alaska					
	Arizona					
	Arkansas					
	California	5.3%	5.3%			8.0%
	Colorado	2.7%	2.7%			4.0%
	Connecticut	8.0%	8.0%		8.0%	8.0%
	Delaware					
	Florida	4.0%	4.0%		4.0%	4.0%
	Georgia	4.0%	4.0%		4.0%	4.0%
	Hawaii					
	Idaho					
	Illinois	4.0%	4.0%		12.0%	
	Indiana					
	Iowa					
	Kansas	4.0%	4.0%		12.0%	
	Kentucky					
	Louisiana					
	Maine					
	Maryland	1.3%	1.3%		4.0%	
	Massachusetts	4.0%	4.0%		4.0%	4.0%
	Michigan	2.7%	2.7%		4.0%	2.0%
	Minnesota					
	Mississippi					
	Missouri					
	Montana					
	Nebraska					
	Nevada					

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 0)	Wholesale broker (n = 25)	Retail broker (n = 50)
Q4. U.S. In which state do you currently reside?	New Hampshire					
	New Jersey	5.3%	5.3%		4.0%	6.0%
	New Mexico					
	New York	34.7%	34.7%		28.0%	38.0%
	North Carolina					
	North Dakota					
	Ohio					
	Oklahoma					
	Oregon					
	Pennsylvania	5.3%	5.3%		8.0%	4.0%
	Rhode Island					
	South Carolina					
	South Dakota					
	Tennessee	4.0%	4.0%			6.0%
	Texas	4.0%	4.0%			6.0%
	Utah					
	Vermont	2.7%	2.7%		4.0%	2.0%
	Virginia					
	Washington	4.0%	4.0%		4.0%	4.0%
	Washington, D.C.					
	West Virginia					
	Wisconsin					
	Wyoming					

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 0)	U.K. (n = 75)	Wholesale broker (n = 25)	Retail broker (n = 50)
Q5. U.K. Where are you currently based?	England	93.3%		93.3%	100.0%	90.0%
	Wales	2.7%		2.7%		4.0%
	Scotland	4.0%		4.0%		6.0%
	Northern Ireland					

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q6. Which Argo Group business units do you work with? (Please choose all that apply)	Colony	21.3%	28.0%	14.7%	14.0%	25.0%
	Rockwood	12.0%	18.7%	5.3%	12.0%	12.0%
	Trident Public Risk Solutions	14.7%	22.7%	6.7%	10.0%	17.0%
	Argo Insurance Bermuda	16.0%	25.3%	6.7%	12.0%	18.0%
	Argo Insurance U.S. Grocery and Retail	14.0%	17.3%	10.7%	12.0%	15.0%
	Argo Insurance Commercial Programs	11.3%	16.0%	6.7%	10.0%	12.0%
	ARIS	9.3%	13.3%	5.3%	10.0%	9.0%
	Argo Surety	14.0%	20.0%	8.0%	6.0%	18.0%
	Argo Pro	24.0%	34.7%	13.3%	20.0%	26.0%
	Alternative Risk Solutions	16.0%	24.0%	8.0%	16.0%	16.0%
	Alteris	14.7%	20.0%	9.3%	14.0%	15.0%
	Argo Seguros	11.3%	14.7%	8.0%	6.0%	14.0%
	Ariel Re Bermuda	18.0%	28.0%	8.0%	18.0%	18.0%
	Ariel Re Syndicate 1910 at Lloyd's	17.3%	26.7%	8.0%	14.0%	19.0%
	Argo Global Syndicate 1200 at Lloyd's	20.7%	17.3%	24.0%	26.0%	18.0%
	Argo Global SE	20.7%	29.3%	12.0%	22.0%	20.0%
	None of the above	50.0%	41.3%	58.7%	54.0%	48.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Cyber risks]	Unfamiliar	0.6%		1.3%	2.0%	
	Somewhat familiar	28.7%	25.3%	32.0%	28.0%	29.0%
	Familiar	70.7%	74.7%	66.7%	70.0%	71.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Artificial intelligence]	Unfamiliar	17.3%	12.0%	22.7%	14.0%	19.0%
	Somewhat familiar	58.7%	65.3%	52.0%	52.0%	62.0%
	Familiar	24.0%	22.7%	25.3%	34.0%	19.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Internet of things]	Unfamiliar	1.3%		2.6%	2.0%	1.0%
	Somewhat familiar	44.7%	34.7%	54.7%	38.0%	48.0%
	Familiar	54.0%	65.3%	42.7%	60.0%	51.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Blockchain]	Unfamiliar	30.0%	28.0%	32.0%	24.0%	33.0%
	Somewhat familiar	32.0%	29.3%	34.7%	30.0%	33.0%
	Familiar	38.0%	42.7%	33.3%	46.0%	34.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Virtual reality technologies (i.e., augmented reality and virtual reality)]	Unfamiliar	26.0%	24.0%	28.0%	30.0%	24.0%
	Somewhat familiar	40.7%	45.3%	36.0%	30.0%	46.0%
	Familiar	33.3%	30.7%	36.0%	40.0%	30.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Climate change]	Unfamiliar	5.3%	5.3%	5.3%	6.0%	5.0%
	Somewhat familiar	39.3%	33.3%	45.3%	42.0%	38.0%
	Familiar	55.4%	61.4%	49.4%	52.0%	57.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Drones]	Unfamiliar	8.0%	6.7%	9.3%	10.0%	7.0%
	Somewhat familiar	67.3%	69.3%	65.4%	52.0%	75.0%
	Familiar	24.7%	24.0%	25.3%	38.0%	18.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q7. How familiar are you with the following? [Autonomous vehicles]	Unfamiliar	12.0%	5.3%	18.7%	10.0%	13.0%
	Somewhat familiar	53.3%	54.7%	52.0%	48.0%	56.0%
	Familiar	34.7%	40.0%	29.3%	42.0%	31.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q8. What percentage of your clients purchase cyber insurance?	0	3.3%		6.7%	6.0%	2.0%
	1-10%	27.3%	17.3%	37.3%	30.0%	26.0%
	11-25%	28.0%	24.0%	32.0%	30.0%	27.0%
	26-50%	31.4%	46.7%	16.0%	28.0%	33.0%
	More than 50%	10.0%	12.0%	8.0%	6.0%	12.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q9. In the past year, have you seen an increase in the number of clients purchasing cyber insurance?	Yes, more clients are purchasing cyber cover.	77.4%	78.7%	76.0%	76.0%	78.0%
	No, demand has remained the same.	19.3%	21.3%	17.3%	24.0%	17.0%
	No, there has been a decrease in demand.	3.3%		6.7%		5.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q10. For those clients who renewed their cyber policy, what percentage of them increased the limits?	0	18.7%	10.7%	26.7%	22.0%	17.0%
	1-10%	24.7%	24.0%	25.3%	38.0%	18.0%
	11-25%	29.3%	36.0%	22.7%	18.0%	35.0%
	25-50%	20.7%	24.0%	17.3%	18.0%	22.0%
	More than 50%	6.6%	5.3%	8.0%	4.0%	8.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q11. To what degree did high-profile international cyber security breaches, such as WannaCry and NotPetya, impact your clients' likelihood to purchase cyber insurance?	They had a large impact.	18.7%	16.0%	21.3%	14.0%	21.0%
	They had some impact.	52.7%	57.3%	48.0%	48.0%	55.0%
	No impact	20.0%	20.0%	20.0%	28.0%	16.0%
	Unsure	8.6%	6.7%	10.7%	10.0%	8.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q12. Which of the following cyber incidents have your clients experienced in the past 12 months? (Please choose all that apply)	Internet of things (IoT) vulnerability	14.0%	13.3%	14.7%	16.0%	13.0%
	Virus, spyware, malware or other malicious code	54.7%	58.7%	50.7%	44.0%	60.0%
	Distributed denial-of-service (DDoS)	30.0%	34.7%	25.3%	34.0%	28.0%
	Software or data damaged, erased or stolen	34.7%	37.3%	32.0%	38.0%	33.0%
	Holding your network hostage for extortion (ransomware)	34.0%	29.3%	38.7%	26.0%	38.0%
	Transfer of funds to unauthorized recipient due to spear phishing	53.3%	56.0%	50.7%	50.0%	55.0%
	Breach of customer data or personal/financial information due to spear phishing	45.3%	54.7%	36.0%	50.0%	43.0%
	Vulnerability of cloud data storage	28.0%	29.3%	26.7%	24.0%	30.0%
	Lost/stolen laptops	46.0%	48.0%	44.0%	44.0%	47.0%
	W-2 scam	16.7%	24.0%	9.3%	14.0%	18.0%
	System failure (unrelated to a security failure)	30.0%	33.3%	26.7%	26.0%	32.0%
	Cyber incidents targeting critical infrastructure	13.3%	14.7%	12.0%	8.0%	16.0%
	None of the above	16.7%	20.0%	13.3%	22.0%	14.0%
	Other	0.7%		1.3%		1.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q13. What are the most common security problems faced by your clients' staff? (Please choose all that apply)	A system was penetrated via the internet and compromised.	21.3%	20.0%	22.7%	26.0%	19.0%
	Unpatched/outdated software security updates.	38.7%	46.7%	30.7%	36.0%	40.0%
	Malware	61.3%	68.0%	54.7%	64.0%	60.0%
	Distributed denial-of-service (DDoS)	26.0%	20.0%	32.0%	22.0%	28.0%
	Phishing	73.3%	74.7%	72.0%	72.0%	74.0%
	Employees using unsecured personal digital devices (e.g., cell phones, tablets, personal laptops)	46.0%	46.7%	45.3%	48.0%	45.0%
	Other					

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q14. What is the main reason why potential clients do not purchase cyber insurance?	Cost concerns (e.g., budget issues, mistrust about insurance pricing)	28.0%	32.0%	24.0%	22.0%	31.0%
	Current coverage is insufficient for their needs.	2.0%		4.0%		3.0%
	Feel confident in internal security measures to prevent a cyber incident	19.3%	18.7%	20.0%	16.0%	21.0%
	Believe they will never suffer a cyber incident	30.7%	25.3%	36.0%	30.0%	31.0%
	Feel they are covered by other insurance packages already (e.g., property, casualty or professional liability policy)	18.7%	24.0%	13.3%	28.0%	14.0%
	Other	1.3%		2.7%	4.0%	

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q15. Since the 2016 U.S. election, have cyber breaches increased or decreased, or has there been no activity?	Increased	82.7%	81.3%	84.0%	90.0%	79.0%
	Decreased	2.7%	2.7%	2.7%		4.0%
	No activity	14.6%	16.0%	13.3%	10.0%	17.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
IoT1. To what extent do you agree or disagree with the following statements about the Internet of Things (IoT)? [My clients are utilizing IoT devices such as sensors and monitors to mitigate risks]	Strongly disagree	20.7%	16.0%	25.3%	24.0%	19.0%
	Disagree	37.3%	38.7%	36.0%	38.0%	37.0%
	Agree	30.7%	29.3%	32.0%	34.0%	29.0%
	Strongly agree	11.3%	16.0%	6.7%	4.0%	15.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
IoT1. To what extent do you agree or disagree with the following statements about the Internet of Things (IoT)? [IoT will disrupt insurance in a significant manner in the next 5 years]	Strongly disagree	8.6%	6.6%	10.6%	6.0%	10.0%
	Disagree	20.7%	22.7%	18.7%	24.0%	19.0%
	Agree	42.0%	40.0%	44.0%	48.0%	39.0%
	Strongly agree	28.7%	30.7%	26.7%	22.0%	32.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
IoT1. To what extent do you agree or disagree with the following statements about the Internet of Things (IoT)? [IoT solutions can rapidly and permanently reduce a company's current cost of risk]	Strongly disagree	8.7%	10.7%	6.7%	10.0%	8.0%
	Disagree	28.0%	29.3%	26.7%	32.0%	26.0%
	Agree	39.3%	33.3%	45.3%	38.0%	40.0%
	Strongly agree	24.0%	26.7%	21.3%	20.0%	26.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
IoT1. To what extent do you agree or disagree with the following statements about the Internet of Things (IoT) [Our clients are training their employees to understand the risks (i.e., cyber threats) of utilizing IoT]	Strongly disagree	18.0%	17.3%	18.6%	24.0%	15.0%
	Disagree	32.7%	30.7%	34.7%	28.0%	35.0%
	Agree	37.3%	42.7%	32.0%	40.0%	36.0%
	Strongly agree	12.0%	9.3%	14.7%	8.0%	14.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q16. We have seen a spike of claims in the past 3 years related to artificial intelligence. To what extent do you agree or disagree with the following statements? [using artificial intelligence for processes like interpreting data and responding to inquiries will make brokers work smarter and offer more personalized solutions to their clients]	Strongly disagree	10.0%	12.0%	8.0%	8.0%	11.0%
	Disagree	16.6%	16.0%	17.4%	24.0%	13.0%
	Agree	52.7%	48.0%	57.3%	44.0%	57.0%
	Strongly agree	20.7%	24.0%	17.3%	24.0%	19.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q16. We have seen a spike of claims in the past 3 years related to artificial intelligence. To what extent do you agree or disagree with the following statements? [Artificial intelligence and widespread automation pose a risk to the insurance industry]	Strongly disagree	9.3%	9.3%	9.3%	2.0%	13.0%
	Disagree	40.7%	45.4%	36.0%	38.0%	42.0%
	Agree	29.3%	24.0%	34.7%	34.0%	27.0%
	Strongly agree	20.7%	21.3%	20.0%	26.0%	18.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q16. We have seen a spike of claims in the past 3 years related to artificial intelligence. To what extent do you agree or disagree with the following statements? [Artificial intelligence is a complement to insurance brokerage services]	Strongly disagree	8.7%	10.7%	6.7%	16.0%	5.0%
	Disagree	25.3%	21.3%	29.3%	30.0%	23.0%
	Agree	41.3%	38.7%	44.0%	32.0%	46.0%
	Strongly agree	24.7%	29.3%	20.0%	22.0%	26.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q16. We have seen a spike of claims in the past 3 years related to artificial intelligence. To what extent do you agree or disagree with the following statements? [Artificial intelligence will significantly disrupt traditional insurance distribution models or AI will replace aspects of the insurance workforce (brokers, underwriters)]	Strongly disagree	10.7%	6.6%	14.7%	8.0%	12.0%
	Disagree	18.7%	12.0%	25.3%	18.0%	19.0%
	Agree	49.3%	54.7%	44.0%	50.0%	49.0%
	Strongly agree	21.3%	26.7%	16.0%	24.0%	20.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q16. We have seen a spike of claims in the past 3 years related to artificial intelligence. To what extent do you agree or disagree with the following statements? [Advances in AI will make work processes more efficient for my company]	Strongly disagree	4.6%	5.3%	4.0%	4.0%	5.0%
	Disagree	14.0%	9.3%	18.6%	14.0%	14.0%
	Agree	54.7%	50.7%	58.7%	60.0%	52.0%
	Strongly agree	26.7%	34.7%	18.7%	22.0%	29.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q17. When is your organization likely to incorporate blockchain technology?	Currently incorporating blockchain technology	1.3%		2.7%	4.0%	
	In the next 12-18 months	5.3%	6.7%	4.0%	6.0%	5.0%
	In the next 5 years	25.3%	16.0%	34.7%	32.0%	22.0%
	In the next 10 years	8.7%	9.3%	8.0%	6.0%	10.0%
	In the next 10+ years	4.0%	8.0%		4.0%	4.0%
	Never	4.7%	5.3%	4.0%	2.0%	6.0%
	Unsure	50.7%	54.7%	46.6%	46.0%	53.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q18. What do you feel are the potential benefits of the insurance industry adopting blockchain? (Please select 3 answers)	Improving trust with client base	33.3%	34.7%	32.0%	28.0%	36.0%
	More efficient processes (e.g., KYC data)	60.7%	57.3%	64.0%	64.0%	59.0%
	Better claims processing	50.7%	45.3%	56.0%	46.0%	53.0%
	Enhancing current fraud prevention/detection methods	54.0%	58.7%	49.3%	60.0%	51.0%
	Cost reduction	56.7%	56.0%	57.3%	64.0%	53.0%
	Easier/more efficient underwriting	44.0%	46.7%	41.3%	38.0%	47.0%
	Other	0.7%	1.3%			1.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q19. What do you feel are the potential roadblocks to the insurance industry adopting blockchain? (Please select 3 answers)	Excessive energy consumption	14.0%	13.3%	14.7%	22.0%	10.0%
	Lack of scalability	19.3%	21.3%	17.3%	18.0%	20.0%
	Inadequate internal infrastructure to handle	33.3%	34.7%	32.0%	30.0%	35.0%
	Unclear regulation on how to use it	52.7%	56.0%	49.3%	58.0%	50.0%
	Exposure to cyber risks	28.7%	24.0%	33.3%	28.0%	29.0%
	Need for re-training staff and potential human error	51.3%	48.0%	54.7%	48.0%	53.0%
	Lack of education or understanding	57.3%	50.7%	64.0%	50.0%	61.0%
	The insurance industry will never agree on a common standard.	42.0%	50.7%	33.3%	44.0%	41.0%
	Other	1.3%	1.3%	1.3%	2.0%	1.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q20. When is your organization likely to accept cryptocurrencies?	Currently accepting cryptocurrencies	0.7%		1.3%	2.0%	
	In the next 12-18 months	4.7%	9.3%		4.0%	5.0%
	In the next 5 years	8.0%	6.7%	9.3%	14.0%	5.0%
	In the next 10 years	12.0%	8.0%	16.0%	4.0%	16.0%
	In the next 10+ years	6.0%	8.0%	4.0%	2.0%	8.0%
	Never	34.6%	38.7%	30.7%	40.0%	32.0%
	Unsure	34.0%	29.3%	38.7%	34.0%	34.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q21. Please state whether you agree or disagree with the following statements. [The advent of autonomous vehicles will reduce the number and severity of accidents]	Strongly disagree	8.0%	5.3%	10.7%	4.0%	10.0%
	Disagree	18.0%	9.3%	26.7%	16.0%	19.0%
	Agree	50.0%	54.7%	45.3%	56.0%	47.0%
	Strongly agree	24.0%	30.7%	17.3%	24.0%	24.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q21. Please state whether you agree or disagree with the following statements. [The advent of autonomous vehicles will lower insurance premiums]	Strongly disagree	13.3%	13.3%	13.3%	8.0%	16.0%
	Disagree	32.7%	29.3%	36.0%	38.0%	30.0%
	Agree	40.7%	45.4%	36.0%	46.0%	38.0%
	Strongly agree	13.3%	12.0%	14.7%	8.0%	16.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q21. Please state whether you agree or disagree with the following statements. [Increasingly, autonomous vehicles will be owned by companies rather than individuals and demand for privately owned insurance will drop]	Strongly disagree	17.4%	17.3%	17.3%	12.0%	20.0%
	Disagree	42.0%	48.0%	36.0%	42.0%	42.0%
	Agree	27.3%	20.0%	34.7%	26.0%	28.0%
	Strongly agree	13.3%	14.7%	12.0%	20.0%	10.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q21. Please state whether you agree or disagree with the following statements. [Adoption of autonomous vehicles will shift the emphasis in risk analysis from individual behaviours/ attributes (driving history, age, etc.) to manufacturers and/or municipalities]	Strongly disagree	3.3%	2.7%	4.0%	10.0%	
	Disagree	8.7%	10.7%	6.7%	10.0%	8.0%
	Agree	53.3%	49.3%	57.3%	56.0%	52.0%
	Strongly agree	34.7%	37.3%	32.0%	24.0%	40.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q21. Please state whether you agree or disagree with the following statements. [Autonomous vehicles do not pose a major threat to the insurance industry because they will be adopted gradually over time]	Strongly disagree	17.3%	16.0%	18.7%	28.0%	12.0%
	Disagree	22.0%	20.0%	24.0%	20.0%	23.0%
	Agree	48.7%	49.3%	48.0%	40.0%	53.0%
	Strongly agree	12.0%	14.7%	9.3%	12.0%	12.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q22. Which of the following do you believe presents the biggest opportunity for insurers when it comes to covering autonomous vehicles?	Cyber threats (potential for hackers to gain control/ hijacking)	16.7%	10.7%	22.7%	16.0%	17.0%
	Software malfunction (software bugs, memory overflow and algorithm defects)	47.3%	49.3%	45.3%	40.0%	51.0%
	Road infrastructure (e.g., stop lights, toll roads, etc.)	8.0%	5.3%	10.7%	8.0%	8.0%
	Cloud server systems	0.7%		1.3%	2.0%	
	Inability to account for other drivers	27.3%	34.7%	20.0%	34.0%	24.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q23. When is your organization likely to offer drone coverage?	Currently incorporating drone coverage	45.3%	53.3%	37.3%	48.0%	44.0%
	In the next 12-18 months	18.7%	13.3%	24.0%	28.0%	14.0%
	In the next 5 years	24.0%	22.7%	25.3%	18.0%	27.0%
	In the next 10 years	2.0%		4.0%		3.0%
	In the next 10+ years					
	Never	10.0%	10.7%	9.4%	6.0%	12.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q24. What do you feel are the most likely potential liabilities in the use of drones? (Please choose all that apply)	Damage to utilities (e.g., neighbourhood power lines)	70.0%	65.3%	74.7%	62.0%	74.0%
	Personal injury	66.7%	72.0%	61.3%	72.0%	64.0%
	Business/premise liability	41.3%	40.0%	42.7%	40.0%	42.0%
	Potential hijacking (physical and cyber)	49.3%	42.7%	56.0%	42.0%	53.0%
	Fellow employee coverage	22.0%	22.7%	21.3%	16.0%	25.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 135)	U.S. (n = 67)	U.K. (n = 68)	Wholesale broker (n = 47)	Retail broker (n = 88)
Q25. For clients who do seek coverage for drones, what does their policy usually cover? (Please choose all that apply)	Liability (personal/property damage)	57.8%	65.7%	50.0%	66.0%	53.4%
	Payload (protect the insured from any physical damage losses to a scheduled payload)	27.4%	28.4%	26.5%	36.2%	22.7%
	Hull (protecting the business from physical damage to drones)	26.7%	20.9%	32.4%	29.8%	25.0%
	Non-owned (damage from leased or rented drones)	20.7%	23.9%	17.6%	17.0%	22.7%
	Ground equipment (laptops, tablets, UAV cases, remote controllers, etc.)	26.7%	28.4%	25.0%	29.8%	25.0%
	Clients do not seek coverage	17.0%	9.0%	25.0%	10.6%	20.5%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q26. Have you seen an increase in the number of clients using drones as part of their risk management strategy?	Yes	14.6%	22.7%	6.6%	16.0%	14.0%
	Clients are using them, but there has been no increase.	18.7%	14.6%	22.7%	18.0%	19.0%
	No, this is not mainstream.	66.7%	62.7%	70.7%	66.0%	67.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q27. How interested would your clients be in employee training using virtual technologies (i.e., augmented reality and virtual reality)?	1 Not at all interested	13.3%	10.7%	16.0%	8.0%	16.0%
	2	8.7%	12.0%	5.3%	4.0%	11.0%
	3	20.0%	13.3%	26.7%	18.0%	21.0%
	4	9.3%	16.0%	2.7%	8.0%	10.0%
	5	12.7%	18.8%	6.7%	8.0%	15.0%
	6	14.0%	5.3%	22.7%	22.0%	10.0%
	7	10.7%	13.3%	8.0%	16.0%	8.0%
	8	0.6%		1.2%	2.0%	
	9	2.7%	5.3%		4.0%	2.0%
	10 Extremely Interested	8.0%	5.3%	10.7%	10.0%	7.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q28. What do you see as the top potential advantages of using virtual technologies (i.e., augmented reality and virtual reality) in your clients' employee training? (Please select 3 answers)	Cost cutting	36.0%	29.3%	42.7%	36.0%	36.0%
	Increased productivity	45.3%	41.3%	49.3%	40.0%	48.0%
	Real-time information	38.7%	44.0%	33.3%	44.0%	36.0%
	Companies retaining skills and employee knowledge	46.0%	50.7%	41.3%	40.0%	49.0%
	Using everyday devices for learning (e.g., smartphones)	55.3%	53.3%	57.3%	46.0%	60.0%
	Facilitating remote working	38.0%	32.0%	44.0%	44.0%	35.0%
	Loss prevention (avoid quality problems/accidents)	40.0%	49.3%	30.7%	48.0%	36.0%
	Other	0.7%		1.3%	2.0%	

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q29. Based on your interactions with clients, what kind of risk do you feel climate change poses to their businesses? [Short term]	High	16.0%	24.0%	8.0%	26.0%	11.0%
	Medium	22.7%	22.7%	22.7%	22.0%	23.0%
	Low	61.3%	53.3%	69.3%	52.0%	66.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q29. Based on your interactions with clients, what kind of risk do you feel climate change poses to their businesses? [Long term]	High	53.3%	53.4%	53.3%	68.0%	46.0%
	Medium	24.0%	21.3%	26.7%	14.0%	29.0%
	Low	22.7%	25.3%	20.0%	18.0%	25.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q30. Which potential effects of climate change do you feel your clients are most exposed to? (Please select at most 3 answers)	Increase in flooding	36.7%	32.0%	41.3%	44.0%	33.0%
	Increase in wildfires	18.0%	18.7%	17.3%	30.0%	12.0%
	Increase in hurricanes	36.0%	41.3%	30.7%	40.0%	34.0%
	Increase in droughts	17.3%	13.3%	21.3%	20.0%	16.0%
	Forest damage	16.7%	21.3%	12.0%	16.0%	17.0%
	Harm to wildlife	16.0%	14.7%	17.3%	14.0%	17.0%
	Human health (e.g., temperature-related illness, water-borne disease, air quality, food safety)	46.0%	38.7%	53.3%	42.0%	48.0%
	Infrastructure/transportation damage (e.g., increased electrical outages)	40.0%	44.0%	36.0%	28.0%	46.0%
	Changes in food supply/ agricultural yields	41.3%	38.7%	44.0%	24.0%	50.0%
	None	4.0%	6.7%	1.3%	8.0%	2.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q31. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 1]	Cost	30.7%	32.0%	29.3%	26.0%	33.0%
	Better user experience	10.6%	8.0%	13.3%	12.0%	10.0%
	Convenience	27.3%	25.3%	29.3%	36.0%	23.0%
	Simplicity	16.7%	14.7%	18.8%	6.0%	22.0%
	Speed	14.7%	20.0%	9.3%	20.0%	12.0%
	Reliability					

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q31. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 2]	Cost	16.7%	12.0%	21.3%	14.0%	18.0%
	Better user experience	10.7%	6.6%	14.7%	14.0%	9.0%
	Convenience	28.7%	32.0%	25.3%	4.0%	41.0%
	Simplicity	11.3%	18.7%	4.0%	26.0%	4.0%
	Speed	31.3%	30.7%	32.0%	42.0%	26.0%
	Reliability	1.3%		2.7%		2.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q31. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 3]	Cost	13.3%	17.3%	9.2%	14.0%	13.0%
	Better user experience	7.3%		14.7%	2.0%	10.0%
	Convenience	26.8%	30.7%	22.7%	32.0%	24.0%
	Simplicity	24.0%	21.3%	26.7%	6.0%	33.0%
	Speed	21.3%	24.0%	18.7%	30.0%	17.0%
	Reliability	7.3%	6.7%	8.0%	16.0%	3.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q31. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 4]	Cost	12.0%	18.7%	5.3%	22.0%	7.0%
	Better user experience	6.0%	5.3%	6.7%	6.0%	6.0%
	Convenience	12.7%	12.0%	13.3%	20.0%	9.0%
	Simplicity	25.3%	25.4%	25.3%	22.0%	27.0%
	Speed	26.0%	21.3%	30.7%	4.0%	37.0%
	Reliability	18.0%	17.3%	18.7%	26.0%	14.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q31. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 5]	Cost	13.3%	6.6%	20.0%	18.0%	11.0%
	Better user experience	27.3%	34.7%	20.0%	16.0%	33.0%
	Convenience	2.0%		4.0%	6.0%	
	Simplicity	16.7%	20.0%	13.3%	34.0%	8.0%
	Speed	5.3%	4.0%	6.7%	4.0%	6.0%
	Reliability	35.4%	34.7%	36.0%	22.0%	42.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q31. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 6]	Cost	14.0%	13.3%	14.7%	6.0%	18.0%
	Better user experience	38.0%	45.4%	30.7%	50.0%	32.0%
	Convenience	2.7%		5.2%	2.0%	3.0%
	Simplicity	6.0%		12.0%	6.0%	6.0%
	Speed	1.3%		2.7%		2.0%
	Reliability	38.0%	41.3%	34.7%	36.0%	39.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	us (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q32. In the next 5 years, which areas of the insurance industry do you believe will have the largest talent gap? (Please select 3 answers)	Actuarial	34.7%	30.7%	38.7%	22.0%	41.0%
	Administrative	14.0%	18.7%	9.3%	20.0%	11.0%
	Legal	12.7%	9.3%	16.0%	6.0%	16.0%
	Marketing	16.0%	18.7%	13.3%	18.0%	15.0%
	Information technology	31.3%	29.3%	33.3%	32.0%	31.0%
	Claims	34.0%	45.3%	22.7%	36.0%	33.0%
	Customer service	26.7%	29.3%	24.0%	36.0%	22.0%
	Managerial	25.3%	17.3%	33.3%	26.0%	25.0%
	Sales	10.0%	10.7%	9.3%	4.0%	13.0%
	Underwriting	54.0%	54.7%	53.3%	48.0%	57.0%
	Broking	38.7%	36.0%	41.3%	44.0%	36.0%
	None	0.7%		1.3%	2.0%	
	Other	0.7%		1.3%	2.0%	

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q33. What do you feel is impeding the insurance industry from attracting more talent?	Lack of interest	16.0%	20.0%	12.0%	20.0%	14.0%
	Competition from other industries	16.7%	18.7%	14.6%	16.0%	17.0%
	Slow to innovate	35.3%	32.0%	38.7%	32.0%	37.0%
	Lack of knowledge about the industry	32.0%	29.3%	34.7%	32.0%	32.0%
	Other					

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q35. What is your organization's biggest barrier to implementing new technology?	Cost	44.6%	49.3%	40.0%	54.0%	40.0%
	Legal/regulatory ramifications	6.0%	2.7%	9.3%		9.0%
	Lack of processes/ procedures	12.7%	10.7%	14.7%	4.0%	17.0%
	Level of knowledge	8.7%	10.7%	6.7%	4.0%	11.0%
	Time needed to implement	8.7%	6.7%	10.7%	14.0%	6.0%
	Proof of value	12.0%	12.0%	12.0%	12.0%	12.0%
	Talent	4.7%	5.3%	4.0%	6.0%	4.0%
	Exposure to cyber risk	1.3%	2.6%		2.0%	1.0%
	Other	1.3%		2.6%	4.0%	

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q36. In which region have you seen the biggest growth for your insurance policies?	North America	46.7%	74.7%	18.7%	46.0%	47.0%
	Europe and the Middle East (EMEA)	36.7%	10.7%	62.7%	30.0%	40.0%
	Asia	10.7%	10.6%	10.7%	18.0%	7.0%
	Latin America	4.0%	4.0%	4.0%	4.0%	4.0%
	Africa	0.6%		1.2%	2.0%	
	Other	1.3%		2.7%		2.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q38. Are any of the following geopolitical risks a potential threat to your clients? (Please choose all that apply)	Terrorism (e.g., ISIS)	43.3%	48.0%	38.7%	44.0%	43.0%
	Russian cyberhacking	49.3%	42.7%	56.0%	54.0%	47.0%
	Trade war between China and U.S.	45.3%	52.0%	38.7%	54.0%	41.0%
	Escalating tensions with North Korea	21.3%	25.3%	17.3%	20.0%	22.0%
	Worsening relations with Iran	26.0%	20.0%	32.0%	34.0%	22.0%
	U.S. political climate	42.0%	58.7%	25.3%	48.0%	39.0%
	Other	10.7%		21.3%	4.0%	14.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Cyber threats/attacks]	No priority					
	Medium priority	29.3%	32.0%	26.7%	30.0%	29.0%
	High priority	70.7%	68.0%	73.3%	70.0%	71.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Artificial intelligence]	No priority	39.3%	38.7%	40.0%	30.0%	44.0%
	Medium priority	45.4%	49.3%	41.3%	50.0%	43.0%
	High priority	15.3%	12.0%	18.7%	20.0%	13.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Internet of things]	No priority	12.6%	5.3%	20.0%	10.0%	14.0%
	Medium priority	58.7%	60.0%	57.3%	58.0%	59.0%
	High priority	28.7%	34.7%	22.7%	32.0%	27.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Blockchain]	No priority	36.0%	26.7%	45.3%	24.0%	42.0%
	Medium priority	43.3%	48.0%	38.7%	48.0%	41.0%
	High priority	20.7%	25.3%	16.0%	28.0%	17.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Autonomous vehicles/self-driving cars]	No priority	50.7%	56.0%	45.3%	38.0%	57.0%
	Medium priority	32.0%	25.3%	38.7%	42.0%	27.0%
	High priority	17.3%	18.7%	16.0%	20.0%	16.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Drones]	No priority	28.0%	24.0%	32.0%	24.0%	30.0%
	Medium priority	37.3%	38.7%	36.0%	42.0%	35.0%
	High priority	34.7%	37.3%	32.0%	34.0%	35.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Virtual technologies]	No priority	38.0%	44.0%	32.0%	32.0%	41.0%
	Medium priority	48.7%	44.0%	53.3%	46.0%	50.0%
	High priority	13.3%	12.0%	14.7%	22.0%	9.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Climate change]	No priority	40.0%	41.3%	38.7%	36.0%	42.0%
	Medium priority	31.3%	33.4%	29.3%	28.0%	33.0%
	High priority	28.7%	25.3%	32.0%	36.0%	25.0%

		Overall	In which country are you currently based?		Q1.Which of the following best describes the nature of your firm?	
		Overall (n = 150)	U.S. (n = 75)	U.K. (n = 75)	Wholesale broker (n = 50)	Retail broker (n = 150)
Q39. Which of the following emerging risks do you see as top priorities in the next 12 months? [Other]	No priority	92.7%	96.0%	89.3%	82.0%	98.0%
	Medium priority	5.3%	2.7%	8.0%	14.0%	1.0%
	High priority	2.0%	1.3%	2.7%	4.0%	1.0%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q1. What is your organization's annual sales revenue?	Less than $25M	45.0%	47.0%	43.0%	100.0%		
	>$25M to $100M	32.5%	35.0%	30.0%		100.0%	
	>$100M to $250M	22.5%	18.0%	27.0%			100.0%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q2. Which of the following best describes your role within your organization?	Chief risk manager/head of risk management department	9.5%	8.0%	11.0%	4.4%	9.2%	20.0%
	Member of risk management department (not head)	9.5%	8.0%	11.0%	4.4%	6.2%	24.4%
	Chief information security officer/chief privacy officer	8.5%	9.0%	8.0%	8.9%	7.6%	8.9%
	Other executive (CIO, CFO, CEO, etc.)	23.5%	23.0%	24.0%	38.9%	12.3%	8.9%
	Head of operations	13.5%	16.0%	11.0%	14.5%	18.5%	4.4%
	Other member of operations department	13.5%	15.0%	12.0%	14.5%	12.3%	13.4%
	Head of IT	13.5%	14.0%	13.0%	4.4%	27.7%	11.1%
	Other member of IT department	8.5%	7.0%	10.0%	10.0%	6.2%	8.9%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q3. Which of the following best describes your firm's industry?	Finance, banking and insurance	15.0%	14.0%	16.0%	20.0%	6.2%	17.8%
	Manufacturing	11.5%	10.0%	13.0%	7.8%	12.3%	17.8%
	Education	7.5%	10.0%	5.0%	7.8%	7.7%	6.8%
	Public entity	5.5%	8.0%	3.0%	5.6%	3.0%	8.9%
	Healthcare	6.0%	4.0%	8.0%	3.3%	10.8%	4.4%
	Construction	5.0%	4.0%	6.0%	3.3%	4.6%	8.9%
	Energy and mining	3.0%	3.0%	3.0%	1.1%	6.2%	2.2%
	Technology	16.0%	18.0%	14.0%	18.9%	20.0%	4.4%
	Real estate	3.0%	3.0%	3.0%	5.6%	1.5%	
	Services	16.5%	15.0%	18.0%	16.7%	15.4%	17.8%
	Transportation	3.0%	4.0%	2.0%	3.3%	3.1%	2.2%
	Retail trade	6.5%	5.0%	8.0%	5.6%	9.2%	4.4%
	Automotive	1.0%	2.0%				4.4%
	Wholesale trade						
	Agriculture	0.5%		1.0%	1.0%		
	Other						

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
In which country are you currently based?	U.S.	50.0%	100.0%		52.2%	53.8%	40.0%
	U.K.	50.0%		100.0%	47.8%	46.2%	60.0%

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		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 0)	Less than $25M (n = 47)	>$25M to $100M (n = 35)	>$100M to $250M (n = 18)
Q4. U.S. In which state are you currently based?	Alabama						
	Alaska	2.0%	2.0%		4.3%		
	Arizona	1.0%	1.0%		2.1%		
	Arkansas						
	California	14.0%	14.0%		14.9%	8.6%	22.2%
	Colorado	6.0%	6.0%		6.4%	8.6%	
	Connecticut						
	Delaware						
	Florida	13.0%	13.0%		12.8%	8.6%	22.2%
	Georgia	3.0%	3.0%		2.1%	5.7%	
	Hawaii						
	Idaho						
	Illinois	5.0%	5.0%		6.4%	5.7%	
	Indiana	2.0%	2.0%		4.3%		
	Iowa						
	Kansas						
	Kentucky						
	Louisiana						
	Maine						
	Maryland						
	Massachusetts	2.0%	2.0%		2.1%	2.9%	
	Michigan	2.0%	2.0%		4.3%		
	Minnesota	2.0%	2.0%				11.1%
	Mississippi						
	Missouri	1.0%	1.0%				5.6%
	Montana						
	Nebraska						
	Nevada	4.0%	4.0%			5.7%	11.1%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 0)	Less than $25M (n = 47)	>$25M to $100M (n = 35)	>$100M to $250M (n = 18)
Q4. U.S. In which state are you currently based?	New Hampshire						
	New Jersey	2.0%	2.0%			2.9%	5.6%
	New Mexico						
	New York	14.0%	14.0%		8.5%	20.0%	16.7%
	North Carolina	1.0%	1.0%			2.9%	
	North Dakota						
	Ohio	3.0%	3.0%		6.4%		
	Oklahoma						
	Oregon	2.0%	2.0%			5.6%	
	Pennsylvania	8.0%	8.0%		12.8%	5.6%	
	Rhode Island						
	South Carolina						
	South Dakota	2.0%	2.0%			5.7%	
	Tennessee	2.0%	2.0%		2.1%	2.9%	
	Texas	6.0%	6.0%		8.5%	2.9%	5.5%
	Utah						
	Vermont						
	Virginia						
	Washington	1.0%	1.0%		2.0%		
	Washington, D.C.	2.0%	2.0%			5.7%	
	West Virginia						
	Wisconsin						
	Wyoming						

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 0)	U.K. (n = 100)	Less than $25M (n = 43)	>$25M to $100M (n = 30)	>$100M to $250M (n = 27)
Q5. U.K. Where are you currently based?	England	88.0%		88.0%	93.0%	96.7%	70.4%
	Wales	4.0%		4.0%	2.3%		11.1%
	Scotland	8.0%		8.0%	4.7%	3.3%	18.5%
	Northern Ireland						

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q6. Which Argo Group business units do you work with? (Please choose all that apply)	Colony	13.0%	18.0%	8.0%	7.8%	13.8%	22.2%
	Rockwood	10.0%	12.0%	8.0%	4.4%	13.8%	15.6%
	Trident Public Risk Solutions	8.5%	9.0%	8.0%	3.3%	12.3%	13.3%
	Argo Insurance Bermuda	9.0%	9.0%	9.0%	3.3%	10.8%	17.8%
	Argo Insurance U.S. Grocery and Retail	9.0%	12.0%	6.0%	2.2%	15.4%	13.3%
	Argo Insurance Commercial Programs	11.0%	14.0%	8.0%	7.8%	12.3%	15.6%
	ARIS	7.5%	9.0%	6.0%	1.1%	10.8%	15.6%
	Argo Surety	11.0%	12.0%	10.0%	4.4%	10.8%	24.4%
	Argo Pro	10.0%	10.0%	10.0%	4.4%	10.8%	20.0%
	Alternative Risk Solutions	13.0%	15.0%	11.0%	10.0%	12.3%	20.0%
	Alteris	11.0%	12.0%	10.0%	2.2%	15.4%	22.2%
	Argo Seguros	14.5%	17.0%	12.0%	8.9%	18.5%	20.0%
	Ariel Re Bermuda	8.5%	11.0%	6.0%	4.4%	6.2%	20.0%
	Ariel Re Syndicate 1910 at Lloyd's	6.0%	8.0%	4.0%	1.1%	13.8%	4.4%
	Argo Global Syndicate 1200 at Lloyd's	13.5%	15.0%	12.0%	7.8%	18.5%	17.8%
	Argo Global SE	13.5%	17.0%	10.0%	7.8%	12.3%	26.7%
	None of the above	58.5%	51.0%	66.0%	75.6%	47.7%	40.0%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q7. Have you purchased any form of cyber insurance?	Yes	40.0%	47.0%	33.0%	25.6%	46.2%	60.0%
	No	60.0%	53.0%	67.0%	74.4%	53.8%	40.0%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 120)	U.S. (n = 53)	U.K. (n = 67)	Less than $25M (n = 67)	>$25M to $100M (n = 35)	>$100M to $250M (n = 18)
Q8. Why have you not purchased any form of cyber insurance? (Please choose all that apply)	Negative experience with previous insurance led me not to renew my policy.	14.2%	15.1%	13.4%	7.5%	20.0%	27.8%
	Inadequate coverage from providers	21.7%	20.8%	22.4%	10.4%	34.3%	38.9%
	It's too expensive.	42.5%	39.6%	44.8%	46.3%	37.1%	38.9%
	My in-house security personnel and processes provide all the protection I need.	43.3%	39.6%	46.3%	41.8%	54.3%	27.8%
	Board of directors/senior management is not interested in purchasing cyber insurance.	30.8%	39.6%	23.9%	34.3%	25.7%	27.8%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q9. How often did your organization experience cybersecurity incidents in the last 12 months?	Once	23.0%	21.0%	25.0%	15.6%	35.4%	20.0%
	Less than once a month	15.5%	17.0%	14.0%	13.3%	16.9%	17.8%
	Once a month	12.0%	14.0%	10.0%	7.8%	15.4%	15.6%
	Once a week	8.5%	8.0%	9.0%	2.2%	12.3%	15.6%
	Once a day	5.5%	6.0%	5.0%	1.1%	12.3%	4.3%
	More than once a day	2.5%	2.0%	3.0%			11.1%
	None	33.0%	32.0%	34.0%	60.0%	7.7%	15.6%
	Don't know						

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q10. If your company experienced uncovered cybersecurity incidents over the past 12 months, what was the amount of your loss resulting from the incident(s)?	No loss	15.5%	15.0%	16.0%	15.6%	12.3%	20.0%
	Other	4.5%	7.0%	2.0%	1.1%	12.3%	
	Don't know	80.0%	78.0%	82.0%	83.3%	75.4%	80.0%

	Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
	Overall (n = 9)	U.S. (n = 7)	U.K. (n = 2)	Less than $25M (n = 1)	>$25M to $100M (n = 8)	>$100M to $250M (n = 0)
Q10. If your company experienced uncovered cybersecurity incidents over the past 12 months, what was the amount of your loss resulting from the incident(s)?	59,444.4	45,714.3	107,500.0	40,000.0	61,875.0	

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q11. If your company experienced covered cybersecurity incidents over the past 12 months, what was the amount of your loss resulting from the incident(s)?	No loss	16.5%	18.0%	15.0%	17.8%	12.3%	20.0%
	Other	9.0%	8.0%	10.0%	1.1%	6.2%	28.9%
	Don't know	74.5%	74.0%	75.0%	81.1%	81.5%	51.1%

	Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
	Overall (n = 18)	U.S. (n = 8)	U.K. (n = 10)	Less than $25M (n = 1)	>$25M to $100M (n = 4)	>$100M to $250M (n = 13)
Q11. If your company experienced covered cybersecurity incidents over the past 12 months, what was the amount of your loss resulting from the incident(s)?	33,888.9	33,125.0	34,500.0	10,000.0	35,000.0	35,384.6

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q12. Which of the following cyber incidents has your organization suffered in the last 12 months? (Please choose all that apply)	Internet of Things (IoT) vulnerability	10.0%	15.0%	5.0%	3.3%	18.5%	11.1%
	Virus, spyware, malware or other malicious code	56.5%	61.0%	52.0%	35.6%	72.3%	75.6%
	Distributed denial-of-service (DDoS)	15.0%	13.0%	17.0%	12.2%	12.3%	24.4%
	Software or data damaged, erased or stolen	13.5%	12.0%	15.0%	10.0%	16.9%	15.6%
	Holding your network hostage for extortion (ransomware)	12.0%	15.0%	9.0%	12.2%	7.7%	17.8%
	Transfer of funds to unauthorized recipient due to spear phishing	14.5%	13.0%	16.0%	13.3%	15.4%	15.6%
	Breach of customer data or personal/financial information due to spear phishing	18.0%	14.0%	22.0%	5.6%	24.6%	33.3%
	Vulnerability of cloud data storage	20.5%	16.0%	25.0%	7.8%	24.6%	40.0%
	Lost/stolen laptops	16.0%	16.0%	16.0%	15.6%	20.0%	11.1%
	W-2 scam	9.5%	8.0%	11.0%	7.8%	9.2%	13.3%
	System failure (unrelated to a security failure)	20.0%	23.0%	17.0%	12.2%	30.8%	20.0%
	Cyber incidents targeting critical infrastructure	10.0%	12.0%	8.0%	2.2%	13.8%	20.0%
	None of the above	15.0%	14.0%	16.0%	23.3%	9.2%	6.7%
	Other	1.5%	3.0%		1.1%	1.5%	2.2%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q13. Do you consider your organization to be a potential cyber incident target?	Yes	38.5%	34.0%	43.0%	25.6%	44.6%	55.6%
	No	47.0%	52.0%	42.0%	58.9%	40.0%	33.3%
	Don't know	14.5%	14.0%	15.0%	15.5%	15.4%	11.1%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q14. What exposure concerns you the most?	Internet of things (IoT)	19.0%	21.0%	17.0%	15.6%	18.5%	26.7%
	Infringement of intellectual property	11.5%	15.0%	8.0%	14.4%	6.2%	13.3%
	Virus or other malicious code effects on organizational network	48.5%	45.0%	52.0%	44.4%	56.9%	44.4%
	Third-party exposure	15.0%	13.0%	17.0%	17.8%	15.4%	8.9%
	Other	6.0%	6.0%	6.0%	7.8%	3.0%	6.7%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q15. How prepared do you feel your company is to respond to a cyber incident?	1 Not prepared at all	2.0%	3.0%	1.0%	3.3%		2.2%
	2	3.5%	4.0%	3.0%	5.6%	3.1%	
	3	5.5%	4.0%	7.0%	11.1%	1.5%	
	4	3.5%	4.0%	3.0%	6.7%	1.5%	
	5	12.0%	11.0%	13.0%	8.9%	15.4%	13.3%
	6	13.0%	11.0%	15.0%	12.2%	15.4%	11.1%
	7	18.5%	20.0%	17.0%	21.2%	20.0%	11.1%
	8	22.0%	22.0%	22.0%	14.4%	21.6%	37.9%
	9	12.5%	14.0%	11.0%	12.2%	12.3%	13.3%
	10 Completely prepared	7.5%	7.0%	8.0%	4.4%	9.2%	11.1%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Cyber risks]	Unfamiliar	12.5%	17.0%	8.0%	12.2%	15.3%	8.9%
	Somewhat familiar	46.0%	44.0%	48.0%	53.4%	38.5%	42.2%
	Familiar	41.5%	39.0%	44.0%	34.4%	46.2%	48.9%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Artificial intelligence]	Unfamiliar	15.0%	15.0%	15.0%	14.4%	18.5%	11.1%
	Somewhat familiar	49.5%	50.0%	49.0%	54.4%	41.5%	51.1%
	Familiar	35.5%	35.0%	36.0%	31.2%	40.0%	37.8%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Internet of Things]	Unfamiliar	12.0%	12.0%	12.0%	14.4%	12.3%	6.7%
	Somewhat familiar	53.0%	49.0%	57.0%	51.2%	55.4%	53.3%
	Familiar	35.0%	39.0%	31.0%	34.4%	32.3%	40.0%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Blockchain]	Unfamiliar	6.0%	6.0%	6.0%	3.3%	9.2%	6.7%
	Somewhat familiar	92.5%	91.0%	94.0%	95.6%	89.3%	91.1%
	Familiar	1.5%	3.0%		1.1%	1.5%	2.2%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Virtual reality technologies (i.e., augmented reality and virtual reality)]	Unfamiliar	11.0%	12.0%	10.0%	15.5%	9.2%	4.4%
	Somewhat familiar	53.5%	47.0%	60.0%	58.9%	52.3%	44.4%
	Familiar	35.5%	41.0%	30.0%	25.6%	38.5%	51.2%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Climate change]	Unfamiliar	16.5%	19.0%	14.0%	14.4%	13.8%	24.4%
	Somewhat familiar	43.5%	46.0%	41.0%	51.2%	41.5%	31.1%
	Familiar	40.0%	35.0%	45.0%	34.4%	44.7%	44.5%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Drones]	Unfamiliar	24.0%	15.0%	33.0%	22.2%	20.0%	33.3%
	Somewhat familiar	34.5%	35.0%	34.0%	43.4%	24.6%	31.1%
	Familiar	41.5%	50.0%	33.0%	34.4%	55.4%	35.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q16. How familiar are you with the following? [Autonomous vehicles]	Unfamiliar	19.0%	21.0%	17.0%	17.7%	21.5%	17.7%
	Somewhat familiar	50.0%	50.0%	50.0%	56.7%	43.1%	46.7%
	Familiar	31.0%	29.0%	33.0%	25.6%	35.4%	35.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q17. To what extent do you agree or disagree with the following statements? [Automation and new artificial intelligence innovations will make our business more productive]	Strongly disagree	8.5%	13.0%	4.0%	6.7%	12.3%	6.6%
	Disagree	23.0%	21.0%	25.0%	30.0%	15.4%	20.0%
	Agree	47.5%	43.0%	52.0%	51.1%	49.2%	37.8%
	Strongly agree	21.0%	23.0%	19.0%	12.2%	23.1%	35.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q17. To what extent do you agree or disagree with the following statements? [Automation and new artificial intelligence innovations will expose us to new liabilities (e.g., potential cyber attacks, bodily injury, etc.)]	Strongly disagree	4.0%	4.0%	4.0%	3.3%	3.1%	6.7%
	Disagree	18.0%	13.0%	23.0%	18.9%	15.4%	20.0%
	Agree	59.5%	58.0%	61.0%	61.1%	61.5%	53.3%
	Strongly agree	18.5%	25.0%	12.0%	16.7%	20.0%	20.0%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q17. To what extent do you agree or disagree with the following statements? [I have purchased/I will purchase insurance to cover issues that may arise when my business implements more automation/ artificial intelligence]	Strongly disagree	13.5%	17.0%	10.0%	17.8%	15.4%	2.2%
	Disagree	37.5%	35.0%	40.0%	43.3%	36.9%	26.7%
	Agree	35.5%	34.0%	37.0%	31.1%	35.4%	44.4%
	Strongly agree	13.5%	14.0%	13.0%	7.8%	12.3%	26.7%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q18. To what extent do you agree or disagree with the following statements? [My organization has invested in the Internet of Things/connected technologies]	Strongly disagree	17.0%	19.0%	15.0%	23.3%	9.2%	15.6%
	Disagree	33.5%	33.0%	34.0%	44.4%	24.6%	24.4%
	Agree	38.0%	34.0%	42.0%	26.7%	49.3%	44.4%
	Strongly agree	11.5%	14.0%	9.0%	5.6%	16.9%	15.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q18. To what extent do you agree or disagree with the following statements? [I believe the Internet of Things will disrupt insurance in a significant manner in the next 5 years]	Strongly disagree	9.5%	12.0%	7.0%	5.6%	12.3%	13.3%
	Disagree	33.0%	33.0%	33.0%	37.8%	27.7%	31.1%
	Agree	45.5%	41.0%	50.0%	52.2%	40.0%	40.0%
	Strongly agree	12.0%	14.0%	10.0%	4.4%	20.0%	15.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 101)	U.S. (n = 52)	U.K. (n = 49)	Less than $25M (n = 61)	>$25M to $100M (n = 22)	>$100M to $250M (n = 18)
Q18. To what extent do you agree or disagree with the following statements? [My organization plans to use Internet of Things data]	Strongly disagree	18.7%	25.0%	12.2%	19.7%	18.1%	16.7%
	Disagree	31.7%	28.8%	34.8%	31.1%	36.4%	27.7%
	Agree	44.6%	42.4%	46.9%	45.9%	45.5%	38.9%
	Strongly agree	5.0%	3.8%	6.1%	3.3%		16.7%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q19. When will your organization incorporate blockchain technology?	Currently incorporating blockchain technology	10.0%	10.0%	10.0%	4.5%	4.6%	28.9%
	In the next 12-18 months	21.0%	24.0%	18.0%	14.4%	33.8%	15.6%
	In the next 5 years	9.5%	12.0%	7.0%	11.1%	7.7%	8.9%
	In the next 10 years	8.5%	4.0%	13.0%	3.3%	10.8%	15.6%
	In the next 10+ years	2.0%	2.0%	2.0%	4.5%		
	Never	10.0%	11.0%	9.0%	20.0%	1.5%	2.1%
	Unsure	39.0%	37.0%	41.0%	42.2%	41.6%	28.9%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q20. When is your organization likely to accept cryptocurrencies?	Currently accepting cryptocurrency	11.0%	9.0%	13.0%	6.7%	7.7%	24.4%
	In the next 12-18 months	11.0%	12.0%	10.0%	7.8%	9.2%	20.0%
	In the next 5 years	11.0%	13.0%	9.0%	11.1%	12.3%	8.9%
	In the next 10 years	5.0%	3.0%	7.0%	2.2%	10.8%	2.2%
	In the next 10+ years	2.0%	2.0%	2.0%	3.3%	1.5%	
	Never	33.0%	31.0%	35.0%	37.8%	35.4%	20.0%
	Unsure	27.0%	30.0%	24.0%	31.1%	23.1%	24.5%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q21. When will your organization invest in automated/ autonomous vehicles? [Automated]	Currently investing	15.5%	22.0%	9.0%	8.9%	18.5%	24.4%
	In the next 12-18 months	13.0%	14.0%	12.0%	6.7%	20.0%	15.6%
	In the next 5 years	5.5%	3.0%	8.0%	5.6%	7.7%	2.2%
	In the next 10 years	3.0%	3.0%	3.0%	2.2%	1.5%	6.7%
	In the next 10+ years	6.0%	4.0%	8.0%	6.7%	6.2%	4.4%
	Never	25.0%	25.0%	25.0%	36.7%	15.3%	15.6%
	Unsure	32.0%	29.0%	35.0%	33.2%	30.8%	31.1%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q21. When will your organization invest in automated/ autonomous vehicles? [Autonomous]	Currently investing	4.5%	6.0%	3.0%	4.4%	3.1%	6.7%
	In the next 12-18 months	13.5%	16.0%	11.0%	8.9%	10.8%	26.7%
	In the next 5 years	9.0%	11.0%	7.0%	2.2%	16.9%	11.1%
	In the next 10 years	5.0%	4.0%	6.0%	4.4%	7.7%	2.2%
	In the next 10+ years	7.0%	4.0%	10.0%	8.9%	7.7%	2.2%
	Never	27.0%	28.0%	26.0%	38.9%	20.0%	13.3%
	Unsure	34.0%	31.0%	37.0%	32.3%	33.8%	37.8%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q22. Which of the following concerns you about autonomous vehicles? (Please choose all that apply)	Potential for hackers to gain control/hijacking	51.5%	56.0%	47.0%	50.0%	49.2%	57.8%
	Inaccuracy of GPS	36.0%	40.0%	32.0%	28.9%	41.5%	42.2%
	Where liability lies when an accident occurs	55.0%	52.0%	58.0%	51.1%	61.5%	53.3%
	Inability to account for weather conditions (e.g., navigation systems might be compromised by rain)	42.0%	49.0%	35.0%	41.1%	43.1%	42.2%
	Inability to account for other drivers	45.5%	43.0%	48.0%	53.3%	43.1%	33.3%
	None	12.0%	11.0%	13.0%	16.7%	9.2%	6.7%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q23. How risky do you perceive autonomous vehicles to be?	1 Not at all risky	1.5%	3.0%		1.1%	3.1%	
	2	3.5%	1.0%	6.0%	3.3%	3.1%	4.4%
	3	6.0%	6.0%	6.0%	3.3%	7.7%	8.9%
	4	7.0%	5.0%	9.0%	6.7%	4.6%	11.1%
	5	11.0%	12.0%	10.0%	16.7%	9.2%	2.2%
	6	12.0%	10.0%	14.0%	13.3%	15.4%	4.4%
	7	19.5%	20.0%	19.0%	21.1%	13.8%	24.5%
	8	15.0%	15.0%	15.0%	11.1%	18.5%	17.8%
	9	10.5%	11.0%	10.0%	7.8%	10.8%	15.6%
	10 Extremely risky	14.0%	17.0%	11.0%	15.6%	13.8%	11.1%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q24. Does your organization use drones?	Yes	12.0%	16.0%	8.0%	6.7%	12.3%	22.2%
	No, but we intend to in the next 5 years.	19.5%	18.0%	21.0%	6.7%	30.8%	28.9%
	No	68.5%	66.0%	71.0%	86.6%	56.9%	48.9%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 24)	U.S. (n = 16)	U.K. (n = 8)	Less than $25M (n = 6)	>$25M to $100M (n = 8)	>$100M to $250M (n = 10)
Q25. How does your organization currently use drones?	Building inspections	41.7%	37.5%	50.0%	33.3%		80.0%
	Emergency response	25.0%	37.5%			50.0%	20.0%
	Package delivery	4.2%		12.5%	16.7%		
	Mapping	8.3%	12.5%		16.7%	12.5%	
	Aerial photography	20.8%	12.5%	37.5%	33.3%	37.5%	
	Other						

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 24)	U.S. (n = 16)	U.K. (n = 8)	Less than $25M (n = 6)	>$25M to $100M (n = 8)	>$100M to $250M (n = 10)
Q26. Does your organization have cyber insurance for its drones?	Yes	62.5%	68.8%	50.0%		75.0%	90.0%
	No	33.3%	25.0%	50.0%	83.3%	25.0%	10.0%
	Don't know	4.2%	6.2%		16.7%		

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 63)	U.S. (n = 34)	U.K. (n = 29)	Less than $25M (n = 12)	>$25M to $100M (n = 28)	>$100M to $250M (n = 23)
Q27. What would you like drone insurance to cover/what does your current drone insurance policy cover? (Please choose all that apply)	Liability (personal/ property damage)	49.2%	50.0%	48.3%	50.0%	50.0%	47.8%
	Payload (protect the insured from any physical damage losses to a scheduled payload)	31.7%	35.3%	27.6%	50.0%	25.0%	30.4%
	Hull (protecting the business from physical damage to drones)	39.7%	47.1%	31.0%	33.3%	46.4%	34.8%
	Non-owned (damage from leased or rented drones)	39.7%	44.1%	34.5%	33.3%	32.1%	52.2%
	Ground equipment (laptops, tablets, UAV cases, remote controllers, etc.)	33.3%	38.2%	27.6%	33.3%	21.4%	47.8%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q28. How interested would you be in employee training using virtual technologies?	1 Not at all interested	9.0%	8.0%	10.0%	17.8%	3.1%	
	2	4.5%	3.0%	6.0%	7.8%	3.1%	
	3	5.5%	6.0%	5.0%	11.1%		2.2%
	4	10.0%	10.0%	10.0%	14.4%	9.2%	2.2%
	5	12.5%	15.0%	10.0%	16.7%	7.7%	11.1%
	6	15.5%	15.0%	16.0%	7.8%	24.6%	17.8%
	7	10.5%	9.0%	12.0%	8.9%	9.2%	15.6%
	8	8.0%	7.0%	9.0%	5.6%	9.2%	11.1%
	9	12.5%	13.0%	12.0%	3.2%	18.5%	22.2%
	10 Extremely interested	12.0%	14.0%	10.0%	6.7%	15.4%	17.8%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q29. What do you see as the potential advantages of using augmented and virtual reality in your employee training? (Please select 3 answers)	Cost cutting	42.0%	39.0%	45.0%	36.7%	44.6%	48.9%
	Increased productivity	50.5%	51.0%	50.0%	46.7%	60.0%	44.4%
	Real-time information	42.0%	45.0%	39.0%	47.8%	41.5%	31.1%
	Companies retaining skills and employee knowledge	45.0%	38.0%	52.0%	44.4%	44.6%	46.7%
	Using everyday devices for learning (e.g., smartphones)	37.5%	36.0%	39.0%	43.3%	30.8%	35.6%
	Facilitating remote working	47.5%	52.0%	43.0%	45.6%	44.6%	55.6%
	Loss prevention (avoid quality problems/ accidents)	32.0%	36.0%	28.0%	30.0%	32.3%	35.6%
	Other	3.5%	3.0%	4.0%	5.6%	1.5%	2.2%

		Overall	In which country are you currently based?		Q1. What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q30. What kind of risk does climate change pose to your organization, both in the short term and long term? (e.g., more destructive flooding, electric outages, changes in food supply, etc.) [Short term]	High	21.5%	25.0%	18.0%	14.4%	24.6%	31.1%
	Medium	25.0%	22.0%	28.0%	23.3%	29.2%	22.2%
	Low	53.5%	53.0%	54.0%	62.3%	46.2%	46.7%

		Overall	In which country are you currently based?		Q1. What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q30. What kind of risk does climate change pose to your organization, both in the short term and long term? (e.g., more destructive flooding, electric outages, changes in food supply, etc.) [Long term]	High	26.5%	23.0%	30.0%	23.3%	32.3%	24.4%
	Medium	40.0%	38.0%	42.0%	37.8%	35.4%	51.2%
	Low	33.5%	39.0%	28.0%	38.9%	32.3%	24.4%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q31. Which potential effects of climate change concern your organization the most? (Please select at most 3 answers)	Increase in flooding	37.5%	30.0%	45.0%	28.9%	43.1%	46.7%
	Increase in wildfires	19.0%	23.0%	15.0%	18.9%	16.9%	22.2%
	Increase in hurricanes	19.0%	27.0%	11.0%	15.6%	18.5%	26.7%
	Increase in droughts	21.0%	23.0%	19.0%	17.8%	20.0%	28.9%
	Forest damage	14.0%	13.0%	15.0%	11.1%	15.4%	17.8%
	Harm to wildlife	23.5%	27.0%	20.0%	24.4%	26.2%	17.8%
	Human health (e.g., temperature-related illness, water-borne disease, air quality, food safety)	31.0%	24.0%	38.0%	37.8%	27.7%	22.2%
	Infrastructure/ transportation damage (e.g., increased electric outages)	35.5%	38.0%	33.0%	35.6%	33.8%	37.8%
	Changes in food supply/ agricultural yields	22.0%	20.0%	24.0%	24.4%	18.5%	22.2%
	None	11.0%	12.0%	10.0%	15.6%	9.2%	4.4%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q32. What is the likelihood that your organization will purchase some form of climate change insurance within the next 5 years?	Very likely	17.0%	8.0%	26.0%	8.9%	16.9%	33.3%
	Likely	26.5%	29.0%	24.0%	20.0%	32.3%	31.1%
	Not very likely	29.5%	33.0%	26.0%	33.3%	26.2%	26.7%
	Not likely at all	27.0%	30.0%	24.0%	37.8%	24.6%	8.9%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q33. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 1]	Cost	27.0%	26.0%	28.0%	30.0%	27.7%	20.0%
	Better user experience	14.0%	10.0%	18.0%	10.0%	18.5%	15.6%
	Convenience	20.0%	25.0%	15.0%	21.1%	18.5%	20.0%
	Simplicity	15.0%	15.0%	15.0%	18.9%	10.8%	13.3%
	Speed	16.5%	19.0%	14.0%	14.4%	16.9%	20.0%
	Reliability	7.5%	5.0%	10.0%	5.6%	7.6%	11.1%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q33. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 2]	Cost	13.0%	10.0%	16.0%	15.6%	15.4%	4.4%
	Better user experience	10.0%	11.0%	9.0%	4.4%	16.9%	11.1%
	Convenience	18.5%	24.0%	13.0%	20.0%	15.4%	20.0%
	Simplicity	15.0%	15.0%	15.0%	17.8%	13.8%	11.1%
	Speed	26.5%	25.0%	28.0%	30.0%	29.3%	15.6%
	Reliability	17.0%	15.0%	19.0%	12.2%	9.2%	37.8%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q33. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 3]	Cost	17.0%	20.0%	14.0%	15.6%	10.8%	28.9%
	Better user experience	11.0%	14.0%	8.0%	12.2%	12.3%	6.7%
	Convenience	17.0%	13.0%	21.0%	20.0%	12.3%	17.8%
	Simplicity	17.0%	22.0%	12.0%	23.3%	15.4%	6.7%
	Speed	19.5%	15.0%	24.0%	15.6%	20.0%	26.7%
	Reliability	18.5%	16.0%	21.0%	13.3%	29.2%	13.2%

		Overall	In which country are you currently based?		Q1. What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q33. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 4]	Cost	10.0%	8.0%	12.0%	10.0%	7.7%	13.3%
	Better user experience	17.5%	20.0%	15.0%	11.1%	23.1%	22.2%
	Convenience	15.5%	12.0%	19.0%	16.7%	16.9%	11.1%
	Simplicity	24.5%	20.0%	29.0%	20.0%	21.5%	37.9%
	Speed	12.0%	14.0%	10.0%	12.2%	10.8%	13.3%
	Reliability	20.5%	26.0%	15.0%	30.0%	20.0%	2.2%

		Overall	In which country are you currently based?		Q1. What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q33. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 5]	Cost	11.0%	9.0%	13.0%	15.6%	1.5%	15.6%
	Better user experience	22.5%	24.0%	21.0%	25.6%	16.9%	24.4%
	Convenience	16.5%	17.0%	16.0%	12.2%	26.3%	11.1%
	Simplicity	19.5%	18.0%	21.0%	14.4%	24.6%	22.2%
	Speed	12.0%	14.0%	10.0%	14.4%	9.2%	11.1%
	Reliability	18.5%	18.0%	19.0%	17.8%	21.5%	15.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q33. What are the biggest benefits of using digital distribution (mobile apps, chatbots, etc.) instead of human interaction for customer service-related needs? [Rank 6]	Cost	22.0%	27.0%	17.0%	13.3%	36.9%	17.8%
	Better user experience	25.0%	21.0%	29.0%	36.7%	12.3%	20.0%
	Convenience	12.5%	9.0%	16.0%	10.0%	10.9%	20.0%
	Simplicity	9.0%	10.0%	8.0%	5.6%	13.8%	8.9%
	Speed	13.5%	13.0%	14.0%	13.3%	13.8%	13.3%
	Reliability	18.0%	20.0%	16.0%	21.1%	12.3%	20.0%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q34. What is your organization's biggest barrier to innovating with technology?	Cost	41.0%	37.0%	45.0%	40.0%	35.4%	51.1%
	Legal/regulatory ramifications	2.0%	3.0%	1.0%		4.6%	2.2%
	Lack of processes/ procedures	7.0%	6.0%	8.0%	3.3%	10.8%	8.9%
	Level of knowledge	10.0%	11.0%	9.0%	11.1%	13.8%	2.2%
	Time needed to implement	10.5%	14.0%	7.0%	10.0%	13.8%	6.7%
	Proof of value	19.0%	17.0%	21.0%	22.2%	12.4%	22.2%
	Exposure to cyber risk	8.0%	11.0%	5.0%	7.8%	9.2%	6.7%
	Other	2.5%	1.0%	4.0%	5.6%		

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q35. In which region have you seen the biggest growth for your organization?	North America	50.5%	90.0%	11.0%	48.9%	50.8%	53.4%
	Europe and the Middle East (EMEA)	35.5%	2.0%	69.0%	36.7%	27.7%	44.4%
	Asia	6.0%	5.0%	7.0%	7.8%	6.2%	2.2%
	Latin America	2.0%	3.0%	1.0%	2.2%	3.1%	
	Africa	2.5%		5.0%	1.1%	6.1%	
	Other	3.5%		7.0%	3.3%	6.1%	

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q36. Are any of the following geopolitical risks a potential threat to your organization? (Please choose all that apply)	Terrorism	23.5%	20.0%	27.0%	22.2%	18.5%	33.3%
	Russian cyberhacking	33.5%	30.0%	37.0%	28.9%	35.4%	40.0%
	Trade war between China and U.S.	30.0%	33.0%	27.0%	25.6%	30.8%	37.8%
	Escalating tensions with North Korea	18.0%	21.0%	15.0%	13.3%	16.9%	28.9%
	Worsening U.S. relations with Iran	20.0%	22.0%	18.0%	12.2%	29.2%	22.2%
	U.S. political climate	39.5%	49.0%	30.0%	30.0%	49.2%	44.4%
	Other	16.5%	10.0%	23.0%	17.8%	15.4%	15.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Cyber threats/attacks]	No priority	16.5%	21.0%	12.0%	22.2%	13.8%	8.8%
	Medium priority	48.5%	53.0%	44.0%	47.8%	44.7%	55.6%
	High priority	35.0%	26.0%	44.0%	30.0%	41.5%	35.6%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Artificial intelligence]	No priority	51.5%	53.0%	50.0%	54.4%	50.8%	46.7%
	Medium priority	31.0%	29.0%	33.0%	33.4%	24.6%	35.6%
	High priority	17.5%	18.0%	17.0%	12.2%	24.6%	17.7%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Internet of Things]	No priority	36.0%	35.0%	37.0%	41.1%	33.8%	28.9%
	Medium priority	41.5%	44.0%	39.0%	37.8%	49.3%	37.8%
	High priority	22.5%	21.0%	24.0%	21.1%	16.9%	33.3%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Blockchain]	No priority	47.0%	45.0%	49.0%	55.6%	43.1%	35.6%
	Medium priority	36.5%	36.0%	37.0%	30.0%	41.5%	42.2%
	High priority	16.5%	19.0%	14.0%	14.4%	15.4%	22.2%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Autonomous vehicles/ self-driving cars]	No priority	62.0%	57.0%	67.0%	68.9%	63.1%	46.7%
	Medium priority	20.5%	24.0%	17.0%	23.3%	15.4%	22.2%
	High priority	17.5%	19.0%	16.0%	7.8%	21.5%	31.1%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Drones]	No priority	59.0%	54.0%	64.0%	73.3%	43.1%	53.3%
	Medium priority	22.0%	21.0%	23.0%	17.8%	30.8%	17.8%
	High priority	19.0%	25.0%	13.0%	8.9%	26.1%	28.9%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Virtual technologies]	No priority	30.0%	25.0%	35.0%	36.7%	27.7%	20.0%
	Medium priority	43.5%	45.0%	42.0%	38.9%	43.1%	53.3%
	High priority	26.5%	30.0%	23.0%	24.4%	29.2%	26.7%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Climate change]	No priority	42.0%	38.0%	46.0%	47.8%	38.5%	35.6%
	Medium priority	37.0%	40.0%	34.0%	28.9%	46.2%	40.0%
	High priority	21.0%	22.0%	20.0%	23.3%	15.3%	24.4%

		Overall	In which country are you currently based?		Q1.What is your organization's annual sales revenue?		
		Overall (n = 200)	U.S. (n = 100)	U.K. (n = 100)	Less than $25M (n = 90)	>$25M to $100M (n = 65)	>$100M to $250M (n = 45)
Q37. Which of the following emerging risks do you see as top priorities in the next 12 months? [Other]	No priority	82.5%	85.0%	80.0%	82.2%	87.7%	75.6%
	Medium priority	11.5%	11.0%	12.0%	11.1%	10.8%	13.3%
	High priority	6.0%	4.0%	8.0%	6.7%	1.5%	11.1%

How we conducted the survey:

CoreData Research surveyed 150 brokers and 200 small and medium enterprises (SMEs) in both the U.K. and the U.S. to gain insight on the views of emerging technologies and trends related to insurance and risk management. All interviews were conducted in June and July 2018.