

INSURANCE SEGMENTATION

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Jason Knight: By aligning our resources across BNY Mellon to focus on specific market segments, we're in a much better position to develop products and capabilities that address the specific needs of our clients. This segmentation approach allows us to look across our organization and pull together all of the different resources and expertise that we have traditionally delivered to our clients on an individual basis, to really create a holistic approach or a holistic solution set that addresses our clients' needs.

Vince Pacilio: Clients benefit because we understand what their opportunities and risks are, and also allows us to develop products and solutions that are very specific to their needs. If we can speak their language, the language of insurance and understand those opportunities and risks, it allows us to be more relevant and credible with our clients, which helps us develop much more strategic partnerships, critical to our client success, as well as our success.

The challenges and opportunities insurers are facing are increased global regulation, the continuation of a low yield environment, they're redefining their product and geographic mix, they're selling businesses, acquiring businesses, they're focused on operational efficiencies and process improvements, they're seeking growth through new products, leveraging technology platforms and entering new markets.

Jason Knight: As our clients respond to the global regulatory environment, as well as look to diversify their investment portfolios into alternative asset classes, their Operations Teams as well as their technology continue to be stretched. As a result, our clients are looking towards upgrading or replacing ageing technology, as well as looking to partners like BNY Mellon to address some of their operating efficiency challenges.

Vince Pacilio: Innovation and the role of technology is really critical to our client success. Technology is the backbone and it allows them to run their operations efficiently. Technology is also increasing in importance of how they reach and interact with their clients, whether it is the use of mobility, whether it is the use of digital and other emerging technologies that their end clients are demanding.



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Well, we're obviously in an environment of rapid change and with rapid change creates opportunities. Our clients will be seeking partners to help manage through this and capitalize on those market opportunities.

Jason Knight: At BNY Mellon, we are well positioned to support our clients to help them navigate through these changes.

Vince Pacilio: This will help not only drive our clients' success, but our success as well.

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