

Can digitalisation and tech help support revenue in lockdown?

The thoughts of TAM.

Europe and the UK are struggling to maintain control with hospitalisation rising in 39 states across the US. That in an environment which has now seen one of the USA's biggest voter turnouts in history.

Statistically speaking the numbers during this second wave are worryingly higher than the first. More testing? More spread? There is much debate as to why that is which we are not in a position to answer.

What is clear is that Governments are taking stronger and quicker action, often very localised, in tackling the spread of the virus which means Financial Advisers and clients will be finding it increasingly more difficult meeting with clients and driving business forward. Maintaining clients is easier than finding new ones and COVID is not helping the hunt for new sources of revenue

Whilst we are all very lucky to have options such as Skype/zoom or Teams, it is difficult to beat an old fashioned sit down meeting. Some clients can be more visual and those ones in particular will miss the face to face opportunities to sit with their financial adviser and point at a portfolio print out and discuss how their investment is performing and future needs.

TAM has a very developed technology offering. The report delivery and 24/7 platform access has proved to provide some of

the most in depth analysis tools available. It was designed by Advisers...for Advisers providing access to unprecedented levels of information an adviser or even a client need for ongoing servicing. What could be seen as a daunting library of information does allow information delivery into many formats and concise reports.

Through TAM, one can access narrative for every investment bought or sold, when it was acquired, when it was sold and "reasons why". Access to instantaneous reports allows the process of clients review to happen re-motely or for those to be delivered succinctly in a digital format. The list does develop into a huge library of client information at your fingertips.

More recently, to support Advisers we have included instantaneous access to MIFID II statements on a Quarterly and Annual basis to ensure we can all comply with the new normal.

Highlighting this only as more and more meetings between clients and financial advisers will be "screen to screen".

Dealing with MIFID and report management is however only part of the story as TAM has also taken the recent decision and digitalised all our

application process and proposal forms, which means that there is no longer a need for "wet" signatures.

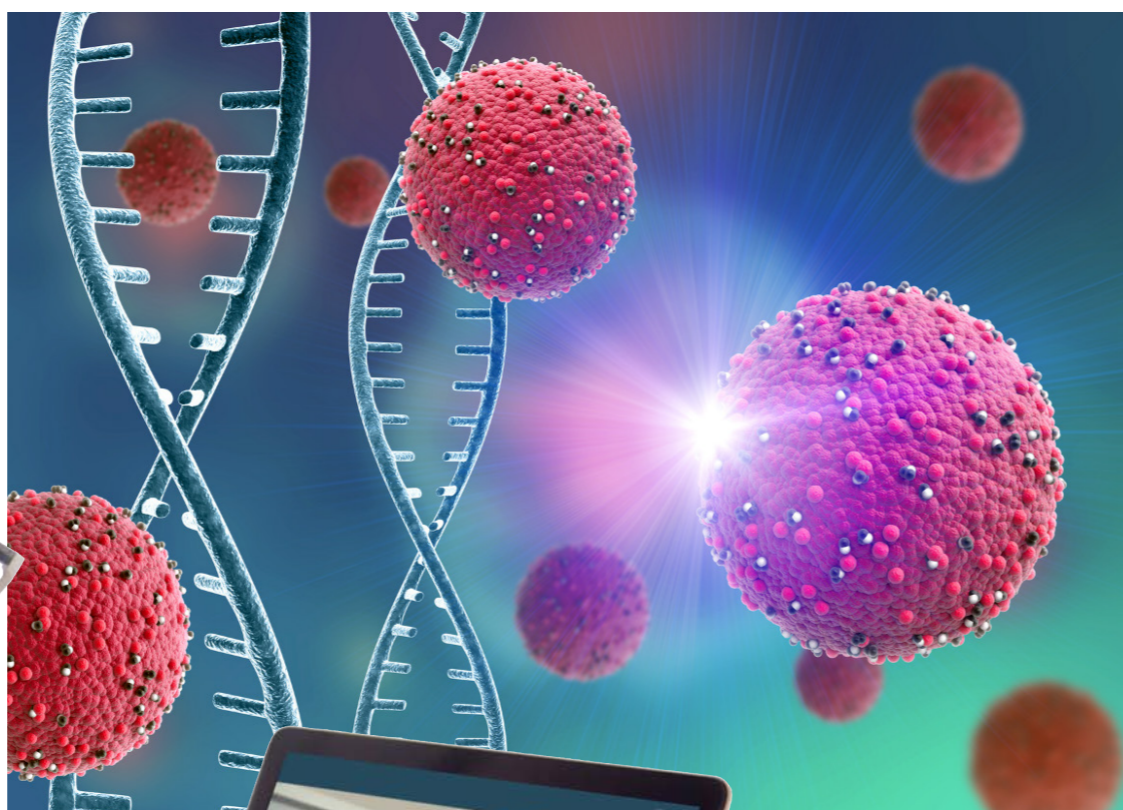
Our hope is that this facilitates an easier business process for the Financial Adviser working on client set up and it also keeps everyone in the process a little bit safer by minimising contact.

This year TAM has continued to perform well in difficult and volatile times, therefore along with this digital capability, its European direct licencing, and diverse offering (including ESG), we feel very confident in our ability to support our partners and financial advisers and deliver the best possible experience for their clients.

In short, digital and tech development can allow revenue retention and indeed expansion.

If you would like to set up a demonstration of our screen to screen meeting capabilities please feel free to contact

tom.worthington@tameurope.com



The Luxembourg Specialised Insurance Fund

OneLife considers innovative investment solutions for investors in Portugal and France.

The Luxembourg financial and insurance industry has always differentiated itself through an innovative approach meeting the requirements and expectations of private clients and their families living in Europe and beyond.

One key example within the context of the insurance industry is the well-known *Specialised Insurance Fund*, or *SIF*, created following the issuance of the Circular Letter 15/3 by the Commissariat aux Assurances (the Luxembourg Insurance Regulator, or CAA) on 24 March 2015.



What is the SIF?

The SIF is an internal fund of the insurance company, which serves as an investment support or vehicle for a unit-linked life insurance policy.

Besides, the SIF is an internal fund which distinguishes itself from other investment supports such as the well-known *Internal Dedicated Fund* or *IDF*. Indeed, whereas the IDF is typically managed by a "single or unique manager" as defined in the CAA regulations, the SIF is not bound by such regulatory limitations.

It is however important to highlight that this specific vehicle cannot be used in all markets so it is strongly recommended to get in touch with your insurance intermediary / insurance carrier representative to assess possibilities.

On this point it is worth mentioning that OneLife developed a fully compliant SIF solution for the French market in 2019, and for the Portuguese market in 2020.

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