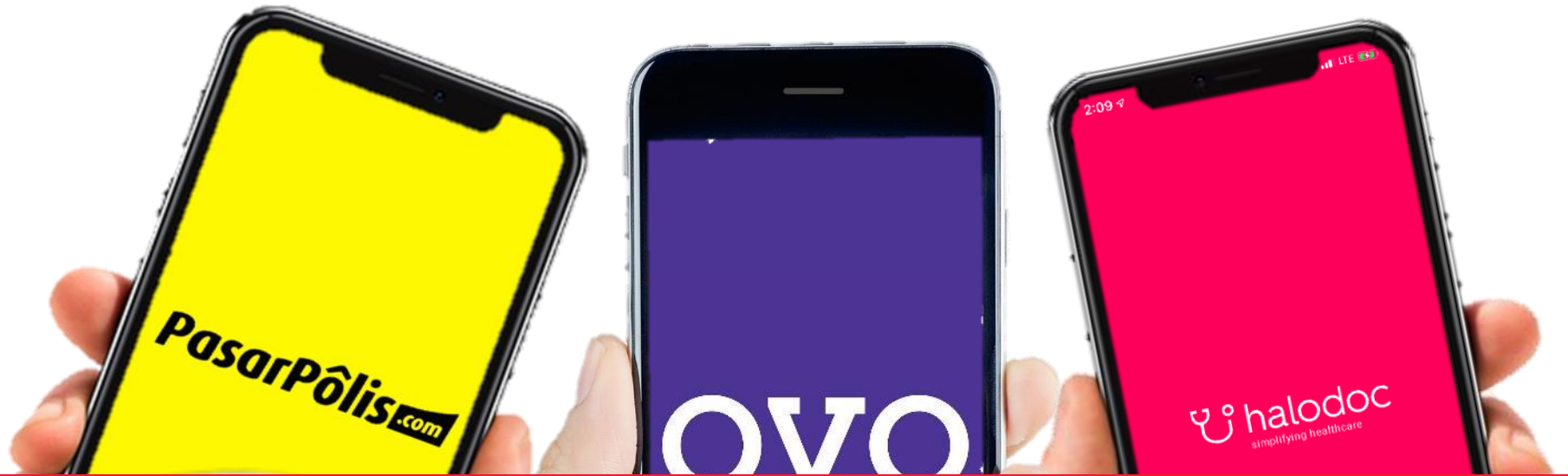


The Future of Financial Services



By: **Jens Reisch** – President Director of PT. Prudential Life Assurance Indonesia



Threats & Opportunities



Outlook of Financial Services



Payments

**New Market
Platforms**

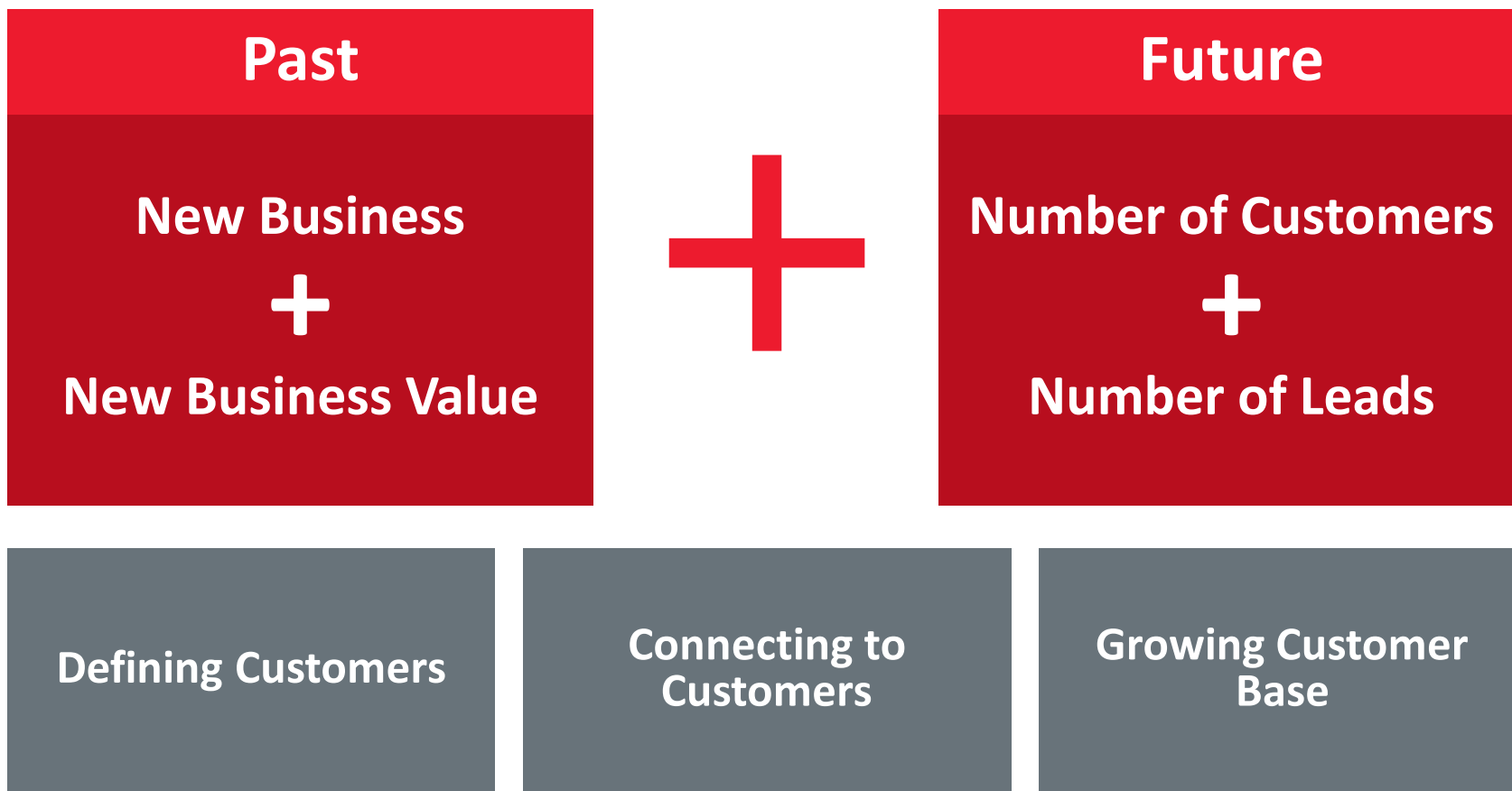
**Personalized
Offers**

**More Insurance
&
Non-Insurance
Benefits**

**Less sticky
customer
relationships**

**Importance of
advice**

Outlook of Financial Services



中国平安
PINGAN

2017 Operating Results of Ping An's Retail Business



RMB 58,975 million
Net profit of
retail business
up 44.4% year on year



RMB 355.85
Profit per customer
up 14.2% year on year



2.32
Contracts per customer
up 5.0% from the
beginning of 2017



166 million
Retail customers
up 26.4% from the
beginning of 2017



46.30 million
New customers
up 20.5% year on year



18.72 million
new customers from
internet users
accounting for
40.4% of new
customers in 2017



436 million
internet users
up 26.0% from the
beginning of 2017



73.56 million
monthly active users
up 18.7% year on year



2.22
online services per user
up 14.4% from the
beginning of 2017

Source: Ping An 2017 Annual Report

Transform to Agency 2.0

New Partnerships / Ecosystem

PRUforce

Online

DAFTAR MASUK

PRUhospital friend

bagaikan *subabat* yang siap membantu di masa-masa sulit di rumah sakit.

Because it's all about you!

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Rekomendasi Kantor Prudential

DAFTAR KANTOR PRUDENTIAL

Panduan Pengguna PRUforce [Download](#)

Panduan mengenai penggunaan aplikasi PRUforce, cara registrasi dan mendapatkan PRUforce ID.

Kebijakan Privasi PT Prudential Life Assurance [>](#)

Hubungi Kami

PRUDENTIAL

ORIES MEET UP OUR AGENCY OFFICE

PRUve IT

TIME TO START NOW, TIME TO #PRUVE IT

Sekaranglah saat yang tepat buat lo mengatur hidup dengan gaya lo sendiri dan bisa menghasilkan lebih dari yang lo bayangkan!

JOIN NOW

Kenapa elo harus Join?

PRUDENTIAL **PRUve IT**

PROVE IT [REASONS WHY](#) OUR STORIES MEET UP OUR AGENCY OFFICE

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Thank You.