

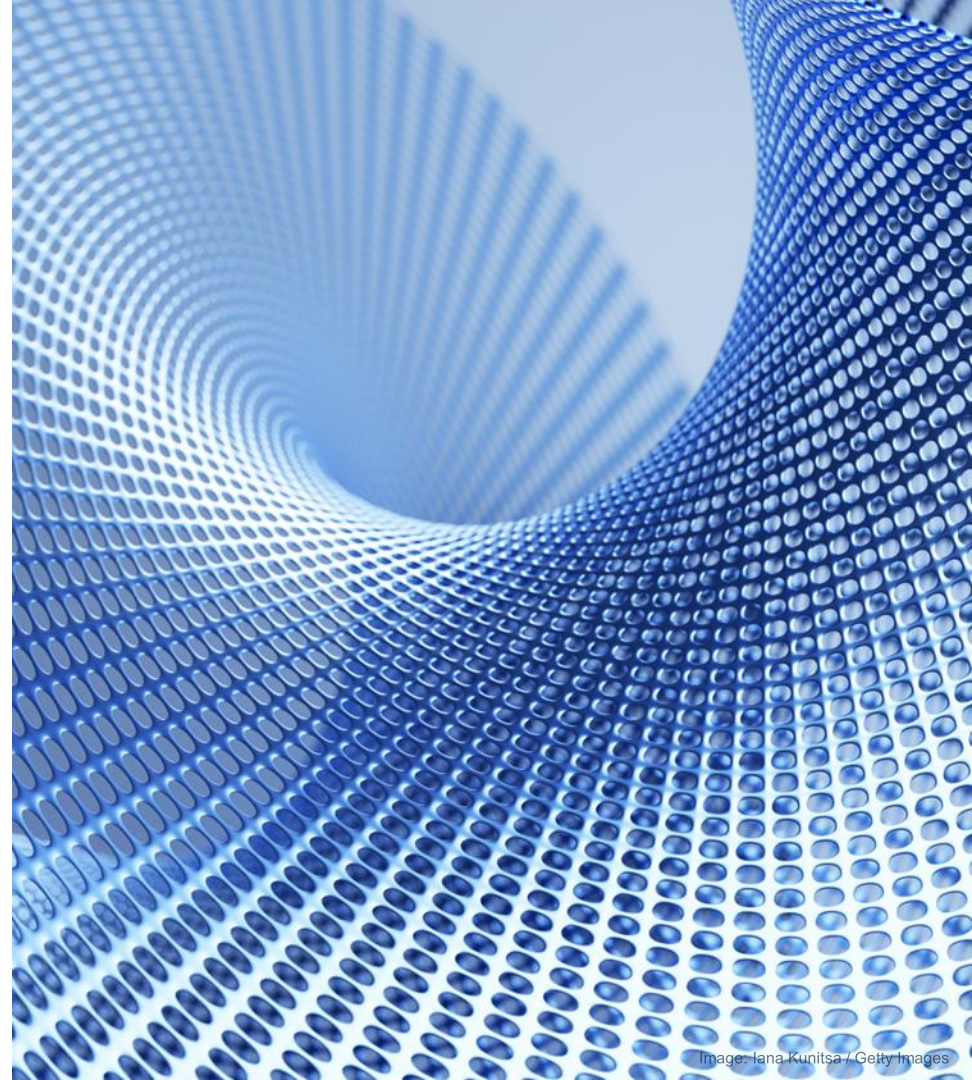
Adoption of AI in an Established Business

Challenges and Insights

Frankfurt, 21st of Oktober 2025

Martin Thormählen

IT Program Manager Group Technology &
Lead Technology Trend Radar



As Insurers Scale Generative AI, Leaders Are Moving to Agent Ecosystems

Microsoft

Microsoft Agent Framework

1.10.2025

Amazon

Amazon Bedrock Agents

Google

Gemini Enterprise
w. Agentspace

9.10.2025

ANTHROPIC

Building agents with the
Claude Agent SDK

29.9.2025

Databricks

Agent Bricks

11.6.2025

Open AI

Agent Kit

6.10.2025

Hippocratic AI

Health Agents

Click for more information



Deloitte

Digital Workforce Zora
AI™

Click for more information



Munich Re Group adopts New Technologies to strengthen core capabilities in all business fields



Reinsurance

We continuously improve risk assessment quality, increase process efficiency & offer value-add services



Specialty

We optimize underwriting efficiency, claims excellence and services



ERGO

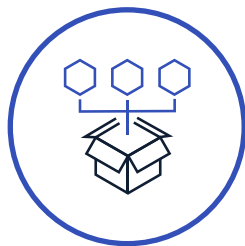
We continuously optimize our claims excellence and our customer services (document processing and voice)



Asset Mgmt

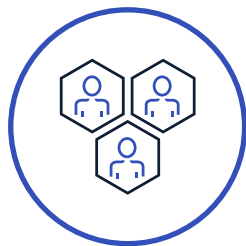
We scale the new technologies also to our asset management entity

Munich Re Group adopts New Technologies to strengthen core capabilities also for our central functions



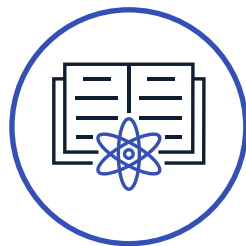
Data & Analytics

We standardize our Data Architecture as foundation for AI & Advanced Analytics



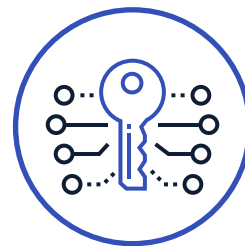
AI & Agentic AI

We are strengthening our AI maturity for language, voice and agents



Productivity

Investments into employee productivity is essential to remain attractive employer



Cyber Security

Keeping the company safe and compliant has by far the highest priority

Further improving our reinsurance contract review capabilities with human experts and technology



Guideline- and Clause checks become easy

What it needs

- AI is only part of the solution
- Content is our intellectual property and key:
 - Digital guidelines
 - Clause with assessments
 - Annotated/Labeled contracts to train AI
 - Contract repository with digitized documents

Modern Data Architectures must be AI-ready so that humans and machines can scale insights and decisions



Guideline Check

Contract Clause Assessment



Intelligent Document Processing

Claims Triage

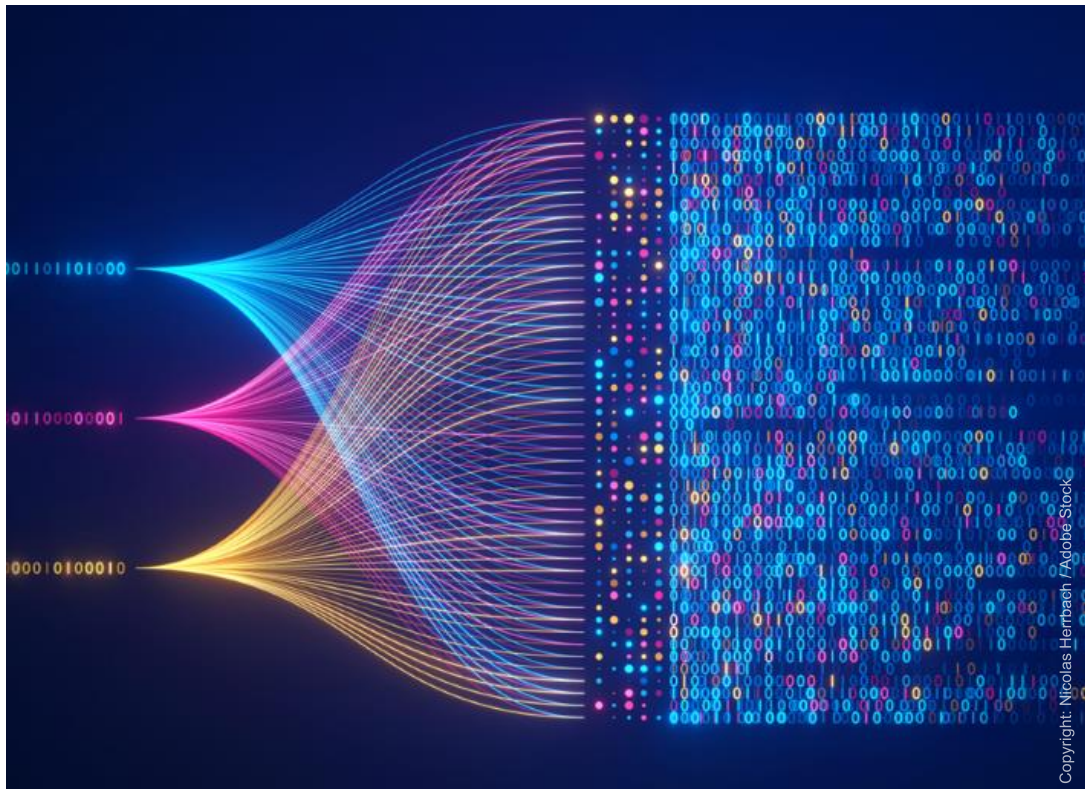


Fraud Check

Sanction Check



Human in the loop



Copyright: Nicolas Herrbach / Adobe Stock

NatCatSERVICE: Munich Re database of natural disasters benefits from AI based data collection

Situation

- Munich Re **NatCatSERVICE** is one of the world's most comprehensive database on natural disasters
- Munich Re's annual quantitative **NatCat report** is widely used in the insurance industry, valued media
- Data collection requires **extracting and aggregating NatCat information** from news articles
- The **number of required features is high and diverse** for different event types
- Traditionally, **information collection has been performed manually**

AI based Solution

Newsfeeds

Devastating Flood in Brazil Claims Lives, Injures Dozens, and Causes Widespread Displacement
São João, Brazil – A catastrophic flood swept through the small town of São João in south November 24th, leaving 21 people dead, 43 injured, and dozens of families displaced. The following three days of torrential rainfall that overwhelmed local rivers, resulting in flash flood the community off guard.
The floodwaters surged through the region with little warning, destroying 12 houses and severe critical infrastructure, including roads, bridges, and power lines. Emergency responders have tirelessly to rescue survivors and provide aid, but access to some areas remains challenging high waters and debris.
1 A Town in Mourning
Residents of São João are grieving the loss of their neighbors and loved ones. Among the families unable to escape as floodwaters engulfed their homes in the early hours of the morning hospitals have been overwhelmed with injured residents, many of whom sustained fractures

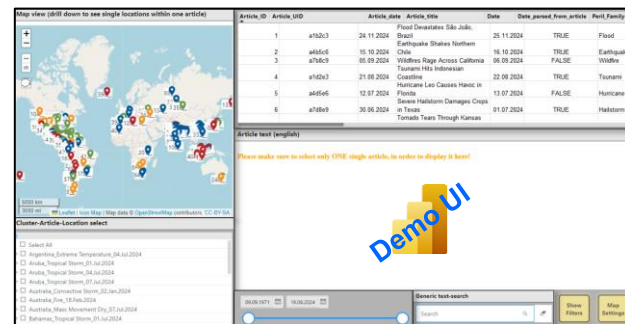


GenAI based information extraction

Is_NatCat: True
Fatalities: 21
Injured: 43
Houses_destroyed: 12
Peril: Flood
...

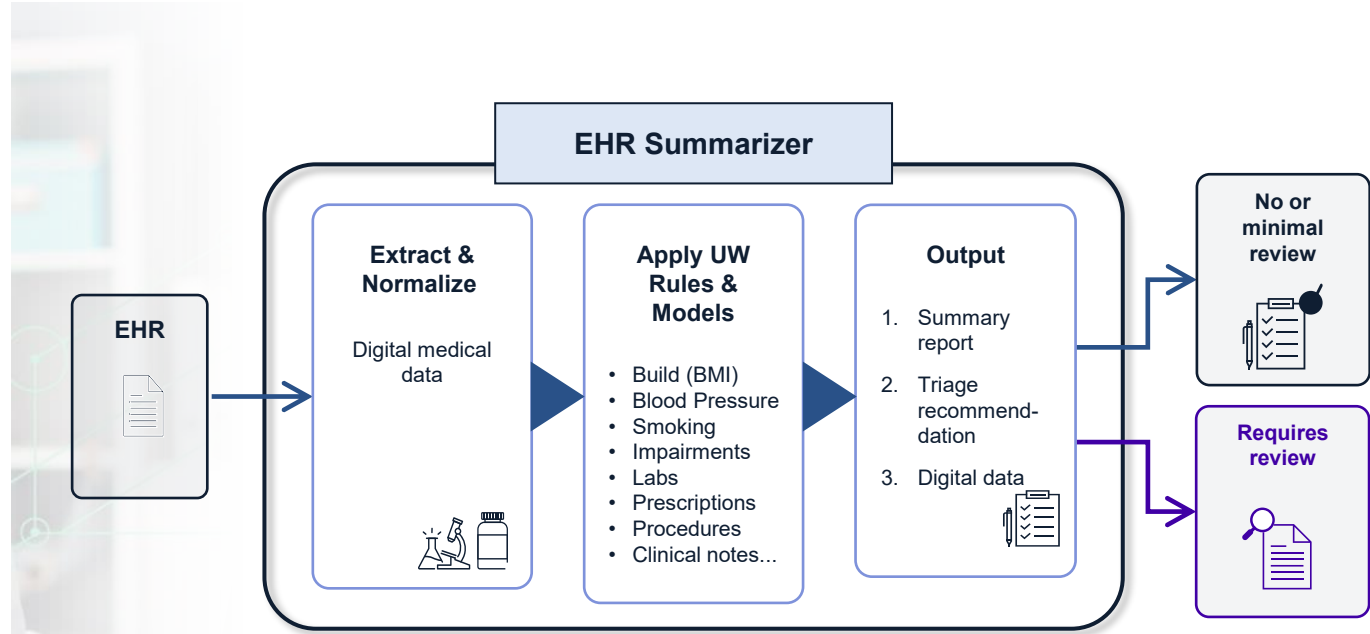


Metadata extraction and event clustering



Automatic analysis of Electronic Health Records

Enabling our US clients to reduce time to life insurance offer significantly

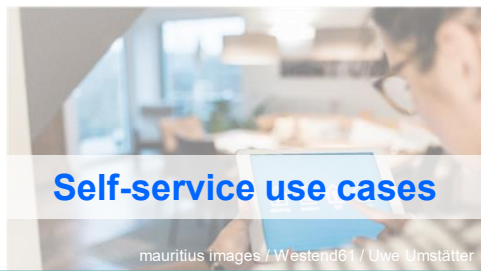


Munich Re leverages a range of production-ready AI platforms for different types of use cases



Expert use cases

- Collaborative effort between business units and experts from central units (Data & AI)
- Strategic prioritization done by Senior Management



Self-service use cases

- Medium to small-sized use cases implemented by business units
- Leveraging centrally provided self-service tools and GenAI models
- Prioritization through line management



Daily use (cases)

- Using GenAI through embedded capabilities in software solutions and via internal platforms, especially 'Flamingo'



AI Tools
currently
available
(selection)



Flamingo
Self-hosted LLM

Azure OpenAI

Databricks

Power Platform



Flamingo Chat
& Labs

M365 Copilot

Key Takeaways

Focus on value creation, AI-ready Data and Standardization

AI Governance 1st
approach is mandatory

1

Provide secure, compliant AI platforms: The next generation workforce has very quickly adopted AI tools. They will use AI at work, if you like (and manage) it or not

2

AI is supporting/augmenting the workforce if awareness and training are present, and will help cut out some mundane parts of daily activity

3

1/3 AI development, 2/3 to get business data and automate the business workflow →
Data and APIs are key

4

While AI-based customer interactions are the big hype, achievements like document extraction and back-office automation provide the faster ROI

5

Beware Agent Sprawl: Upcoming low-code agentic tooling bears a huge risk of becoming unmaintainable in the future

6

Insurers must define NOW which processes, data and technology they want to own and control to avoid additional vendor dependency that makes a future migration challenging.

Thank you for your interest and questions,

Martin Thormählen