



WTW Financial Institutions

Managing risk in a dynamic environment

Specialized understanding



Exceptional client service



Broader perspective on risk



Optimized outcomes



The financial institutions (FI) industry is dynamic and constantly changing

2024 will prove to be another year full of opportunities and risks for FIs.

Opportunities

- FIs have no shortage of opportunities to help their clients through a volatile economic environment. Their guidance, services and solutions are in high demand.
- They will have new tools at their disposal to manage client relationships as they increasingly develop use-cases for AI and generative AI.
- The outlook is improving for M&A and IPOs creating more opportunities for themselves to expand and grow as well as for their clients.
- Many have already taken proactive measures to shore up their business and talent strategies (e.g., rightsizing) and are better suited to operate in the current environment.

Top risks

Continued from 2023

- **Economic uncertainty:** Higher for longer interests rates, slowing global economic growth, a retreat away from globalization
- **Geopolitical:** Israel/Hamas conflict, Ukraine/Russia conflict, China/Taiwan tension, Houthis/US and UK led coalition all have far reaching impacts and regulators are watching for geopolitical risk management
- **Technology:** New and disruptive technology including generative AI, quantum computing, cloud computing, expanded fintech partnerships, blockchain, digital wallets
- **Cyber:** Cybersecurity threats continue to be one of the top risks for FIs. Cyber and fraud risks are increasing with new technology, digitalization and geopolitical conflict
- **Regulatory changes:** Complex and evolving regulatory environment present compliance and operational risks

New for 2024

- **Political elections:** In 2024, there are the U.S. elections and also national elections in at least 64 countries, with many being polarizing elections.
- **ESG/reputational risk:** ESG has become a highly politicized topic, largely in the U.S., resulting in anti-ESG backlash against corporations and investment philosophies.

WTW is trusted by the world's leading organizations

We provide risk and insurance solutions to **1,150+** financial institution clients in North America

\$1.1B+ annual premium placed in the market for North American financial institution clients

230+ FINEX Financial Institutions and Cyber specialists globally

200+ dedicated financial institutions risk and insurance specialists in North America with deep industry expertise

Market leading and industry specific solutions:

- FI P&C Differentiated Broking Solutions program
- CyFI
- IMI (Investment Management Insurance)

\$5.6B+ in FINEX claims recoveries for financial institutions globally since 2007 (carrier payments)

Industry leading content addressing risk trends and exposures for financial institutions

WTW is among the leading businesses serving Fortune 1000 financial institutions including 136 of the 160 listed financial institutions:

- 70 of the 73 insurance companies
- 32 of the 33 banks
- 6 of the 7 asset managers
- 24 of the 30 non-bank financial institutions
- 4 of the 5 holding or other investment offices

Why WTW

- Our clients require teams that deeply understand their business, risks and opportunities, have a broad perspective on peer companies and challenge the status-quo.
- We have taken an “all-in” approach to industry specialization that simply hasn’t been done before. Our sales, service, broking, claims, analytics and actuarial colleagues all sit within our FI industry business and connect on solving for unique and everyday risks.
- Our experienced team of industry specialists supports clients in all FI sectors including asset managers, banks, insurance companies, broker-dealers, credit unions, non-bank lenders, fintech firms and exchanges.
- Coupled with our global network and deep servicing, broking and claims capabilities, we are transforming how FIs think about, manage and transfer risk.

WTW has the knowledge and resources to enable you to make the best decisions and implement the right solutions to drive superior results in this dynamic environment.

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About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organizational resilience, motivate your workforce and maximize performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.



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