

## Key Takeaways

# How AI Could Impact Your Insurance Program



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### Set clear rules for AI use

- Approve specific tools for business use
- Define what AI can and cannot be used for
- Document this in a simple internal policy

### Protect your data

- Do **not upload sensitive or confidential information** unless risks are understood
- Check terms and conditions (especially free tools)
- Assume data may be stored, reused or shared

### Always apply human review

- Treat AI output as a **draft only**
- Require **human checking and sign-off**
- Never rely on AI alone for advice or decisions

### Use AI for efficiency, not decisions

- Good for: drafting, summaries, admin tasks
- Avoid: automated, end-to-end decision-making

### Access risk before using AI

- Identify where AI is used in your business
- Understand risks (privacy, accuracy, compliance)
- Prefer tools within systems you already trust

### Align with existing policies

AI must comply with:

- Privacy obligations
- Confidentiality
- IT usage policies

### Train your staff

- Explain approved tools and restrictions
- Set clear rules on data use
- Reinforce accountability for outputs

### Prepare for insurance impact

Insurers may:

- Ask about AI use
- Require controls and oversight
- Introduce future restrictions

**Poor governance = potential coverage issue**

### Review regularly

- Update policies as AI evolves
- Test controls and processes
- Reassess risks over time

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