Lessons learned by insurers from real losses

Uģis Uškāns

NORDIC SECTECH SUMMIT 2024

17. oktobris, Rīga, Latvija

BALTA commercial property claims

10 years (2014-2023)

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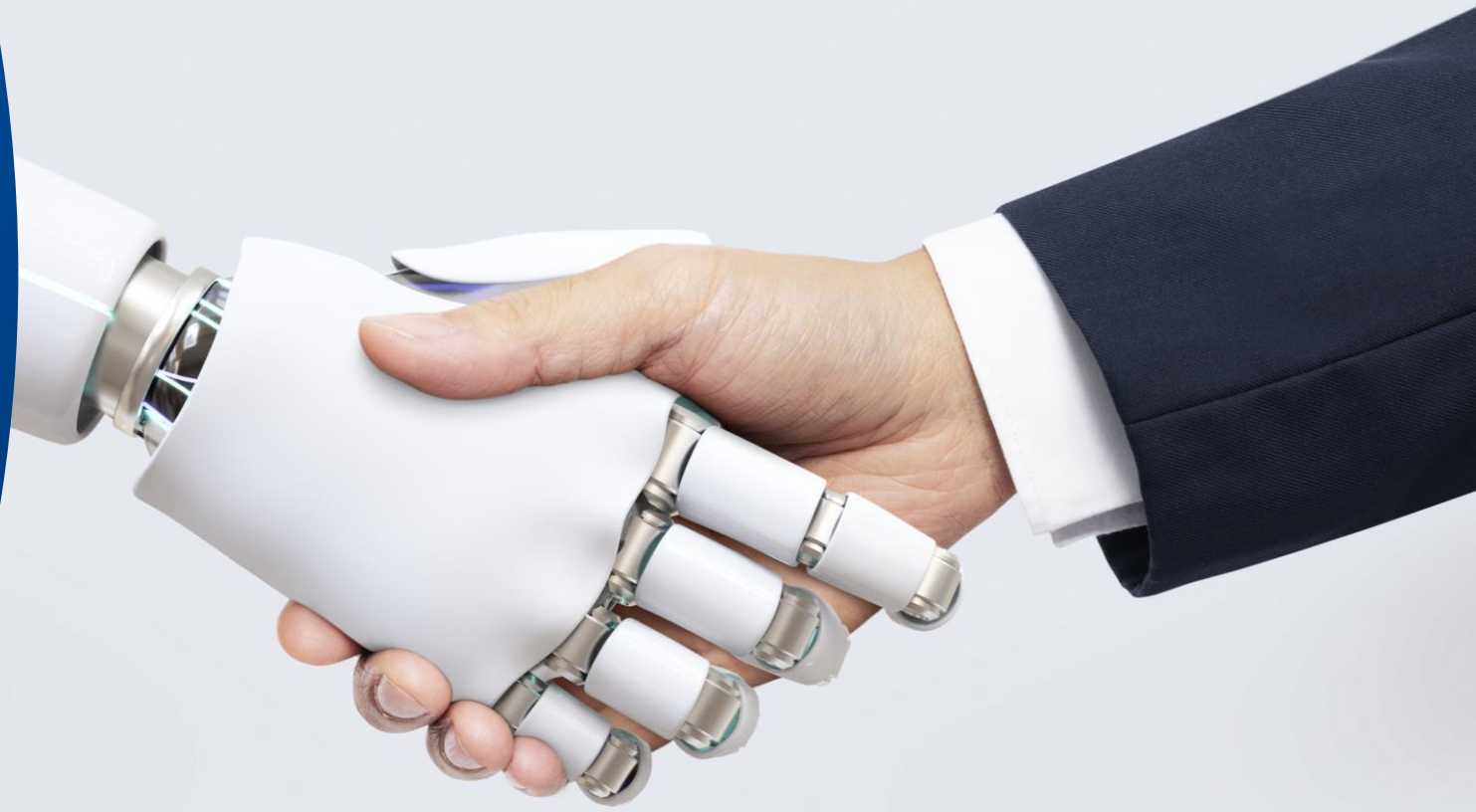
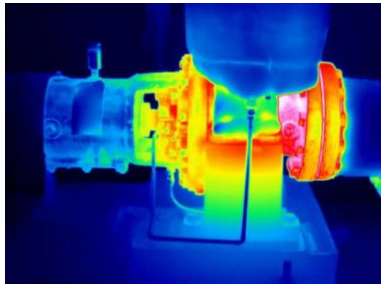
Human and Technologies



Technologies

Atklāt



Analizēt

IoT

Aizsargāt

Does technology replace human presence?

2.30

Alarm on the security control panel

Security team goes to site, detects fire

3.00

Fire fighters notified of a fire

Fire fighters go to the site

3.16

Fire fighters arrive on site and start extinguishing

03.49-04.03 additional fire fighting teams arrive

7.31

Fire contained

16.11

Fire eliminated

Burned area 2800 m^2
2 of 3 building blocks destroyed

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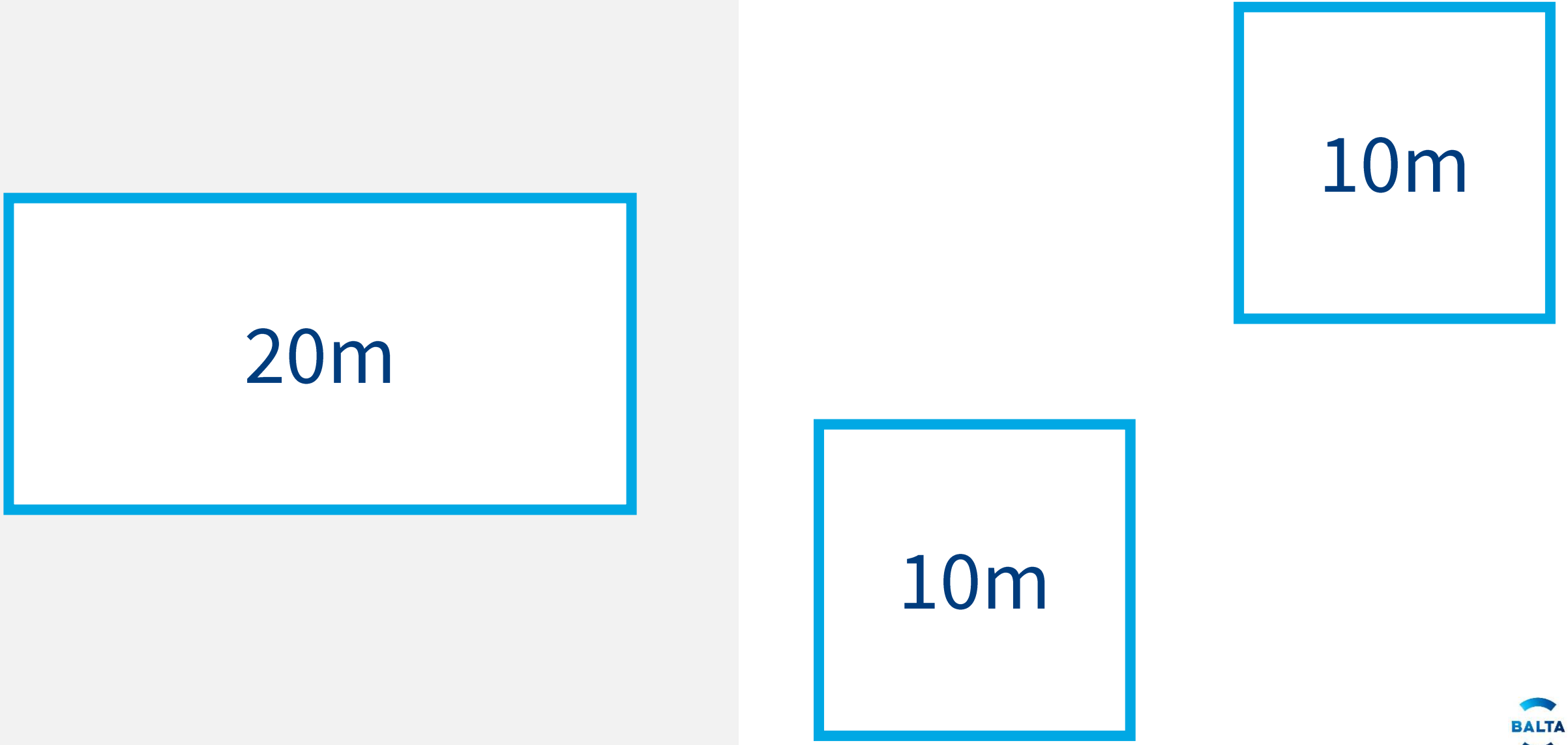
Safest solution

=

Technology + Human

What makes insurers cautious?

High concentration of values



Inadequate alarm system

Inappropriate type and location of detectors

Inadequate alarm system

Inappropriate type and location of detectors

- **Detector does not go off in time**
- **Detector is falsely triggered**
  - **Employees get used to alarm and don’t respond**
  - **Employees disarm the alarm system**

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Risk management on the company

Adapting to the minimum requirements of the law

Testing carried out on unloaded electrical installation

Tīkla tips, elektroinstalācijas atrašanās vieta*	Mērījuma vieta – grupa un nosaukums	strāva (A)
1	2	3
Sadalne SS-1 U=0,23/0,4V		
Ievads	Gr.1	28;28,4;26,5
	Gr.2	5;5;5
	Gr.3	10,6;11,8;0
	Gr.4	1,6;1,2;0,8
	Gr.5	0;0;0
	Gr.6	0;0;0
	Gr.7	0;0;0
	Gr.8	0;0;0
	Gr.9	2,2;0,9;0,4
	Gr.10	0;0;0

Risk management on the company

Adapting to the minimum requirements of the law

Testing carried out on unloaded electrical installation

Hot works without proper supervision

Are you aware of risks in your organization?

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