

RECOMMENDATION ON THE USE OF ARTIFICIAL INTELLIGENCE (AI) IN THE INSURANCE INDUSTRY

Date: September 2023

1. **Primacy of human actions**

The insurance company focuses on people as decision makers and ensures appropriate control of systems and algorithms using suitable mechanisms. The results achieved by AI can also be checked and traced by the organisation.

2. **Social and environmental well being**

When using AI, the insurance company ensures that data is handled in a measured and sustainable manner that creates added value for customers and stakeholders.

3. **Protection of privacy, data quality management and transparency**

The insurance company ensures compliance with data protection legislation, adheres to an appropriate standard of quality in respect of the origin and processing of data, and ensures that individual automated decisions meet transparency requirements.

4. **Fairness**

The insurance company implements appropriate mechanisms to ensure fairness in the application of AI procedures. In doing so, it complies with actuarial requirements (e.g. statistical tests).

5. **Governance and responsibility**

The insurance company creates governance mechanisms appropriate to the use case that ensure that AI algorithms and systems are assessed in terms of their risk, responsibilities are defined and quality assured.

6. **Technical robustness and security**

The insurance company regularly evaluates situations in which AI algorithms may not or no longer function properly and addresses such situations promptly and transparently, thereby ensuring the technical robustness and security of the systems.