



Insurtech UK

Our mission is to transform the insurance industry through the use of technology,
and make the UK the global leader for insurance innovation

THE MILLS REVIEW INTO LONG-TERM IMPACT OF AI ON RETAIL FINANCIAL SERVICES

February 2026

Introduction

Insurtech UK welcomes this in-depth review by the FCA into the future of AI in retail financial services, as a significant proportion of our insurtech member firms are active in the development and implementation of AI software and services for the insurance industry ([*The UK insurtech landscape: strong, shifting and collaborative*](#) McKinsey, 2025).

We are submitting the following reports - specifically focused on insurance and insurtech - as part of the Review's consultation process in order to feed into FCA reflections on how AI will drive the future of financial services.

As the Review team's work progresses, we would be very happy to convene a roundtable or workshop on the subject of the long-term impact of AI in insurance if you would find it helpful to discuss the themes below and wider review questions in more detail with our sector, drawing on our unique position within the ecosystem working with both insurtechs, insurers, and their professional and technological advisors.

Research reports

Future Evolution of AI Technology

Within this theme, please see attached our recent report with NashTech summarising a series of workshops we held on Agentic AI in insurance. This report shares insights into how Agentic AI can and is being adopted within insurance processes, and the considerations teams are taking into account as part of this journey.

The report demonstrates that the areas of accountability, governance and explainability are topics companies are taking very seriously, and would welcome further discussion and guidance on regulatory and compliance expectations as new AI-driven practices develop.

Available online [here](#) (published January 2026)

Future Consumer Trends

This thought leadership paper (newly published this week as a joint collaboration with Insurtech UK and Fair4All Finance) explores the potential for AI to address the protection gap that is more prevalent amongst those customers typically excluded from mainstream insurance.

It concludes that greater collaboration is needed to drive this forward through co-design, greater use of FCA innovation pathways, and strong partnership between insurers, insurtechs and regulators to scale what works.

Available online [here](#) (published February 2026)

For more information about Insurtech UK

As the dedicated trade association for insurtechs in the UK, our members comprise 150+ insurtechs and 40+ partners ranging from insurance companies to professional services firms supporting the sector.

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