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## Hitting Sweet Spot Consumer Insights Inspire

**hitting the sweet spot - ernst & young** - hitting the sweet spot the growth of the middle class in emerging markets a hitting the sweet spot the growth of the middle class in emerging markets **operational excellence for insurers - ey** - contents introduction 1 executive summary 3 the opportunity: insurance for the emerging consumer 5 effectively targeting emerging consumers 9 **experience is everything: here's how to get it right** - pwc/future-of-cx 2 overview give customers a great experience and they'll buy more, be more loyal and share their experience with friends.

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