**2023 Advisory Board:**

* **Amit Sinha,** Chief Technology Officer**, Microsoft**
* **Sharon Rai,** Diversity & Inclusion Partner**, NatWest**
* **Leon's Gauhman**, Co-founder and Chief Product & Strategy**, Elsewhen**
* **Jonathan Empson,** CEO, **Issured Ltd**

**2023 Speakers Included:**

* **Sharon Rai,** Diversity & Inclusion Partner**,** **NatWest**
* **Melissa Collett,** Executive Director of Professional Standards**, Chartered Insurance Institute**
* **David Ovenden,** Chief Underwriting Officer**, AXA**
* **Amit Sinha,** Chief Technology Officer**, Microsoft**
* **Janthana Kaenprakhamroy,** CEO and Founder**, Tapoly**
* **Rob Moorehead-Lane,** Chief Risk Officer**, Aspen**
* **Todd Zino,** Chief Product and Technology Officer**, By Miles**
* **Bilge Mert,** CTO, **Brit Insurance**
* **Andrew Waddelove,** Head of Sustainability**, LV**
* **Gemma Passant,** Head of Customer Experience**, Many Pets**
* **Lauren Spearman,** Global Heads of Comms & Engagement**, Many Pets**
* **Jeremy Trott,** Claims Director**, Ecclesiastical Insurance Group**
* **Antton Peña,** Founder & Chief Strategy Officer**, Flock Cover**
* **Alastair Doodson,** Director - Platform, Distribution and Sales**, HSBC**
* **Neil Dodd,** Chief Product Officer**, Cuvva**
* **Peter Beesley,** Future Skills and Career Lead, **Direct Line Group**
* **Josh Hart,** Chief Technology and Product Officer**, YuLife**
* **Zuzana Loup,** Data & AI Specialist - Financial Services**,** Insurance, Commercial**, Microsoft**
* **Fredrik Thuring,** Head of Operational Analytics**, Trygg-Hansa**
* **Eleanor Dallaway,** Co-Founder**, Assured**
* **Edward Ventham,** Co-Founder**, Assured**
* **John Pyall,** Head of Underwritting, **Munich Re - Great Lakes Insurance**
* **Kirsty Wilmot,** Head of Product**, By Miles**
* **Simon Pink,** UK Head of Emerging Technology**, QBE**
* **Chris Hall,** Head of Marketing**, Floodflash**
* **Dan Keeley**, Data Scientist, **Hubb**
* **Laura Petrone,** Principal Analyst, Thematic Intelligence**, GlobalData**
* **Anuj Agarwal,** Data and Analytics Lead**, Natwest**
* **Charlotte Newton**, Analyst, Thematic Intelligence**, GlobalData**

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| **Day 1 – Tuesday 23rd May** |
| 08:45 | **Chair’s opening remarks** *Bartosz Golba, Research Director, GlobalData* |
| 9:00 | **Defining digital transformation: What does this mean for the insurance industry?** * Understanding the customer experience ecosystem and what technology and digital strategies should be behind this
* Meeting consumer needs through digitalisation without introducing operational risks
* Recognising the changing customer digital behaviours and interactions with finance and insurance products

*Bilge Mert, CTO, Brit Insurance* |
|  | **Stream A – Customer Engagement** | **Stream B – Operational Agility** |
| 09:30 | **Reserved for Sponsorship** | **Reserved for Sponsorship** |
| 10:00 | **PANEL DISCUSSION:** **Promoting customer well-being and trust through digital transformation** * Building relationships in the virtual world and meeting the needs of not only customers but employees
* Employing flexible technological techniques to address the current environment and evolving customer needs
* Examining the various aspects of vulnerability
* How can we as an industry foster a culture of well-being for our customers while also contributing to a larger social cause?

*Moderator:* *Melissa Collett, Executive Director of Professional Standards, Chartered Insurance Institute**Neil Dodd, Chief Product Officer, Cuvva**Gemma Passant, Head of Customer Experience, Many Pets**Reserved for Boost.ai*  | **PANEL DISCUSSION:****Accelerating diversity in insurance and broadening the technology talent pool** * Fostering diversity in leadership groups, addressing unconscious bias, and creating an inclusive insurance environment
* Attracting outside technology specialists to the insurance industry and ensuring that traditional models do not stifle internal innovation
* Examining various approaches to the insurance workplace to broaden the talent pool and attract digitally savvy employees
* What does the finance industry have to offer, and how do we demonstrate this to potential candidates?

*Sharon Rai, Diversity & Inclusion Partner, NatWest* *Janthana Kaenprakhamroy, CEO and Founder, Tapoly**Jeremy Trott, Claims Director, Ecclesiastical Insurance Group* |
| 10:30 | **Gold Partner – Sprout.AI****Roi Amir, CEO**  | **Reserved for Sponsorship** |
| 11:00 | **Networking Break** |
| 11:30 | **How is embedded insurance refining the industry?*** Moving to embedded insurance for a simple and streamlined customer experience
* Eliminating the "one size fits all" mentality and enabling customers to construct clearly defined packages
* Utilising consumer data to produce a customer centric cover

*John Pyall, Head of Underwritting, Munich Re - Great Lakes Insurance*  | **Claims in the digital age: Trends, technology, and strategy** * Navigating the shifting consumer preferences in claims
* Using communication channels and digital platforms like WhatsApp to engage customers and prevent feedback fatigue
* Overcoming common obstacles while transforming and integrating tech into the traditional claims function

*Jeremy Trott, Claims Director, Ecclesiastical Insurance Group* |
| 12:00 | **Silver Partner - eGain** | **Digital transformation of intelligence, investigation, and public contact: Successful and sustainable change in complex environments** * Presenting a case study based on Issured’s extensive experience of working in partnership to deliver digital transformation across UK policing
* Highlighting challenges, potential pitfalls and benefits, that the transformation of traditional business processes can bring
* Sharing an overview of Inssured approach of implementing successful and sustainable change in challenging environments
* Looking at experience based on delivering national law enforcement programmes; what can the insurance industry learn from this?

*Kiron Bose, Chief Operating Officer, Issured Limited* |
| 12:30 | **Blending the human & digital touch: What do today's insurance customers want?*** Reducing the need for customer-human interaction while ensuring consumers have access to all the information they require digitally
* Identifying key consumer wants and concerns and creating tactics to provide immediate responses
* Making customer-centric design the focal point of the digital transition and overcoming implementation difficulties
* Investigating effective communication and phrasing approaches to best resonate with customers

*Neil Dodd, Chief Product Officer, Cuvva* | **AI in the fight against insurance fraud*** Using AI to detect organised fraud, exaggerated claims and to determine genuine customers
* As process automation increases, automatic screening must too
* Utilising internal, external and “exotic” data sources
* How to measure success and what are the achievable benefits?

*Fredrik Thuring, Head of Operational Analytics, Trygg-Hansa* |
| 13:00 | **Tech Spotlight**  | **Tech Spotlight** |
| 13:15 | **Lunch Break** |
| 14:15 | **PANEL DISCUSSION:****Advancing ESG strategies in insurance*** How can we measure the transition to net zero?
* What role can AI and ML play in improving ESG credentials?
* Which sustainable practices should be incorporated into the IT infrastructure?
* How can we employ digital tactics to incorporate ESG into our consumers' financial education?

*Moderator: John Pyall, Head of Underwritting, Munich Re - Great Lakes Insurance**Josh Hart, Chief Technology and Product Officer, YuLife* *Andrew Waddelove, Head of Sustainability, LV* | **PANEL DISCUSSION:****Cyber security as a catalyst for change*** Exploring cyber risks reshaping the insurance industry
* Navigating the technology that is altering the cyber threat landscape
* Increasing the home office immunity against cyberattacks
* Examining the possibilities and market for cyber security insurance

*Eleanor Dallaway, Co-Founder, Assured**Edward Ventham, Co-Founder, Assured* |
| 14:45 | **Silver Partner - Moxo** | **Reserved for Sponsorship** |
| 15:15 | **How can we ensure employees' skills are invested in and utilised in the digital evolution?*** What do modern employees expect?
* Why are skills important in the digital age?
* What strategies are critical to the success of the digital workforce?
* How can we plan for the future of insurance and ensure the customer is front of mind?

*Peter Beesley, Future Skills and Career Lead, Direct Line Group* | **The expectations of underwriters in a digital age*** Underwriters as decision scientists, innovators, and customer advocates
* Exploring algorithmic underwriting and human in the loop
* What are the modern-day expectations of underwriters and how do we address any disconnect?
* Navigating the future of insurance underwriting and the key regulations involved

*David Ovenden, Chief Underwriting Officer, AXA* |
| 15:45 | **Networking and Refreshments** |
| 16:15 | **Reserved for Sponsorship** | **Reserved for Sponsorship** |
| 16:45 | **How far can virtual really go?*** How will technology and innovation impact the insurance industry?
* Do we need to get ready for a future that is entirely virtual to accommodate advancing technology and generational demands?
* Looking to outside industries to digitally modernize the insurance industry
* Navigating the metaverse and blockchain in everyday insurance and payment transactions

*Alastair Doodson, Director - Platform, Distribution and Sales, HSBC**Anuj Agarwal, Data and Analytics Lead, Natwest*  |
| 17:15 | **Chair’s closing remark** |

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| **Day 2 – Wednesday 24th May** |
| 8:15 | **Registration and Refreshments** |
| 9:00 | **Insurtech spotlight**In 10-minute slots, hear from three of the industry's most innovative Insurtech and disruptors:* Discover who is upsetting the current insurance business model
* Explore different approaches to insurance
* Understand practical approaches to innovation that can be applied in real-time
* Dig deeper into internal company frameworks and strategies
1. *Janthana Kaenprakhamroy, CEO and Founder, Tapoly*
2. *Todd Zino, Chief Product and Technology Officer, By Miles*
3. *Chris Hall, Head of Marketing, Floodflash*
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| 09:30 | **Reserved for Sponsorship** |
| 10:00 | **Fireside chat:****Insurance & the metaverse: Pixel perfect?** * Examining various insurance domains in the metaverse
* Exploring key issues in the metaverse such as crime and regulatory factors
* How do we protect customer vulnerability in the metaverse?
* Who will be driving metaverse innovation in the future?

*Laura Petrone, Principal Analyst, Thematic Intelligence, GlobalData**Charlotte Newton, Analyst, Thematic Intelligence, GlobalData* |
| 10:30 | **Networking and Refreshments** |
|  | **Stream A –** **Customer Engagement** | **Stream B –** **Operational Agility** |
| 11:00 | **Modernising industry image: Building brand awareness** Presenting a ManyPets branding case study:* Shifting the brand's focus from performance to brand public awareness
* Bringing a furry friend to life; showcasing ManyPets summer outdoor campaign

*Lauren Spearman, Global Heads of Comms & Engagement, Many Pets* | **Redesigning operational structure: How can we digitalise risk management in insurance?** * Restarting legacy systems and processes to allow for automation
* Understanding how automation can aid in product development and distribution
* Utilising risk to support consumer duty success
* How can digitalization aid in understanding the industries' transition to becoming more sustainable?

*Rob Moorehead-Lane, Chief Risk Officer, Aspen* |
| 11:30 | **PANEL DISCUSSION:****Doing the right thing with data*** Leveraging innovation and behavioral data to better understand consumer preferences
* Using data to transform digital acceleration for an improved consumer experience
* Investigating nonintrusive generation and collection of behavioral data
* Using technology, capabilities, and skill sets to extract the most value from data for customers

*Kirsty Wilmot, Head of Product, By Miles* *Simon Pink, UK Head of Emerging Technology, QBE**Dan Keeley, Data Scientist, Hubb**Leon's Gauhman, Co-founder and Chief Product & Strategy, Elsewhen*  | **Reserved for Sponsorship** |
| 12:00 | **The AI influence:** **Creating a seamless customer journey*** Translating AI and machine learning theory and expectations into insurance products
* Where does artificial intelligence have the most impact on the insurance industry?
* Utilising the Omni channel path to provide a personalised digital customer experience
* Implementing AI and ML strategies now for future success

*Amit Sinha, Chief Technology Officer, Microsoft**Zuzana Loup, Data & AI Specialist - Financial Services, Insurance, Commercial, Microsoft* | **Case Study: Bringing insurance up to speed with fully digital insurance** * Changing the world of underwriting through a data-driven approach
* Connecting fleet insurance and promoting safer driving
* Putting innovation at the forefront of insurance and product design

*Antton Peña, Founder & Chief Strategy Officer, Flock Cover* |
| 12:30 | **Tech Spotlight** | **Tech Spotlight** |
| 12.45 | **Networking and Lunch** |
| 13.45 | **Reserved for Sponsorship** | **Reserved for Sponsorship** |
| 14:15 |  **Technologies leading parametric insurance*** Using digital transformation to expand the scope of parametric insurance
* Combining data from IoT devices to aid in planning, mitigation, and prevention
* How is blockchain being used to design and operate parametric insurance products?
* What would current digital insurance platforms require to effectively deploy parametric insurance?

Chris Hall, Head of Marketing, Floodflash |
| 14.45 | **What is the next step in the insurance industry's digital transformation?*** Preparing for the future with flexible and adaptable digital strategies
* What should be the top technological priorities in the next 18 months?
* How can we guarantee that the changes in our sector industry take ESG factors into account?

*Paul Middle, Head of Telematics, Tesco Bank* |
| 15:15 | **Chair’s summary and close of conference** |