**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* | |
| 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** | |