



# DIGITAL TRANSFORMATION IN INSURANCE CONFERENCE 2023

London, UK

23<sup>rd</sup> – 24<sup>th</sup> May 2023

## Key Speakers:

- **Sharon Rai**, Diversity & Inclusion Partner, **NatWest**
- **Melissa Collett**, Executive Director of Professional Standards, **Chartered Insurance Institute**
- **David Ovenden**, Chief Underwriting Officer, **AXA**
- **Janthana Kaenprakhamroy**, CEO and Founder, **Tapoly**
- **Andrew Waddelove**, Head of Sustainability, **LV**
- **Tony Martins de Sá**, Head Office Claims, **NFU Mutual**
- **Jeremy Trott**, Claims Director, **Ecclesiastical Insurance Group**
- **Vivek Jain**, Head of Audit – Insurance, Pensions and Investments, **Lloyds Banking Group**
- **Antton Peña**, Founder & Chief Strategy Officer, **Flock Cover**
- **Alastair Doodson**, Director - Platform, Distribution and Sales, **HSBC**
- **Neil Dodd**, Chief Product Officer, **Cuvva**
- **Mackenzie Clavin**, Strategy, Behaviour and Thought Expert, **Swiss Re**
- **Peter Beesley**, Future Skills and Career Lead, **Direct Line Group**
- **Josh Hart**, Chief Technology and Product Officer, **YuLife**
- **Fredrik Thuring**, Head of Operational Analytics, **Trygg-Hansa**

## Day 1 – Tuesday 23<sup>rd</sup> May

8:00	<b>Registration and refreshments</b>	
08:45	<b>Chair's opening remarks</b> <i>Bartosz Golba, Research Director, GlobalData</i>	
9:00	<b>Defining digital transformation: What does this mean for the insurance industry?</b> <ul style="list-style-type: none"> <li>Understanding the customer experience ecosystem and what technology and digital strategies should be behind this</li> <li>Meeting consumer needs through digitalisation without introducing operational risks</li> <li>Recognising the changing customer digital behaviours and interactions with finance and insurance products</li> </ul> <i>Bilge Mert, CTO, Brit Insurance</i>	
9:30	<b>Reserved for Sponsorship</b>	
	<b>Stream A – Customer Engagement</b>	<b>Stream B – Operational Agility</b>
10:00	<b>PANEL DISCUSSION:</b> <b>Promoting customer well-being and trust through digital transformation</b> <ul style="list-style-type: none"> <li>Building relationships in the virtual world and meeting the needs of not only customers but employees</li> <li>Utilising conversational AI and innovation to improve the customer's experience</li> <li>Employing flexible technological techniques to address the current environment and evolving customer needs</li> <li>How can we as an industry foster a culture of well-being for our customers while also contributing to a larger social cause?</li> </ul> <i>Moderator: Melissa Collett, Executive Director of Professional Standards, Chartered Insurance Institute</i>  <i>Neil Dodd, Chief Product Officer, Cuvva</i>  <i>Mackenzie Clavin, Head of Behaviour, Strategy &amp; Health Underwriting, Swiss Re</i>	<b>PANEL DISCUSSION:</b> <b>Accelerating diversity in insurance and broadening the technology talent pool</b> <ul style="list-style-type: none"> <li>Fostering diversity in leadership groups, addressing unconscious bias, and creating an inclusive insurance environment</li> <li>Attracting outside technology specialists to the insurance industry and ensuring that traditional models do not stifle internal innovation</li> <li>Examining various approaches to the insurance workplace to broaden the talent pool and attract digitally savvy employees</li> <li>What does the finance industry have to offer, and how do we demonstrate this to potential candidates?</li> </ul> <i>Sharon Rai, Diversity &amp; Inclusion Partner, NatWest</i>  <i>Janthana Kaenprakhamroy, CEO and Founder, Tapoly</i>  <i>Jeremy Trott, Claims Director, Ecclesiastical Insurance Group</i>

	<i>Reserved for Boost.ai</i>	
10:30	<p><b>Better serving customers through AI-powered technology</b></p> <p>This session will focus on the claims journey from:</p> <ul style="list-style-type: none"> <li>• The problem</li> <li>• The solution</li> <li>• The results</li> <li>• Challenges along the way and how we solved them</li> </ul> <p><i>Roi Amir, CEO, Sprout.AI</i></p>	<p><b>Taking automation to new heights</b></p> <ul style="list-style-type: none"> <li>• Reducing operational costs and improving revenue through intelligent automation</li> <li>• Defining and building proactive communication solutions</li> <li>• Using cutting-edge conversational AI to speed up business processes</li> </ul> <p><i>Ian Haddon, COO of Contact Engine, NICE</i></p>
11:00	<b>Networking Break</b>	
11:30	<p><b>How is embedded insurance refining the industry?</b></p> <ul style="list-style-type: none"> <li>• Moving to embedded insurance for a simple and streamlined customer experience</li> <li>• Eliminating the "one size fits all" mentality and enabling customers to construct clearly defined packages</li> <li>• Utilising consumer data to produce a customer centric cover</li> </ul> <p><i>John Pyall, Head of Underwriting, Munich Re - Great Lakes Insurance</i></p>	<p><b>Claims in the digital age: Trends, technology, and strategy</b></p> <ul style="list-style-type: none"> <li>• Navigating the shifting consumer preferences in claims</li> <li>• Using communication channels and digital platforms like WhatsApp to engage customers and prevent feedback fatigue</li> <li>• Overcoming common obstacles while transforming and integrating tech into the traditional claims function</li> </ul> <p><i>Jeremy Trott, Claims Director, Ecclesiastical Insurance Group</i></p>
12:00	<p><b>Knowledge Hubs—The Missing Ingredient for Successful CX and Employee Experience</b></p> <p>Gartner predicts that digital transformation initiatives will get stymied if businesses do not modernize knowledge management (KM). In fact, they recommend KM as the #1 technology to transform customer, employee, and the business experiences for 2023. In this Session, you will learn about:</p> <ul style="list-style-type: none"> <li>• State of Digital Experience</li> <li>• The critical missing ingredient</li> <li>• Why you need a KM refresh</li> <li>• Knowledge hub: What, why, and How</li> <li>• Knowledge hub at work: Real-world success at scale</li> </ul> <p><i>Stephen Kennedy, Director of Solutions, eGain</i></p>	<p><b>Digital transformation of intelligence, investigation, and public contact: Successful and sustainable change in complex environments</b></p> <ul style="list-style-type: none"> <li>• Presenting a case study based on Issured’s extensive experience of working in partnership to deliver digital transformation across UK policing</li> <li>• Highlighting challenges, potential pitfalls and benefits, that the transformation of traditional business processes can bring</li> <li>• Sharing an overview of Issured approach of implementing successful and sustainable change in challenging environments</li> <li>• Looking at experience based on delivering national law enforcement programmes; what can the insurance industry learn from this?</li> </ul>

		<i>Kiron Bose, Chief Operating Officer, Issured Limited</i>
12:30	<p><b>Blending the human &amp; digital touch: What do today's insurance customers want?</b></p> <ul style="list-style-type: none"> <li>Reducing the need for customer-human interaction while ensuring consumers have access to all the information they require digitally</li> <li>Identifying key consumer wants and concerns and creating tactics to provide immediate responses</li> <li>Making customer-centric design the focal point of the digital transition and overcoming implementation difficulties</li> <li>Investigating effective communication and phrasing approaches to best resonate with customers</li> </ul> <p><i>Neil Dodd, Chief Product Officer, Cuvva</i></p>	<p><b>AI in the fight against insurance fraud</b></p> <ul style="list-style-type: none"> <li>Using AI to detect organised fraud, exaggerated claims and to determine genuine customers</li> <li>As process automation increases, automatic screening must too</li> <li>Utilising internal, external and “exotic” data sources</li> <li>How to measure success and what are the achievable benefits?</li> </ul> <p><i>Fredrik Thuring, Head of Operational Analytics, Trygg-Hansa</i></p>
13:00	<p><b>Embedding digital sustainability through green software</b></p> <ul style="list-style-type: none"> <li>The climate crisis and its impact on the insurance industry</li> <li>What impact ‘digital’ has as part of this</li> <li>What can insurers do about this through technology?</li> </ul> <p><i>Caoimhin Graham, Principal Architect, Kainos</i></p>	<b>Technology Spotlight</b>
13:15	<b>Networking and Lunch</b>	
14:15	<p><b>PANEL DISCUSSION: Advancing ESG strategies in insurance</b></p> <ul style="list-style-type: none"> <li>How can we measure the transition to net zero?</li> <li>What role can AI and ML play in improving ESG credentials?</li> <li>Which sustainable practices should be incorporated into the IT infrastructure?</li> <li>How can we employ digital tactics to incorporate ESG into our consumers' financial education?</li> </ul> <p><i>Moderator: John Pyall, Head of Underwriting, Munich Re - Great Lakes Insurance</i></p>	<p><b>PANEL DISCUSSION: Cyber security as a catalyst for change</b></p> <ul style="list-style-type: none"> <li>Exploring cyber risks reshaping the insurance industry</li> <li>Navigating the technology that is altering the cyber threat landscape</li> <li>Increasing the home office immunity against cyberattacks</li> <li>Examining the possibilities and market for cyber security insurance</li> </ul> <p><i>Moderator: Eleanor Dallaway, Co-Founder, Assured</i></p> <p><i>Edward Ventham, Co-Founder, Assured</i></p>

	<p><i>Josh Hart, Chief Technology and Product Officer, YuLife</i></p> <p><i>Andrew Waddelove, Head of Sustainability, LV=</i></p>	<p><i>Vivek Jain, Head of Audit – Insurance, Pensions and Investments, Lloyds Banking Group</i></p>
14:45	<p><b>Modernizing client lifecycle management for insurance</b></p> <ul style="list-style-type: none"> <li>• Modernize your insurance client interaction management with a secure, onestop interaction workflow platform.</li> <li>• Building a onestop hub to manage your complete insurance client life cycle across account onboarding, account servicing, and exception handling</li> <li>• Rethinking today’s costly, inefficient, and fragmented client engagement model, which requires significant manual intervention</li> <li>• Streamline client business processes across your insurance firm and orchestrate each step of your workflows to fast-track client business</li> </ul> <p><i>Shimona Pinto - Senior Corporate Solutions – Moxo</i></p>	<p><b>How to digitise an insurance business in 12 months</b></p> <p>Discover how we helped Stroll to revolutionise their business in just 12 months. Through the utilisation of the latest practices and technology, Stroll was able to process customer and market data more efficiently, resulting in faster reactions and a greater competitive advantage.</p> <p><i>Tara Simpson, Instil, CEO</i> <i>Brian Allen, Stroll, CEO</i></p>
15:15	<p><b>How can we ensure employees' skills are invested in and utilised in the digital evolution?</b></p> <ul style="list-style-type: none"> <li>• What do modern employees expect?</li> <li>• Why are skills important in the digital age?</li> <li>• What strategies are critical to the success of the digital workforce?</li> <li>• How can we plan for the future of insurance and ensure the customer is front of mind?</li> </ul> <p><i>Peter Beesley, Future Skills and Career Lead, Direct Line Group</i></p>	<p><b>The expectations of underwriters in a digital age</b></p> <ul style="list-style-type: none"> <li>• Underwriters as decision scientists, innovators, and customer advocates</li> <li>• Exploring algorithmic underwriting and human in the loop</li> <li>• What are the modern-day expectations of underwriters and how do we address any disconnect?</li> <li>• Navigating the future of insurance underwriting and the key regulations involved</li> </ul> <p><i>David Ovenden, Chief Underwriting Officer, AXA</i></p>
15:45	<p><b>Networking and Refreshments</b></p>	
16:15	<p><b>Bringing your customers in later life along on the digital transformation journey</b></p> <ul style="list-style-type: none"> <li>• Looking to broader view of customer experience and wellbeing</li> <li>• Ensuring no generations get left behind in the digital transformation journey</li> </ul> <p><i>Hannah Thomson, CEO, The Joy Club</i></p>	<p><b>Insurance is necessary, IT is not: Why transformation has to be business-led</b></p> <ul style="list-style-type: none"> <li>• Transformations are to be thought of in overarching programmes</li> <li>• Projects and programmes, and thus also transformation projects, are increasingly gaining an important share of value creation in companies</li> </ul>

		<ul style="list-style-type: none"> <li>Projects and programmes require realistic planning and methodical competence in managing and controlling time, scope and budget</li> <li>Measures to modernise IT and digitalisation are key drivers for projects and programmes</li> </ul> <p><i>Reserved for CORE SE</i></p>
16:45	<p><b>How far can virtual really go?</b></p> <ul style="list-style-type: none"> <li>How will technology and innovation impact the insurance industry?</li> <li>Do we need to get ready for a future that is entirely virtual to accommodate advancing technology and generational demands?</li> <li>Looking to outside industries to digitally modernize the insurance industry</li> <li>Navigating the metaverse, blockchain and IoT in everyday insurance and payment transactions</li> </ul> <p><i>Alastair Doodson, Director - Platform, Distribution and Sales, HSBC</i>  <i>Anuj Agarwal, Data and Analytics Lead, Natwest</i>  <i>Vivek Jain, Head of Audit – Insurance, Pensions and Investments, Lloyds Banking Group</i></p>	
17:15	<b>Chair’s closing remark</b>	

<b>Day 2 – Wednesday 24<sup>th</sup> May</b>		
8:00	<b>Exclusive (Invite only) Breakfast Briefing hosted by eGain</b>	
8:50	<p><b>Chair’s opening remarks</b>  <i>Bartosz Golba, Research Director, GlobalData</i></p>	
9:00	<p><b>Insurtech spotlight</b>  In 10-minute slots, hear from three of the industry's most innovative Insurtech and disruptors:</p> <ul style="list-style-type: none"> <li>Discover who is upsetting the current insurance business model</li> <li>Explore different approaches to insurance</li> <li>Understand practical approaches to innovation that can be applied in real-time</li> <li>Dig deeper into internal company frameworks and strategies</li> </ul> <p>1. <i>Janthana Kaenprakhamroy, CEO and Founder, Tapoly</i>  2. <i>Nyasha Kuwana, Head of Product, Floodflash</i>  3. <i>Hannah Thomson, CEO, The Joy Club</i></p>	

09:30	<b>Reserved for Sponsorship</b>	
10:00	<b>Fireside chat:</b> <b>Insurance &amp; the metaverse: Pixel perfect?</b> <ul style="list-style-type: none"> <li>Examining various insurance domains in the metaverse</li> <li>Exploring key issues in the metaverse such as crime and regulatory factors</li> <li>How do we protect customer vulnerability in the metaverse?</li> <li>Who will be driving metaverse innovation in the future?</li> </ul> <p><i>Laura Petrone, Principal Analyst, Thematic Intelligence, GlobalData</i></p> <p><i>Charlotte Newton, Analyst, Thematic Intelligence, GlobalData</i></p>	
10:30	<b>Networking and Refreshments</b>	
	<b>Stream A – Customer Engagement</b>	<b>Stream B – Operational Agility</b>
11:00	<b>Case Study: Bringing insurance up to speed with fully digital insurance</b> <ul style="list-style-type: none"> <li>Changing the world of underwriting through a data-driven approach</li> <li>Connecting fleet insurance and promoting safer driving</li> <li>Putting innovation at the forefront of insurance and product design</li> </ul> <p><i>Antton Peña, Founder &amp; Chief Strategy Officer, Flock Cover</i></p>	<b>Technologies leading parametric insurance: Sensor vs satellite</b> <ul style="list-style-type: none"> <li>Using digital transformation to expand the scope of parametric insurance</li> <li>Combining data from IoT devices to aid in planning, mitigation, and prevention</li> <li>What would current digital insurance platforms require to effectively deploy parametric insurance?</li> <li>How to choose the correct measuring devices?</li> </ul> <p><i>Nyasha Kuwana, Head of Product, FloodFlash</i></p>
11:30	<b>PANEL DISCUSSION:</b> <b>Doing the right thing with data</b> <ul style="list-style-type: none"> <li>Leveraging innovation and behavioral data to better understand consumer preferences</li> <li>Using data to transform digital acceleration for an improved consumer experience</li> <li>Investigating nonintrusive generation and collection of behavioral data</li> <li>Using technology, capabilities, and skill sets to extract the most value from data for customers</li> </ul> <p><i>Kirsty Wilmot, Head of Product, By Miles</i></p> <p><i>Simon Pink, UK Head of Emerging Technology, QBE Ventures</i></p>	<b>Why now is the time to transform with RevOps</b> Discover how a RevOps framework brings together people, processes, and technology to: <ul style="list-style-type: none"> <li>Maximise operational resilience and agility in uncertain times</li> <li>Drive best-in-class customer experiences and increase customer loyalty</li> <li>Accelerate growth through data-driven decision making</li> </ul> <p><i>James Drew, Financial Services Business Manager, Xpedition</i></p>

	<p><i>Dan Keeley, Chief Engineer, Hubb</i></p> <p><i>Leon Gauhman, Co-founder and Chief Product &amp; Strategy, Elsewhen</i></p>	
12:00	<p><b>How can we digitalise risk management in financial services?</b></p> <ul style="list-style-type: none"> <li>Restarting legacy systems and processes to allow for automation</li> <li>Understanding how automation can aid in product development and distribution</li> <li>Utilising risk to support consumer duty success</li> <li>How can digitalization aid in understanding the industries' transition to becoming more sustainable?</li> </ul> <p><i>Rob Moorehead-Lane, Chief Risk Officer, Aspen</i></p>	<p><b>Strategic claims change; Putting spotlight on the claims business architecture</b></p> <ul style="list-style-type: none"> <li>Emphasizing CX mindsets at the heart of claims processes</li> <li>Streamlining claims conversations</li> </ul> <p><i>Tony Martins de Sá, Head Office Claims, NFU Mutual</i></p>
12.30	<b>Networking and Lunch</b>	
13.30	<p><b>Delivering Tech deals: Key success factors</b></p> <ul style="list-style-type: none"> <li>Commercial and legal considerations for buyers and sellers</li> <li>Contract and system lifecycle; from legacy to new build and beyond</li> <li>Issues with data and customer ownership</li> <li>Operational resilience and Consumer Duty compliance; by design</li> </ul> <p><i>Tim Johnson, Partner, Browne Jacobson</i> <i>Thomas Gibby, Senior Associate, Browne Jacobson</i></p>	<b>Reserved for Sponsorship</b>
14.00	<p><b>What is the next step in the insurance industry's digital transformation?</b></p> <ul style="list-style-type: none"> <li>Preparing for the future with flexible and adaptable digital strategies</li> <li>What should be the top technological priorities in the next 18 months?</li> <li>How can we guarantee that the changes in our sector industry take ESG factors into account?</li> </ul> <p><i>Paul Middle, Head of Telematics, Tesco Bank</i></p>	
14:30	<b>Chair's summary and close of conference</b>	



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