TIME	Keynote Stream -		
08:00-08:50 **[50 mins]**	**REGISTRATION AND NETWORKING BREAKFAST**		
08:50-09:00 **[10 mins]**	**WELCOME AND INTRODUCTION**		
09:00-09:15 **[15 mins]**	**KEYNOTE ADDRESS** **Speaker:**		
09:15-10:00 **[45mins]**	**KEYNOTE PANEL DISCUSSION - Beyond the InsurTech Horizon: Strategies for Growth and Adaptation in a Dynamic Insurance Landscape** 1. How are insurers maintaining stability and growth amidst tough macroeconomic conditions, and what strategies have proven effective? 2. How are insurers adapting to evolving customer expectations, and what specific steps are being taken to ensure customer satisfaction in this changing landscape? 3. What strategies are insurers employing to target and retain Gen Z, and how is the industry adapting to meet the preferences of the younger generation? 4. How is data-driven insurance shaping the industry, and what role are you seeing data playing in understanding customers better and influencing product development? 5. In what ways are insurers using technology to enhance agility, and how crucial is technological innovation for long-term competitiveness? 6. How are insurers adapting strategies to think innovatively about distribution models and seamlessly integrate these new approaches?		
10:00-10:20 **[20 mins]**	**KEYNOTE PRESENTATION - Revolutionizing Property & Casualty Insurance through IoT**		
10:20-10:55 **[35 mins]**	**NETWORKING BREAK**		
	Stream A	**Stream B**	**Stream C**

Time	Session	Time	Session	Product Demos
10:55-11:15 **[20 mins]**	**PRESENTATION - The Digital Health Insurer: Embracing Technology for a Better Tomorrow**	**10:55-11:05** **[20 mins]**	**PRESENTATION: The Role of Insurers and Technology in Addressing Climate Change Risks**	**Product Demos**
11:15-11:55 **[40 mins]**	**PANEL DISCUSSION – Engaging Your Customers Effectively: Tackling the Key Challenges in Your 2024 Insurance Distribution Strategy** 1. What primary challenges and obstacles are insurance firms currently encountering when it comes to effectively reaching and engaging customers through their distribution models? 2. What is the role of the insurer in 2024? How is this shaping / how has this been shaped by your distribution strategy? 3. How should insurers approach a transformation of their distribution strategy? What technologies are most impactful in acquiring and enhancing engagement with customers? 4. Thinking about data – what are the priorities when it comes to utilising this as a tool in your distribution strategy from a customer perspective? 5. How do insurance firms decide whether to partner, and who with? When is embedded insurance the right move strategically?	**11:15-11:55** **[40 mins]**	**PANEL DISCUSSION – Unpacking Underwriting Excellence: Operational Challenges and Strategies for Success** 1. What are the biggest operational challenges currently facing insurers in the underwriting process? 2. How are advancements in technology (such as advanced analytics, predictive modelling, AI and automation) being used to optimize data-driven decision-making in the underwriting process? 3. What should organizations do to ensure they have the right calibre of resources, training and skills to stay competitive in the underwriting world of tomorrow? 4. Do you have any case studies of successful underwriting operational transformations? What was important here? 5. What place do you see for AI in the transformation of underwriting operations over the next few years? What do you think the scale of its impact will be?	
11:55-12:15 **[20 mins]**	**PRESENTATION - Unleashing the Potential of No-Code Insurance Solutions in 2024**	**11:55-12:15** **[20 mins]**	**PRESENTATION - Navigating the Intersection of Life Insurance and Technology**	

Time	Stream A	Time	Stream B	
12:15-12:55 **[40 mins]**	**PANEL DISCUSSION - Revolutionizing Insurance Claims: Navigating Customer Expectations, Technology Integration, and Transformative Strategies** 1. What are the main problems facing insurers in prioritizing customer experience and expectations in the claims process? What do today's digital customers expect during the claims journey? 2. How can different technologies such as predictive analytics, AI, RPA and chatbots be used to enhance each stage of the customer journey? 3. What advice would you give to an insurer looking to undergo a claims transformation? 4. When looking to work with a technology solution provider, how do you identify and prioritize your specific needs and how do you maintain this relationship as you look to the long-term? 5. What use cases have you seen for generative AI in the claims process? How does this align with customer expectations?	**12:15-12:55** **[40 mins]**	**PANEL DISCUSSION - Riding the Waves of Data: Balancing Changing Opportunities and Expectations of Data in Risk Management** 1. How has the landscape of using data & analytics for risk management evolved over the past few years? 2. What challenges and opportunities have arisen from the increased availability and diversity of data sources for risk assessment? 3. Can you share any examples of successful implementations of predictive modelling techniques? What factors made these a success? 4. What opportunities does a successful integration of data into an organizational approach have on the relationship insurers have with their customers? 5. What lessons have been learned from implementing data-driven risk management initiatives, and how have these influenced future strategies? 6. How do you see the implementation of AI in data & analytics techniques in risk management shaping the direction insurers will take over the next few years?	
12:55-14:00 **[1hr 5 mins]**	**NETWORKING LUNCH**			
Stream A		**Stream B**		**Stream C**

		Product Demos	Roundtables
14:00-14:40 [40 mins]	**PANEL DISCUSSION - Customer-Centric Underwriting: Navigating Complexity and Embracing Technological Innovation** 1. For underwriters, what features do customers commonly recognize as indicative of an exemplary insurance provider? 2. What are the biggest challenges being faced by underwriters in terms of managing customer expectations? 3. To what extent is personalization a desirable goal for underwriters? What opportunity is there for technology to aid where it can? 4. What are the largest use cases for data analytics in meeting customer expectations in the underwriting process? 5. What innovative use cases have you seen for telematics and IoT in underwriting? How has these impacted the strategies insurers employ to understand their customers better? 6. How has the integration of AI in the underwriting process contributed to improving relationships with customers, and what future opportunities exist for leveraging it to further enhance these connections?		
14:40-15:00 [20 mins]	**PRESENTATION – Being Strategic with Sustainability: How to Effectively Integrate ESG into Your Insurance Operations**		

TIME			
15:00-15:40 **[40 mins]**	**PANEL DISCUSSION - Tech-Enhanced Vigilance: The Realities of Insurance Fraud in 2024** 1. What scale has insurance fraud reached in 2024? Can you share specific trends or emerging patterns in fraudulent activities that have been particularly notable this year? 2. Who are the typical drivers of insurance Fraud? Where are organizations currently struggling? 3. How has technology (AI, ML, advanced analytics) helped in the fight against fraud up to now? Can you share any real-world success stories or instances where technological solutions led to significant fraud prevention outcomes? 4. How can your data strategy be optimized in your approach to tackling fraudulent claims? What are the priorities and where should investment be placed? 5. How do you expect the arena of Insurance Fraud to change with the rapid evolution of AI systems? How should organizations prepare for this?		
15:40-16:05 **[25 mins]**	**NETWORKING BREAK**		
TIME	**Stream A**		
16:05-16:25 **[20 mins]**	**PRESENTATION - Adapting Insurtech for Gen Z: Strategies and Solutions**		

16:25-17:05 **[40 mins]**	**PANEL DISCUSSION - Beyond the AI Buzzwords: Practical Applications and Strategies for Implementing AI in Insurance** 1. What are the most prominent and concrete use-cases of AI in the insurance industry today? 2. Beyond the hype, what concrete use cases have you observed for Generative AI? 3. What steps should insurers take to ensure the seamless integration of AI into their operations and remain competitive? 4. In your experience, where have you encountered the largest obstacles in the deployment of AI in insurance? Could you share any case studies to illustrate these challenges? 5. With the increasing reliance on various forms of AI, what specific skills and talents do insurers need to cultivate among their workforces? 6. How should insurance firms proactively take steps to ensure compliance with any AI implementations they enact?
17:05	**CLOSING REMARKS**
17:05-18:00 **[55 mins]**	**NETWORKING RECEPTION**
18:00	**END OF SUMMIT**