

Global InsurTech Summit USA

September 19, New York



Join 500+ of the most Senior-Level InsurTech Leaders and Innovators in the United States and open the door to an exclusive world of InsurTech innovation, collaboration, and discussion.

Understand the key operational and strategic obstacles blocking insurers from improving their processes and see how market leaders are working with InsurTech providers to enact growth and success.

| September 19, 2024 | |
|--------------------|--|
| TIME | SESSION |
| 8.00 | REGISTRATION & NETWORKING BREAKFAST |
| 8.50 | <u>Chair's Welcome & Introduction</u> Speaker: Richard Sachar, Director, FinTech Global |
| 9.00 | <u>Keynote Panel 1 Discussion: InsurTech Leaders Perspective: Assessing Key Trends & Developments Shaping the Future of Insurance in 2024</u> <ul style="list-style-type: none">• How can embracing a digital transformation with innovative technology allow insurers to stay competitive?• What are the current customer expectations for seamless digital experiences? How can we prioritise customer-centricity?• Is 2024 the year for accelerated digital transformation within the insurance industry?• How is the IoT market expected to grow in 2024?• What other key trends are expected to shape the insurance industry in 2024? Moderator: Andrew Johnston, Global Head of InsurTech, Gallagher Re Speakers: |
| 9.50 | <u>Keynote Presentation: Data's Growing Role in Insurance Risk Assessment</u> Speaker: |
| 10.10 | <u>Presentation: Building Transformative AI Technologies for Insurers</u> Speaker: |
| 10.30 | NETWORKING BREAK |

Join 500+ of the most Senior-Level InsurTech Leaders and Innovators in the United States and open the door to an exclusive world of InsurTech innovation, collaboration, and discussion.

Understand the key operational and strategic obstacles blocking insurers from improving their processes and see how market leaders are working with InsurTech providers to enact growth and success.

| | |
|---------------------|--|
| <p>11.00</p> | <p><u>Panel Discussion 2: Automating & Improving Pain Points in the Customer Experience Journey to Keep up with Intensifying Competition</u></p> <ul style="list-style-type: none"> • Why is it becoming more important to prioritise the customer experience in insurance? • What tools can be used to evaluate each touchpoint of the customer experience journey? • What are the opportunities to enhance customer of satisfaction and loyalty? • How can emerging technologies help with seamless digital experiences and personalised solutions for customers? • What is importance of developing a simplistic and user-friendly platform? • Why is it important to evolve with user expectations and needs? <p>Moderator:</p> <p>Speakers:</p> |
| <p>11.45</p> | <p><u>Presentation: Changing Consumer Preferences & Emerging Technologies: Harnessing Industry Shifts</u></p> <p>Speaker:</p> |
| <p>12.05</p> | <p><u>Panel Discussion 3: Going Beyond Customisable Quotes & Products: Offering a Tailored Holistic Customer Experience</u></p> <ul style="list-style-type: none"> • How can tailored customer experiences boost customer loyalty and retention? • What data can be collected and used for various personalised advantages? How can we collect this data? • Can AI be used successfully to extract valuable information on contextual and emotional cues? • What impact are Gen Z having on the need for personalization in insurance? • What does the future of CX look like with emerging technologies? <p>Moderator:</p> <p>Speakers: Xu Cheng, Head of Business Intelligence & Insights, Ascot Group Allyson Laurence, VP, Strategic Partnerships, Prudential Financial</p> |
| <p>12.50</p> | <p>NETWORKING LUNCH</p> |

Join 500+ of the most Senior-Level InsurTech Leaders and Innovators in the United States and open the door to an exclusive world of InsurTech innovation, collaboration, and discussion.

Understand the key operational and strategic obstacles blocking insurers from improving their processes and see how market leaders are working with InsurTech providers to enact growth and success.

| | |
|---------------------|---|
| <p>14.00</p> | <p><u>Panel Discussion 4: Distribution Solutions for a New Era of Insurance</u></p> <ul style="list-style-type: none"> • How can we leverage advances in digital distribution • Building successful embedded insurance solutions to improve customer experience • What are the benefits and disadvantages of developing multichannel tech-enabled options for insurance quoting and sales? • What are the major case uses of new technologies that can help to optimize distribution for insurance companies? • Should we consider a portfolio of distribution models to meet the wide range of consumer needs and behaviours? • What is the future of distribution? Face-to-Face or tech-enabled? <p>Moderator: Amy Parker, CPO Agent Platform and Experiences - Prudential International Insurance, Prudential</p> <p>Speakers:</p> |
| <p>14.40</p> | <p><u>Panel Discussion 5: The Future of Insurance Underwriting</u></p> <ul style="list-style-type: none"> • What are the impacts of generative AI on underwriting? Are there any further considerations in implementing AI in the underwriting process? • How can we leverage novel technologies to speed up the underwriting process? • How can bionic underwriting optimize risk evaluation and pricing? • What are the challenges in underwriting when facing unprecedented climate related risks? • What are the best practices for applying advanced data and analytics capabilities to underwriting? <p>Moderator: Timothy Paris, Partner, McGill & Partners</p> <p>Speakers:</p> |
| <p>15.20</p> | <p>NETWORKING BREAK</p> |
| <p>15.50</p> | <p><u>Presentation: Parametric Insurance: Insurers Responses to Rising Frequency of Catastrophic Events Leading to Increased Claims and Losses</u></p> <p>Speakers:</p> |

Global InsurTech Summit USA

September 19, New York



Join 500+ of the most Senior-Level InsurTech Leaders and Innovators in the United States and open the door to an exclusive world of InsurTech innovation, collaboration, and discussion.

Understand the key operational and strategic obstacles blocking insurers from improving their processes and see how market leaders are working with InsurTech providers to enact growth and success.

| | |
|--------------|---|
| 16.10 | <p><u>Panel Discussion 6: A new Frontier for Digital Claims: Transformation of Insurance Operations</u></p> <ul style="list-style-type: none">• How can insurers use next generation claims technologies to create long-term value for their organisations?5• How can we leverage high quality data and analytics to improve digital claims transformations? Why is this such a big concern?• To what extent can the claims process be empathetic yet remain sustainable?• What is the ideal claims process from a customer perspective: how can we as insurers meet rising expectations?• Where should human touchpoints be introduced to a digitised claims process?• How can we leverage data and analytics to improve digital claims transformations? <p>Moderator:</p> <p>Speakers:</p> |
| 16.50 | <p><u>Chair's Closing Remarks</u></p> <p>Speaker: Richard Sachar, Director, FinTech Global</p> |
| 17.00 | NETWORKING RECEPTION |
| 18.00 | END OF SUMMIT |