

Global InsurTech Summit USA 2024

September 19, New York City

Time	Oasis Stage
08:00-09:00 [60 mins]	<u>REGISTRATION AND NETWORKING BREAKFAST</u>
09:00-09:10 [10 mins]	<u>WELCOME AND INTRODUCTION</u> Chair: Richard Sachar, Director, FinTech Global
09:10-09:55 [45 mins]	<u>Keynote Panel Discussion: The Leaders' Perspective: Assessing Key Trends & Developments Shaping the Future of Insurance in 2024</u> <ol style="list-style-type: none">1. How can embracing a digital transformation with innovative technology allow insurers and reinsurers to stay competitive?2. What are the current customer expectations for seamless digital experiences? How can we prioritise customer-centricity?3. Is 2024 the year for accelerated digital transformation within the insurance industry?4. How is the IoT market expected to grow in 2024?5. What other key trends are expected to shape the insurance industry in 2024? Moderator: Stephen Mitchley, Former Chief Strategy Officer at Vitality Speakers: Dominique Roudaut, Senior Executive Vice President, Head of Silicon Valley Innovation Lab, Dai Ichi Holding Jack Ramsey, VP – Agent Channel, Next Insurance
09:55-10:15 [20 mins]	<u>Keynote Presentation: How AI Is Transforming Contact Centers in the Insurance Industry</u> Speaker: Cody Hill, Senior Enterprise Account Executive, Replicant
10:15-10:55 [40 mins]	<u>NETWORKING BREAK</u>
10:55-11:40 [45 mins]	<u>Panel Discussion: Automating & Improving Pain Points in the Customer Experience Journey to Keep up with Intensifying Competition</u> <ol style="list-style-type: none">1. Why is it becoming more important to prioritise the customer experience in insurance?2. What tools can be used to evaluate each touchpoint of the customer experience journey?3. What are the opportunities to enhance customer of satisfaction and loyalty?4. How can emerging technologies help with seamless digital experiences and personalised solutions for customers?5. What is importance of developing a simplistic and user-friendly platform?6. Why is it important to evolve with user expectations and needs? Moderator: Roi Hansraj, North America Head of IoT, Zurich Resilience Solutions Speakers: Adam Van Loon, Chief Partnerships Officer, Plymouth Rock Scott Aiello, VP – Commercial Strategy, Simply Business (US)

<p>11:40-12:00 [20 mins]</p>	<p><u>Presentation: The economics of digitalization: new risks, new solutions, new efficiencies</u></p> <p>Speaker: Thomas Holzheu, Chief Economist Americas, Swiss Re</p>
<p>12:00-12:45 [45 mins]</p>	<p><u>Panel Discussion: Going Beyond Customisable Quotes & Products: Offering a Tailored Holistic Customer Experience</u></p> <ol style="list-style-type: none"> 1. How can tailored customer experiences boost customer loyalty and retention? 2. What data can be collected and used for various personalised advantages? How can we collect this data? 3. Can AI be used successfully to extract valuable information on contextual and emotional cues? 4. What impact are Gen Z having on the need for personalization in insurance? 5. What does the future of CX look like with emerging technologies? <p>Moderator: Ricky Lai, Partner, Portage Ventures</p> <p>Speakers: Gil Barrera, Vice President, Platform Partnerships & Solution Consulting, Prudential Financial Dennis Li, Director of Business Development & Partnerships, Amplify Life Insurance Jake Tamarkin, Chief Executive Officer, Everyday Life Insurance</p>
<p>12:45-13:55 [1hr 10 mins]</p>	<p>NETWORKING LUNCH</p>
<p>13:55-14:35 [40 mins]</p>	<p><u>Panel Discussion: Distribution Solutions for a New Era of Insurance</u></p> <ol style="list-style-type: none"> 1. How can we leverage advances in digital distribution? 2. How are embedded insurance solutions being used to improve customer/client experience? 3. What are the benefits and disadvantages of developing multichannel tech-enabled options for insurance quoting and sales? 4. What are the major case uses of new technologies that can help to optimize distribution for insurance companies? 5. Should we consider a portfolio of distribution models to meet the wide range of consumer needs and behaviours? 6. What is the future of distribution? Face-to-Face or tech-enabled? <p>Moderator: Amy Parker, Vice President – Digital Solutions, Prudential International</p> <p>Speakers: Jing Zhuang, Managing Director, Mizuho Americas Jaclyn Ryan, Head of Strategy – US, MetLife</p>

<p>14:35-15:15 [40 mins]</p>	<p><u>Panel Discussion: The Future of Insurance Underwriting</u></p> <ol style="list-style-type: none"> 1. What are the impacts of generative AI on underwriting? Are there any further considerations in implementing AI in the underwriting process? 2. How can we leverage novel technologies to speed up the underwriting process? 3. How can bionic underwriting optimize risk evaluation and pricing? 4. What are the challenges in underwriting when facing unprecedented climate related risks? 5. What are the best practices for applying advanced data and analytics capabilities to underwriting? <p>Moderator: Dawn Puro, Chief Reinsurance Officer, Accredited Insurance</p> <p>Speakers: Wendy Crosley, Global Director of Underwriting Automation & Transformation, WTW Amrit Santhirasenan, CEO and Co-Founder, hyperexponential Brad Craner, Head of Underwriting Design, Zurich</p>
<p>15:15-15:45 [30 mins]</p>	<p>NETWORKING BREAK</p>
<p>15:45-16:05 [20 mins]</p>	<p><u>Presentation: Evolving Technology in P&C Reserve Estimation: Why Reserving has been more Turtle than Hare</u></p> <p>Speakers: Larry McClure, Chief Actuary, SCOR</p>
<p>16:05-16:45 [40 mins]</p>	<p><u>Panel Discussion: A new Frontier for Digital Claims: Transformation of Insurance Operations</u></p> <ol style="list-style-type: none"> 1. How can insurers use next generation claims technologies to create long-term value for their organisations? 2. How can we leverage high quality data and analytics to improve digital claims transformations? Why is this such a big concern? 3. To what extent can the claims process be empathetic yet remain sustainable? 4. What is the ideal claims process from a customer perspective: how can we as insurers meet rising expectations? 5. Where should human touchpoints be introduced to a digitised claims process? 6. How can we leverage data and analytics to improve digital claims transformations? <p>Moderator: Beth Diamond, Group Chief Claims and Litigation Officer, Beazley</p> <p>Speakers: Veronica Judice, Claims Transformation Leader, Client Solutions & Head of STG Claims, Aon Jake Acosta, SVP of Claims Operations and Strategy, Ascot Group</p>
<p>16:45-16:50 [5 mins]</p>	<p><u>CLOSING REMARKS</u></p> <p>Chair: Aaron Sohdi, Head of Business Development, FinTech Global</p>
<p>16:50-17:50 [1 hr]</p>	<p><u>NETWORKING RECEPTION</u></p>
<p>17:50</p>	<p><u>END OF SUMMIT</u></p>