Registration opens

8:40am

Opening remarks from the chairperson
Eoghan Trehy, National Head of Insurance Broking, Macquarie Business Bank

8:50am

Emerging trends shaping the future of insurance
The insurance industry is facing unprecedented levels of innovation and technological disruption. This session will discuss the global forces shaping the insurance industry.

- What are the primary international tech trends impacting the insurance industry?
- The role of insurers, start-ups and regulators in the future insurance ecosystem
- How does the Australian insurtech landscape compare to the US, Asia and Europe?
- Investment insights and trends – venture capital funds and insurtech investment
- Workforce planning – what skills do we need to build in our insurance workforce?

Laura Kalomiris, Operations Director, TROV

9:35am

The role of the regulator in the insurtech revolution
What are the regulatory challenges faced by start-ups and insurers looking to innovate? How are APRA and ASIC responding to the opportunities presented by the burgeoning insurtech sector?

- Overview of APRA and ASIC’s approach to innovation – including ASIC’s regulatory sandbox
- How will changes to the APRA licensing framework impact the insurtech industry?
- Tips for working with regulators
- How regtech can help address regulatory and compliances obligations
- The future of insurtech regulation in Australia

Emma Curtis, Group Senior Manager – Insurance, Australian Securities and Investments Commission
Melisande Waterford, General Manager – Licensing, Australian Prudential Regulation Authority

10:20am

Session details TBC

10:50am

Morning refreshment & networking break

11:20am

PANEL DISCUSSION: Using insurtech to create a superior customer experience
Customer expectations are changing and the insurance industry needs to adapt to meet changing customer demands. How should we be using insurtech to attract and retain customers?

- How leading insurers are using technology to deliver speed, transparency and simplicity
- Engaging customers across digital platforms and channels
- Principles for creating intuitive, user-friendly and accessible platforms
- Examples of innovative, customer-centric insurtech solutions
- Transforming the customer experience to attract and retain digital customers

Panellists:
James Orchard, Executive General Manager – Innovation, IAG
Steven Raynor, Chief Operating Officer, QBE Australia & New Zealand
Brian Siemsen, Group Chief Executive, Claim Central Consolidated
Jason Wilby, Joint Chief Executive Officer, Huddle Insurance
Blockchain – evolution or revolution?
Blockchain technology has the potential to disrupt traditional insurance contracts and supply chains. What is blockchain, and how will it transform the insurance industry?
• Understanding the distributed ledger system and its potential applications for insurance
• Is blockchain an opportunity or threat for traditional insurers?
• Overcoming regulatory and compliance risks of blockchain technology
• Using blockchain to reduce fraud risk during the claims process
Nicholle Lindner, Co-Founder and Industry Leader, Granite FS & Stone and Chalk

Networking lunch

PANEL DISCUSSION: Integrating insurtech with legacy IT
One of the greatest barriers to effective innovation execution lies in the complexities of its implementation. What are the risks and challenges of incorporating innovative tech solutions into existing IT architecture?
• Driving cultural change to embrace tech innovation throughout your organisation
• Overcoming the practical challenges of integrating new technology with existing IT systems
• Training existing staff to adapt to new technologies
• Overcoming exposures and risks of cloud-based IT platforms
Panellists:
Dr Tony Carter, Chief Underwriting Officer, SLE Worldwide Australia
Tim Johnson, Head of Insurance Operations Delivery, Suncorp
Chelsy Snell, Chief Technology and Projects Officer, AIA Australia
Eoghan Trehy, National Head of Insurance Broking, Macquarie Business Bank

The future of robotic process automation (RPA) in the insurance industry
With more companies investing in intelligent automation (IA) to handle customer enquiries, how do you ensure great governance in an evolving digital workforce?
• Developing best practices during your RPA deployment journey
• The opportunities of RPA for risk management and customer service
• Building strong governance to support pilot RPA programs
• How to integrate IA and RPA into your digital transformation strategy
Adrian Iaiza, Head of Process Automation and Improvement, TAL Australia

Afternoon refreshment & networking break

The future of machine learning (ML) and artificial intelligence (AI) in insurance
With more insurers investing in AI and ML to help automate processes, how could AI and ML be applied in insurance and what does this mean for customers?
• Meeting the demands of digital consumers through chatbots and AI
• The opportunities and challenges of 24/7 customer experience (CX)
• How innovative insurers are using AI and machine learning (ML)
• Using AI and ML for fast-track claims handling
Aamer Fattah, Research Innovation and Development Specialist, Munich RE

Tech Den start-up competition and networking drinks
Five shortlisted start-ups will have three minutes each to pitch their solutions to a panel of judges. The winner will receive a $20,000 marketing package Insurance Business magazine.

Conference concludes
REGISTRATION DETAILS
Name ___________________________ Job title ___________________________
Company ____________________________________________________________
Postal address _______________________________________________________
State ___________________________ Postcode ___________________________
Email ___________________________ Business phone number ________________

ADDITIONAL DELEGATES
First name ______________________ First name ______________________ First name ______________________
Surname _________________________ Surname _________________________ Surname _______________________
Job title _________________________ Job title _________________________ Job title _______________________
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