



Insurance
BUSINESS

InsurTech Summit

A U S T R A L I A 2 0 1 8

8 May • Amora Hotel Jamison, Sydney



FEATURING



Melisande Waterford,
General Manager - Licensing,
Australian Prudential
Regulation Authority



James Orchard,
*Executive General
Manager - Innovation,*
IAG



Steven Raynor,
Chief Operating Officer,
QBE Australia &
New Zealand

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Exhibitors

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Official publication

Organised by



8:00am

Registration opens

8:50am

Opening remarks from the chairperson

Eoghan Trehy, *National Head of Insurance Broking, Macquarie Business Bank*

9:00am

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*

9:45am

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 compliance 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*

10:30am

Morning refreshment & networking break

11:00am

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:

Clint Kerekes, *Global Chief Operations Officer, Claim Central Consolidated*

James Orchard, *Executive General Manager – Innovation, IAG*

Steven Raynor, *Chief Operating Officer, QBE Australia & New Zealand*

Jason Wilby, *Joint Chief Executive Officer, Huddle Insurance*

12:00pm

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 Head of Financial Services Industry, Granite FS & Unisys*

12:45pm

Networking lunch

1:40pm

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

Panelists:

Dr Tony Carter, *Chief Underwriting Officer, SLE Worldwide Australia*

David Hosking, *Chief General Manager - Broker and Agency, Allianz Australia Insurance*

Tim Johnson, *Head of Insurance Operations Delivery, Suncorp*

2:40pm

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*

3:20pm

Afternoon refreshment & networking break

3:50pm

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.

Judges:

Grant Chamberlain, *Principal, One Ventures*

Harvey Liu, *Investment Associate, Tank Stream Ventures*

Joe Pridmore, *Head of Financial Lines and Business Development, Asia, Munch Re Syndicate Asia*

Abhay Seth, *Head of Innov8, Singtel Optus Venture Capital*

Finalists:

1. ClaimSpace
2. DevCon Technologies
3. Advisr
4. Cyber Risk Assurance
5. Coverhero

4:40pm

Conference concludes and networking drinks

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InsurTech Summit AUSTRALIA 2018

8 May • Amora Jamison, Sydney

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