



InsurTech Summit

A U S T R A L I A 2 0 1 9

28 February • The Westin Sydney

FEATURING



Mark Fitzgibbon,
Chief Executive Officer,
nib



Sally Phillips,
General Manager -
Health Services,
TAL



Colin Fagen,
Managing Director,
Blue Zebra Insurance



Cecilia Warren,
Director – Research and
Development Customer Labs,
IAG

Supporting partner



Official publication



Organised by



8:00am	Registration opens	
8:50am	Opening remarks from the chairperson	Angus Kench, <i>Vice President of Claims – Asia Pacific, Liberty International Underwriters & National President, AILA</i>
9:00am	<p>PANEL DISCUSSION: Emerging trends shaping the future of insurance</p> <p>The insurance industry is facing unprecedented levels of innovation and technological disruption. This session will discuss the global forces shaping the sector.</p> <ul style="list-style-type: none"> • What are the key international tech trends impacting insurance? • How to improve the business of today while building the insurer of the future • Workforce planning – what skills do we need to build in our insurance workforce? • Navigating through disruption 	<p>Panellists:</p> <p>Glenn Broadhurst, <i>Global General Manager - Digital & Direct, Cover-More Group</i></p> <p>Clint Kerekes, <i>Global Chief Operating Officer, Claim Central Consolidated</i></p> <p>Naby Mariyam, <i>Chief Executive Officer, Coverhero</i></p> <p>Cecilia Warren, <i>Director – Research and Development Customer Labs, IAG</i></p> <p>Andrew Whittle, <i>Head of Agency, Gallagher</i></p>
10:00am	<p>How to accelerate within the insurtech market through partnerships</p> <p>Investing in insurtech projects can be an opportunity for insurers to transform their organisation while expanding their products and attracting new customers. This session will show you:</p> <ul style="list-style-type: none"> • How you can capitalise on incumbents' strengths to create a successful and profitable partnership? • How to support 'traditional' insurers on their cultural and technological journeys • Understanding the market and the business challenge you are solving • Looking beyond personal lines insurance • Can traditional insurers be transformed? 	Colin Fagen, <i>Managing Director, Blue Zebra Insurance</i>
10:30am	Morning refreshment & networking break	
11:00am	<p>Building an insurance ecosystem: Driving business value using insurtech and internal data science capabilities</p> <p>In a complex world of insurance, how do we simplify and leverage insurtechs to deliver value in the traditional insurance space? Specifically, this session will cover:</p> <ul style="list-style-type: none"> • AI/Machine learning/Deep learning – the hype, the myth and the real opportunities • How to build internal data science capability and scale it – from vision to consistent delivery • Challenges and opportunities – for insurtechs and organisations • How to build an ecosystem to leverage the best of both worlds to deliver outcomes • Transforming the way you do business by unlocking the power of insurtech and data 	Ashok Nair, <i>Chief Data Officer, QBE Insurance</i>
11:30am	Event partner	
12:00am	Lunch	

1:00pm	<p>Planning for the driverless future and what this means for insurance</p> <p>What is the full impact of driverless cars as they move towards mass adoption? This session will explore:</p> <ul style="list-style-type: none">• Who owns the risk? Car manufacturer vs the customer• Develop innovative solutions to the changing risk environment• How will the future of accidents and insurance claims be assessed?• How do insurers and brokers adapt?	<p>Steve Cratchley, <i>Pricing Manager – Asset and Advanced Technology,</i> Suncorp Group</p>
1:30pm	<p>Enhancing motor fleet Insurance outcomes through the use of real time data and analytics</p> <p>Data is the future of motor insurance and will revolutionise underwriting, underwriting profits, safety, loss adjustment and claims. In this session you will learn:</p> <ul style="list-style-type: none">• The role of data for safety, costs, risk and taxation of motor fleets• How to change behaviour through understanding the driver better• What data can do for loss adjusting, claims management• The role of data in autonomous vehicle fleets	<p>Michael Graham, <i>Chief Executive Officer,</i> Mercurien Insurance</p>
2:00pm	<p>PANEL DISCUSSION: Transforming life and health insurance through telematics, wearables and connected devices</p> <p>Wearables, telematics and connected devices will impact life insurers in the near future. In this session, you will learn:</p> <ul style="list-style-type: none">• How to ensure customer data security• How to develop a robust data network to collect, receive and manage information• Overcoming the challenges of integrating wearables into old legacy systems• How to build capabilities and adapt to technological innovation	<p>Panellists: Michael Graham, <i>Chief Executive Officer,</i> Mercurien Insurance</p> <p>Sally Phillips, <i>General Manager - Health Services,</i> TAL</p> <p>Tim Tez, <i>Chief Health Insurance Officer,</i> AIA Australia</p>
2:40pm	<p>Afternoon refreshment & networking break</p>	
3:00pm	<p>CASE STUDY: How nib is leveraging AI and digital technologies to personalise customer experience</p> <p>AI and digital technologies are dramatically transforming the general, life and health insurance industries. What has nib learned so far about the practical applications of these technologies?</p> <ul style="list-style-type: none">• How to meet the demands of digital consumers through AI and digital technologies• nib's AI integration journey and key lessons learnt• Using AI, big data and data science capabilities to enhance customer experience• Partnering with start-ups to power technology and innovation	<p>Mark Fitzgibbon, <i>Chief Executive Officer,</i> nib</p>
3:40pm	<p>Tech Den start-up competition and networking drinks</p> <p>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 with Insurance Business.</p>	
4:40pm	<p>Conference concludes and networking drinks</p>	

SUPER SAVER OFFER until 23 November 2018



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ADDITIONAL DELEGATES

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Surname _____	Surname _____	Surname _____
Job title _____	Job title _____	Job title _____
Phone _____	Phone _____	Phone _____
Email _____	Email _____	Email _____
_____	_____	_____

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