



# 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



Naby Mariyam,  
*Chief Executive Officer,*  
Coverhero



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	<b>Angus Kench,</b> <i>Vice President of Claims – Asia Pacific, Liberty International Underwriters &amp; National President, AILA</i>
9:00am	<p><b>PANEL DISCUSSION: Emerging trends shaping the future of insurance</b></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"> <li>• What are the key international tech trends impacting insurance?</li> <li>• How to improve the business of today while building the insurer of the future</li> <li>• Workforce planning – what skills do we need to build in our insurance workforce?</li> <li>• Navigating through disruption</li> </ul>	<p><b>Panellists:</b></p> <p><b>Glenn Broadhurst,</b> <i>Global General Manager - Digital &amp; Direct, Cover-More Group</i></p> <p><b>Clint Kerekes,</b> <i>Global Chief Operating Officer, Claim Central Consolidated</i></p> <p><b>Naby Mariyam,</b> <i>Chief Executive Officer, Coverhero</i></p> <p><b>Cecilia Warren,</b> <i>Director – Research and Development Customer Labs, IAG</i></p> <p><b>Andrew Whittle,</b> <i>Head of Agency, Gallagher</i></p>
10:00am	<p><b>How to accelerate within the insurtech market through partnerships</b></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"> <li>• How you can capitalise on incumbents' strengths to create a successful and profitable partnership?</li> <li>• How to support 'traditional' insurers on their cultural and technological journeys</li> <li>• Understanding the market and the business challenge you are solving</li> <li>• Looking beyond personal lines insurance</li> <li>• Can traditional insurers be transformed?</li> </ul>	<b>Colin Fagen,</b> <i>Managing Director, Blue Zebra Insurance</i>
10:30am	Morning refreshment & networking break	
11:00am	<p><b>Building an insurance ecosystem: Driving business value using insurtech and internal data science capabilities</b></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"> <li>• AI/Machine learning/Deep learning – the hype, the myth and the real opportunities</li> <li>• How to build internal data science capability and scale it – from vision to consistent delivery</li> <li>• Challenges and opportunities – for insurtechs and organisations</li> <li>• How to build an ecosystem to leverage the best of both worlds to deliver outcomes</li> <li>• Transforming the way you do business by unlocking the power of insurtech and data</li> </ul>	<b>Ashok Nair,</b> <i>Chief Data Officer, QBE Insurance</i>
11:30am	Event partner	
12:00am	Lunch	

1:00pm	<p><b>Planning for the driverless future and what this means for insurance</b> 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"><li>• Who owns the risk? Car manufacturer vs the customer</li><li>• Develop innovative solutions to the changing risk environment</li><li>• How will the future of accidents and insurance claims be assessed?</li><li>• How do insurers and brokers adapt?</li></ul>	<p><b>Steve Cratchley,</b> <i>Pricing Manager – Asset and Advanced Technology,</i> Suncorp Group</p>
1:30pm	<p><b>Enhancing motor fleet Insurance outcomes through the use of real time data and analytics</b> 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"><li>• The role of data for safety, costs, risk and taxation of motor fleets</li><li>• How to change behaviour through understanding the driver better</li><li>• What data can do for loss adjusting, claims management</li><li>• The role of data in autonomous vehicle fleets</li></ul>	<p><b>Michael Graham,</b> <i>Chief Executive Officer,</i> Mercurien Insurance</p>
2:00pm	<p><b>PANEL DISCUSSION: Transforming life and health insurance through telematics, wearables and connected devices</b> 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"><li>• How to ensure customer data security</li><li>• How to develop a robust data network to collect, receive and manage information</li><li>• Overcoming the challenges of integrating wearables into old legacy systems</li><li>• How to build capabilities and adapt to technological innovation</li></ul>	<p><b>Panellists:</b> <b>Michael Graham,</b> <i>Chief Executive Officer,</i> Mercurien Insurance <b>Dan Taylor,</b> <i>General Manager – Innovation,</i> TAL Australia <b>Tim Tez,</b> <i>Chief Health Insurance Officer,</i> AIA Australia</p>
2:40pm	<p><b>Afternoon refreshment &amp; networking break</b></p>	
3:00pm	<p><b>CASE STUDY: How nib is leveraging AI and digital technologies to personalise customer experience</b> 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"><li>• How to meet the demands of digital consumers through AI and digital technologies</li><li>• nib's AI integration journey and key lessons learnt</li><li>• Using AI, big data and data science capabilities to enhance customer experience</li><li>• Partnering with start-ups to power technology and innovation</li></ul>	<p><b>Mark Fitzgibbon,</b> <i>Chief Executive Officer,</i> nib</p>
3:40pm	<p><b>Tech Den start-up competition and networking drinks</b> 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><b>Conference concludes and networking drinks</b></p>	

# SUPER SAVER OFFER until 23 November 2018



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To register please book online at [www.ibinsurtechsummit.com](http://www.ibinsurtechsummit.com)  
Alternatively, please scan and email this form to [eventqueries@keymedia.com.au](mailto:eventqueries@keymedia.com.au) or phone 02 84374724.

## REGISTRATION DETAILS

Name \_\_\_\_\_ Job title \_\_\_\_\_  
Company \_\_\_\_\_ No. of employees \_\_\_\_\_  
Postal address \_\_\_\_\_ Suburb \_\_\_\_\_  
State \_\_\_\_\_ Postcode \_\_\_\_\_  
Email \_\_\_\_\_ Business phone number \_\_\_\_\_

## ADDITIONAL DELEGATES

First name _____	First name _____	First name _____
Surname _____	Surname _____	Surname _____
Job title _____	Job title _____	Job title _____
Phone _____	Phone _____	Phone _____
Email _____	Email _____	Email _____
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## PRICING (Offer until 23 November 2018)

<input type="checkbox"/> <b>Individual Pass: \$595</b> (Regular price: \$895)	<input type="checkbox"/> <b>Team Pass (4 delegates): \$1,785</b> (Regular price: \$2,685)  For group rates of 4+ tickets please contact us at <b><a href="mailto:eventqueries@keymedia.com.au">eventqueries@keymedia.com.au</a></b> or phone <b>02 84374724</b>
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