

UPDATED  
AGENDA

# TIN Digital Claims

19<sup>th</sup> March 2019 | etc. Fenchurch Place, London



## Keynote speakers



**Richard Watson**  
*Futurologist, Writer & Scenario  
Thinker, Now and Next*



**Ian Thompson**  
*Group Chief Claims Officer  
Zurich Insurance*

## Other speakers include:



**Jonathan Mansley**  
*Digital Director  
LV=*



**David Clamp**  
*Former Head of IT,  
Hiscox*



**Jeremy Trott**  
*Head of Claims  
Operations, Allianz*



**Sam White**  
*CEO  
Pukka Insurance*



**Alasdair Stewart**  
*Marketing &  
Communications  
Director, AXA*



**Gary Barker**  
*Claims Director  
ERS*

Main sponsor



Breakout sponsors



Exhibitors



# Transforming claims for the digital age

**Digital Claims** focuses on how digital can unlock and enable better claims processes, drive innovation and deliver the strategic value of claims to the organisation.

As digital technology drives transformation in claims, directors from across the organisation must seek to leverage the value of digital to improve the customer experience *and* deliver efficiencies.

## Topics to be covered include:

- Leveraging digital to improve the customer claims journey
- Unlocking the potential of unprecedented levels of data to identify flaws in the existing claims value chain
- The implication of the next generation of digital technology – AI, robotics, Blockchain and autonomous vehicles
- Transforming claims through digital – the implications for skills, capabilities and traditional claims processes

# Programme

New speaker added

## 09:00 keynote presentations

### Future trends, technologies and the world of work in the hyper connected digital age

- Future changes and challenges impacting society - and their implications
- Balancing the human and digital in society, business and customer interactions
- In the push to digitise and automate are we destroying the value of humans in the claims process?
- How far will digital technologies, AI and automation change the world of work – and the implications for insurance



**Richard Watson**  
*Futurologist, Writer & Scenario Thinker*  
**Now and Next**

### Culture change is key to successful digital transformation: achieving the cultural shift needed to enable and leverage digitalisation in claims

- As digital disruption continues to change the insurance landscape how should the industry respond?
- Achieving organisational agility - creating an innovative and collaborative claims culture to tackle challenges
- Key criteria for successful culture change
- Driving innovation, leadership, ethical behaviour and customer satisfaction in claims



**Ian Thompson**  
*Group Chief Claims Officer*  
**Zurich Insurance**

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# 11:15 streams

Please choose one of the following three streams.

The presentations will be followed by round table discussions.

13:00 - 14:00 Lunch

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(full rate £499 + VAT)

## Stream 1 Transforming claims operations

**Increasing the efficiency of claims in the digital era: how to successfully leverage technology in the claims cycle**

- Exploiting the increased availability of data sources and logic patterns to improve customer outcomes
- Identifying economic opportunities throughout the entire claim value chain
- The benefits of digital claims recording - allowing claimants to self-submit



**Jeremy Trott**  
*Head of Claims Operations*  
Allianz

**Re-evaluating traditional claims processes through a digital lens**

- How digital improves the claims journey
- Achieving end to end digitalisation
- Redesigning claims with a focus on customer outcomes
- Keeping pace with change - successfully integrating digital into claims operations



**Jonathan Mansley**  
*Digital Director*  
LV=

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## Stream 2 Applying AI and robotics in claims

**Leveraging AI to transform claims operations and the customer experience**

- Rethinking traditional claims operations to take advantage of the technology available
- Using robotics and AI to improve settlement accuracy and speed of resolution
- Automating fraud detection in motor claims without damaging the customer experience



**Gary Barker**  
*Claims Director*  
ERS

**Balancing the drive for lean efficient claims processing with a high-performance user experience**

- Establishing where it is appropriate to use AI and robotics in claims
- Putting a hard financial value on customer experience and retention
- How fast is fast - knowing when speeding up the claims process drives a positive commercial outcome



**Ryan Bank**  
*Managing Director*  
Geospatial  
Intelligence Center

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## Stream 3 SME claims

**Examining strategies used with SME clients to drive up service levels and business performance**

- How can commercial claims effectively harness new technology to secure high customer retention levels, quicker response times and ultimately improve business performance?
- The role of visual communication systems in handling claims



**James Gilmour**  
*Head of Claims*  
Simply Business

**Claims prevention through the use of data and technology**

- How to get closer to risks that might lead to a claim
- How insurers, brokers, advisers and Fintech players can work collaboratively, to better serve the business customer and effectively manage risk



**James Russell**  
*Co-Founder, Brisk &  
Former Programme  
Director, Aviva*

# 14:00 panels

Please choose one of the following three panel discussions.

Each panel discussion will feature punchy presentations from the speakers followed by audience Q&A.

15:00 - 15:20 Coffee

register today  
to join over

250  
senior attendees

## Panel 1 Future claims technology

The implications, opportunities and threats of emerging technologies.

Our panellists will explore the impact on claims processing as well as how the nature of risks are changing.

### Topics to be discussed include:

- Moving from indemnity to risk avoidance – leveraging IOT & data analytics to change the nature of insurance propositions and claims
- Balancing the efficiency and speed of automation with the human touch
- From FNOL to settlement – where will digital positively impact the claims experience?



**Michael Blix**  
Group Chief Enterprise Architect, RSA



**David Clamp**  
Former Head of IT Hiscox



**Anthony Wynn**  
Innovation Lead - Digital & Analytics Aviva

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Accelerating Business Outcomes

## Panel 2 Delivering a customer centric claims service

Overcoming the practical challenges of improving claims service and meeting changing customer expectations.

As well as the technological challenges, the panel will explore the cultural barriers and behaviours that make effective change so difficult.

### Topics to be discussed include:

- How to effectively mine your data to improve CRM and your bottom line
- Identify risky or fraudulent claims without damaging your overall customer journey
- Aligning claims data with actuarial information to create more accurate pricing



**Alan Burtonshaw**  
Group Head of Insurance Claims, Aspen Insurance



**Andy Reid**  
Head of Claims Home and Legacy



**Dean Witherington**  
Senior Claims Improvement Manager Zurich Insurance

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## Panel 3 Supply chain management

As the costs of claims rises this panel discussion will explore how you effectively manage the claims supply chain to both drive down costs but also deliver a better claims experience.

### Topics to be discussed include:

- Leveraging technology to challenge the high prices passed on by manufacturers and repairers
- Focusing on customer centric approaches to claims fulfillment and developing the right claims model
- The importance of gaining an information advantage: how to accurately assess your claims management performance
- Segmenting claims to reduce costs and better manage the supply chain



**Graham Stait**  
Head of Suppliers & Experts, Claims, Allianz



**William Quibell**  
Head of Major Loss & Supplier Management Legal & General Insurance

New speakers added

# 15:20 workshops

Please choose one of the following two workshops.

Each workshop will feature a case study presentation followed by round table discussion.

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book 2 places 3rd comes FREE

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## Workshop 1 Leveraging digital in claims

**Leveraging digital to improve claims efficiency and improve the customer journey**

- Where are the strategic and tactical opportunities for digital to improve the claims experience?
- Establishing the commercial benefit of investing in digital claims initiatives to gain board level buy-in
- Overcoming the challenges of digital transformation in claims
- Our experience of developing the eServe portal to speed up the claims journey and settlement times



**Alasdair Stewart**  
*Marketing and Communications Director, AXA Insurance*

## Workshop 2 Transforming the claims experience

**Improving the claims journey and customer communications to drive efficiency and retention**

- Mapping the customer journey to establish service level gaps
- Developing a customer centric claims culture to rethink traditional claims processes & communications
- Leveraging digital to speed up the claims journey and settlement times
- Successfully delivering customer communications transformation in claims



**David St Clair**  
*Head of UK Operations AXA Travel Insurance*

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New speakers added

## Will the next generation of digital technology, automation and AI completely transform claims?

Whether you are a technology evangelist or a digital cynic, there is no arguing that technology is driving change across all aspects of our lives. The question is, how far will technology led change impact the claims function and what can be done to harness the benefits to improve business performance?

### Our expert panel will discuss topics including:

- How far will digital technology impact claims processing – is STP of claims wanted or even desirable?
- As we move into a new era of risk prevention rather than indemnity, will claims become a back water?
- Developing the skills and competencies to drive more value from claims data and improving the claims experience
- Leveraging new technology to remove the tedious manual tasks and free up resources to deliver high performance customer experience



**Sam White**  
CEO  
Pukka Insurance



**David Clamp**  
Former Head of IT  
Hiscox



**Ryan Bank**  
Managing Director  
Geospatial  
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## Main sponsor



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**10**  
interactive  
breakouts

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On receipt of your registration we will send you an email confirmation.  
Payment can also be made by BACS or we accept:



Closer to 19<sup>th</sup> March we will send through a map & directions to the venue\*

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