

London market claims 2017

Driving and enabling modernisation



12th October 2017 • Fenchurch Place • London

Keynote speakers:



Steve Hearn
CEO
Ed Broking



Ben Bolton
Founder and CEO
Gracechurch Consulting



Fiona Sperry
*Head of Claims &
Global Specialty
Claims*
Sompo Canopus



Miles Banks
*Chairman, Global
Claims Executive*
**Willis Towers
Watson**



Mike Gillett
Head of Claims
Liberty Syndicates



Geoff Godwin
*UK Chief Operating
Officer*
AIG



Steve Parry
*Director of Claims, Europe
and Eurasia & Africa*
Chubb



Tim Pitt
*Director of Data,
Analytics and Pricing*
XL Catlin



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Stream and panel sponsors



Exhibitors



Overview

London Market Claims focuses on claims' role in modernisation and delivering better client outcomes

London has a renewed urgency to modernise in the face of increased competition in the global insurance market, changing client expectations and rapidly developing new technologies – presenting claims with a unique strategic opportunity. Successfully responding to these challenges is critical if London is to maintain its position as the no.1 market for specialist and commercial (re)insurance – the question is **how can claims lead not follow on modernisation, and be London's key differentiator in a new globalised market?**

It's time for claims to step up by designing and implementing a claims strategy that provides real improvements for clients, delivers efficiencies in the value chain and builds sustainable competitive advantage.

Topics to be discussed include:

- With claims currently outside the LM TOM how does the function positively respond to the challenges in London Matters 2017?
- The impact of the Single Party Agreement Clause and CSR
- Effectively handling delegated authority claims
- The role of technology, data, analytics and AI in driving strategic change in claims

Programme

08:00 Registration, coffee and networking

09:00 KEYNOTE PRESENTATIONS

CEO's perspective: overcoming key challenges and grasping opportunities within the London Market

- Implications of disruption to the traditional value chain from new ventures, alternative capital and globalisation
- How is this impacting distribution and the role of the insurer and broker?
- Modernising London's insurance market to compete in the future – talent, culture, technology and efficiency
- The role of claims in driving strategic change and meeting changing client expectations



Steve Hearn
CEO
Ed Broking

Claims 2022: are we at a tipping point?

The 2017 Insurance Network & Gracechurch Report

Ben Bolton of Gracechurch will present the results of this year's pre-event report conducted with key stakeholders from across the market.

- How will the London market develop in the next 5 years
- What are we striving to achieve? Key ambitions for insurers, brokers and the role of claims
- Will disruption witnessed in all other industries and markets impact London in a similar way?
- Are the modernisation developments happening now going to be enough to ensure a positive future?



Ben Bolton
Founder and CEO
Gracechurch Consulting

New speakers
announced

10.10 Opening panel discussion

Overcoming practical challenges to improve claims performance

Our expert panel will respond to the strategic themes raised in the opening presentations and the results of the pre-event survey. Questions will also be taken from the audience and discussed by the panel.



Steve Hearn
CEO
Ed Broking



Ben Bolton
Founder and CEO
Gracechurch
Consulting



Chris McTear
Insurance Manager
Tideway & AIRMIC
Insurance Steering
Group Member



Geoff Godwin
UK Chief Operating
Officer
AIG

10:45 Coffee & networking in the exhibition area

STREAM 1

Successfully delivering change

Creating a claims centric culture to improve client outcomes

New speakers announced

Devising and implementing a claims strategy that meets future client and business needs

- What does claims look like in the future?
- Developing the roles, skills and capabilities to enable the claims vision
- Successfully changing people and processes
- Creating an environment where innovation and continuous improvements can flourish



Fiona Sperry
Head of Claims & Global Specialty Claims
Sompo Canopiis

Transforming claims to reduce costs, deliver an exceptional claims service and stay competitive:

- Key criteria for successfully transforming claims to be at the heart of the business
- Reviewing end to end processes to discover inefficient systems
- Balancing the drive to find efficiencies with the need to invest in claims modernisation
- Gaining buy-in from across the organisation to successfully deliver change
- Recruitment strategies and skill sets of the millennial population



Phil Daly
Head of Transformation - Commercial Claims
Zurich Commercial (UK)

STREAM 2

Automating claims

Leveraging AI and machine learning within claims

Sponsored by  **GUIDEWIRE**

CASE STUDY: overcoming the practical challenges of automating claims

- Assessing the benefits of RPA to achieve efficiencies, improve cycle times and enhance the customer experience
- Overview of the case study within claims – investment & objectives
- Lessons learned from our journey so far
- Moving towards more sophisticated AI solutions
- What is the potential for this technology to be applied to the London market claims environment?



Dean Witherington
Head of Performance & Transformation UK Claims
Zurich

Topics to be discussed in the following round table discussion include:

- How will new technology such as IoT and AI provide a competitive edge?
- How can we implement straight through processing into claims systems?
- Enabling access to more data that is easily understood and actionable
- How can we reduce errors and increase speed of resolution?

STREAM 3

London Market TOM

Is TOM delivering value for money & the correct pace of change?

Sponsored by  **virtusa**
accelerating Business Outcomes

Modernising London through the LM TOM: driving engagement and positive change

- Improving processes, removing costs and overcoming technology barriers
- Update on the TOMs progress and priorities for the next 12 months
- Where does claims sit within the scope of LM TOM modernisation?
- Key challenges to be overcome to drive progress forward



Adrian Thornicroft
TOM Programme Director
LMA

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PANEL 1

Technology & digital: threats & opportunities

Will technology drive innovation and change or be the market's death knell?

Sponsored by **KOFAX**

As we stand on the brink of the '4th Industrial Revolution' can London embrace the fundamental change it will bring?

This session will explore both the art of the possible as well as the capabilities needed to successfully exploit new technologies and where the impact will be most keenly felt.

Topics to be discussed include:

- What will successful 'digital' insurers and brokers look like, and how will they deliver value?
- How will the blurring of the digital, physical and biological spheres impact insurance?
- Who will be the winners...and the losers?
- Can IoT, advanced analytics and AI be applied within the London Market and what are the risks?



Paul Willoughby
Head of IT Strategy, Innovation and Architecture
Beazley



Craig Foster
Connected Home Director
Homeserve



Simon Gregson
Chief Information Officer
Novae Group

PANEL 2

Improving claims performance

Achieving client centricity and operational efficiency

Sponsored by **MAJESCO**

Efficiency and customer service need not be mutually exclusive. But how do you overcome the practical challenges to improve claims performance and client outcomes?

Our expert panel will discuss:

- How do you decrease claims resolution times?
- Effectively allocating resources to achieve both efficiency and customer service
- Using data and multi-channel communications to better understand clients and respond to their needs
- Are new claims technologies and automation going to have a significant impact on London market claims?



Miles Banks
Chairman, Global Claims Executive
Willis Towers Watson



Mike Gillett
Head of Claims
Liberty Syndicates

PANEL 3

Market modernisation

Single Party Agreement Clause and the CSRP

Sponsored by **DXC.technology**

This session will explore the progress being made to modernise claims specifically the single agreement clause and CSRP. The discussion will also focus on how to achieve future modernisation that meets the 'London Matters' challenges.

Topics to be discussed include:

- Is it time to rethink Central Services Refresh Programme?
- How will the online portal affect the claims process?
- How will post bind submission impact claims?
- The scope, implications and future development of the Single Party Agreement Clause
- The role of claims in driving future successful modernisation



Sam Drysdale
Head of Claims & Delegated Underwriting Management
Fidelis



Lee Elliston
Head of Claims Operations
LMA



David Henderson
Vice President, Division Claims Manager EMEA/Asia Pacific
FM Global

New speakers announced

New speakers announced



WORKSHOP 1

Leveraging data and analytics to drive better claims outcomes

Using data to improve risk modelling, pricing and the client claims experience

- How is data currently being used within the organisation and what are the implications for claims?
- Achieving and maintaining data quality to drive better MI
- Advanced data mining to develop risk management solutions
- How will new techniques improve client experience and outcomes?
- Developing the right skills and capabilities to understand and leverage data and analytics



Tim Pitt
Director of Data, Analytics and Pricing
XL Catlin

WORKSHOP 2

Transforming claims operations

Overcoming the system, process and technology challenges to improve claims performance

- Moving from being product focused to client centric - transforming the way we think about claims systems and processes
- Strategically thinking about what a good claims service will look like in the next 5 years
- Fostering agility and innovation in claims handling to deliver an exceptional and consistent service
- Putting in effective metrics to change behaviour and deliver a claims centric culture



Andrew Sellers
Group Head of Claims Supplier Management
Hiscox

WORKSHOP 3

Delegated authority claims

Sponsored by **ADVENT CLAIMS**

Rethinking delegated authority claims to improve the Coverholder / insurer relationship

- What do Coverholders and brokers require to improve processes?
- Reassessing the bordereau system of data gathering and reporting
- Finding efficiencies whilst also complying with regulations and reporting standards
- The role of claims in driving and implementing change
- How can the challenges be overcome?



Sarah Newman
Support Services Director
Endeavour Insurance Services

16.30 Closing Panel Discussion

Securing London's future

Will London still be the largest global centre for commercial and specialty risk in 2022 and beyond?

The London Matters report highlighted a number of challenges the market faces particularly in reinsurance, emerging markets and diversity in an increasingly global and competitive insurance market. Questions remain around the speed and effectiveness of modernisation, "this latest intelligence confirms that things are not improving and we cannot afford to be complacent."

Couple these fact based challenges with new rapidly developing technologies, changing client expectations and a risk adverse culture the key question remains: is there a burning platform and enough appetite to drive change?

Our expert panel will discuss:

- Will Brexit impact the London Market and claims?
- How do we attract the next generation of talent and leaders?
- Where next for modernisation within the London Market and what is the role of claims?
- What would a post digital London market be like to work in? Who would want to work in it?
- Is technology really the answer to everything?



Ben Bolton
Founder and CEO
Gracechurch Consulting



Jasmine Shell
Communications Executive
LMA & Digital Minds
Think Tank Member



Simon Gaffney
Chief Data Officer
Willis Towers Watson



Steve Parry
Director of Claims, Europe and Eurasia & Africa
Chubb



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No junior managers or suppliers can attend as delegates to ensure you discuss and benchmark with your peers
- **Interactive format**
By including dedicated time for discussion, reflection and benchmarking you can pick up those invaluable learnings and practical techniques from your peers
- **No press, no transcripts – just honest, open discussion**
Speakers will ‘water down’ their presentations if they know there are press in the audience – that’s why we are independent from any publication, have no press in the audience and take no transcripts

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How to register...

1 Select your booking option & choose one of the 3 easy ways to register



www.london-market-claims.co.uk



Jeremy@the-insurance-network.co.uk



020 7079 0270

2 On receipt of your registration we will send you an email confirmation. If you have opted to pay by credit card a member of our team will call you.

3 Add the date to your diary. Closer to October 12th we will send through a map & directions to the venue.

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