

TIN London Market Claims

Enabling and delivering claims transformation in the London market

Keynote speaker

Expert speakers include



Grace Hanson
Group Claims Director
Hiscox



Sheel Sawhney
Group Head of Claims
Brit Insurance



Alison Maxwell
Group Claims Director
Munich Re



Tim Carter
Vice President Claims
Everest Re



Hayley Spink
Head of Global Operations
Lloyd's of London



Jonathan Clark
Global Head of Business Solutions Claims
SCOR



Fiona Sperry
Head of Complex Claims
QBE

Main sponsor:



Legal sponsors:



Breakout sponsors:



Exhibitors:

Supporter:

Overview

The London Market is at the threshold of transformational and structural change that will permanently impact market operations, claims and service.

At the same time as TOM Phase 2 - centred around claims modernisation - nears completion, and John Neal embarks on 'The Future at Lloyd's' strategy, individual organisations are ramping up their digital capabilities to improve claims performance, client service and gain efficiencies.

This is a period of unprecedented change for the Lloyd's and London markets. Myriad new challenges and opportunities are emerging, and those well positioned for the change ahead are about to take advantage. This year's agenda focuses on HOW you respond to the strategic claims challenges ahead, drive innovation in claims, and develop the skills and capabilities to meet changing client expectations.

Topics for discussion include:

- Assessing the impact and likely success of 'The Future at Lloyd's' strategy
- Leveraging technology to enable and improve your claims processes
- Delivering an exceptional claims service that meets clients expectations and new digital risks
- How you transform claims mindset & culture through innovation



London Market Claims in numbers

200+
Senior
Attendees

Bringing the entire
claims value chain
together

30+
Expert
Speakers

No press, no transcripts –
just honest, open
discussion

11+
Interactive
Breakouts

Peer learning
& benchmarking

Programme

🕒 08.00 Registration, coffee and networking

🕒 09.00 Keynote presentations

Leveraging claims to build brand, reputation and a claims culture for a digital age

- Strategic position of claims and impact of service on brand
- New approaches to future-proof reputation
- Capturing qualities, competencies and culture to build the claims workforce of tomorrow



Grace Hanson
Group Claims Director
Hiscox

The Insurance Network Gracechurch Report 2019

Key trends and perspectives from across the value chain on the current status of claims in the London Market

- Global trends, including consolidation and disintermediation
- The convergence of digital, innovation and claims transformation
- The changing nature of risks and client expectations



Ben Bolton
Founder and Managing Director
Gracechurch Consulting

Sponsored by:



🕒 10.10 Panel discussion

Improving claims performance to meet the changing risk environment and evolving client expectations

- What is the client's view of claims in the London market - and the current direction of travel?
- Are needs being met, and what reforms are making the biggest difference?
- Leveraging data to measure performance and customer satisfaction
- Customer service in the London market versus customer service levels in the global insurance marketplace



Angus Watson
Head of Claims
Aon Risk Solutions



Jonathan Clark
Global Head of Business Solutions Claims
SCOR



Ben Bolton
Founder and Managing Director
Gracechurch Consulting

Sponsored by:



Simon White
Head of Claims
Apollo



Grace Hanson
Group Claims Director
Hiscox

🕒 10:45 Coffee and networking in the exhibition area

Stream 1

Claims modernisation

Sponsored by:  ADVENT.CLAIMS

Transforming claims and making it real

- What are the current business priorities and the implications for claims?
- Winning hearts and minds to gain traction and drive adoption
- Technology and support requirements needed to ensure internal systems can be integrated with central deliverables



Lee Elliston
Claims Director
Lloyd's Market Association

Q&A

The opportunities and practical challenges of 'The Future at London' initiatives

- Update on scope of programme and timings
- The wider strategic questions being addressed by 'The Future at Lloyd's' & the implications for claims
- Where are the quick wins to be gained?
- Leveraging digital, APIs and new technologies to deliver positive change



Sheel Sawhney
Group Head of Claims
Brit Insurance

Stream 2

Delivering exceptional claims service

Sponsored by: 

CASE STUDY: Enacting customer centric claims transformation

- Overcoming the operations challenges to improve customer service and deliver customer driven change
- How do you leverage technology to the benefit of the customer whilst achieving operational efficiencies?
- How do you create the right mindset to deliver an exceptional customer experience?



David Fineberg
Head of Claims UK
Generali



Melissa Boyars
Claims Operations Manager
Generali

Q&A

Creating best in class customer service

- How do you engender change to create a customer orientated culture?
- Where does technology fit, and what is the right balance between people and tech to deliver the best customer service?
- I've got a new piece of customer centric technology – how do I make it work?



Angus Rogers
Head of Claims Operations
Canopus

Stream 3

Technology in claims

Sponsored by:  GUIDEWIRE

CASE STUDY: AI in claims settlement - bridging the gap between ambition and reality

- Successfully applied AI to improve operational efficiency & claims settlement times
- What are the operational challenges and practicalities of implementation?
- Preparing for the future of AI in specialty insurance



Chris McGill
Underwriter
Ascot Underwriting



Stephen Chapman
Claims Manager, Marine
Ascot Underwriting

Q&A

Achieving efficiencies in claims management with blockchain

- What does blockchain mean for claims management in the London Market?
- Benefits that have been realised from automation
- Lessons learned and tips on launching your own blockchain pilot



Ghanshyam Patil
Digital Lead - Blockchain and Product Manager
AXA XL

13:00 Lunch and networking in the exhibition area

Book your place today

Early booking rate £299+VAT (expires 13th September)

Group Offer: Book 2 places and the 3rd comes free

Panel 1

The Future at Lloyd's

The role of claims in the 'bold new strategy at Lloyd's'

This panel will focus on the key opportunities, threats and practical challenges of implementing the six pillars of transformation in the market – and the role and impact on traditional claims processes.

Topics to be covered include:

- How does claims fit in with the proposed solutions and how will this provide outstanding service to clients?
- Expected timing, development and implementation of solutions
- Is the Lloyd's Risk Exchange the answer to dealing with less complex risks and claims?
- The role of claims in 'A Syndicate-in-a-Box' model to drive innovation
- Next generation claims service – will transparency and automation improve the customer experience? How do we deliver on this?



Paul Davenport
Financial Director
Lloyd's Market Association



Travis Bowles
Head of Claims – Insurance International
Axis Capital



Hayley Spink
Head of Global Operations
Lloyd's of London

Panel 2

Claims workforce & culture

Overcoming the practical challenges to deliver a claims centric culture

This panel will address the key practical challenges in successfully delivering change and transforming organisational culture.

Topics to be covered include:

- Where does claims 'sit' in the culture of the London market and where does it need to get to?
- What have firms done and what are the biggest challenges?
- Overcoming the talent gaps and recruitment issues to build the skill and capabilities needed in the future
- Achieving diversity in claims to find new solutions to old problems



Tim Carter
Vice President Claims
Everest Re



Alison Maxwell
Group Claims Director
Munich Re



Andrew Walker
Head of Claims, Europe
**Berkshire Hathaway
Specialty Insurance (BHSI)**

Panel 3

Driving digital innovation in claims

Sponsored by: 

Creating a coherent and innovative environment to transform claims

This panel will explore how you approach the people, process and technology legacy challenges to create an innovative environment.

Topics to be covered include:

- Which emerging technologies & innovations should be prioritised, and how will these impact traditional claims processes?
- Characteristics of successful innovation programmes
- Claims' role in creating new products to meet the changing nature of risks
- What is still stifling innovation and how do you overcome these challenges?



Julian Millar
Head of Specialty Claims
Travelers



Luke Sanders
Head of Innovation
Neon



Jamie Garratt
Head of Digital Underwriting Strategy
Talbot Underwriting



🕒 15:20 Delegates select one of the following three workshops

Workshop 1

Delegated authority claims

Delivering an improved and consistent experience in delegated authority claims

- Where are we today – what are the issues and opportunities?
- How do we work together to overcome the challenges?
- More delegation = more oversight?
- Direction of travel – where next?



Jonathan Gormley
Head of Claims Operations
AEGIS London

Workshop 2

Effective scenario planning

War games: effective scenario planning to meet emerging risks and claims

- What are the new and emerging risks facing insurance claims?
- Planning and resourcing to alleviate or reduce these risks
- What technology, now or in the future, may assist with these risks?



Warren Haydock
Claims Manager
Pool Re

Workshop 3

Improving claims operations

Realising operational efficiencies in claims

- Deciding which technology tools to adopt and implement
- Building clarity around end state and defined purpose to enable successful delivery
- Challenges of introducing InsurTech to deliver value and benefit for all stakeholders
- Honing process to the benefit of the customer



Zena Sandgrove
Head of Operational Excellence
Lloyd's of London

🕒 16:30 Closing panel discussion

Is the London Market an anachronism in the digital age?

Futureproofing London's position at the forefront of global insurance & claims handling

In an ever changing, digitally enable world now is the time for London to throw off the shackles of traditional processes, technology and systems to embrace new ways of working. However, deeply engrained traditional practices and culture pose significant challenges to those leading the charge to reform and modernise.

- What does the world of claims look like in 10 years as AI, IoT and complex digital risks develop?
- Does RPA and machine learning spell the end of traditional claims and underwriting roles?
- Will paper ever be banned or is the solution to grow more trees?
- Can the proposed market transformations really make a difference to the efficiency and client experience challenges?



Justin Emrich
Chief Information Officer
Atrium Underwriters



Sheel Sawhney
Group Head of Claims
Brit Insurance



Colin Masson
Head of First Party
Complex Claims
Beazley



Fiona Sperry
Head of Complex Claims
QBE

Sponsored by:



“Another successful conference...I get to spend time with my peers from the market to discuss common issues and really get to the heart of them”

Jonathan Clark, SCOR



Sponsors

Main sponsor:



Sollers Consulting is an international business advisory and software implementation specialist supporting the financial industry in business transformations. Sollers Consulting Teams have supported over 70 financial groups in enhancing their digital capabilities. Among the companies partnering with Sollers Consulting are Allianz, Axa, LV=, BNP Paribas Cardif, Basler, Generali, Zurich, Santander Consumer Bank, ING and many more. Sollers Consulting specialises in IT systems, helping insurers, banks and leasing companies to transform and adapt to new technologies. The company offers RIFE, a digital platform designed for the needs of the insurance

industry. Sollers Consulting cooperates with more than 15 technology providers such as Guidewire Software, TIA Technology, Fadata, Oracle, AWS or Microsoft. About 600 business and IT specialists from Warsaw, Lublin, Poznan, Cologne, Tokyo and Copenhagen are helping financial institutions in Germany, Great Britain, Poland, Scandinavia and many other countries to reap the benefits of digitalisation. www.sollers.eu

Legal sponsor:



Launched in early 2019, Wordley Partnership is a commercial law firm with particular expertise in all aspects dispute resolution, commercial problem solving and insurance / reinsurance (coverage and defence of insureds). The



Partners have many years of experience working on some of the most complex and largest disputes across the globe whilst at an international firm based in the City of London. With proven track records they have consolidated that expertise into their own firm. They often advise boards and directors on legal liability, asset recovery and preservation as well as advising on strategies to resolve disputes and limit liability, both working in the background and openly in arbitrations and litigation. Their expertise extends to prosecuting claims where required and they have a strong track record of success. In addition to disputes, the firm has a significant non contentious capability.

Lewis & Gellen LLP represent individuals and corporate entities in complex commercial litigation, insurance and reinsurance, medical, professional, premises, general and products liability litigation and aviation litigation. The partners have experience in state and federal appeals, complex tort litigation, domestic and cross-border transactions, sophisticated commercial real estate development and transfers and commercial lending as well as in all forms of dispute resolution. The firm has grown to over 50 lawyers, with offices in Chicago, Florida, London and Arizona. Wordley Partnership and Lewis & Gellen have entered into a collaboration agreement and work closely with one another, providing a seamless, transatlantic service to their clients.

www.louis-gellen.com

Breakout sponsors:

GUIDEWIRE Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries. **InsurancePlatform:** Guidewire InsurancePlatform is the P&C industry platform that unifies software, services, and partner ecosystem to power our customers' business. InsurancePlatform provides the standard upon which insurers can engage their customers, optimize their operations, drive smart decisions, and innovate quickly. www.guidewire.com

ADVENT.CLAIMS Advent Insurance Management is a Lloyd's and London Market specialist providing a range of Consulting, Technology and Service offerings. Our focus is in supporting modernisation and transformation with innovative, practical and cost-effective solutions to the challenges facing the market. We are Market practitioners with a deep understanding of Market processes and compliance which enables us to get to grips with requirements, identify issues and develop and implement solutions quickly. This expertise and experience, combined with our vision for a claims model fit for the modern age and our powerful, rapid development technology enables faster, lower cost, robust solutions for our clients. <https://advent.claims>

UiPath UiPath is leading the 'automation first' era championing one robot for every person, delivering free and open training and collaboration and enabling robots to learn new skills through AI and machine learning. Led by a commitment to bring digital era skills to more than a million people, the company's enterprise Robotic Process Automation (RPA) platform has already automated millions of repetitive, mind-numbing tasks for business and government organizations all over the world, improving productivity, customer experience and employee job satisfaction. www.uipath.com

Exhibitors:

DOCOSOFT DOCOSOFT is an innovative developer of technology solutions for the global insurance and financial services markets. With over 15 years' experience, the company's pedigree is well established in the UK and our software is widely used in the London Insurance market, where we provide highly-effective Claims, Document Management and connectivity solutions. Many of the leading London Market Insurance companies rely on DOCOSOFT for their Claims Management and the product is closely integrated into the infrastructure that supports the London and international insurance market. DOCOSOFT Claims support regulatory compliance with minimum claims standards, helps increase throughput, reduces duplication of effort, and supports faster reporting all in a controlled process framework. www.docosoftware.com

Sequel Sequel are a leading insurance and reinsurance software specialists delivering powerful, reliable solutions across the market for over 20 years. We are known for our industry expertise, professionalism, and track record for delivering successful transformation programmes on time and on budget. Sequel is committed to becoming a clear technology champion based on the strong foundations of our Eclipse Underwriting & Broking solutions (which process over £12 billion of premiums annually), with new innovative products such as Sequel Claims and Sequel Impact (for Exposure Management). Our customers are underwriters, brokers and MGAs within the Lloyd's, companies and international insurance/reinsurance sector. www.sequel.com



MIS draws upon hard earned military intelligence experience to provide cutting edge, holistic data insights from satellite imagery, IoT, ground sensors and drone imagery to the insurance market. We deliver timely granular level analysis via an easy to use web portal, to provide a virtual understanding of events on the ground, delivering: Improved expense ratios; Reduced claims lifecycle; Proactive customer service; Efficient allocation of internal resource as well as reducing reliance on loss adjusters. We are the formal imagery and remote sensing intelligence provider to Lloyd's and the London Market since 2017, contracted by the Lloyd's Market Association Claims Committee. We are also an approved UK government Geospatial Intelligence vendor, and are proud to have worked widely with NGOs and humanitarian charities. www.mckenzieintelligence.co.uk



TIW's London Insurance Market specialists take the load off designing, refining and delivering Claims back-office systems, along with wider company workbench functions, that are integrated deeply into your systems of record. TIW deliver your solution either as a complete service via leading, industry standard, workflow and document management technology partners or as pure design, specification and third-party project management engagements. TIW can make systems available for a fraction of the cost of building yourself. www.tiwgroup.com



At Netcall we understand the problems faced by the claims market. Our purpose is to empower organisations to connect customer journeys and deliver exceptional customer experiences to gain competitive advantage. Our flexible, can-do attitude and powerful solutions simplify digital transformation and help businesses achieve their goals faster and more efficiently. That's why our customers love us. So what makes Netcall different? Easy to use, functional, smartly designed tech, which lives on our Low-code platform MATS and integrated customer engagement platform, Liberty. Discover how you can deliver first-class CX in the claims market – and stand out from the crowd. www.netcall.com/blog/lmf-tintech-2019



Combining best-in-class bill review expertise with the industry's most powerful e-billing technology, Bottomline's Expert Bill Review solutions are guaranteed to help your organization reduce costs and increase efficiencies. The software and services offered by our Expert Bill Review solutions relieve customers of the burden of managing the bill review process on their own. Our expert team of lawyers, auditors, and bill review specialists have deep domain expertise in the property and casualty industry and understand your challenges to help you create a legal spend management program that will significantly improve your company's bottom line, maximize productivity and enhance vendor relationships. www.bottomline.com/uk



Hawkins is a well-established firm of forensic scientists and engineers, founded over 30 years ago. We have 8 UK offices and 3 abroad, providing international cover, with more than 100 highly skilled investigators. We cover a broad range of engineering disciplines, and our clients include mostly UK insurers, loss adjusters and legal professionals. Our service is both independent and impartial. Our investigations include: Acoustics; Civil Engineering; Contamination Assessments; Cyber & Digital; Escapes of Water, Fluid and Gas; Fires & Explosions; Highways; Hydrology; Marine & Shipping; Mechanical Engineering; Personal Injuries; Power & Energy; Railway Accidents; and Road Traffic Collisions. www.hawkins.biz

Book your place today

Early booking rate £299 + VAT (expires 13th September - full rate £499 + VAT)

Please note only industry practitioners* can register at this rate.

Group Offer: Book 2 places and the 3rd comes free

Members attend for FREE

Become an annual premium member for just £799 + VAT and attend all the conferences and events for free.

*Actively working for an insurer, broker or loss/claims adjuster. Check the website for supplier rate prices.

For sponsorship and exhibition enquiries please call Phil Middleton on **020 7631 0034** or email **phil@middleton-burgess.co.uk**

How to register

Choose one of 3 easy ways to register



www.London-Market-Claims.co.uk



Email: bookings@TIN.events



020 7079 0270

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



VISA



Closer to 8th October we will send through a map & directions to the venue

**Early
booking rate**

£299 + VAT
(full rate
£499+VAT)

