

TIN tech

LIFE & HEALTH

Leveraging digital to drive innovation,
enable operational efficiency &
transform the customer experience

Keynote speakers:



Robert Morrison
Global Chief Underwriter,
Health and Protection
Aviva



Martin Windle
Head of Strategy
and Innovation
AIG Life

Expert speakers include:



John-Paul Edwards
Chief Digital &
Information Officer
Foresters Financial



Gary Burchett
Protection
Proposition Director
Lloyds Banking
Group



Andy Parker
Claims and
Underwriting Director
British Friendly



Serban Suvagau
Head of Strategy
Bupa



Stuart Tragheim
Chief Executive Officer
Holloway Friendly



Stuart Fox
Claims Data &
Accounts Manager
Munich Re UK Life

Main sponsor:



Workshop sponsor:



Exhibitor:



Overview

The life, health and protection sectors are on the cusp of transformational change driven by new digital technologies, changing customer expectations and transforming operating models. There has never been a more important time to meet the twin imperatives of operational efficiency and customer centricity – and technology has never been a bigger part of the solution.

TINtech Life & Health brings IT and the business together to explore:

- **HOW you overcome** the people, process and technology challenges of delivering successful digital transformation
- **HOW you build** agility into your systems and processes
- **HOW you deliver** a customer experience fit for the digital age



Topics for discussion include:

- Successfully changing your distribution models to increase sales, drive market share and enable cross-selling
- Transforming the customer experience through data analytics, RPA and self service to improve retention
- Overcoming the operational challenges of digital change to enable efficiency and agility
- Enabling a culture of innovation to solve business challenges both now and in the future

TINtech Life & Health

The new **technology strategy** event focusing
on digital innovation, transformation and
enabling change

Programme

🕒 08.00 Registration, coffee and networking

🕒 09.00-10.45 Keynote presentations

Accelerating the underwriting process - automating to improve agility, save time and improve the customer experience

- Leveraging technology to automate and streamline the underwriting process
- Exploring data opportunities for faster and more accurate customer profiling
- What does the future of underwriting look like in life insurance?
- What challenges still need to be overcome?



Robert Morrison
Global Chief Underwriter, Health and Protection
Aviva

Reshaping life insurance- leveraging innovation and the digitally connected ecosystem to better serve customers and redefine the customer journey

- Responding to changing customer expectations
- Creating a roadmap and the necessary set of capabilities to deliver a step-change in customer service
- Adapting to new technologies and channels
- Developing a new and relevant customer experience



Martin Windle
Head of Strategy and Innovation
AIG Life

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🕒 10:45 Coffee and networking in the exhibition area

Book your place today

Early booking rate £199+VAT (expires 15th November)

11:15-12.30 Benchmarking workshops

Featuring case study presentations followed by round table discussion

WORKSHOP 1

Creating a culture of innovation in IT

- The role of IT in innovation and strategy
- Strategies for successful digital transformation - how to get started, scale efforts and maintain commitment
- Obstacles to innovation and how to overcome them
- Ensuring the customer is at front and centre of your efforts



John-Paul Edwards
Chief Digital & Information Officer
Foresters Financial



WORKSHOP 2

Automated claims rules – the next innovation in claims?

- Can the tried, tested and accepted UW rules methodology be transferred for the risk management of claims?
- How can automated claims rules help improve the customer journey for policy claimants?
- Building a bigger picture with claims data to continuously improve the rules used to manage the risks



Stuart Fox
Claims Data & Accounts Manager
Munich Re UK Life



Sean Grainger
Claims Proposition Manager
Munich Re UK Life



12:30 Lunch and networking in the exhibition area



“Information technology and business are becoming inextricably interwoven. I don’t think anybody can talk meaningfully about one without talking about the other.”

Bill Gates



13.30-15.00 Benchmarking workshops

Featuring case study presentations followed by round table discussion

WORKSHOP 3

Using automation to create better outcomes and efficiencies

- Identifying and shaping automation opportunities
- Creating a governance framework to develop and manage the progression of automation projects
- Integrating back office systems, data and processes to ensure successful deployment
- What challenges still need to be overcome?



David Greenall
*Former Head of IT, Digital, Distribution & Investments
Canada Life*

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WORKSHOP 4

Placing digital at the heart of the business - building a digitally integrated ecosystem to deliver a seamless customer experience

- Identifying the right technology providers and partners to drive your digital transformation
- Building capabilities to seamlessly integrate with channel partners, third-party providers and customers
- Harness advancements in real-time data collection and processing to improve customer focus and engagement
- Making sales intuitive and straightforward to improve the customer journey



Gary Burchett
*Protection Proposition Director
Lloyds Banking Group*



15:00 Coffee and networking in the exhibition area

**Early
booking rate**
£199 + VAT
(full rate
£499+VAT)



“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



🕒 15:30 – 17:00 Market Insights: change in action

🕒 15:30 Keynote

Developing digital capabilities to move the underwriting process forward

- Use and limitations of insurtech in data collection
- Statistical algorithms and rules to assist in underwriting decisions
- Perceived benefits and drawbacks of accelerated underwriting
- What does the future of underwriting look like in life insurance?



Andy Parker
Claims and Underwriting Director
British Friendly

🕒 16:00 - 17:00 Closing panel discussion

Life and Health 2025 - Is digital an extensional threat to the traditional insurer and broker?

We live in a disruptive, uncertain and rapidly changing environment where one moment digital provides an opportunity to transform the industry for the next generation...and the next it is providing new connected tools that threaten to render the sector redundant.

Our expert panel will share their vision of the challenges and opportunities facing the sector, the critical changes that need to take place and who will be the winners (and losers) as the industry develops.

Topics to be covered include:

- As technology rapidly develops, is the sector ready for the potential disruption enabled by innovations in connected devices, data and digital technology?
- Successfully leveraging data and analytics to provide actionable insight to drive segmentation, differentiation and a transformed customer experience
- What is still preventing insurers from delivering a compelling digital customer experience and building strong digital capabilities for the future?



Serban Suvagau
Head of Strategy
Bupa



Stuart Tragheim
Chief Executive Officer
Holloway Friendly



Mike Downing
Chief Technology Officer
WPA Group

Sponsored by:



🕒 17:00 Drinks reception

Sponsors

Main sponsor:



When the financial services industry works well, it creates growth, prosperity and peace of mind for hundreds of millions of people. No other industry touches so many lives or shapes so many futures. At EY Financial Services, we share a single focus — to build a better financial services industry, not just for now, but for the future. We train and nurture our inclusive teams to develop minds that can transform, shape and innovate financial services. Our professionals come together from different backgrounds and walks of life to apply their skills and insights to ask better questions. It's these better questions that lead to better answers, benefiting our clients, their

clients and the wider community. Our minds are made to transform a better financial services industry. It's how we play our part in building a better working world. www.ey.com/en_gl/insurance.

Workshop sponsor:



Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences delivered through the power of people and the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help fuel transformation and growth for our clients and their customers.

Avanade has 35,000 digitally connected people across 24 countries, bringing clients the best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

Exhibitor:



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.

About TIN

The Insurance Network (TIN) was established in 2004 to provide UK insurance sector with a **forum for business networking, knowledge** sharing and strategic benchmarking. We now host a series of annual, one day conferences looking at the latest issues, developments and challenges in claims, technology and operational strategy. We also run breakfast briefings, dinners and webinars.

Our series of TINtech conferences have been market leading technology strategy events in the GI and Lloyd's and London markets for many years, and we look forward to bringing the same benefits to the life, health and protection sectors as they navigate their own digital transformations. www.TIN.events



Who should attend?

TINtech Life & Health is for senior executives both setting and implementing digital and innovation strategies across the life, health and protection insurance value chain.

The event brings together both business and IT to explore how technology and digital are enabling more efficient operations, better underwriting, delivering a customer centric claims experience - and driving transformative change across businesses and the industry. A strict seniority criteria applies to ensure the discussions are kept at a strategic level and the best benchmarking opportunities are created. Importantly, **suppliers cannot attend*** as delegates and **no press are invited** to ensure you can candidly exchange ideas and benchmark strategy with your peers.

*for sponsorship enquires please call Phil Middleton on **0207 631 0034**

Book your place today

Early booking rate £199 + VAT (expires 15th November – full rate £499 + VAT)

Members attend for FREE

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

Please note only industry practitioners can register as delegates: (Actively working for an insurer, broker or loss/claims adjuster. No suppliers please*)

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

How to register

 #TINtech

Choose one of 3 easy ways to register

 www.TINtech-life-health.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



**Early
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£199 + VAT**
(full rate
£499+VAT)