

# TIN London Market Claims

Transforming claims to deliver an efficient, client-focussed and digitally enabled service.

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# Overview

Driving up claims performance is the key to meet changing client needs and expectations, removing frictional costs and grasping the opportunities of a more data driven market.

At a market level, The Future at Lloyd's and Blueprint Two has put claims transformation at the heart of the modernisation agenda, whilst at the same time leading insurers, MGAs and brokers are developing innovative ways to drive up claims service as part of their own transformation agendas.

However, to rethink and transform outdated claims operations, challenges around legacy technology, cultural inertia, lack of data standards and an extended claims value chain need to be overcome – and quickly.

**London Market Claims** focuses on how you successfully enable claims transformation that delivers ROI and improves the client experience.

## Attend London Market Claims to:

- Leverage technology & data to enable and improve your claims processes
- Explore the impact Blueprint Two will have on your claims operations
- Discuss strategies to attract and retain the next generation of claims talent
- Deliver an exceptional claims service that meets clients expectations
- Discuss and benchmark approaches to innovate traditional processes and practices



# Speakers include

## KEYNOTE SPEAKERS:



**Leonora Siccardi**  
*Global Chief Operating  
Officer*  
**Aon Reinsurance  
Solutions**



**Clare Constable**  
*Head of Claims*  
**MS Amlin**



**Scott Kellers**  
*Head of London Claims*  
**Liberty Specialty  
Markets**



**Laura Probyn**  
*Head of Property and  
Casualty Claims*  
**AXA XL**



**Sheel Sawhney**  
*Group COO*  
**Brit Insurance**



**Hayley Spink**  
*Chief Operating Officer*  
**Apollo Syndicate 1969**



# Programme

🕒 08.00 – 09.00 Registration, coffee and networking

🕒 09.05 Introductory keynote: **Delivering claims transformation in London**

## KEYNOTE PRESENTATIONS, DISCUSSION AND Q&A

🕒 09.15 Keynote presentation

### Adapting to a rapidly developing risk landscape, inflationary economic environment and an increasingly digital world

Driving innovation and operational excellence to deliver the claims service of the future



**Leonora Siccardi**  
*Global Chief  
Operating Officer*  
**Aon Reinsurance  
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🕒 09.45 Keynote presentation

### The Insurance Network and Gracechurch Report 2023

What does the data from across the market tell us about the future of claims?

A renewed focus on service



**Ben Bolton**  
*Founder and  
Managing Director*  
**Gracechurch  
Consulting**



**Jeremy Burgess**  
*CEO*  
**The Insurance  
Network**



🕒 10:00 Keynote panel discussion

## Overcoming the practical challenges to modernise and deliver claims service in the London Market

Reimagining the future of insurance and role of claims

This panel discussion will explore the themes raised during the keynotes, focusing on the practical challenges that need to be addressed to deliver change.

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**Scott Kellers**  
*Head of London Claims*  
**Liberty Specialty Markets**



**Laura Probyn**  
*Head of Property and Casualty Claims*  
**AXA XL**



**Rob Powell**  
*Global Chief Claims Officer*  
**Marsh**



**Leonora Siccardi**  
*Global Chief Operating Officer*  
**Aon Reinsurance Solutions**

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**FOLLOWED BY Q&A**

🕒 10.20 Coffee & networking in the exhibition area

**3rd October 2023 | 133 Houndsditch, London**



**TINLMC 2023**

## BREAKOUT SESSIONS

🕒 10:50 Choose one of the following sessions

### SESSION 1

## Building the claims workforce of the future

Attracting & retaining the next generation of claims leaders

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**Gordon Vater**  
*Managing Director Technical  
Gallagher*



**Anisha Turner**  
*Professional Lines Senior  
Claims Manager  
HDI Global SE - UK*

### SESSION 2

## AI & automation in claims

Harnessing the power of AI & automation to speed up claims processes & improve customer experience

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**Pardeep Bassi**  
*Global Proposition Leader  
WTW*



**Natalie Graham**  
*Head of Claims  
Mosaic Insurance*

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### SESSION 3

## Blueprint Two and market modernisation

101 update for the claims community

An introduction to Blueprint Two and the implications for claims operations

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**FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING**

🕒 11:50 Coffee and networking in the exhibition

## BREAKOUT SESSIONS

🕒 12.10 Choose one of the following sessions

### SESSION 4

## Parametric insurance

Leveraging data to expand the boundaries of insurability and enable rapid claims payments



**Simon Edwards**  
*Head of Parametric Underwriting*  
**Generali**



**Tim McCosh**  
*Co-Founder & CEO*  
**Yokahu**

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### SESSION 5

## Transforming claims operations

Assessing, streamlining and reinventing claims journeys for clients in the London market



**Niamh McConville**  
*UK Head of Claims Operations & Technical Support*  
**Generali**



**Ben Kelly**  
*Claims Director*  
**Ardonagh Group**

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### SESSION 6

## Blueprint Two and the implications for claims

Overcoming the operational challenges to be ready for the digital market place

Building on the update in the previous session, attendees will explore in detail the implications of the Blueprint on core claims processes.

The table discussions will be facilitated by industry experts with the key areas of discussion & outcomes captured for further exploration by the panel.

The outcomes will also be distributed following the event for use back in the office.

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🕒 13:00 Lunch and networking in the exhibition area

🕒 14:00 Afternoon plenary panel

## Delivering a 21st century client experience

### Understanding and meeting client expectations and changing needs

Client-centricity is central to providing an excellent claims service and improving retention, but what do your clients actually want?

Hear first-hand from the client side about their frustrations and the opportunities to improve claims service. Our expert panel will also explore what good claims service looks like and how to overcome the practical challenges to deliver positive change.



**Angus Rogers**  
*Head of Claims Operations*  
Canopus



**Tim Carter**  
*Head of International Re Claims*  
Everest



**Julia Graham**  
*CEO*  
Airmic

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FOLLOWED BY Q&A

🕒 15.00 Coffee & networking in the exhibition area

3rd October 2023 | 133 Houndsditch, London





## BREAKOUT SESSIONS

🕒 15.20 Choose one of the following sessions

### SESSION 8

## Delivering transformational change

Overcoming the people, process and cultural challenges to deliver successful change in claims

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**Rick Allan**  
*Global Claims Transformation  
Program Manager*  
**Zurich Financial Services**



**Julie Hoddy**  
*Head of GB CRB Claims  
Operations*  
**WTW**

### SESSION 9

## Leveraging new technologies in claims

Utilising data, analytics and digital tools to unlock efficiencies and improve the client experience

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**Lucy Costin**  
*Claims Innovation Leader*  
**QBE**



**Joe Diss**  
*Director Claims Analytics*  
**Arch Insurance**



🕒 16:20 Closing panel discussion

## London Market Claims 2028

**Transforming the London market for brokers, underwriters and clients**

Grasping the opportunities and mitigating the risks for a successful London insurance market

There is no question that the world is changing radically. The rapid development of AI over the last 18 months, a turbulent economic environment, the threats posed by climate change and the continued war in Ukraine are adding to a sense of uncertainty and change.

The question is, can the London market change quickly enough to stay relevant?

Our expert panel will explore how they see the future of specialty insurance, the role of claims in delivering value to clients and the opportunities to grow and the nature of risks changes.



**Sheel Sawhney**  
Group COO  
Brit Insurance



**Simon Williams**  
Chief Strategy & Distribution Officer  
Arch Insurance International



**Clare Constable**  
Head of Claims  
MS Amlin



**Hayley Spink**  
Chief Operating Officer  
Apollo Syndicate 1969

**FOLLOWED BY Q&A**

🕒 17:00 Drinks reception

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With our insurance expertise, backed by the power of technology, we are supporting our customers' digital transformation.

### Our Mission

Leading, shaping, and building the digital future of the global insurance marketplace.

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Please note only industry practitioners\* can register as delegates: Suppliers cannot attend as delegates.

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\*Actively working for an insurer, broker or loss/claims adjuster.

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Choose one of 3 easy ways to register

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 **Email: [bookings@TIN.events](mailto: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:



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Closer to 3<sup>rd</sup> October we will send through a map & directions to the venue