



digitalclaims
2018

Transforming claims
for the digital age

20th March 2018
8 Fenchurch Place, London

Keynote speakers:



Ian Thompson
Chief Claims Officer
Zurich



Oke Eleazu
Chief Operating Officer
Bought By Many
and Author, "The Cult of
Service Excellence"

Speakers and panellists:



Stephen Hall
Head of Claims Strategy
Direct Line Group



Paul Llewellyn
*Head of Motor Claims
Operations*
Ageas Insurance



James Gilmour
Head of Claims
Simply Business



Ingrid Woodward
Head of Claims Excellence
Zurich



Helen Rodway
*Head of Change and
Transformation, SME*
Commercial Lines
Aviva



Kenny Leitch
*Connected Insurance
Director*
RSA

Sponsors:





Exhibitor:



Presented by:



Overview

Developing an effective claims strategy has never been more complex – digital technologies and changing customer expectations have rapidly changed the insurance landscape, whilst the pressure to reduce claims costs has intensified.

This conference focuses on the strategic claims challenges within general insurance in the next 3-5 years, how you adopt and leverage digital technologies, and build agility into your claims operations to achieve operational excellence, improve efficiency *and* deliver the kind of customer experience that the digital era demands.

This conference will explore how you:

- Leverage digital to transform claims processes and meet changing customer expectations
- Enable a culture of innovation within claims, and drive collaboration across the company
- Effectively deploy AI, machine learning and robotics within claims
- Develop a 'digital first' mindset to overcome claims challenges and improve the customer experience

08:00 **Registration, coffee and networking**

Keynote presentations

Leveraging digital technologies to enhance the claims experience and drive efficiencies

- Moving beyond just digitising existing claims processes – reimagining claims through a customer centric lens
- It's not just about the technology – developing an innovative claims strategy and culture to deliver business change
- Using digital to enable responsive, fast and flexible self service
- Implications for claims as we move from an environment of risk indemnity to risk prevention



Ian Thompson
Chief Claims Officer
Zurich

Building a customer-centric culture that enhances the claims experience and creates competitive advantage

- The essential ingredients in creating a high performance, customer driven culture
- How digital is changing customer expectations around claims service excellence...and why it won't stop
- Key challenges for traditional, established insurance organisations in building customer loyalty and retention
- Top 3 techniques to start building a customer-centric culture



Oke Eleazu
Chief Operating Officer
Bought By Many
and Author, "*The Cult of Service Excellence*"

10:45 **Coffee & networking in the exhibition area**

Transforming claims

Embracing digital to transform claims operations, improve the customer experience and drive up retention

- Using design thinking to deliver a holistic, end-to-end claims experience
- Speeding up claims settlement times
- Enabling transparent and effective self-service claims platforms
- Creating a high performance claims culture



Stephen Hall
Head of Claims Strategy
Direct Line Group

Leveraging AI and robotics to improve the customer experience

- Overview of the AI initiative and the business objectives: introducing artificial intelligence to the damaged vehicle engineering process
- Creating a richer customer journey that delivers better outcomes and drives engagement
- Overcoming the people, process and technology challenges when adopting AI
- How did customers react to the AI enabled system?



Paul Llewellyn
Head of Motor Claims Operations
Ageas Insurance

Sponsored by: **VERINT**



Followed by round table discussion and feedback

13.00 **Lunch and networking**

Book today

First 50 places just £199 + VAT



Next generation customer engagement

Enabling digital claims

Providing an effective digital claims service is not just about technology. You have to understand both the potential - and limitations - of adopting digital, but also the need to transform claims operations and culture accordingly if you are going to deliver real improvements to customer outcomes.

Digital provides organisations with an opportunity to better understand customer expectations and improve engagement interactions that result in a better UX and claims journey. This panel discussion will explore the organisational challenges of driving up digital engagement and improving the customer experience.

Topics to be discussed include:

- Improving the speed of settlement and customer communications to drive up renewal rates
- Does a demonstrable, high performance claims service affect customers buying decisions so it's 'not just about price'?
- Omni-channel should now be business as usual – but what's next?
- Successfully delivering self-service in claims through digital and automation
- Developing the skill sets and capabilities that foster a customer focused claims culture



James Gilmour
Head of Claims
Simply Business



Ingrid Woodward
Head of Claims
Excellence
Zurich



Oke Eleazu
Chief Operating Officer
Bought By Many
and Author, *"The Cult of Service Excellence"*

Sponsored by: **virtusa**

Followed by Q&A with the audience

15.00 **Coffee and networking**



Leveraging claims technology

Building highly sophisticated, AI enabled systems to transform front end and back office claims

- A vision for how claims will be handled in the future – developing a roadmap to achieve it
- Using AI to improve the customer experience, improve claims resolution times and find efficiencies
- The potential of machine learning to enhance claims reserving and accurate case cost estimation
- Overcoming the practical challenges of using this technology in claims



Jonathan Mansley
Head of Digital Strategy and Propositions
LV=

Future technologies, future risks and future claims

Bridging the gap between theory and practice

Connected devices coupled with advanced analytics are driving change now, and in future years will transform the insurance value chain. As the nature of traditional risk changes, and digital technologies such as blockchain, AI and robotics mature, what are the implications for claims?

Our panellists will explore the strategic challenges these changes pose within claims, and how you can overcome them by devising a successful approach to manage this digital transition in complex organisations.

Topics to be discussed include:

- Moving from claims indemnity to avoidance – the implications of a hyper-connected world on traditional underwriting models and the claims function
- Replacing the human element – can AI technologies really take the place of claims handlers?
- What are the new risks such as cyber security, and what does the claims experience look and feel like for these new products?



Kenny Leitch
*Connected
Insurance Director*
RSA



Barry Hawkins
*Head of Dynamic
Underwriting and
Pricing*
AXA Insurance



Helen Rodway
*Head of Change and
Transformation, SME
Commercial Lines*
Aviva

Book online today at
www.Digital-Claims.co.uk



Join your peers

Why attend?

Only director level delegates in the audience

No suppliers or junior managers can attend as delegates to ensure you discuss and benchmark with your peers. Suppliers can only attend if they are sponsoring or exhibiting.

Hear it how it is

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.

Interactive format

Dedicated time for discussion

By including dedicated time for discussion, reflection and benchmarking you can pick up those invaluable learnings and practical techniques from your peers.



Also from The Insurance Network

TINtech 2018 - 5th June 2018 • London Market Claims - 12th October 2018



@TheInsuranceNet



Join our group – search for:
The Insurance Network - United Kingdom

Sponsor



Virtusa Corporation (NASDAQ GS: VRTU) is a global provider of information technology (IT) consulting and outsourcing services that accelerate outcomes for businesses in banking, insurance, healthcare, telecommunications, technology, and media & entertainment. Virtusa's outsourcing solutions enable businesses to improve operational efficiency and reduce IT costs.

Virtusa's digital transformation solutions empower clients to accelerate revenue growth and reimagine the customer experience. Through the acquisition of a majority interest in Polaris Consulting Services Ltd. in March 2016, Virtusa has created a robust platform to provide end-to-end solutions and services in banking and financial services, strengthening its positioning as a top, global FinTech services provider. Virtusa Corporation is headquartered in Massachusetts and has 50 offices across North America, Europe and Asia. www.virtusa.com



eg solutions is a provider of enterprise workforce optimisation software, specialising in the back office. Using our forecasting, scheduling, real-time work management and operational analytics capabilities we deliver measurable improvements in service, quality, productivity and regulatory compliance. When supported by our implementation and training services we guarantee return on investment. www.verint.com

Exhibitor



From rating and underwriting to eligibility, claims adjudication and commission calculations, insurance companies around the world trust InRule®, the no-code business rule management system (BRMS), to automate decisions and processes, speed time to market, and lower costs. InRule makes it easy to respond to and take advantage of changing market conditions and requirements.

InRule Technology® enables people to make changes to rules and calculations in applications without code modifications. By allowing technical and non-technical users to change rules and calculations without programming, InRule helps streamline processes and reduce costs. With InRule Technology, as the rules change, so can your business. www.inrule.com

Book online today
First 50 places only
£199 + VAT



Booking options

Practitioners (Actively working for an insurer, broker or loss/claims adjuster. No suppliers please*)

First 50 places only £199 + VAT (Standard rate £499 + VAT)

Members of The Insurance Network attend for free

*For sponsorship and exhibition opportunities call Phil Middleton on **020 7631 0034** or email **phil@the-insurance-network.co.uk**

How to register...

- 1** Choose one of 3 easy ways to register
 -  **www.Digital-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 March 20th we will send through a map & directions to the venue.

Registration terms and conditions

By registering to this event you are entering into an agreement with Middleton Burgess Limited and bound by the terms and conditions of registration. Cancellation: If you are unable to attend this event for any reason and you wish to cancel your booking you must notify us in writing. Cancellations received on or before 20/02/2018 will be entitled to a 50% refund of the registration fee paid. Cancellations received after 20/02/2018 will not be refunded. You may transfer your place to a colleague at any time however they must be of a suitable seniority level. It may be necessary beyond the control of Middleton Burgess Limited to alter the content and timing of the programme or the location of any event. In the case of event cancellation by Middleton Burgess Limited, liability is limited to transfer this booking to a similar event to be held within the next 12 months. Should Middleton Burgess Limited be unable to provide a similar event a full refund will be applicable. If you are a supplier of services we will NOT be able to process your registration.

The Insurance Network is administered by Middleton Burgess Limited, Springfield House, Maidstone, ME14 2LP.

Company Number: 05250150 VAT registration number: 848636973