

TIN**THE INSURANCE
NETWORK**

4th October 2022 | Etc. Venues, Fenchurch Street, London

TIN

London Market Claims

Transforming claims to deliver a client focused, digitally enabled & efficient service

Keynote speaker: **Expert speakers include:**

Mark Wheeler
Co-Chief Executive
Officer
Mosaic



Rob Powell
Chief Claims
Officer
Marsh



Beth Diamond
Group Head of
Claims
Beazley



Simon White
Chief Claims
Officer
Apollo
Underwriting



Angus Rodgers
Head of Claims
Operations
Canopus



Rebecca Hartley
Head of London
Market Claims
Hiscox



Richard Boyd
Head of Digital
Claims
Lloyd's

Main sponsor:**Panel sponsors:****LLOYD'S****Session sponsors:****Vitesse****NETCALL****Drinks****sponsor: — Exhibitors:**



Overview

Driving up claims performance is the key to meeting 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.

However, to rethink and transform outdated claims operations, challenges around legacy technology, cultural inertia, lack of data standards and an extended claims value chain need to be overcome – and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 deliver 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 'The Future at Lloyd's Blueprint Two' will have on your claims operation
- 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





Book your place today

Introductory rate only £199 + VAT (standard rate £499 + VAT)

Expires 16th September.

Please note only industry practitioners can register at this rate:

(Actively working for an insurer, broker or loss/claims adjuster)

For sponsorship and exhibition enquiries please call

Phil Middleton on **020 7631 0034** or

email **phil@tin.events**

REGISTER NOW

Programme

🕒 08.00 Registration, coffee and networking

🕒 09.05 Introduction keynote

Delivering claims transformation in 2022

- Keeping pace with digital developments
- Key challenges to address – operations, technology and culture
- Ensuring investments today are flexible enough to cope with an uncertain future



René Schoenauer
Director, Product
Marketing, EMEA
**Guidewire
Software**

🕒 09.15 Keynote Presentations, discussion and Q&A

Adapting to a rapidly developing risk landscape & business environment

Challenging roles and moving outside your comfort zone to create the claims service of the future

- Increasing the pace of change: 'If everything seems under control you are not going fast enough!'
- Overcoming current challenges and grasping future opportunities
- Building a customer centric organisational culture to win and retain clients
- Leveraging digital and data in new ways to improve client satisfaction and achieve growth
- The future London market landscape, it's winners and losers



Mark Wheeler
Co-Chief Executive
Officer
Mosaic

🕒 09.45 Where next for London market claims?

Where next for London market claims?

Predictions and perspectives from across the market on the future of claims

- What has happened to claims service following the pandemic?
- Where are the opportunities for growth and building competitive advantage around claims?
- Renewing our focus on customers outcomes



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

🕒 10.00 Keynote panel discussion

Delivering a future claims service in the London Market

This panel discussion will explore the themes raised by Mark and Ben, focusing on the practical challenges that need to be addressed to deliver change.

Topics to be covered

- Winning the battle for talent to attract the skills and capabilities for tomorrow's market
- Leveraging claims service to rebuild client trust and overcome the negative perception
- Rethinking claims technology & data to create and enable bionic London Market claims teams
- Prioritising claims transformation to improve the client experience and deliver efficiencies



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Officer
Mosaic



Simon White
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Officer
**Apollo
Underwriting**



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

🕒 10:30 Coffee and networking in the exhibition area

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Session 1

Future at Lloyd's and Claims Modernisation

Implications of Blueprint Two for claims

The implications for claims, the timeline for delivery and what difference is it going to make to customers?

- What has and will be achieved to deliver the digital marketplace?
- The plan for effective execution
- What difference will it make to claims handlers and customers?
- The implications for your business and what you need to think about to enable adoption

Followed by roundtable discussion and benchmarking



Richard Boyd
Head of Digital Claims
Lloyd's



Paul Willoughby
Strategic Advisor
Endava

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Nick Doyle
Head of International Claims
The Hartford

Session 2

Claims technology

Leveraging technology to improve the client experience, deliver efficiencies and drive future innovations

Successfully leveraging digital to drive innovation, streamline processes and improve the customer and user experience

- Leverage advanced technology and data capabilities to create a seamless, digital-first experience
- Fostering an environment for innovation within claims and across the organisation
- Overcoming the cultural and operational challenges in delivering digital transformation and adoption
- Creating a digital toolbox for dynamic workflows to streamline claims

Followed by roundtable discussion and benchmarking



Markus Kaegi
Head of Enabling
Swiss Re

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🕒 11:50: Coffee and networking

🕒 12:10: Delegates select one of the following streams

Session 3

Improving the claims experience

Overcoming the practical challenges to deliver a customer centric claims experience

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

- Understanding where the bottlenecks and friction points exist in your current claims operating model
- Improving customer outcomes through better management information and customer communications
- Creating a culture that puts customer service at the heart of process design
- Effective approaches to deliver change that meets client needs and expectations

Followed by roundtable discussion and benchmarking



Angus Rodgers
Head of Claims Operations
Canopus

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Session 4

Data, analytics and modelling

Successfully leveraging advanced analytics within claims

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

- Developing a data strategy to extract value from existing and new data sources
- Understanding the business challenges you'd like to solve and prioritising effectively
- Creating data first organisations to provide certainty and trust in claims services
- The role of modelling and advanced analytics for more accurate claims cost prediction and mitigation

Followed by roundtable discussion and benchmarking



Tim Spencer
Head of Analytics
Canopus

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🕒 13:00 Lunch and networking

Understanding and meeting client expectations and their changing needs

Client-centricity is central to provide excellent claims service and improve retention, but what do your clients actually want? Hear about what they actually want from the London Market and what good claims service means to them.

Topics for discussion include

- The role of claims in pre-bind agreements
- Claims service – what are we looking for from brokers, underwriters and insurers
- The perfect claims experience from a customer perspective
- Digital claims offering – beyond portals and apps to deliver a bespoke service



David Fineberg
Head of Claims
Generali



Julia Graham
CEO
Airmic



Diogo Santos Franco
EMEA Insurance
Industry Director
Mendix

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🕒 15:00 Coffee and networking in the exhibition area

Book your place today
Introductory rate only £199 + VAT – expires 16th September 2022
(Standard rate £499 + VAT)



Session 5

A.I and Automation

Delivering an improved and consistent service through RPA and more advanced automation

- Establishing an automated model that improves customer and handler experience
- Removing frictions to support delivery of a faster claims lifecycle
- Automation and AI as tools to supplement and augment claims professionals rather than a replacement
- Creating a culture that can embrace change and adopt new technologies

Followed by roundtable discussion and benchmarking



Sharyn Butcher
Head of Operations
Howden Broking

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Session 6

Cyber Insurance claims

Expertly dealing with a cybercrime event and response management

- Risks and prevention – Prevention is far superior than dealing with a claim
- Protecting the intangible – First party and Third party risks
- Responding to and calculating cybercrime interruption losses
- Streamlining complexity – Making it easier for the policyholder to understand

Followed by roundtable discussion and benchmarking



Tony Kriesel
Cyber Claims specialist
IQW

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Securing London's position in an increasing volatile global market

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

- Dealing with uncertainty during times of crisis – economic, political and social/environment
- Where are the opportunities for London to rediscover its Mojo in global insurance landscape?
- Tackling central services technology issues and instilling collaboration within the market
- Market resilience - what do recent events mean for claims?



Melis Otmar
Claims Director
BMS Group



Rebecca Hartley
Head of London Market Claims
Hiscox



Clare Constable
Claims Director
HDI Global Specialty



Paul Wordley
Founding Partner
Wordley Partnership



Paul Brady
Head of Policy and Third Party Oversight
Lloyd's

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GUIDEWIRE

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 450 insurers, from new ventures to the largest and most complex in the world, run on Guidewire.

As a partner to our customers, we continually evolve to enable their success. We are proud of our unparalleled implementation track record, with 1,000+ successful projects, supported by the largest R&D team and partner ecosystem in the industry.

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Panel sponsors:

LLOYD'S

Lloyd's is the world's leading marketplace for commercial, corporate and specialty risk solutions. Through the collective intelligence and expertise of our underwriters and brokers, we're sharing risk to create a braver world.

The Lloyd's market provides the leadership, insight and capability to develop new and innovative products for our customers in any industry, on any scale, in more than 200 territories.

We're made up of more than 50 leading insurance companies, over 200 registered Lloyd's brokers and a global network of over 4,000 local coverholders. Behind the Lloyd's market is the Corporation: an independent organisation and regulator working to maintain the market's successful reputation and operation.

We're working to build solutions to the most current and prevalent threats. As Chair of the Insurance Task Force for HRH The Prince of Wales's Sustainable Markets Initiative, Lloyd's is bringing the industry together to insure the transition to net zero. Our research community is pooling expertise from across the industry to provide cutting edge insight on systemic risks from climate change to cyber security.

And through our data-led digital strategy, The Future at Lloyd's, we're making it quicker and easier for our customers to place, price and process risk in the Lloyd's market.

For more information [click here](#)



mendix

A Siemens Business

Mendix, a Siemens business and the global leader in enterprise low-code, is reinventing how applications are built in the digital enterprise. With Mendix, insurance firms can broaden their development capability; make intelligent, proactive, and contextual apps; and modernise core systems, while maintaining security, quality, and governance. Globally, 4,000 companies use Mendix including leading insurers such as Zurich, Chubb, MS Amlin and many more.

For more information [click here](#)

Session sponsors:

Vitesse

Vitesse is a fintech company that provides international payment services and treasury management

solutions to insurance companies and corporates through a dual-regulated globally-distributed payment network. With a single integration, businesses gain access to domestic routing, leveraging lower payment costs and delivering payments seamlessly.

For more information [click here](#)



Tracing its roots back to 1933, MDD is one of the world's top forensic accounting firms specialising in economic damage quantification calculations.

We work with law firms, government entities, multi-national corporations, small businesses, insurance companies and independent adjustment firms to provide independent objective assessments that enable fair and equitable settlements.

With forensic accounting professionals in over 40 offices on 5 continents, MDD has global resources to assist our clients with their forensic accounting needs. Our work spans more than 130 countries and 800 industries.

We have highly qualified resources available at all levels who not only boast accounting qualifications from several international bodies but also undergo regular intensive internal training. We speak over 30 languages and hold 18 distinct professional designations, with many possessing additional credentials in fraud detection and valuation.

Our forensic accountants are exceptionally dedicated, singularly qualified experts with proven track records who provide clear and concise assessments that stand up to scrutiny.

Our partners and senior staff regularly provide extensive litigation services and expert witness testimony in courts, arbitrations and mediations throughout the world.

We're delighted to be sponsoring the cyber insurance session. MDD's demonstrable global strength and expertise in cyber is highly regarded by our clients.

For more information [click here](#)



We take the pain out of big change projects.

Working with over 600 organisations, our low-code, contact centre and omnichannel messaging solutions allow customers to make big changes, fast.

Radically improve your customer experience without launching big, expensive transformation programs. And, there's no need to blow the budget, replace core systems or create work for IT. Our tools help the people behind the scenes – customer-facing staff and IT talent – build and deliver customer experiences together. Solving operational issues one bad process at a time.

Discover how you can deliver first-class CX in the claims market, talk to our team today.

For more information [click here](#)



Laiye is a leading global company powering the future of Intelligent Automation with its wide-ranging IA software solutions. The company helps businesses solve their digital

transformation challenges and scale their digital workforce. Laiye has a global team across Europe, the Americas, and APAC, working with enterprise customers in the insurance, communications, electric power, finance, retail, healthcare industries to build end-to-end intelligent automation solutions.

For more information [click here](#)



Sollers Consulting is an international operational advisory and software integrator. Established in 2000, the company supports insurers, banks, and

leasing firms in business transformations and adapting to modern technologies. Over the last 2 decades Sollers has helped 100 financial groups, including Allianz, AXA, BNP Paribas Cardif, Basler, Generali, Zurich, Santander Consumer Bank, Aviva, Liberty, Beazley, VHV, VIG, NN, Warta, Amica and ING to enhance their digital capabilities.

Sollers' expanding portfolio includes RIFE™, a low code and highly configurable platform proven in bancassurance and affinity insurance business that allows to deliver new products in fast way and truly embed insurance.

Sollers Consulting cooperates with more than 15 technology providers such as Guidewire Software, Fadata, Oracle, AWS, Google Cloud and Microsoft. Over 800 business and IT specialists from Warsaw, Cologne, Tokyo, Paris, Barcelona, Lublin, Poznan, Gdansk and Wrocław, are helping financial institutions in Germany, Great Britain, Poland, Scandinavia, France, Japan, the USA and many other countries in the world, to reap the benefits of digitalisation.

For more information [click here](#)



We are a technology services company delivering across the software development lifecycle, helping organisations improve efficiency, responsiveness, and customer

engagement. By enabling our clients to leverage next-generation technologies, we accelerate their ability to deliver Digital and Agile transformation and also to take advantage of new business models and market opportunities. Our multi-disciplinary teams deliver Product & Technology Strategies and Intelligent Experiences underpinned by World Class Engineering.

Our Insurance footprint covers the UK, Europe and the US, focusing on General Insurance and the London Market. Alongside Insurance, we also work with clients across a number of different industries including Payments, Mobility and Retail, which helps us ensure we bring the learnings and innovation from those industries in our Insurance work and partnerships.

For more information [click here](#)

Drinks sponsors:



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

The Partners have advised on some of the largest and most complex disputes across the globe. With a solutions led approach coupled with impressive sector knowledge, strength and depth of resources and transatlantic capability, Wordley Partnership is high up the list of advisers to turn to.

This is complemented by their strong Corporate, Commercial and M&A Group supporting clients through the lifetime of their businesses. Wordley Partnership's expertise has been accumulated over many years from advising boards, risk managers, general counsel of companies across many industry sectors and companies located across multiple jurisdictions.

The Partners, consultants and legal services team have many years of experience working across some of the largest and most complex disputes throughout the world. The proven track record and a passion for doing what they love smarter, faster and with more innovation is what powers the people at Wordley Partnership.

For more information [click here](#)

Exhibitors:



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.

For more information [click here](#)



From February 2022 Sequel has changed its name to Verisk for an integrated future and to further enhance our position as a leading insurance and reinsurance software specialist.

As part of a global organisation that is synonymous with industry innovation and driven by leading experts in their field, we collectively have a strong track record for delivering successful transformation programmes for underwriters, brokers and MGAs within the Lloyd's, companies and international insurance/reinsurance sector.

As Verisk Specialty Business Solutions, we continue to invest heavily in product evolution, working closely with our clients on a growing range of class-leading, end-to-end solutions within the Sequel product range – We strive to continually enhance client experiences and better inform risk decisions.

For more information [click here](#)

Exhibitors:



Our team of experts with in-depth, practical business and technology experience works with insurance companies, managing agents, MGAs, brokers and the entire value chain in the London market. We focus on the end customer experience and the best technology and architecture fit for each client's specific purpose.

Our team consists of Analysts, Developers, Testers, Project Managers and Product Owners. Customers either ask us to augment their teams or run end-to-end projects.

In our previous roles the Acini team has worked with many different international insurers (in the USA, UK, Germany, Italy, Poland, Belgium as well as London Market / specialty carriers) where we honed our insurance specific skills and capabilities. We ran and were responsible for various projects including business transformations, policy admin/billing/claims platforms replacement, digital portals, integrations, reconciliations, reporting and London Market messaging.

Our name Acini comes from Latin word acinus which means 'berry' or 'cluster of cells': Acini is about many independent teams or team members working together to bring more value for our customers. It also stands for our approach that everyone can make a decision as long as one can take responsibility for it, and symbolises our trust in the network effect.

For more information [click here](#)



TIW provides middle office solutions for Brokers, Insurers, and MGAs in the London Insurance Market, improving efficiency, security, regulation, user experience, and

customer service. Clients choose TIW for our highly affordable best-in-class technology services:

- ECM (Enterprise Content Management) for Insurance: configured from the ground up for productivity, security, and resilience based on the leading ECM platform ContentSuite from OpenText and integrated into workflow and back office systems
- Award-winning, fully managed, ACORD Market Messaging: helping make the shift to straight-through-processing
- Consulting services based on long-term London Market experience that can transform how you engage with clients, colleagues and partners

TIW are industry insiders with the knowledge of what Specialty insurance operational-effectiveness looks like. TIW has the vision, ability, and capacity to support you in achieving your goals.

For more information [click here](#)



Helmsman Management Services is the sixth largest third-party administrator (TPA) in the US. It blends tailored programs, industry-leading expertise and seasoned claims professionals to produce better claims outcomes.

Helmsman, the only TPA supported by the strength of a Fortune 100 company, helps companies and carriers across the US better control the cost of general liability, property, commercial auto, specialty, and workers compensation claims.

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

Supplier Rate: £999 + VAT

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

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

How to register

#LondonMarketClaims

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 4th October we will send through a map & directions to the venue

**BOOK
TODAY**

**Introductory rate
only £199 + VAT**

(standard rate
£499+VAT)



The Insurance Network is administered by Middleton Burgess Limited, Springfield House, Maidstone, Kent, ME14 2LP. Company Number; 05250150 VAT registration number: 848636973

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