

TIN London Market Claims

Enabling and delivering claims transformation in the London market

Keynote speaker



Grace Hanson Group Claims Director Hiscox

Expert speakers include



Sheel Sawhne Group Head of Claims Brit Insurance



Alison Maxwe 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
OBF

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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

Expert Speakers 11+
Interactive
Breakouts

Bringing the entire claims value chain together

No press, no transcripts – just honest, open discussion 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**

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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





Simon White Head of Claims Apollo



Grace Hanson Group Claims Director Hiscox



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

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LOWIS & GELLEN LLP

10:45 Coffee and networking in the exhibition area

Stream 1

Claims modernisation



Transforming claims and making

- · What are the current business priorities and the implications for
- · 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

Llovd's Market Association

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

.....A&O.....

- · Update on scope of programme and timinas
- · 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



CASE STUDY: Enacting customer centric claims transformation

- · Overcoming the operations challenges to improve customer service and deliver customer driven
- · 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

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 Canopius

Stream 3

Technology in claims



CASE STUDY: Al 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 Al in specialty insurance



Chris McGill Underwriter Ascot Underwriting



Stephen Chapman Claims Manager, Marine Ascot Underwriting

..... A&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 Diaital 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
- 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-ina-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 Llovd'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
- · 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

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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 Speciality Claims **Travelers**



Luke Sanders Head of Innovation Neon



Jamie Garratt Head of Digital Underwriting Strategy

Talbot Underwriting

15:00 Coffee and networking in the exhibition area







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?



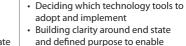
Jonathan Gormley Head of Claims Operations **AEGIS London**

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?



in claims

 Challenges of introducing InsurTech to deliver value and benefit for all stakeholders

successful delivery

Workshop 3

Improving claims

operations

Realising operational efficiencies

 Honing process to the benefit of the customer



Zena Sandgrove Head of Operational Excellence Llovd's of London



Warren Haydock Claims Manager Pool Re



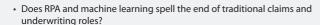
16:30 Closing panel discussion

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.





- · 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









"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:



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Advent Insurance Management is a Lloyd's and London Market specialist

UiPath is leading the 'automation first' era championing

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*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



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