

Early Booking Rate  
expires 17th Sept 2021

# TIN London Market Claims

## Delivering successful claims transformation in the London market

**Keynote speaker**

**Expert speakers include**



**Matthew Moore**  
President and  
Managing Director  
Liberty Specialty  
Markets



**Angus Rogers**  
Head of Claims  
Operations  
Canopus



**Rebecca Hartley**  
Head of London  
Market Claims  
Hiscox London  
Market



**Rob Powell**  
Global Chief  
Claims Officer  
Marsh



**Julia Graham**  
CEO  
Airmic



**Fiona Sperry**  
Head of Complex  
Claims  
QBE Europe



**Alison Maxwell**  
Group Claims  
Director  
Munich Re

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# Overview

The London insurance market is breaking new ground as it strives to drive up claims performance for clients, leverage the benefits of digital to transform outdated claims operations and deliver much needed efficiencies.

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 and brokers are developing innovative ways to drive up claims service.

Change is coming, but the key challenge is how you successfully enable claims transformation that delivers ROI and improves the client experience.

## Attend London Market Claims to:

- Leverage technology to enable and improve your claims processes
- Discover the impact 'The Future at Lloyd's Blueprint Two' will have on claims
- Deliver an exceptional claims service that meets clients' expectations and new digital risks
- Transform claims mindset & culture through innovation



# Programme

🕒 08.00 Registration, coffee and networking

🕒 09.00 Welcome & introduction

## Delivering claims transformation in 2022



**Ian Gibbard**  
Senior Sales and Account Executive  
Guidewire London Market

🕒 09.10 Keynote presentations

## Building the capabilities and workforce to deliver claims excellence in the London market

- Delivering a client centric claims service that delivers growth and competitive advantage
- The threat of global insurance capacity competing for London's traditional business
- Reducing London's expenses



**Matthew Moore**  
President and Managing Director  
Liberty Specialty Markets

## The Insurance Network Gracechurch Report 2021

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

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



**Ben Bolton**  
Founder & MD  
Gracechurch Consulting

🕒 10.00 Panel discussion

## Overcoming today's challenges to enable the future of claims in the London market

Reimagining the future of insurance and role of claims

- What do customers want and what's stopping us meeting those expectations?
- How ESG guidance, litigation and technology modernisation is driving transformational change
- Covid – what lessons have we learned on stress testing our resources and expertise?
- Effectively responding to these drivers to deliver the advantages and mitigate the downsides



**Julia Graham**  
CEO  
Airmic



**Philip Godwin**  
Head of Claims  
Lloyd's



**Matthew Moore**  
President and Managing Director  
Liberty Specialty Markets



**Rob Powell**  
Global Chief Claims Officer  
Marsh

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🕒 10:30 Coffee and networking in the exhibition area

### Workshop 1

## Future at Lloyd's and Claims Modernisation

Blueprint Two update and discussion: the implications for claims, the timeline for delivery...and what difference will it make for customers?

- Ensuring the initiatives are executed correctly
- What difference will it make to your claims handlers and your customers?
- What difference will it make to your claims handlers and your customers



**Kim Darrington**  
Senior Executive,  
Market  
Modernisation  
IUA



**Paul Brady**  
Head of Policyholder &  
Third Party Oversight  
Lloyd's



**Peter Payne**  
Claims Performance  
Manager  
Lancashire

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### Workshop 2

## Delivering actionable insight from data

Leveraging data analytics to improve the client experience and enable enhanced decision making

- Considering appropriate and manageable approaches for implementing data led transformation
- Overcoming the challenges of accessing siloed data
- Solutions for storing and protecting data



**Nick Blewden**  
Head of Data Product  
Development, Digital  
Lloyd's



**Andrew Johnson**  
Delegated Authority  
Oversight and Ops  
Support  
Atrium



**Freddie Marsh**  
Group Claims –  
Specialty Lines  
Beazley

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11.50 – 12.10: Coffee and networking

12.10 – 13.00: Choose one of the two workshops

### Workshop 3

## Streamlining delegated authority claims for better customer experience

Delivering an improved and consistent service

- Establishing a business model that improves customer experience
- Removing friction to support delivery of a faster claims lifecycle
- Guidance and tools for moving towards a common market approach



**Lee Elliston**  
Claims Director  
Lloyd's Market  
Association



**Jonathan Gormley**  
Head of Claims  
Beat Capital  
Partners

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### Workshop 4

## Digital claims technology

Leveraging technology to improve the client experience, deliver efficiencies and create an environment for future innovation

- Trends and innovations in claims technologies
- Why is it so difficult to enable technology driven change in the London market and will it be different this time around?
- Leveraging technology to enable a claims workforce to meet future client expectations
- Creating an innovative environment to meet client expectations



**Charles Bush**  
Head of Property  
and Energy Claims  
Zurich



**Angus Rogers**  
Head of Claims  
Operations  
Canopus

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13:00 Lunch and networking

## Creating a customer-led, claims-centric organisational culture

Modernising claims for the future of work

- Developing the right values, cultures and behaviours to improve claims performance for clients
- Managing claims teams in the hybrid working environment
- Leveraging technologies to transform claims service
- Having the right skills and capabilities to deliver an exceptional claims service



**Louise Day**  
Director of  
Operations  
IUA



**Clare Constable**  
Claims Director  
HDI Global  
Specialty SE



**Andrew Walker**  
Head of Claims, Europe  
Berkshire Hathaway  
Specialty Insurance



**Tim Carter**  
Vice President  
Claims  
Everest Re

**Book your place today**

**Early Booking Rate £399 + VAT** – expires 17<sup>th</sup> September 2021

(Standard rate £599 + VAT)



## Workshop 5

### The implications of the BI test case

How the insurance industry got it wrong - and right - in response to Covid 19

- Mistakes that were made
- Opportunities for the future
- Update on guidance for paying claims



**Paul Wordley**  
Partner  
Wordley  
Partnership



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

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## Workshop 6

### Cybercrime simulation workshop

Being at the front end of a cyber event AND how to manage the response

- Myth-busting what cyber is, what isn't, and what a policy responds to
- First response, what is critical in first 24 hours?
- Explaining the business interruption loss and helping the insured



**Sandra Cole**  
Claims Focus  
Group Leader –  
International Cyber  
Beazley



**Tony Kriesel**  
Cyber Claims Handler

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## Delivering superior claims service and meeting changing client expectations in a hybrid operating environment

Rethinking operating models around evolving workforce dynamics and the organisational challenges thrown up by digital processes, the shift to data-centricity and a service orientated culture.

- What are the opportunities and threats in a new hybrid model?
- How are client service expectations changing?
- How do you manage your brand and reputation in a hybrid operating model?
- How do you bring along the next generation of claims experts in this new environment? What does that workforce look like?



**Fiona Sperry**  
Head of Complex Claims  
QBE Europe



**Alison Maxwell**  
Group Claims Director  
Munich Re



**Scott Kellers**  
Deputy Head of Claims and  
Head of Syndicate Claims  
Liberty Specialty Markets



**Rebecca Hartley**  
Head of London Market Claims  
Hiscox London Market



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