

# TIN London Market Claims

improving the client experience  
driving claims efficiency  
enabling innovation

## KEYNOTE SPEAKERS

**Chris Lay**  
CEO UK & Ireland  
Marsh



**Tom Clementi**  
CEO  
MS Amlin Underwriting



**Leonora Siccardi**  
COO  
Aon  
Benfield UK



**Anthony Hobkinson**  
Group Head  
of Claims  
Beazley



**Alan Burtonshaw**  
Group Head of  
Insurance Claims  
Aspen Insurance



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



**Richard Gurney**  
Global  
Speciality Head,  
Construction and  
Head of Claims  
JLT Speciality



**Birgit Biondi**  
Chief  
Underwriting  
Officer  
Munich Re



**Sheel Sawhney**  
Group Head of  
Claims  
Brit



**Tim Carter**  
Claims Director  
Everest Re

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# Overview

London Market Claims brings together senior decision-makers from across the value chain to explore how claims contributes to the overall business strategy.

All organisations are refocusing from being product to client centric – today claims professionals and business leaders need to prioritise where they add value and rethink how their operations can both meet changing client expectations and achieve efficiency. With digital transforming both business models and industry dynamics, and the renewed focus on claims with the LM TOM, the market is facing a period of unprecedented change.

Attend London Market Claims to discover how companies are approaching modernisation and hear key insights from claims leaders at JLT, Aspen, Brit, Willis, Aon, Beazley and more. Discuss and benchmark your critical challenges with peers, uncover what is actually being done to transform claims and leave with practical insights that will reshape your claims function.

## Specific areas of focus include:

- The 'view from the top' – strategic perspectives from the incoming Marsh UK CEO and MS Amlin Underwriting's CEO
- Automation and RPA and its impact on claims functions and service levels
- LM TOM, SCAP, DA SATs and other acronyms
- Develop your claims capabilities to meet changing client expectations, improve the client
- Experience and deliver efficiencies in a rapidly changing global (re)insurance landscape



200+  
SENIOR  
ATTENDEES

30+  
EXPERT  
SPEAKERS

11  
INTERACTIVE  
SESSIONS

🕒 08:00 Registration, coffee and networking

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🕒 09:00 Keynote presentations

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## Enabling modernisation as a catalyst to reduce complexity for clients

- The reality of where the growth is and what those clients expect from their service providers
- Future of business lines insurance – as the nature of risk changes what expertise will be needed to deliver new services
- Leveraging the skillsets in claims to enhance new service offerings and meet changing client expectations
- Reflections on recent market initiatives and what participants need to be ready for



**Chris Lay**  
CEO  
UK & Ireland  
Marsh

## Claims 2022: Are we at a tipping point?

The Insurance Network Gracechurch Report 2018

Ben Bolton of Gracechurch will present the results of this year's pre-event research conducted with key stakeholders from across the market.

- Reassessing aspirations for the claims functions of both brokers and underwriters
- Broker and underwriter perspectives on LM TOM and SCAP – the immediate effect on claims and the general consensus on the most significant changes ahead
- The extent of RPA adoption and progress towards implementation
- Disruptive factors beyond DLT considered most likely to fundamentally impact operations of London market participants



**Ben Bolton**  
Founder and CEO  
Gracechurch  
Consulting



**Steve Parry**  
Director of Claims  
Europe and Eurasia  
& Africa, Chubb

🕒 10:10 Opening panel discussion

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## How does claims respond to increased competition, technology led change and the pressing need to improve client service?

Our expert panel will respond to the strategic themes raised in the opening presentations and the results of the pre-event survey. Questions will also be taken from the audience and discussed by the panel.



**Chris Lay**  
CEO  
UK & Ireland  
Marsh



**Tom Clementi**  
CEO  
MS Amlin  
Underwriting



**Linda Rothmann**  
Claims Director  
CNA Hardy



**Steve Parry**  
Director of Claims  
Europe and Eurasia  
& Africa, Chubb



**Paul Wordley**  
Head of Dispute Resolution  
EC3 Legal

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🕒 10:45 Coffee & networking in the exhibition area

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### STREAM 1

## Transforming claims operations

*People, processes and leveraging technology*

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**Making the claims process more client friendly, slicker and transparent for customers**

- Claims skills & capabilities for the digital world
- Maximising the value of claims expertise in the London market
- Means to remove the 'encumbrance' of doing business with London
- Leveraging new means to do business



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

**Making it easier for TPAs to conduct business with the London market**

- Effectively dealing with third parties and systems integration
- Getting consistent information across the board
- Balancing flexibility for coverholders with compliant efficiencies for the business
- Building agility and flexibility in systems and processes to improve the coverholder experience



**Paul Brady**  
*Head of Policyholders and Third-Party Oversight, Lloyd's*

### STREAM 2

## LM TOM phase 2

*Modernising Claims*

**TOM phase 2 and beyond – overcoming the practical challenges for organisations**

- Putting claims centre-stage in the next round of transformation
- Increasing speed of settlement and reducing frictional costs
- Adding automation to the Single Claims Agreement Clause
- Improving client communications and transparency



**Adrian Thornycroft**  
*TOM Programme Director*  
London Market Group

**Following Adrian's presentation you will hear 2 responses from market practitioners before discussing the issues and challenges raised**



**James Livett**  
*Associate Director*  
LIIBA



**Tim Carter**  
*Claims Director*  
Everest Re

### STREAM 3

## Changing claims to meet client expectations

*Empowering claims to improve the client experience*

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**Meeting Client Expectations**

- What do clients value most in claims service – the importance of transparency, speed of settlement and clear communications
- How high a premium is placed on effective communication and negotiation?
- What modern businesses need from their risk coverage?
- Lessons to be learned from other financial institutions in providing a modern service



**Leonora Siccardi**  
*COO*  
Aon Benfield UK

**Creating solutions at the pace of changing client needs**

- Where extant P&C falls short for client business models reliant on the sharing economy
- The unpredicted risks, their scale and the implications for future claims
- Assessing the importance of internet economy clients to the London market
- Reflections on London market reforms and realistic rate of change



**Chris Moore**  
*Deputy Head of Casualty Lloyd's syndicate Apollo 1969*  
Apollo Underwriting

**PANEL 1**  
**Delivering a client-centric claims culture**

Enhancing the value proposition of the claims function

Topics to be discussed include:

- Putting claims at the heart of your proposition - effectively involving claims pre-placement
- Empowering your claims team to negotiate better outcomes
- Ensuring a client centric claims culture runs through the organisation
- Enabling skilled negotiators to deal with complex claims
- Addressing the emerging skills gaps in claims handling



**Richard Gurney**  
*Global Speciality Head Construction and Head of Claims JLT Speciality*



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



**Sheel Sawhney**  
*Group Head of Claims Brit*

**PANEL 2**  
**The Single Claims Agreement Party (SCAP)**

Is SCAP effectively dealing with low value, non-complex claims?

Our expert panel will discuss:

- Rating SCAP's success in benefitting both the London market and it's customers
- The key issues arising from SCAP claims to date
- What's been revealed regarding the supporting infrastructure
- Potential developments in systems and processes to realise SCAP's stated goals
- What the market needs to know about likely changes ahead



**Birgit Biondi**  
*Chief Underwriting Officer, Casualty Munich Re*



**Miles Banks**  
*Chairman, Global Claims Executive Willis Towers Watson*



**Guy Lether**  
*Head of Claims StarStone International & Syndicate 1301*

**PANEL 3**  
**Future claims technology – robotics, AI & blockchain**

A real-world appraisal of the potential benefits to claims in the London market

Topics to be discussed include:

- Identifying optimal roles for automation in claims
- Avoiding the danger of dissipating the claims function
- Who's an early adopter and what have they achieved?
- Using new technology in the field – from blockchain in marine to drone NatCat reporting
- Developing standards for digitally enabled client self-reporting



**Madeline Bailey**  
*Group Head of Strategic Initiatives MS Amlin*



**Alan Burtonshaw**  
*Group Head of Insurance Claims Aspen Insurance*



**Areiel Wolanow**  
*Blockchain Solution Architect London Market Group*

☕ 15:00 Coffee & networking in the exhibition area



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(rate increases 14th September)



**WORKSHOP 1**  
**Claims and RPA**

*Overcoming the practical challenges of robotic process automation*

**Leveraging robotics to improve efficiency and client experience**

- Defining the scope of RPA in automatic triaging and settlement of small claims
- Identifying and developing the skills and capabilities vital for running the robots
- Setting a methodology for tracking and reporting results post-implementation
- Key elements for a disciplined implementation and ongoing operational management



**Paul Willoughby**  
*Head of IT, Innovation and Architecture, Beazley*



**Paul Betts**  
*Innovation Delivery Manager Beazley*

**WORKSHOP 2**  
**Delegated authority claims**

*Creating a frictionless client experience*

**Developing new capabilities and functionality to improve CH/TPA partnerships**

- Extending the capabilities of claims platforms used by coverholders
- Removing the frictional costs for coverholders when placing and reporting in the London market
- New approaches to satisfying regulatory requirements efficiently
- Addressing differing needs of brokers and insurers
- New technology developments in data capture and systems integration



**Christian Kitchen**  
*Head of IT Miller*

**WORKSHOP 3**  
**Emerging risks & claims**

*Driving innovation to meet tomorrows risk challenges*

**Leveraging existing expertise within a culture of innovation to develop new products for future risks**

- Matching claims skillsets with new lines of business such as cyber
- Transitioning from traditional P&C/marine processes and an engrained culture
- Responding to technological evolution of property and casualty risks
- Handling cyber claims beyond loss of data
- Optimising the interaction between claims and underwriting



**Tony Kriesel**  
*Casualty Senior Claims Underwriter Hiscox London Market*

🕒 16:30 Closing panel discussion

**2019 – year of change or plus ça change?**

*Is the London market meeting client expectations through innovation?*

Our panel will share their opinions on the most pressing service gaps in the London market claims space, and consider:

- Is LM TOM addressing claims challenges quickly enough?
- Will technology 'steal our jobs' and make the market an anachronism?
- Is change really needed...and if so can we create a burning platform?



**John Muir**  
*Managing Director Operational Practices, Willis Towers Watson*



**Anthony Hobkinson**  
*Group Head of Claims, Beazley*



**John Ludlow**  
*CEO Airmic*

🕒 17:10 Drinks reception

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services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries.

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## Legal Sponsor



EC3 Legal is delighted to be the legal sponsors of the Annual London Market Claims 2018 Conference.

Paul Wordley, Head of Dispute

Resolution at EC3 Legal, has contributed to this prestige annual event for many years. He chairs the opening panel session. This will examine how claims respond to increased competition, technology-led change and the pressing need to improve client service.

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## Exhibitors



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## Early booking rate only £299 + VAT

(Practitioners actively working for an insurer, broker or loss/claims adjuster. No suppliers please\*)  
Rate increases to £499 + VAT on 14th September 2018

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\*For sponsorship and exhibition stands call Phil Middleton on 020 7631 0034 or email [phil@the-insurance-network.co.uk](mailto:phil@the-insurance-network.co.uk)

# How to register



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