

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new ground as it strives to drive up claims performance for clients, leverage the benefits of digital to transform outdated claims operations and deliver much needed efficiencies.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

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(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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Exhibitor:



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