

TIN London Market Claims

Transforming claims to deliver an efficient,
client-focussed and digitally enabled service

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Overview

Driving up claims performance is crucial to meet evolving client needs and expectations, reduce frictional costs, and seize the opportunities presented by a more data-driven market.

There is now a burning platform and momentum to rethink and transform outdated claims operations, address challenges related to legacy technology, cultural inertia, and an extended and complex claims value chain – and to do so swiftly.

However, as we move into a rapidly developing, AI enabled world there is uncertainty about the opportunities and threats for traditional operating models and how to deliver the claims service of the future.

London Market Claims focuses on how to successfully deliver claims transformation that not only provides ROI but also enhances the client experience.

Attend London Market Claims to:

- Leverage technology and data to enhance and streamline your claims processes
- Explore the impact of Blueprint Two on your claims operations
- Discuss strategies to attract and retain the next generation of claims talent
- Deliver an exceptional claims service that meets client expectations
- Discuss and benchmark innovative approaches to transform traditional processes and practices

Gain valuable insights, share experiences, and network with industry leaders dedicated to transforming claims management in the London market.



Speakers include

KEYNOTE SPEAKERS:



Colin Masson
*Chief Claims Officer Global
Specialty Insurance
Munich Re*



Tony Rai
*Group Chief Claims Officer
Aspen Insurance Group*



Mona Barnes
*Chief Claims Officer, Global
Broking Centre & UK
Aon*



Gabrielle Folliard
*Chief Claims Officer
Canopus*



Barbara Rizzi
*Chief Claims Officer
Arch Insurance*



Scott Kellers
*Head of UK and MENA
Claims, Deputy Head of GRS
International Claims
Liberty Specialty Markets*



Programme

🕒 08.00 – 09.00 Registration, coffee and networking

🕒 09:00 Keynote presentations, discussion and Q&A

KEYNOTE PRESENTATIONS, DISCUSSION AND Q&A

A vision for claims in a digitally enabled, AI powered world

- Developing a strong claims philosophy and client-centric mindset across the organisation
- The opportunities and threats posed by digital technologies and AI
- Where Munich Re are investing in claims to improve service, client outcomes and drive efficiencies
- A vision for London market claims in 5 years' time



Colin Masson

*Chief Claims Officer Global Specialty Insurance
Munich Re*

Risk Manager Perspective: Delivering a 21st Century client experience

- Current frustrations and opportunities to improve claims service
- Getting the basics right to deliver on client expectations
- Communications and expectations from brokers & underwriters pre-bind and during a claim



Julia Graham

*CEO
Airmic*

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DETAILS

🕒 10:00 Panel discussion

Collaborating to overcome the strategic challenges to deliver transformational change in claims



Colin Masson
Chief Claims Officer Global Specialty Insurance
Munich Re



Ben Bolton
Founder & MD
Gracechurch



Julia Graham
CEO
Airmic



Gabrielle Folliard
Chief Claims Officer
Canopus

FOLLOWED BY Q&A

🕒 10.20 Coffee & networking in the exhibition area



BREAKOUT SESSIONS

🕒 10.50 Choose one of the following sessions

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SESSION 1

Use cases: AI & automation in claims

Overcoming the practical challenges to successfully deploy AI

Applying machine learning to understand and improve complex claims handling



Erica Waite Clay PhD
Senior Data Scientist
Canopius

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SESSION 2

Optimising claims processes through data & analytics

Leveraging data and analytics to streamline claims processes

Successfully delivering a well-designed, digitised claims operating model through data and analytics



Enrico Alessandri
B2B Operations Expert
– Claims, Accounting & Liability Management
Swiss Re

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SESSION 3

Blueprint Two

The implications for claims operations and client service

Being ready for and harnessing the opportunities of Phase 2



Terry Calthorpe
Operations Director
Gallagher Re



Scott Kellers
Head of UK and MENA Claims, Deputy Head of GRS International Claims
Liberty Specialty Markets

FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 11:50 Coffee and networking in the exhibition

BREAKOUT SESSIONS

🕒 12.10 Choose one of the following sessions

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SESSION 4

Streamlining claims operations

Leveraging digital to transform the claims operating model

Overcoming the practical challenges to deliver efficiencies and improve client outcomes



Parul Aggarwal
Head of Operational Performance- Global Claims, Legal & Compliance
AXA XL

SESSION 5

Balancing talent and technology

Enabling the claims workforce of the future

Developing the skills and digital capabilities to deliver the claims service of the future



Melis Otmar
Executive Director
Howden



Janine Powell
Claims Director
Lloyd's Market Association

SESSION 6

Aligning underwriting & claims

Building effective partnerships to improve business performance

Creating a collaborative culture that removes silos, drives innovation and improves business performance



Tony Rai
Group Chief Claims Officer
Aspen Insurance Group



Gavin Williams
Head of Claims
IQUW

FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 13:00 Lunch and networking in the exhibition area

🕒 14.00 Panel discussion, or Discussion Pods or one-2-one meetings

Delivering transformational change in claims

Overcoming the practical challenges to build a claims-centric, organisational culture

Digital technologies such as GenAI, increased client expectations around service and the relentless push for efficiency mean the burning platform for change has finally arrived. It is no longer viable for claims functions to use outdated, manual systems and processes in an attempt to deliver a 21st century client-centric claims experience.

Claims service is now central to winning new business, creating a strong brand and building sustainable competitive advantage - as well as improving retention and delivering operational efficiency.

However, successfully changing legacy systems, traditional roles and an engrained culture is easier said than done. Our expert panel will share their vision of "what a good claims function looks like", the skills and capabilities needed to deliver it, and experiences of delivering the change.



Marie Hill
Group Head of Claims
Brit Insurance



Barbara Rizzi
Chief Claims Officer
Arch Insurance



Natalie Graham
Global Head of Claims
Mosaic



Rob Powell
Global Chief Claims Officer
Marsh



Rebecca Hartley
Head of London Market Claims
Hiscox

ALSO HAPPENING AT 2PM

Fireside chat

Delivering claims innovations – reflections from 25 years in London market claims

In this informal and conversational session, Scott will share story's and experiences of innovating in London market claims, as well as taking questions from the audience



Scott Kellers
Head of UK and MENA Claims, Deputy
Head of GRS International Claims
Liberty Specialty Markets

ALSO HAPPENING AT 2PM

Discussion pods:

- Parametric insurance
- Cyber
- ESG in claims
- Open Market claims



🕒 15.00: Coffee & networking in the exhibition area

BREAKOUT SESSIONS

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🕒 15.20 Delegates select one of the following workshops

WORKSHOP 1

Claims technology

Leveraging digital to drive better claims outcomes

Case Study: Overcoming legacy technology challenges to deliver a 21st-century claims experience, enable automation and achieve more efficient processes



Sumesh Vijayakumar
Head of Claims Transformation
Beazley

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WORKSHOP 2

Delegated Authority

Delivering a robust, client-centric operating model

Case Study: Overcoming the operational challenges to transform delegated authority claims



Alex Sarafoglou
Head of Delegated Underwriting
Sompo

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FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 15.15 Grab a quick drink

🕒 16:20 Closing panel discussion

London Market Claims 2030

Delivering the claims service of the future

Securing London's position in an increasing volatile global market

As the competition around service intensifies, claims will be at the forefront of the battle. The challenge is to build the skills, capabilities and technology to enable the claims service of the future.

Our panel will explore the challenges that need to be overcome to grasp the opportunities and mitigate the risks for a successful London insurance market.



Nicola Chapman
Chief Claims Officer
Consilium Insurance Brokers



Clare Constable
Chief Claims Officer
MS Amlin



Mona Barnes
*Chief Claims Officer, Global Broking
Centre & UK*
Aon



Tim Carter
Head of International Re Claims
Everest Re



Sarah LaWall
Senior Business Development Manager
Gallagher Bassett

🕒 17:00 Drinks reception



Book your place today

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

Please note only industry practitioners* can register as delegates: Suppliers cannot attend as delegates.

For sponsorship and exhibition enquiries please call Phil Middleton on **020 7631 0034** or email **phil@TIN.events**

*We define brokers, insurers, TPAs and loss/claims adjusters as practitioners.
We define consultants, law firms, technology and software vendors and companies offering any other service to our practitioner audience as suppliers.

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How to register

Choose one of 3 easy ways to register



www.London-Market-Claims.co.uk



Email: bookings@TIN.events



020 7079 0270

Payment can be made by BACS or we accept:



Closer to 8th October we will send through a map & directions to the venue

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McKenzie Intelligence Services (MIS) provides insurers with actionable intelligence around impacted portfolios in the immediate aftermath of global catastrophic events, combining trusted multi-source data, military intelligence expertise, and AI to ensure promises can be kept to affected policyholders.

Through their disaster response platform, the Global Events Observer (GEO), MIS harnesses an unmatched breadth of reliable data providers and military-trained analysts to monitor and report on major events happening around the globe. Whether from natural catastrophes or manmade conflicts, MIS' multi-region, multi-peril coverage enables insurers to respond to events with greater speed and accuracy than ever before, which ultimately expedites claims processes and gets vital resources to those in need.

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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.

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Formed in 2014 by a team of proven FinTech entrepreneurs, we are a FCA regulated payments business that is driven to be the payment partner of choice for the insurance market, by providing global payment services and treasury optimisation, globally.

Operating one of the largest domestic banking and payment settlement networks in the world, we give our customers direct access to more than 170 countries, covering over 100 currencies. Through a single integration, insurers can use this network to pay claims in as fast as 45 seconds, delivering a better customer experience to their claimants.

Our market-leading treasury optimisation service brings complete control and transparency to insurers, enabling over 80% of their funds to be brought back into a regulated environment so their money is in the right place, at the right time, to make that all important payment, fast, at the time their customers need it most.

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Ireserv is a digital-native TPA incubating next-generation automation technology and AI focused on bringing speed, advanced data science, and simplicity to the experience of consumers, MGA's, and carriers.

There is a better way to manage claims and we are building it.

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We create some of the UK's most widely used insurance software, serving a diverse client base, from industry giants, to emerging disruptors. With an unwavering commitment to innovation, we have spearheaded advancements in automation across the entire insurance lifecycle, revolutionising policy management, claims processing, and risk assessment on an international level.

Our agile development approach ensures swift delivery of scalable products, fostering creativity and collaboration. Beyond mere service, we partner with our clients, guiding them through their technological journey to achieve business success. Through these alliances, we shape the future of technology while driving the success of our clients and our passionate team.

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