12 October 2021 | Fenchurch Street, London

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TON London Market Claims

Delivering successful claims transformation in the London market

Keynote speaker



Matthew Moore President and Managing Director Liberty Specialty Markets

Expert speakers include



Angus Rogers Head of Claims Operations Canopius



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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Exhibitor:









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new ground as it strives to drive up claims performance for clients, leverage the benefits of digital to transform outdated claims operations and deliver much needed efficiencies.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



Philip Godwin Head of Claims



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



Rob Powell Global Chief Claims Officer

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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



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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 Canopius

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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



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



15:00 Coffee and networking in the exhibition area

Book your place today Early Booking Rate £399 + VAT – expires 17th September 2021 (Standard rate £599 + VAT)







(1)

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 is 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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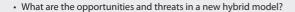


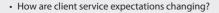


16:30 Closing panel discussion

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 datacentricity and a service orientated culture.





- · 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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On receipt of your registration we will send you an email confirmation. Payment can be made by BACS or we accept:



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Closer to 12th October we will send through a map & directions to the venue

Early
Booking Rate
£399 + VAT
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