

TIN London Market Claims

**Transforming London Market Claims processes and improving
claims performance for the benefit of all stakeholders**

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There is now a burning platform and the momentum to rethink and transform outdated claims operations, address challenges related to legacy technology, cultural inertia and an extended and complex claims value chain – and to do it NOW.

However, as we move into a dynamic, unpredictable 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:

- Deliver an exceptional claims service that meets client expectations
- Leverage technology and data to enhance and streamline your claims processes
- Overcome the operational challenges to rethink delegated authority claims processes, data and bordereaux
- Discuss strategies to attract and retain the next generation of claims talent
- Discover 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

HIGHLIGHT SPEAKERS:



Mona Barnes
Global Chief Claims Officer
Aon



Barbara Rizzi
Chief Claims Officer
Arch Insurance International



Neil Dalton
Group Chief Claims Officer
Ascot Capital



Elliot Goss
Chief Claims Officer
Berkley Specialty London



Ben Kelly
Chief Claims Officer
Ardonagh Specialty



Clare Constable
Chief Claims Officer
MS Amlin



Programme

🕒 08.00 – 09.00 Registration, coffee and networking

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

KEYNOTE PRESENTATIONS, DISCUSSION AND Q&A

Building claims capabilities to meet changing client expectations

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



Mona Barnes
Global Chief Claims Officer
Aon

Improving claims service and developing a claims centric organisational culture

- Five pillars for success: expertise, relationships, speed, customer focus and communication
- Harnessing the power of new technologies to enhance employee roles and enable better client outcomes
- Overcoming the operational challenges to transform claims systems and processes
- Effectively recruiting talent and retaining the skills required for strong, inclusive teams in the future



Barbara Rizzi
Chief Claims Officer
Arch Insurance International

Delivering transformational change in claims

During this facilitated Q&A with the audience, our expert panel will discuss the issues and themes raised in the opening two presentations. The focus will be on overcoming the operational challenges to deliver tangible business solutions that will drive up claims performance for clients and the entire value chain.

Themes to be covered include:

- Developing a strong claims philosophy and mindset across the organisation to improve service, client outcomes and relationships
- Exploring the opportunities and risks of digital innovation and how new tools can enhance employee roles, improve speed and communication, and deliver better outcomes.
- Tackling the challenges of modernising claims systems and processes to drive efficiency and elevate performance across the value chain.
- Building the future of claims talent and strategy through a compelling vision for London market claims



Neil Dalton
Group Chief Claims Officer
Ascot Group



Elliot Goss
Chief Claims Officer
Berkley Specialty London



Julia Graham
Chief Executive Officer
Airmic



Mona Barnes
Global Chief Claims Officer
Aon



Barbara Rizzi
Chief Claims Officer
Arch Insurance International



Read the full agenda on the website and keep up with developments on LinkedIn



BREAKOUT SESSIONS

🕒 10.50 Choose one of the following sessions

SESSION 1

AI in London market claims

Moving from POC to BAU and realising ROI

Overcoming the practical challenges to successfully deploy AI



Nikhil Chaudhari
AI Transformation Lead
Tokio Marine Kiln



Anish Parthasarathy Subbiah
Lead Data Scientist
Allianz

SESSION 2

Optimising data & analytics across claims

Leveraging data and analytics to streamline claims processes

Successfully delivering digitised claims operations through data and analytics



Ben Postance
Head of Data
Ki Insurance



Marie Fenelon
*Group Head of Data
Strategy & Governance*
BMS Group

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SESSION 3

Overcoming claims Bordereaux challenges

Overcoming the operational challenges to effectively send, receive and process claims bordereaux

Using data, technology & automation to simplify claims bordereaux processing



Andrew Ford
Head of Claims
Miller Insurance Services

FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 11:50 Coffee and networking in the exhibition



BREAKOUT SESSIONS

🕒 12.10 Choose one of the following sessions

SESSION 4

Streamlining claims operations

Leveraging digital to transform the claims operating model

Identifying and tackling friction points in the claims lifecycle to reduce costs and improve service



Nikki McCulloch
*Head of Claims - UK
Commercial Risk
Aon*

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SESSION 5

Balancing talent and technology in the customer journey

Enabling the claims workforce of the future

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



Sophie Meiklejohn
*Head of Strategy
Implementation &
Innovation – Claims
Howden*



Clare Constable
*Chief Claims Officer
MS Amlin*

SESSION 6

Delegated Authority Claims

Overcoming the operational challenges to transform delegated claims

Creating and implementing an effective, agile and scalable DA claims strategy



Stefanie Loher
*Head of Claims Strategic
Partnerships & Claims
Delegated Authorities
Allianz Commercial*

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

Navigating the drivers for change

Delivering claims transformation in uncertain times

Overcoming the people, process and technology challenges to improve the client experience and deliver efficiencies.

This panel will explore the key drivers of change impacting the London market and examine both the strategic and day-to-day implications for claims. With pressures mounting from evolving customer expectations, workforce challenges and the need to modernise legacy systems, the discussion will unpack how people, processes, data and technology must align to deliver real value.

The panel will avoid abstract theorising, instead focus on practical insights drawn from the panel's experience, including how to prioritise and implement changes that improve efficiency, support claims teams and ultimately enhance client outcomes.



Krishnan Ethirajan
Chief Digital & AI Officer
Mosaic Insurance



Gina Gill
Chief Information Officer
Apollo



Leo Dixon
Global Head of Claims
Swiss Re



Aidan O'Neill
CEO
DOCOSoft

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🕒 15.00: Coffee & networking in the exhibition area

KEY THEMES

Topics for discussion include

- Leveraging technology to enhance efficiency and reduce operational friction in claims without displacing human expertise
- How AI and automation is reshaping claims workflows to enable faster decision-making, richer insights and a reduction of manual processes
- Embracing data-driven operations to help claims teams prioritise high-risk cases more effectively, reducing exposure and improving client outcomes
- Lessons from previous change cycles to inform smarter investments and avoid repeating costly mistakes
- Tackling talent and resource constraints

ALSO HAPPENING AT 2PM

Discussion pods:

Round table, focused discussion pods of up to 8 delegates. Through facilitated Q&A and open discussion each pod will deep dive into a specific topic allowing for benchmarking and ideation.



BREAKOUT SESSIONS

🕒 15:20 Delegates select one of the following workshops

WORKSHOP 1

Claims technology

Leveraging technology to streamline claims operations and improve the client experience



Sumesh Vijayakumar
Head of Claims Transformation
Beazley

WORKSHOP 2

TPA or not to TPA?

Rethinking outsourcing in the age of digital automation



Mitch Bennett
Head of Claims (UK)
Allianz Commercial



Andy Pedler
Vice President
Reserv UK

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WORKSHOP 3

Fifth Hurdle Readiness

Preparing for claims as a Lloyd's Principle



Gabrielle Folliard
Head of Claims, Global Markets
AXIS Capital



Janine Powell
Claims Director
LMA

FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 16:15 Grab a quick drink from the bar

🕒 16:20 Closing panel discussion

London Market Claims 2030

Securing London's position in an increasingly volatile global market

Our expert panel will share their vision for what the claims function of the future will look like and the skills and capabilities needed to deliver it.

Drawing on their expert knowledge and collective experience, the panel will share the insights you need to help shape and enable your future claims strategy.



Ben Kelly
Chief Claims Officer
Ardonagh Specialty



Colin Masson
Chief Claims Officer
Munich Re



Mike Gillett
Chief Claims Officer
Liberty Specialty Markets



David Griffiths
Global Head of Claims
Strategy & Innovation, Aon



🕒 17:00 Drinks reception

Book your place today

First 50 places only £199 + VAT

(standard rate £599 + 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.

REGISTER NOW

How to register

Choose one of 3 easy ways to register



www.London-Market-Claims.co.uk



Email: tom@TIN.events



020 7079 0270

Payment can be made by BACS or we accept:



VISA



Closer to 7th October we will send through a map & directions to the venue



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MAIN SPONSOR

DOCOSoft

DOCOSoft's claims management systems are tailor-made for the Lloyd's and London market. They seamlessly integrate with market infrastructure like LIRMA, ECF2 Writeback, IMR and GEMINI, and with SCM and PAS software, bringing together policy data, claims, transactions, documents, diaries and approvals in a unified compliant platform.

From document classification to data ingestion, from risk flagging to workflow optimisation, our AI tools augment skilled claims professionals. Our AI enhances speed, precision and decision-making – empowering, not replacing, human expertise.

Supporting Blueprint Two readiness.

As an active participant in all phases of Blueprint Two development, DOCOSoft relays market feedback, and delivers technical-impact analysis, UAT support, cutover planning and hypercare, to support a seamless digital transformation.

More than 50% of all claims messages in London go through a DOCOSoft system, so when it comes to claims, **the London Market runs on DOCOSoft.**

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Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service.

More than 540 insurers, from new ventures to the largest and most complex in the world, run on Guidewire.

As a partner to our customers, we continually evolve to enable their success. We are proud of our unparalleled implementation track record, with 1,000+ successful projects, supported by the largest R&D team and partner ecosystem in the industry.

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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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WORKSHOP SPONSOR



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.

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WORKSHOP SPONSOR



We power the entire claims ecosystem with solution-first products and services that deliver better outcomes and solve critical resource challenges.

Reserv 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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EXHIBITORS



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