

TIN London Market Claims

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

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Overview

Leading organisations recognise that claims is a source of efficiency, client service and competitive advantage. The challenge is not whether to invest, but making the right investment decisions and executing them effectively.

London Market Claims is the only event dedicated to improving claims performance across the value chain. The focus this year is on the decisions you need to make now to stay ahead of the curve and deliver successful change: where to invest, what to fix first, how to prove ROI and how to modernise without losing specialist judgement.

The event will examine how to reduce frictional cost, strengthen delegated authority oversight, improve client service, align claims with underwriting and build the skills needed for a more demanding market.

Attend London Market Claims to:

- Deliver a claims service that meets rising client expectations around speed, transparency and fairness
- Use data, analytics, AI and automation to improve claims performance and decision-making
- Reduce frictional cost across complex claims processes, handoffs and wider market interactions
- Align claims more closely with underwriting, portfolio management and client strategy

TIN London Market Claims



6th October 2026 | The Minster Building

Speakers including:



Mike Gillett
Chief Claims Officer
**Liberty Specialty
Markets**



Barbara Rizzi
*Chief Claims
Officer*
**Arch Insurance
International**



Leo Dixon
*Global Head of
Claims*
Swiss Re



Sarah Howell
*Head of Claims
UK & MENA*
**Liberty Specialty
Markets**



Alex Reynolds
Chief Claims Officer
Convex



Catherine Healy
*Head of Property &
Crisis Management
Claims*
MS Amlin



John Fearn
*Chief Operating
Officer -
United Kingdom*
Gallagher Bassett



Steven Webb
*Chief Operating
Officer -
Claims UK*
Lockton



Elliott Goss
Chief Claims Officer
**Berkley Specialty
London**



Rebecca Hartley
*Head of London
Market Claims*
Hiscox



Jennifer Smith
UK Head of Claims
Canopus



**Stephanie
Kovatchev**
*Head of Claims
Performance*
Tokio Marine HCC

Book today

Introductory booking rate

£299 +VAT

(standard rate £699 +VAT)



Programme

08.00 – 09.00 **Registration, coffee and networking**

09.00 – 10.00 **Keynote presentation**

Delivering the claims function of the future

Harnessing the opportunities for claims to deliver more value, trust and insights to enhance the client experience and deliver efficiencies

- Claims as the product, not a cost centre
- Meeting rising client expectations around speed vs fairness vs transparency
- Claims influencing placement and retention decisions
- The opportunity for technology and AI to transform claims processing
- What “good” looks like in 2026 and the skills, capabilities and vision to deliver it



Mike Gillett

Chief Claims Officer
Liberty Specialty Markets

Book today

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Are we redesigning claims or just digitising inefficiency?

This discussion will examine the operational challenges that need to be addressed to turn the claims vision into reality, from fixing broken processes and legacy workflows to scaling technology in ways that improve service, efficiency and control.

Claims transformation is not simply a question of implementing new tools. It requires clear ownership, better ways of working, stronger data foundations, the right skills and a culture that is willing to challenge long-established processes. Without that, organisations risk investing heavily in change while preserving the same friction, duplication and delays.

Topics for discussion include:

- Why transformation programmes stall and what needs to change
- Where are we seeing investment genuinely delivering ROI vs where it is not
- Overcoming the risk of improving individual processes without redesigning the end-to-end claims journey
- How to overcome cultural resistance, unclear ownership and operational complexity
- Prioritising the changes that will streamline claims processes and unlock better client outcomes

Sponsored by

Vitesse *reserv*



Barbara Rizzi

Chief Claims Officer
Arch Insurance International



Leo Dixon

Global Head of Claims
Swiss Re



Alex Reynolds

Chief Claims Officer
Convex



Mike Gillett

Chief Claims Officer
Liberty Specialty Markets

10:30 **Break for coffee**

Find out more



10:50 – 11:50 Delegates choose to attend one of the following breakout sessions



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AI & automation in claims

Successfully implementing AI to improve claims performance



Ravi Dahiya

Head of AI
Aventum Group



**Sumesh
Vijayakumar**

Head of Claims
Transformation
Munich Re Specialty

Fixing claims data challenges

Building the data foundations needed to improve service



Enrico Alessandri

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



**Nilgun
Canakgoz Keles**

Head of Data Quality
AXIS Capital

Transforming the client experience

Transforming the client experience



Eve Grant

Head of Specialty,
Financial Lines & Motor
Claims - UK & Lloyd's
AXA XL



Rebecca Hartley

Head of London Market
Claims
Hiscox

Sponsored by  **Davies**

11:50 Coffee and networking in the exhibition area

Find out more



12:10 – 13:00 Delegates choose to attend one of the following breakout sessions

Redesigning the claims operating model

From functional silos to integrated, end-to-end workflows



Sharyn Butcher

*Head of Global Specialty Claims & Claims Operations
Howden*



Jennifer Smith

*UK Head of Claims
Canopus*

Claims talent in transition

The future claims workforce skills, structure and capabilities



Chris O'Shea

*Managing Director – International Claims
Markel International*



Juliet Hamilton

*Executive Director - Senior Advocate
Howden*

Aligning underwriting & claims

Building effective partnerships to improve business performance



Louie Clarke

*Global Head of Claims Strategy & Execution
WTW*



Corne van der Breggen

*Head of Claims – Reinsurance
Brit Insurance*



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13:00 Lunch in the exhibition area

[Find out more](#)



Leveraging claims to deliver strategic advantage

Balancing investments in talent, technology and innovation to improve client service and create competitive advantage

Organisations are under pressure to improve service, control cost and support business growth while the pace of market change accelerates. As AI, automation and digital connectivity change what can be built, bought and delivered, the key question is where you should place your next strategic bets.

Our expert panel will share their experiences, insights and lessons learned during this interactive panel discussion.

Topics for discussion include:

- How claims platforms can improve visibility, workflow and control across the claims lifecycle, from first notification to settlement and client reporting
- Prioritising investment decisions across talent, technology, data and operating model change
- Reducing indemnity pressure and frictional cost while improving speed, transparency and fairness
- Using claims insights to improve underwriting, portfolio management, risk mitigation and renewal conversations
- How to prepare for faster build cycles, AI-enabled automation and digital market connectivity without losing governance, expertise or control

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Catherine Healy

*Head of Property & Crisis
Management Claims
MS Amlin*



Gabrielle Folliard

*Head of Claims
CNA Hardy*



Chris Knutson

*Chief Claims Officer - Global
Broking Centre
Aon*



Aidan O'Neill

*CEO
DOCOSOFT*

15:00 Break for coffee

Find out more



15:20 – 16:15 Delegates choose to attend one of the following breakout sessions



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Claims technology

Overcoming the people, process and technology challenges for successful delivery and adoption



Stephanie Kovatchev

*Head of Claims Performance
Tokio Marine HCC*



Tom Upton

*Deputy Claims Director - London Market
Markel International*

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Delegated Authority

Fixing bordereaux, data and governance at scale



Angus Rogers

*Head of Claims Operations & Claims Delegated Authority
MS Amlin*



Clark Hanness

*Head of Property Binder Claims
Tokio Marine Kiln*

Sponsored by **vipr**

Outsourcing vs insourcing in a digital claims world

Do TPAs become more or less relevant as automation increases?



John Fearn

*Chief Operating Officer – United Kingdom
Gallagher Bassett*

16:15 **Grab a quick drink**

Find out more



The claims director's to-do list

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The pace of change is accelerating. AI, automation, real-time data and digital connectivity are starting to change how claims teams process claims, communicate, deliver service and improve efficiency. The opportunity is significant, but so are the risks if operating models, governance, data and skills fail to keep up.

Our expert panellists will share their vision for the future of claims and bring together the key themes from the day. They will look beyond the technology headlines to ask what needs to change in the next 90 days, the next 12 months and the next three years to keep London market claims relevant, trusted and competitive by 2031.

Key themes for discussion include:

- Deciding which parts of the claims journey can be safely automated, where human oversight is essential and where specialist judgement remains the differentiator
- Strengthening governance, controls and accountability as claims teams adopt AI, automation and faster technology delivery models
- Building the data, workflow and MI foundations needed to move from reactive claims handling to earlier intervention, better reserving and more proactive client support
- Ensuring claims insight is used by underwriting, brokers and clients to improve pricing, wording, risk mitigation, renewal conversations and portfolio decisions
- Developing claims teams that combine technical expertise, data literacy, AI oversight and change capability



Steven Webb

*Chief Operating Officer -
Claims UK
Lockton*



Sarah Howell

*Head of Claims UK & MENA
Liberty Specialty Markets*



Michael La-Band

*Managing Director,
Global Claims
WTW*



David Griffiths

*Global Head of Claims
Strategy & Innovation,
Reinsurance Solutions
Aon*



Elliott Goss

*Chief Claims Officer
Berkley Specialty London*

17:00 drinks reception

Find out more





Book your place today

Introductory booking rate £299 +VAT

(full price £699 +VAT)

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

Book your place today

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(full price £699 + VAT)

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phil@TIN.events

[Register now](#)



How to register

Choose one of 3 easy ways to register



<https://www.the-insurance-network.co.uk/conferences/london-market-claims>



Email: bookings@TIN.events



020 7079 0270

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



VISA



Closer to 6th October we will send through a map & directions to the venue.



Main sponsor



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.

Our systems harness AI to empower your experts. 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.

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.

[Learn more](#)

Keynote 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.

[Learn more](#)

Keynote sponsor



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.

[Learn more](#)



Workshop sponsor



Founded in 2009, VIPR Solutions is a leading technology provider for the global delegated insurance sector. VIPR offers robust solutions for bordereau reporting, automating key back-office tasks such as bordereaux management, coverholder management, and regulatory compliance.

Trusted by a wide range of clients globally, with the largest share of Lloyd's Managing Agents and an increasing number of leading brokers using VIPR platforms, VIPR is present across the UK, Canada, United States, Switzerland, and Europe. With a strong commitment to data security and privacy, VIPR is a SOC 2 compliant organisation, ensuring the highest standards for our customers.

[Learn more](#)

Workshop sponsor



Unipro is a bespoke software studio that creates custom solutions to solve the most complex digital transformation challenges, giving our clients unparalleled control and lasting commercial advantage. We're an inquisitive team driven to understand and overcome challenging issues - like tackling legacy systems and fragmented operations.

[Learn more](#)

Session sponsor



Davies is the leading specialist professional services and technology firm, serving the insurance sector and other highly regulated markets to manage risk, operate their core business processes, transform and grow. With 8,500+ colleagues working across 20+ countries, we support 1,700+ clients to manage risk, operate their core business processes, transform and grow.

[Learn more](#)



Session sponsor



Five Sigma provides AI-native claims management technology to insurers, MGAs, TPAs, reinsurers, and self-insured organizations. Its platform combines AI agents with the workflows and operational infrastructure required to manage claims, enabling claims to be analyzed, acted on, and advanced in one system.

[Learn more](#)

Exhibitors

The logo for 'box' is written in a bold, blue, lowercase sans-serif font.

[Learn more](#)

The logo for 'VOULT' features a stylized 'V' symbol followed by the word 'OULT' in a blue, uppercase sans-serif font.

[Learn more](#)

The logo for 'RDT' consists of the letters 'RDT' in a bold, black, uppercase sans-serif font, followed by a cluster of orange dots.

[Learn more](#)

The logo for 'eleks' is written in a blue, lowercase sans-serif font with a registered trademark symbol.

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The logo for 'Deloitte' is written in a bold, black, uppercase sans-serif font with a green dot at the end.

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The logo for 'LimeIQ' features a green circular icon with a white 'Q' inside, followed by the text 'LimeIQ' in a black, uppercase sans-serif font.

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The logo for 'Innovation Group' features a blue icon of three vertical bars of increasing height, followed by the text 'INNOVATION GROUP' in a blue, uppercase sans-serif font.

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The logo for 'Manuka' is written in a black, uppercase sans-serif font with a red dot above the 'a'.

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The logo for 'sollers' features a blue icon of a stylized 'S' with a green arrow, followed by the text 'sollers' in a blue, lowercase sans-serif font.

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The logo for 'Guidewire' features a blue icon of a stylized 'G' with a white square inside, followed by the text 'GUIDEWIRE' in a blue, uppercase sans-serif font.

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[Learn more](#)