







 Tuesday, 6 March 2018

 Westin Sydney



 #SYDInsurance

AGENDA





8:30	Registration Starts		
9:05	Chairperson's Opening Remarks – Robert Coorey, Conference Chairperson		
9:15	The Evolution of the Insurance Business	Gary Dransfield Chief Executive Officer Insurance Suncorp Group	
9:40	Technology Presentation		
10:00	On-stage Interview: How TAL is Dealing with the Rise of Self-directed Customers	Brett Clark Group Chief Executive Officer & Managing Director TAL	
10:20	Technology Presentation		
10:40	Morning Tea & Networking		
11:10	Changing the Way People Think about Insurance and Care	Amy Barouch General Manager, Strategy icare	
11:30	Technology Presentation		
11:50	International Keynote Presentation: The Promises of InsurTech – How Lemonade is Shaking up the Insurance Industry	Ty Sagalow Founding Member Lemonade (USA)	
12:20	Digital Transformation – Connecting Customers with Outcomes	Carmen Barnett Account Executive – Insurance Pega	Lee Emery Solution Consultant Pega 
12:40	Networking Lunch		

Streams Start

STREAM A DIGITAL & CX STREAM

13:40	How Incumbents can Thrive in a Digital World David Krawitz, Chief Operating Officer, Allianz Australia	
14:00	Transforming Customer Experience in Insurance Aaron Everingham, Sales Director, Quadient	
14:20	Digital Leaders Panel Karen Davies, Chief Digital Officer – General Manager Membership, RACV Simon Beitz, Head of Innovation Labs, Suncorp Group Dan Taylor, General Manager, Innovation, TAL Life Kristina Curtis, Head of Digital & Customer Analytics, BT Financial Group Glenn Broadhurst, Global General Manager, Digital & Direct, Cover-More Group	    
14:50	Afternoon Tea & Networking	
15:20	Using AI to Rebuild Trust in Financial Services Jason Wilby, Co-founder, Huddle Insurance	
15:40	Technology Presentation	
16:00	Technology Presentation Jason Hunter, Chief Technology Officer, Asia Pacific, MarkLogic	
16:20	Creating Connected Customer Experiences Chris Cramond, Head of Financial Services & Insurance, Woolworths	
16:40	Networking Drinks + Canapes and Prize Giveaway	
17:30	Close of Conference	

STREAM B AUTOMATION & SIMPLIFICATION

13:40	Making the Leap to Virtual and Touchless Claims Handling Hilary Bates, Chief Claims Officer, General Insurance, Zurich Australia & New Zealand	
14:00	Technology Presentation	
14:20	Using Technology to Support the Risk Advice Process Melissa Heyhoe, Chief Customer Officer, MLC Life Insurance	
14:40	Technology Presentation	
14:50	Afternoon Tea & Networking	
15:20	Payment Integrity and Insurance Affordability Marc Miller, General Manager – Group Strategy & Innovation, Medibank	
15:40	Technology Presentation	
16:00	AI and Human Synergies in Insurance Colin Priest, Director, Customer Success, APAC, DataRobot	
16:20	Dealing with the Rise of Digital Platforms in the Insurance Broking Business Eoghan Trehy, National Head of Insurance Broking - Business Banking, Macquarie Bank	
16:40	Networking Drinks + Canapes and Prize Giveaway	
17:30	Close of Conference	

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