

Tuesday, 6 March 2018 Westin Sydney #SYDInsurance

AGENDA

8:30	Registration Starts	
9:10	Chairperson's Opening Remarks – Robert Coorey, Conference Chairperson	
9:20	The Evolution of the Insurance Business	Gary Dransfield Chief Executive Officer Insurance Suncorp Group
9:45	Technology Presentation	
10:10	On-stage Interview: How TAL is Dealing with the Rise of Self-directed Customers	Brett Clarke Group Chief Executive Officer & Managing Director TAL
10:30	Morning Tea & Networking	
11:00	Changing the Way People Think about Insurance and Care	Vivek Bhatia Chief Executive Officer & Managing Director icare
11:20	Technology Presentation	
11:40	International Keynote Presentation: The Promises of InsurTech – How Lemonade is Shaking up the Insurance Industry	Ty Sagalow Founding Member Lemonade (USA)
12:10	Technology Presentation	
12:30	Networking Lunch	

Streams Start

STREAM A DIGITAL & CX STREAM

13:30	How Incumbents can Thrive in a Digital World David Krawitz, Chief Operating Officer, Allianz Australia
13:50	Technology Presentation
14:10	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
14:40	Afternoon Tea & Networking
15:10	Using AI to Rebuild Trust in Financial Services Jason Wilby, Co-founder, Huddle Insurance
15:30	Technology Presentation
15:50	Technology Presentation
16:10	Creating Connected Customer Experiences Chris Cramond, Head of Financial Services & Insurance, Woolworths
16:30	Networking Drinks + Canapes and Prize Giveaway
17:30	Close of Conference

STREAM B AUTOMATION & SIMPLIFICATION

13:30	Making the Leap to Virtual and Touchless Claims Handling Hilary Bates, Chief Claims Officer, General Insurance, Zurich Australia & New Zealand
13:50	Technology Presentation
14:10	Using Technology to Support the Risk Advice Process Melissa Heyhoe, Chief Customer Officer, MLC Life Insurance
14:30	Technology Presentation
14:40	Afternoon Tea & Networking
15:10	Payment Integrity and Insurance Affordability Marc Miller, General Manager – Group Strategy & Innovation, Medibank
15:30	Technology Presentation
15:50	Technology Presentation
16:10	Dealing with the Rise of Digital Platforms in the Insurance Broking Business Eoghan Trehy, National Head of Insurance Broking - Business Banking, Macquarie Bank
16:30	Networking Drinks + Canapes and Prize Giveaway
17:30	Close of Conference