

8:30	Registration Starts					
9:00	Chairperson's Opening Remarks	<b>Glen McCrea</b> Chief Policy Officer The Association of Superannuation Funds (ASFA)				
9:10	Continuing the Digital Evolution	<b>Neil Whiteing</b> Executive General Manager - Wealth Management Commonwealth Bank of Australia				
9:30	Using Master Data to Transform Insurance for Competitive Advantage	<b>Gordon S Sanders</b> Vice President - Americas Insurance HCL				
9:50	Claims Panel: What Does it Take to Achieve Nimble, Flexible and Responsive Claims Processes?  Moderator: Glen McCrea, Chief Policy Officer, ASFA	<b>Derek Vine</b> Head of Group Operations AIA Australia 	<b>Mary Maini</b> General Manager – Claims TAL Life 	<b>Kathryn Wood</b> Head of Claims Proposition & Short Tail Claims QBE Australia 	<b>Gavin Gibson</b> Head of Customer, Claims Zurich 	<b>Chris Rawlins</b> General Manager, Life Insurance HCF 
10:20	Morning Tea & Networking					
10:50	Keeping up with Customers – UX, New Technologies and 24/7 Customer Service	<b>Sarah Cummings</b> General Manager, Development ClearView Wealth 		<b>Eduard Liebenberger</b> Head of Digital Jade Software Corporation 		
11:10	Bridging the Gap to Enable a Customer Focus	<b>Rajbir Nanra</b> Chief Executive Officer, General Insurance Zurich Australia and New Zealand 				
11:30	Streamlining the Claims Process Through Innovative Technology	<b>Simon Powel</b> Head of Claims Endsleigh Insurance 				
11:50	Fraud Analytics and the Future	<b>Ben Kosic</b> President & Chief Executive Officer Canadian National Insurance Crime Services (CANATICS) 				
12:10	Building a Data Strategy for a Digital World	<b>Jason Hunter</b> Chief Technology Officer, Asia Pacific MarkLogic 				
12:30	Networking Lunch					
1:30	Reaping the Business Benefits of Cloud Computing	<b>Matt Lowth</b> Chief Information Officer MLC Life Insurance 				
1:50	Data, Machines and the Internet of Things	<b>Adam Malone</b> Senior Solutions Architect Acquia 				
2:10	Data Panel: Integrating Enterprise-wide Digital Solutions – a Data-led Approach	<b>Carmen Barnett</b> Account Executive – Insurance Pegasystems (Moderator) 	<b>Chris Dolman</b> General Manager Analytics Insurance Australia Group (IAG) 	<b>Paul Bennett</b> Head of Marketing & Client Experience MetLife 	<b>Nagib Kassis</b> General Manager - Data & Digital Allianz 	
2:40	On-Stage Interview: Transforming iSelect from a Traditional Comparison Website to a Sophisticated Platform	<b>Michael Keyte</b> Group Executive – Life & General Insurance iSelect 				
3:00	Afternoon Tea & Networking					
3:25	Leveraging Technology as a Business Enabler and Driver of Market Growth	<b>David Gillespie</b> Chief Information Officer TAL Life 				
3:45	Catastrophic Software Failures In The Insurance Industry	<b>Ash Conway</b> Chief Executive Officer & Founder Bugwolf 				
3:55	The 2020 Insurance Customer	<b>Cameron Haynes</b> Senior Industry Analyst Google 				
4:15	Chairperson's Closing Remarks & Prize Giveaways					
4:20	Networking Drinks + Capanes					
5:00	Close of Conference					

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