

# Life Insurance International: Innovation Forum & Awards

*Get set for a digital revolution and embrace disruption*

London, 17<sup>th</sup> November 2016

The global life and health insurance industry is undergoing dramatic change: the explosive growth of technology, major regulatory change, rising consumer expectations and the threat of new entrants mean sticking with the status quo is not an option.

**Life Insurance International's Forum & Awards** will bring together key industry experts, innovators and chief executives to showcase innovative solutions. The forum will address the most pressing issues facing the global life and health insurance industry now:

- How to embrace technological innovation and make life and health insurance more engaging
- Global digital solutions for meeting the demands of a new generation of tech-savvy consumers
- International best practices: dealing with distribution channel changes, the rise of the direct to consumer channel (D2C), and the outlook for life and health insurance intermediaries
- Assessing the impact of insurance regulatory change and the opportunities this brings worldwide
- Developing an insurance culture and organisational mindset that stays ahead of the curve
- The future for individual and group life insurance and lessons from international markets
- Applying innovative practices from FinTech and start-up companies

Our forum agenda leverages *Life Insurance International's* global industry network, a highly experienced international editorial board and rich data analysis and forecasts from Timetric's Insurance Intelligence Center's analysts.

Developed to grow the life and health insurance industry, the forum will help attendees boost their insurance business profitability by embracing technological change, developing more innovative product offerings, and making the customer journey easier and more engaging.

## Who is attending?

The annual event brings together decision-makers and specialists from a variety of key sectors:

- C-suite and managing directors from life and health insurers
- C-suite and heads of department at reinsurers
- Heads of protection insurance, strategic planners and heads of product development
- Chief digital and heads of innovation
- Financial advisers and brokers
- Chief underwriters
- Heads of actuarial
- Marketing and distribution directors at life insurers and reinsurers
- Heads of risk and compliance and regulatory officers
- Insurance software and technology providers

The event is an opportunity to share ideas, discover trends and network with peers across the industry, while enjoying exclusive research and case studies delivered by industry leaders.

We invite you to become an active voice in this discussion to shape the future of the global life and health insurance industry.

# Life Insurance International: Innovation Forum & Awards

*Get set for a digital revolution*

13:00-14:00 Registration & Welcome Lunch – Bridge Suite 2

**Welcome Address:**

**Ronan McCaughey**, Editor, **Life Insurance International**



14:00-14:10 **Get Set for a Digital Revolution in Life and Health Insurance**

- Review of technological innovation in the global life and health insurance market
- Opportunities and challenges: today and the next decade in life insurance
- Disintermediation challenges of new technology
- Key points being addressed across today's forum

## SESSION ONE: Embracing the Digital Era in Life Insurance

**Chairperson:**

**Mark Broadhurst**, Head of Insurance EMEA, **Intellect SEEC**



14:10-14:30 **Underwriting in the Digital Age**

- Practical ways to use technology for life and health insurance innovation
- How technology can speed up the product development and underwriting process
- Driving innovative consumer engagement and distribution with technology

**Phil Jaynes**, Head of Sales & Marketing, **UnderwriteMe**



14:30-14:50 **Group Risk Insurance Opportunities and Challenges**

- State of the group risk market in the UK and globally
- Attracting employers to the group risk market
- Innovative ways to grow the group life insurance sector
- Capitalising on the auto-enrolment insurance opportunity – and lessons from abroad

**Ron Wheatcroft**, Technical Manager, Vice President, EMEA, **Swiss Re Europe**



14:50-15:10 **Digital Strategy for the Connected Customer**

- The challenges for protection insurance
- Case studies on other industries that have overcome these challenges
- Why the future is digital – as an enabler not the solution

**Eoin Lyons**, CEO, **Opal**



15:10-15:40 **Panel Discussion: Be Digital – Or Fall Behind**

Insurance experts will discuss why the life and health insurance industry can grow with innovation and the digital revolution.

*Discussion points to include:*

- Why insurers view digital as a key priority, but are still lagging behind other industries
- Using segmentation, customer data analytics and predictive modelling to achieve digital success
- How life and health insurers should respond to future trends: Mobile tech and IoT
- The future for innovation in the global life and health industry

*Speakers include:*

**Andrew Wibberley**, Director, **Alea Risk**

**Eoin Lyons**, CEO, **Opal**

**Ron Wheatcroft**, Technical Manager, Vice President, EMEA, **Swiss Re Europe**

**Phil Jaynes**, Head of Sales & Marketing, **UnderwriteMe**



15:40-16:10 Networking Coffee Break – Bridge Suite 2

# Life Insurance International: Innovation Forum & Awards

Get set for a digital revolution

## SESSION TWO

### The Life Insurance Revolution: Regulation, New Entrants, and Disruption

Chairperson:

**Mark Broadhurst**, Head of Insurance EMEA, **Intellect SEEC**



16:10-16:30

#### **Insurance Regulatory Overview: Impact of Solvency II and Annuities Reform in The UK**

- Update on Solvency II's impact on the market
- Beyond Solvency II - other insurance regulatory reforms ahead
- Comparing major insurance reforms in the US, Asia and Middle East
- Lessons learnt in dealing with regulators and meeting criteria

**Tim Bateman**, Life Actuarial Partner, **Mazars**



16:30-16:50

#### **Distribution Channel Outlook**

- Approaching the Kodak moment for Life Insurance (why some of the largest players are precipitating their own demise)
- How life insurance in the UK is becoming the poor relation of the savings industry and what can be done to fix the situation
- What sort of organisations will deliver the iTunes experience for life insurance customers?
- How can we re-engage with distribution and reverse the decline in protection business

**Ian McKenna**, Director, **Finance & Technology Research Centre**



16:50-17:10

#### **Market Disruption: New Market Entrants Driving Change**

- Embracing innovation and updating your insurance products
- Overcoming challenges of entering a new market to succeed
- Comparing industries that are breaking conventions and how best practices could be applied to the insurance market

**Nicolas Meric**, CEO & Founder, **DreamQuark**



17:10-17:50

#### **Panel Discussion: What will Digital Disruption mean for Distribution Channels?**

Hear experts discuss and debate how innovation, new entrants and InsurTech can shape the future distribution of life and health insurance to an ever demanding market

*Discussion points to include:*

- What is the future for face-to-face advice?
- How can face-to-face advice and technology innovation learn from each other?
- Thoughts on the impact of new start-ups and technology
- Will Brexit impact the life and health insurance industry?

*Speakers include:*

**Dr. Umang Patel**, Clinical Director, **Babylon Health**

**Nicolas Meric**, CEO & Founder, **DreamQuark**

**Tim Bateman**, Life Actuarial Partner, **Mazars**

**Kevin Carr**, Chief Executive, **Protection Review**

**Kelly Thomas**, Head of Marketing, **VitalityLife**



17:50-18:00

Closing Remarks - **Ronan McCaughey**, Editor, **Life Insurance International**



18:00

Close of Forum

18:00-19:30

Drinks Reception – Bridge Suite 2

19:30

Life Insurance International Awards and Gala Dinner – Tower Suite 3