

# DIGITAL INSURANCE SUMMIT VIC

ASSESSING THE FUTURE OF INSURTECH WITHIN AUSTRALIA

AUGUST 17TH, 2023

ZINC AT FEDERATION SQUARE  
MELBOURNE, AUSTRALIA



## SPEAKERS



DAVID EARLS

Executive General Manager  
Enterprise Service - Technology



JESSICA MCINERNY

General Manager - Digital



DAVID LOCHRIE

Senior Executive Enterprise  
- Digital



PAIGE VINCENT

Chief Operating Officer



JENNIFER KELLY

Head of Technology, Customer  
& Business Operations



BRENDAN GRIFFITHS

Executive Manager

## KEY TOPICS

- Assessing the Changing Insurance Landscape within Australia
- Placing Digital at the Heart of Strategy to Thrive amid Uncertainty & Change
- Unlocking the Value of Personalisation through Data & Insights
- How Technologies & Insurtechs are Revolutionising the Insurance Sector

## WHO WILL ATTEND?

- Heads of Digital
- Heads of Technology
- Heads of CX
- Heads of Data
- Heads of Claims
- Heads of Underwriting
- Heads of Operations

# SUMMIT AGENDA

THURSDAY, AUGUST 17TH

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## 8:30 REGISTRATION, COFFEE & NETWORKING

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## 9:00 WELCOME REMARKS FROM CHAIRPERSON

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### 9:10 ATTENDEE SPOTLIGHT

How to best support & cultivate a digital culture across your entire organisation

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## 9:40 PANEL DISCUSSION: PLACING DIGITAL AT THE HEART OF STRATEGY TO THRIVE AMIDST UNCERTAINTY & CHANGE

- Assessing the digital insurance landscape within Australia
- Aligning digital innovation with overall strategy
- Leveraging digital technologies to offer customers more choice, convenience, channels and innovative products

**David Earls**, Executive General Manager, Enterprise Service - Technology, IAG

**Jessica McInerney**, General Manager - Digital, Australian Unity

**David Lochrie**, Senior Executive Enterprise - Digital, Medibank

**Paige Vincent**, Chief Operating Officer, Hollard Insurance

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## 10:20 CASE STUDY - MITIGATING THE BUSINESS RISK OF DATA DRIVEN DIGITAL PROGRAMS

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## 10:50 MORNING TEA & NETWORKING

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## 11:20 PANEL DISCUSSION: THE FUTURE OF INSURANCE CX - UNLOCKING THE VALUE OF PERSONALISATION THROUGH DATA & INSIGHTS

- Harnessing data effectively to deliver a superior customer experience
- Promoting data accessibility to enable the future of personalisation & delivery
- Leveraging data & machine-learning to anticipate customers needs and proactively support them across multiple touchpoints

**Natalie Buffett**, Executive Manager - Business Transformation & Technology, MDA National

**Ammon Mackie**, Head of Broker Partnerships, Allianz

**Brian Chikanya**, Head of Claims Transformation, Zurich

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## 12:00 CASE STUDY: SCALING THE IMPACT OF ANYALTICS ACROSS THE ORGANISATION

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## 12:30 LUNCH & NETWORKING

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### 1:20 INTERACTIVE WORKSHOPS

- Harnessing the power of RPA & AI in claims processing
  - Transforming underwriting with automation and AI
  - Assessing the use cases for blockchain in insurance
  - Leveraging data for improved CX
  - Striking the balance between data privacy & personalisation
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## 2:00 PANEL DISCUSSION: HOW TECHNOLOGIES & INSURTECHS ARE REVOLUTIONISING THE INSURANCE SECTOR

- How is technology influencing the changing needs of customers?
- Emerging trends in innovation - AI, Wearables, IoT, Cyber, ChatGPT
- Slowly but surely eliminating legacy systems through automation
- Insurtech - where to from here?

**Romie Leathem**, Head of IT, Defence Health

**Brendan Griffiths**, Executive Manager, ROLLiN'

**Jennifer Kelly**, Head of Technology, Customer & Business Operations, Bupa

**Stuart Madden**, Head of Technology, Honan Insurance Group

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## 2:40 CASE STUDY: LEVERAGING AUTOMATION TO DIGITISE BUSINESS PROCESSES

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## 3:10 AFTERNOON TEA & NETWORKING

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### 3:30 ATTENDEE SPOTLIGHT

How to build and retain high performing teams

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## 3:50 KEYNOTE PRESENTATION: FLIP INSURANCE - CREATING A FLEXIBLE DELIVERY MODEL THROUGH THE USE OF TECH

**Chris Jerochim**, Head of Engineering, Flip Insurance

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## 4:20 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

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