

DIGITAL INSURANCE SUMMIT NSW

EMPOWERING INSURANCE INDUSTRY PROFESSIONALS WITH THE TOOLS FOR INNOVATION

FEBRUARY 28TH, 2024

DOLTONE HOUSE, HYDE PARK SYDNEY, AUSTRALIA



SPEAKERS



SHANEEN MARSHALL
Chief of Technology & Strategy, Sustainability Officer



SANJEEV GUPTA
Chief Information & Transformation Officer



JOHN PALLISTER
Chief Information Officer



FOO XIN
Co-Founder & Chief Technology Officer



SAMANTHA ACOPIAN
Head of Product Management & Innovation, Health



SANDEEP SHANKAR
Head of Data & Analytics

KEY TOPICS

- Navigating a changing landscape: The New Era of Insurance
- Balancing innovation & legacy while driving change
- Unpacking the influx of data, AI & Technological Possibilities for both Consumer & Providers
- Opening the gates to the 5th industrial revolution: Ai, Ethics & Risk Management

WHO WILL ATTEND?

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

SUMMIT AGENDA

WEDNESDAY, 28TH FEBRUARY

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON

9:10 ATTENDEE SPOTLIGHT



What are your main technology priorities for the next 6-12 months?

9:40 PANEL DISCUSSION: NAVIGATING A CHANGING LANDSCAPE: THE NEW ERA OF INSURANCE

- Understanding the drivers for digitalisation
- Keeping up with changing behaviours, expectations and new market entrants
- Overcoming environmental and economic challenges

Shaneen Marshall, Chief Technology & Strategy Officer, Sustainability Lead, Zurich Insurance

Sanjeev Gupta, Chief Information Officer & Chief Transformation Officer, HBF Health Limited

John Pallister, Chief Information Officer, Westfund Health Insurance

Stephen Jeffery, Chief Underwriting Officer - Personal Lines, Blue Zebra

Foo Xin, Co-Founder & Chief Technology Officer, Fetch Pet Insurance

10:20 CASE STUDY - IMPLEMENTING AUTOMATION TO DRIVE CONTINUOUS IMPROVEMENT WITHIN INSURANCE

10:50 MORNING TEA & NETWORKING

11:20 PANEL DISCUSSION: BALANCING INNOVATION & LEGACY WHILE DRIVING CHANGE

- Addressing capabilities within internal teams and high financial costs
- Adopting and transferring to cloud technologies
- Identifying potential risks and mitigation strategies

Samantha Acopian, Head of Product Management and Innovation, Health, Allianz Partners

Kristi Young, Head of Product Development - New Ventures, Helia

Matthew Duckworth, Director IT Risk and Security, MetLife

12:00 CASE STUDY: CLOUD TECHNOLOGY & ITS ROLE IN DRIVING A BETTER DIGITAL EXPERIENCE

12:30 LUNCH & NETWORKING



1:20 INTERACTIVE WORKSHOPS

- Minimising cyber-risks with increased data use
 - How to adopt emerging technologies at scale
 - Assessing the role of payments in delivering a great customer experience
 - The role of cloud in driving innovation
 - Assessing how AI can transform the insurance industry
 - Automating processes for better efficiencies
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2:00 PANEL DISCUSSION: UNPACKING THE INFLUX OF DATA, AI & TECHNOLOGICAL POSSIBILITIES FOR BOTH CONSUMER & PROVIDERS

- Simplifying the underwriting & claims process
- Maximising technology to reduce premiums & increase insurance affordability
- Methods for improving the customer experience

Gareth Roberts, Head of AI, NEOS

Michael Storozhev, Chief Underwriting Officer, PassportCard

Sandeep Shankar, Head of Data and Analytics, iSelect

Mark Hiscocks, Principal Data Consultant, Suncorp

2:40 CASE STUDY: HARNESSING TECHNOLOGY TO INCREASE PERSONALISATION & CUSTOMER OFFERINGS

3:10 AFTERNOON TEA & NETWORKING

3:30 KEYNOTE PRESENTATION: OPENING THE GATES TO THE 5TH INDUSTRIAL REVOLUTION: AI, ETHICS & RISK MANAGEMENT

Probir Geoffrey Dutt, Automation and AI Evangelist, IAG

4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:00 CLOSE OF CONFERENCE
