

# DIGITAL INSURANCE SUMMIT VIC

INSPIRING CONFIDENCE IN THE FUTURE OF INSURANCE

TUESDAY 13TH AUGUST 2024

VICRTY ROOM, MARVEL STADIUM  
MELBOURNE, VIC



FOREFRONT  
DIGITAL COMMUNITY

## SPEAKERS



Munich RE 

NATALIE ECKERSALL  
Chief Claims Officer



AON

CHANDIMA MIYADENIYA  
Head of Architecture



 NAVY HEALTH

LAUREN REID  
Chief Customer Officer



medibank

DAVID LOCHRIE  
Senior Executive Enterprise Digital



 battleface

MATT MCLELLAN  
Managing Director - Australia & New Zealand



Allianz 

AMMON MACKIE  
General Manager of Commercial Business Transformation

## KEY TOPICS

- A new era of digital business: Revolutionising insurance
- Assessing the potential of automation to streamline processes & enhance efficiency
- Modernising UX to create a seamless end-to-end customer journey
- Innovating insurance with a tech forward approach to attract the next generation of customers

## WHO WILL ATTEND?

- Chief Information Officer
- Chief Technology Officer
- Heads of Underwriting
- Heads of Claims
- Heads of IT/Technology
- Heads of Digital/Customer Experience
- Heads of Operations

# SUMMIT AGENDA

TUESDAY 13TH AUGUST 2024

## 8:30 REGISTRATION, COFFEE & NETWORKING

## 9:00 WELCOME REMARKS FROM CHAIRPERSON



### 9:10 ATTENDEE SPOTLIGHT

2025 Top priorities in digital transformation

## 9:40 PANEL DISCUSSION: A NEW ERA OF DIGITAL BUSINESS: REVOLUTIONISING INSURANCE

- Conveying the business value of transformation to the board
- Aligning digital innovation with overall business strategy
- The role of leadership in inspiring change
- Attracting tech talent & promoting tech literacy throughout the organisation

**Ammon Mackie**, General Manager Commercial Business Transformation, Allianz

**Chandima Miyanadeniya**, Head of Architecture, Aon

**Adam Lister**, Chief Operations Officer, NEOS Life Insurance

Moderating: **Natalie Eckersall**, Chief Claims Officer, Munich Re

## 10:20 CASESTUDY: AI IS READY FOR YOU, BUT ARE YOU READY FOR AI?

**Tal Nathan**, VP - Digital GTM, NTT DATA

## 10:50 MORNING TEA & NETWORKING



### 11:20 PITCH PERFECT

In your tables: Create & design an innovative digital insurance product of the future that will disrupt the industry

## 11:50 PANEL DISCUSSION: ASSESSING THE POTENTIAL OF AUTOMATION TO STREAMLINE PROCESSES & ENHANCE EFFICIENCY

- Assessing underwriting, claims, policy issuing & payment processes
- Establishing a cross-functional operating model
- Embedding automation into your current tech stack
- Ensuring agility & scalability of innovation

**Benjamin Johnston**, General Manager of Architecture & Enablement, RACT

**Natalie Eckersall**, Chief Claims Officer, Munich Re

**Peter Tilocca**, Head of Underwriting, NobleOak

**Chris Luttrell**, Chapter Lead - Process Design & Change, Zurich

Moderating: **Nick James**, Chief Strategy & Partnerships Officer, ADICA

## 12:30 LUNCH & NETWORKING



### 1:20 INTERACTIVE WORKSHOPS

- Getting ready for AI in insurance: The foundations for success
- Is No Code the future of insurance technology?
- Driving excellent UX & CX through digitalisation
- The importance of leadership in navigating digital transformation in the insurance industry

## 2:00 PANEL DISCUSSION: MODERNISING UX TO CREATE A SEAMLESS END-TO-END CUSTOMER JOURNEY

- Customer centric decision making when modernising UX
- Maintaining customer trust whilst adopting self-serviceable technology
- Utilising data to personalise the customer journey
- Leveraging real time data sharing to gain competitive edge

**Andrew Wong**, Founder, KOBA Insurance

**Matt Taylor**, Head of Digital & Customer Experience, MLC Life Insurance

**Lauren Reid**, Chief Customer Officer, Navy Health

Moderating: **David Lochrie**, Senior Executive Enterprise Digital, Medibank

## 2:40 AFTERNOON TEA & NETWORKING



### 3:00 KEYNOTE: INNOVATING INSURANCE: A TECH FORWARD APPROACH TO ATTRACTING NEXT-GEN CUSTOMERS

**Matt McLellan**, Managing Director Australia & New Zealand, Battleface Insurance

## 3:30 CLOSING REMARKS

## 3:40 NETWORKING DRINKS

## 4:40 EVENT ENDS