DIGITAL INSURANCE SUMMIT NSW

FOREFRONT EVENTS

UNPACKING THE JOURNEY TO TOMORROW'S INSURANCE SECTOR

26TH OF FEBRUARY, 2025

DOLTON HOUSE, DARLING ISLAND, SYDNEY, AUSTRALIA

SPEAKERS

OLIVIA SARAH-LE LACHEUR
VIce President Service & Operations
MetLife

WILLEM PALING
Executive Manager, Analytics & AI
iag

SIMON FARRUGIA
Chief Product & Technology Officer
honey

BROOKE MYERS
Chief Technology Officer
fastcover — Travel Insurance made simple

LUKE WHENMAN
Executive General Manager Motor Claims
SUNCORP

GERALD MARION
Chief Officer- Member Experience, Digital & Data
HCF

KEY TOPICS

- Leadership in times of digitalisation, innovation and regulation
- Reducing manual touch points and uplifting operational efficiencies
- Creating a frictionless, accessible and streamlined customer journey
- Exploring the new frontiers of automation and data accessibility

WHO WILL ATTEND?

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

#FOREFRONTEVENTS

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON

9:10 KEYNOTE: DELIVERING A BEST IN CLASS CLAIMS SERVICING EXPERIENCE

9:40 PANEL DISCUSSION: THE ROAD TO TOMORROW'S INSURANCE SECTOR: LEADERSHIP IN TIMES OF DIGITALISATION, INNOVATION & REGULATION

- Breaking silos between technology and operations teams
- Creating a roadmap that promotes agility and streamlined adoption of processes and digitalisation
- Promoting strong regulatory compliance while maintaining operational efficiency
- Anticipating and navigating global and domestic external influences on the insurance sector

Luke Whenman, Executive General Manager, Motor Claims, Suncorp
Brooke Myers, Chief Technology Officer, Fast Cover
Karen Jones-Gudmunson, Chief Operations, Transformation & Technology Officer, Tokio Marine
David Lochrie, Senior Executive Enterprise Digital, Medibank

10:20 PRESENTATION: LEVERAGING AUTOMATION TO ENSURE COMPLIANCE WITHOUT STIFLING PRODUCTIVITY

10:50 SPEED NETWORKING

11:00 MORNING TEA & NETWORKING

11:30 INTERACTIVE SCENARIO
In your tables, discuss your top operational challenges and avenues to overcome them

11:50 PANEL DISCUSSION: REDUCING MANUAL TOUCH POINTS & UPLIFTING OPERATIONAL EFFICIENCIES

- Determining priorities and quick wins for operational optimisation
- Automation case studies to streamline risk assessments and claims processing
- Uplifting data accuracy, accessability and utilisation
- Overcoming the restrictions of legacy IT, data governance and other obstacles

Olivia Sarah-Le Lacheur, VP Service and Operations, Metlife
Martin Jafari, Head of IT, NobleOak
Erica Nock, Head of Underwriting Operations, Guild Insurance
Mark Sheehan, Principal Engineer, TAL

12:30 CASE STUDY: EFFECTIVELY INTEGRATING DATA ANALYTICS INTO CLAIMS AND UNDERWRITING WORKFLOWS

1:00 LUNCH & NETWORKING

1:40 INTERACTIVE WORKSHOPS

- Digital transformation with data governance baked in
- Developing a data lead CX strategy
- A digital ecosystem: Enabling collaboration between platforms
- Incorporating AI to drive operational efficiencies and reduce customer wait times
- Leveraging real time data to gain a competitive edge
- Managing change: Adopting emerging technologies at scale

2:20 PANEL DISCUSSION: CREATING A FRICTIONLESS, ACCESSIBLE & STREAMLINED CUSTOMER JOURNEY

- Assessing barriers in delivering the best customer service experience
- Uplifting self service, policy transparency and accessibility
- Enhancing digital channels and fast tracking customer service processes
- Unpacking case studies for improved customer insights

Sheriff Hamza, Head of Retail Insurance Claims, Zurich
Simon Farrugia, Chief Product & Technology Officer, Honey Insurance
Gerald Marion, Chief Officer- Member Experience, Digital & Data, HCF

3:00 CASE STUDY: INTEGRATING AI FOR PERSONALISED CUSTOMER EXPERIENCE

3:30 AFTERNOON BREAK & NETWORKING

3:50 KEYNOTE PRESENTATION: FUTURE-PROOFING OUR INDUSTRY: RECENT CHALLENGES IN GENERAL INSURANCE AND THE AI OPPORTUNITY

Willem Paling, Executive Manager Analytics & AI, IAG

4:20 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:20 EVENT END