

DIGITAL INSURANCE SUMMIT NSW

UNPACKING THE JOURNEY TO
TOMORROW'S INSURANCE SECTOR

26TH OF FEBRUARY, 2025

DOLTON HOUSE, DARLING ISLAND,
SYDNEY, AUSTRALIA



SPEAKERS



LINA SALIBA

Chief Customer & Marketing
Officer



WILLEM PALING

Executive Manager, Analytics & AI



ERICA NOCK

Head of Underwriting Operations



BROOKE MYERS

Chief Technology Officer



SHERIFF HAMZA

Head of Retail Insurance Claims



JOS JANSEN

General Manager Digital

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

SUMMIT AGENDA

WEDNESDAY, FEBRUARY, 26TH

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON



9.10 ATTENDEE SPOTLIGHT

In your tables discuss how you're uplifting claims experiences

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

Brooke Myers, Chief Technology Officer, Fast Cover

Karen Jones-Gudmunson, Chief Transformation and Operations Officer, Tokio Marine

David Lochrie, Senior Executive Enterprise Digital, Medibank

John Pallister, Chief Information Officer, CBHS

Moderator: Vicki Bednjacic, Account Director, Smart Communications

10:20 FIRESIDE CHAT: SHAPING THE FUTURE OF INSURANCE: THE ROLE OF SMARTER PAYMENTS

Adrian Davis, Commercial Leader Financial Services and Insurance, Adyen

Pedro Sovegni, Contractor Lead Orchestration Platform, Zurich Insurance

10:50 MORNING TEA & NETWORKING



11:20 INTERACTIVE SCENARIO

In your tables discuss how your organisation is looking to implement AI into operations

11:40 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, accessibility and utilisation
- Overcoming the restrictions of legacy IT, data governance and other obstacles

Lina Saliba, Chief Customer & Marketing Officer, Metlife

Martin Jafari, Head of IT, NobleOak

Erica Nock, Head of Underwriting Operations, Guild Insurance

Mark Sheehan, Principal Engineer, TAL

Moderator: Biju Madhav, Senior Vice President & Head ANZ & Japan, ValueLabs

12:20 PRESENTATION: GONE IN 60 SECONDS: FAKING CLAIM EVIDENCE AND FIGHTING BACK

Sean Quagliani, Co-Founder and CEO, Fortiro

12:50 LUNCH & NETWORKING



1:30 INTERACTIVE WORKSHOPS

- Orchestrating the future of insurance with Enterprise AI and automation
- Unlocking Opportunities with Smarter Payments
- How intelligent document processing and embedded AI can drive workflow efficiencies
- Accelerate your competitive edge in distribution

2:10 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

Jos Jansen, General Manager, Digital, Allianz

Heather Svendsen, Head of Customer Experience & Digital, Petsure

Moderator: Kaushal Singh, Head of Strategy & Member Experience, Avanti Mutual

2:50 PRESENTATION: "HOPE IS NOT A CYBER STRATEGY" - WHY INSURERS & BUSINESSES MUST GET CYBER RIGHT

Craig Archdeacon, General Manager, APAC, Waterstons

3:20 AFTERNOON BREAK & NETWORKING

3:40 KEYNOTE PRESENTATION: FUTURE-PROOFING OUR INDUSTRY: RECENT CHALLENGES IN GENERAL INSURANCE AND THE AI OPPORTUNITY

Willem Paling, Executive Manager Analytics & AI, IAG

4:10 CLOSING REMARKS

4:20 NETWORKING DRINKS

5:20 EVENT END