



Insurance Executive Forum

Agile innovation: time to act

December 6-7, 2018 | New York

Thursday, December 6

8:00 a.m.	Registration and networking breakfast	
9:00 a.m.	Welcome & opening remarks <ul style="list-style-type: none"> • Ed Majkowski - Americas Insurance Advisory Leader, EY • John Santosuosso - Global & Americas Insurance Assurance Leader, EY 	
9:30 a.m.	Keynote <ul style="list-style-type: none"> • Roger Crandall- Chairman, President & CEO, MassMutual 	
10:00 a.m.	Innovation strategy and agile transformation: the new normal <ul style="list-style-type: none"> • Jill Beggs - SVP, Head of New Strategic Markets, Munich Re • Sophia Yen - Insurance Strategy & Innovation Leader, EY 	
10:40 a.m.	Networking break	
	P&C track Chair: Nicole Michaels, EY Location: Gallery Ballroom	Life track Chair: Tara Alex, EY Location: West Ballroom
11:00 a.m.	Keynote <ul style="list-style-type: none"> • Wayne Peacock - President, Property & Casualty Insurance Group, USAA 	Financial well-being and customer engagement: a new paradigm The life and retirement industries are trying hard to move from product centricity towards customer centricity. One of the critical concepts they are using is that of financial wellness. Financial wellness strategies focus carriers on customers and their life goals, and force them to work across traditional lines of business. Developments in digital technology and financial wellness analytics are supportive of this trend. Hear a group of senior insurance executives describe and discuss their current and contemplated financial wellness strategies. <ul style="list-style-type: none"> • Vishal Jain - Head of Financial Wellness Strategy & Development, Prudential • Kristi Rodriguez - AVP, Nationwide Retirement Institute Leader, Nationwide

		<ul style="list-style-type: none"> • Meredith Ryan-Reid - SVP, Head of Distribution Development & Benefits Delivery, MetLife • Moderator: Bernhard Klein Wassink - Global Insurance Customer & Growth Leader, EY
11:35 a.m.	<p>Future of commercial insurance: cyclical trends or systemic change? Many believe commercial insurance is poised for systemic change, driven by new forms of capacity, increasing cross-over between (re)insurance and capital markets, shifts in global market strategies and the emerging role of InsurTech. Some believe the underwriting market cycle will cease to exist and that some insurers will become technology platforms fueled by these seeds of change. Some even believe the nature of risk transfer will change with the advent of digital technologies and accessibility of digital data.</p> <p>This panel will discuss some of the key trends and drivers of systemic change in the P&C industry. Industry, Financial and Analyst leaders will share insight into how their organizations are preparing for change and taking advantage of new market opportunities.</p> <ul style="list-style-type: none"> • Mike Fitzgerald - Senior Analyst, Celent • Jessica Laird - Head of Analytics, Nephila Capital • Moderator: Gail McGiffin - Insurance Underwriting, Product & Policy Leader, EY 	<p>Innovation in the design of the next generation of life and annuity insurance products In support of their plans for future growth and market share expansion, life and annuity carriers are transforming their approach to the design of their product offerings. The next generation of life and annuity insurance products are being developed based on the changing needs and expectations of customers and distributors: namely, more consumer friendly - with features that are easier to understand; that support expansion into alternative distribution channels; and which enable incorporation into a proposition based financial plan.</p> <p>The panel will discuss and share the innovations that are driving the design, pricing and features of the next generation of products. They will share their perspective on the approaches and considerations that not only influence product development but also enable carriers to have the flexibility to support changing market needs.</p> <ul style="list-style-type: none"> • David Hopewell - Chief Data & Innovation Officer, Transamerica • David Levenson - Incoming President & CEO, LIMRA, LOMA and LL Global • Mike Simonds - President & CEO, Unum US • Moderator: Doug French - Insurance Financial Performance & Risk Leader, EY

12:10 p.m.	<p>Agile product innovation: avoiding common pain points Insurance companies want to seize opportunity to create new products to respond to new businesses and technologies. Many companies struggle, however, with how to bring new products to market without being blocked by internal obstacles, from organizational structures, to talent to IT challenges. This session will explore some typical pain points in product development, as well as some myths that may be holding companies back, to show attendees that innovative product development is achievable by insurers of all sizes.</p> <ul style="list-style-type: none"> • Denise Olson - VP, Head of Underwriting Landscape Transformation, Zurich Insurance Group • Madhu Ramamurthy - VP, Underwriting Transformation, Zurich Insurance Group • Moderator: Jennifer Kyung - Insurance Underwriting Transformation Lead, EY 	<p>Harnessing growth: the LIMRA - EY experienced financial advisor study Advisors' practices are constantly shaped by both internal and external dynamics. These forces cause advisors to remold their practice models and upgrade their value propositions to clients. Organizations serving advisors must effectively align their products and services to explore and engage with desired advisor segments. This session will share findings from the LIMRA-EY advisor study on evolving advisory practice models regarding retirement, the drivers of productivity, and the services and support advisors demand from their organizational partners.</p> <ul style="list-style-type: none"> • Patrick Leary - Corporate Vice President, Distribution Research, LIMRA • Mamadou Sow - SVP, Chief Digital Officer, Transamerica • Cissy William - SVP, Customer Experience, Protective Life • Moderator: Mark Hopkins - Insurance Product Innovation Leader, EY
12:45 p.m.	Networking lunch	
1:45 p.m.	<p>Keynote</p> <ul style="list-style-type: none"> • Marianne Harrison - President & CEO, John Hancock 	
2:15 p.m.	<p>Capturing the power of analytics in insurance The market is saturated with the latest, high-tech buzzwords. However, one thing is certain, there's incredible benefit and opportunity to be captured when we shift the way we approach underwriting and pricing, customer servicing and operations to something much more innovative and insightful than in years past. AI & analytics in all its forms is at the center of this transformation in financial services. Surrounding enterprise analytics with a balanced structure and supporting capabilities enables insurers to effectively realize the true value of analytics. Understand current market challenges and learn how new models, technologies and channels play a critical role when combined with analytics to create growth, protect assets, and empower cultures.</p> <ul style="list-style-type: none"> • Matthew Josefowicz - President & CEO, Novarica • Mark Ramsey - SVP, R&D Chief Data & Analytics Officer, GSK • Moderator: Kevin Koenig - Insurance Data & Analytics Leader, EY 	

2:50 p.m.	<p>Finance in the transformative age In an age where organizations are rapidly reinventing themselves in response to digital and technological innovation, while also navigating major accounting change, how is the focus and role of finance evolving (including actuarial and risk)? What attributes will be most important moving forward? Which types of investments and initiatives should be prioritized (and de-prioritized)? Is accounting change a distraction or a potential enabler?</p> <ul style="list-style-type: none"> • Anant Bhalla - EVP & CFO - Brighthouse Financial • Martin Klein - EVP & CFO - Athene • Bill Thomas - Insurance Finance Transformation Lead, EY • Moderator: Michael Hughes - Insurance Finance Transformation Leader, EY
3:30 p.m.	Networking break
3:45 p.m.	<p>Views from the boardroom: innovation and D&I as strategic imperatives Insurance companies and their boards are taking a hard look at the effects of both internal and external forces to rethink their short-and long-term strategies and determine what approaches best position them for the future. What is the board's role in innovation? And in today's transformative age, how can the board lead diversity and inclusiveness as a strategic imperative?</p> <ul style="list-style-type: none"> • Mary Landry - Board member, USAA • Karole Lloyd - Board member, AFLAC • Maria Morris - Board member, Wells Fargo • Robert Stein - Board member, Assurant • Moderator: Nancy Altobello - Board member, CA Technologies
4:30 p.m.	<p>Power of purpose</p> <ul style="list-style-type: none"> • Barbara Bufkin - Executive Head of Business Development, Assurant
4:50 p.m.	<p>Future of work: are we prepared? This engaging dialogue will focus on the Future of Work, an emerging area in the field of business and workforce experience that is relevant specifically to the insurance industry and highlights the role of technology as both a source of risk and opportunity as labor markets evolve.</p> <p>We will explore questions on the future of work, such as:</p> <ul style="list-style-type: none"> • How will automation impact the creation and nature of jobs and change demand for certain skills? • How will technology mitigate risks and maximize opportunities related to the expected disruptions of labor markets? • How are insurers preparing? Or not? <ul style="list-style-type: none"> • Diane Gelman - Senior Managing Director & Chief Transformation Officer, TIAA • Robyn Hahn - President, Small Business, Westfield Insurance • Ivy Kusinga - SVP, Chief Culture Officer, Chubb • Moderator: Tony Steadman - Global & Americas FSO People Advisory Services Leader, EY
5:30 p.m. - 7:00 p.m.	Cocktail reception

Friday, December 7	
7:30 a.m.	Registration and networking breakfast
8:15 a.m.	Opening remarks <ul style="list-style-type: none"> • Dave Hollander - Global Insurance Leader, EY
8:20 a.m.	Keynote <ul style="list-style-type: none"> • Jeff Dailey - CEO, Farmers Group
8:50 a.m.	Global innovation examples - what can we learn from China? In this session, we will explore how innovation is reshaping the insurance sector in China showing the differences between traditional and digital insurers. The presentation will also cover what are the key building blocks to create a successful online ecosystem and examples from leading innovators in this space. Finally, we will look at lessons learned from China and how they can be adapted to other markets. <ul style="list-style-type: none"> • Dave Hollander - Global Insurance Leader, EY • Luca Russignan - Global Insurance Lead Analyst, EY
9:20 a.m.	Keynote interview <ul style="list-style-type: none"> • Evan Greenberg - Chairman & CEO, Chubb • Moderator: Ed Majkowski - Americas Insurance Advisory Leader, EY
9:50 a.m.	Networking break
10:05 a.m.	Alternative models for deploying blockchain in insurance Blockchain is already increasing transparency and efficiency across the Insurance industry and will increase in importance. A digital network that allows for reliable data sharing and automation in near real time, Blockchain and distributed ledger technology opens up significant possibilities. But how does this translate into value for your stakeholders? Leaders from pioneering organizations who are designing, building, and deploying blockchain and distributed ledger networks will share: <ul style="list-style-type: none"> • Where blockchain and distributed ledger technology holds greatest future potential for insurance • How this technology will change existing and enable new business models • Which developments outside of insurance are most relevant to the sector • Peter Manchester - EMEIA Insurance Leader & Global Insurance Advisory Leader, EY • Austin Moothart - Head of Insurance Deployment, R3 • Patrick Schmid - Vice President, The Institutes RiskBlock Alliance • Moderator: David Bassi - Insurance Strategy & Innovation Lead, EY

10:40 a.m.	<p>Regulatory centricity: a glimpse into innovation from the regulatory perspective In this session, we will explore various innovation use cases with insurance commissioners. The panel will engage in a discussion on what regulators focus on and consider most important and which issues are of less concern.</p> <ul style="list-style-type: none"> • Michael Pieciak - Commissioner, Vermont Department of Financial Regulation • Katharine Wade - Insurance Commissioner, Connecticut Insurance Department • Moderator: Wayne Allen - CEO, Insurance Thought Leadership
11:10 a.m.	<p>Managing cyber and fraud risks throughout the digital transformation journey As insurance carriers explore avenues of their digital transformation programs, they are exposing themselves and their customers to new cyber risks beyond the walls of their enterprise. Whether they are fraud risks due to more and more interactions with customers moving to digital or integrity risks of blockchains or third party risks associated with doing business with cloud service providers, organizations must manage these risks to securely enable their digital transformations. With evolving national and regional cyber and privacy regulations, insurers are required to demonstrate strong risk management capabilities across their operating landscape. Aligning organization’s cyber risk management strategy with digital transformations is a key to enable trust in doing business with insurers in a digital world.</p> <ul style="list-style-type: none"> • Robert Allen - SVP, Chief Information Security Officer, Bighthouse Financial • Lori Bailey - Global Head of Cyber Risk, Zurich Insurance Group • Chris Lanzilotta - Insurance Cybersecurity Leader, EY • Stephen Ward - Chief Information Security Officer, Home Depot • Moderator: Shelly Fliehe - Information Technology Risk Leader, EY
11:45 a.m.	<p>Random acts of digital: there are better options Every insurance company is aware of the need capitalize upon the power of technology to re-visit their business models, rapidly launch new insurance products/coverages, and acquire customers through new channels. Most carriers are trialing new digital capabilities. Some carriers are doing so randomly, some more strategically. But getting to market quickly is not easy given existing insurance business models and their legacy systems. In this session, we will present provocative and proven options to reduce the launch time and cost for insurance product and digital capabilities for both Property & Casualty and Life insurers.</p> <ul style="list-style-type: none"> • David Connolly - Global Insurance Digital Transformation Leader, EY
12:05 p.m.	<p>Activating consumers in the digital world: how to engage consumers with new digital offerings, products and experiences Chief Marketing Officers and Chief Digital Officers will discuss how they are approaching the digital marketing and engagement challenge.</p> <ul style="list-style-type: none"> • Ann Bair - SVP & Chief Digital Officer, Nationwide • Mark Elliot - SVP & Chief Marketing Officer, TIAA • Jennifer Luisa - VP, Marketing & Communications, The Hanover Insurance Group • Moderator: Amy Summy - Marketing Transformation Leader, EY
12:45 p.m.	<p>Closing remarks</p>