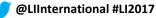
Life Insurance International: Innovation Forum & Awards 2017

*Innovate or Become Extinct* 16<sup>th</sup> November | London



10:40-11:10 Networking Coffee Break – Exhibition Area





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	Session Three: Improving The Life Insurance Customer Experience	ce	
2	Chairperson: Peter Hamilton, Head of Strategic Partnerships, Zurich	ZURICH	
14:00-14:20	Ways to Overcome the Challenges of Selling Protection		
	<ul> <li>Streamlining the underwriting process with new technology</li> <li>Using advanced analytics in claims management</li> <li>Best new methods for increasing new customer acquisition</li> </ul> Adam Jones, Product Actuary, VitalityLife	<b>Vitality</b>	
14:20-14:40	Winning Customers' Trust and Loyalty		
	<ul> <li>Ways to win customers' trust and loyalty within life and health insurance</li> <li>The role that face-to-face advice and guidance play in an increasingly digitalised marker</li> <li>Rewarding and incentivising customers to purchase life and health insurance</li> </ul>		
	Graham Newman, Consultant, Keylane	Keylane	
14:40-15:00	Delivering a Superior Customer Experience	insurance & pension softwar	
ac	<ul> <li>Why do insurers need to consider more innovative and engaging propositions?</li> <li>How proposition can be enhanced by offering non-life insurance benefits alongside traditional insurance products</li> <li>Case study: how non-insurance benefits can help deliver more value to customers</li> <li>Review the benefits, risks and practical considerations: an insurers perspective</li> </ul>		
	Nick Telfer, Head of Product and Propositions, British Friendly	BRITISH FRIEN:)LY	
15:00-15:20	How Digital Innovation can Improve Customer Engagement	It reas good to be covered	
	<ul> <li>Practical ways to use technology for life and health insurance inno</li> <li>Technology which provides customers with choice, transparency a</li> <li>Digital capabilities that gain enhanced knowledge of the customer relationships</li> <li>Using social media to ensure excellent customer service</li> </ul>	nd speed	
y.	Nicolas Meric, CEO, DreamQuark	DreamQuark	
15:20-15:50	Speaker Discussion and Q&A		
	Moderated by: <b>Peter Hamilton</b> , Head of Strategic Partnerships, <b>Zurich</b>	ZURICH	
	Speakers include:	BRITISH FRIEN:)LY	
	Nick Telfer, Head of Product and Propositions, British Friendly	Dream Quark	
	Nicolas Meric, CEO, DreamQuark		
	Paul Yates, Product Strategy Director, Ipipeline	Keylane	
	Graham Newman, Consultant, Keylane	insurance & pension software	
15.50 16.10	Adam Jones, Product Actuary, VitalityLife		
15:50-16:10	Networking Coffe Break – Exhibition Area		





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	ession Four: Future Focus – Innovation Defining The Life Insurance I		
	Chairperson: Bruno Davila, Global Head of Insurance, Insurance Intelligence Center		
6:10-16:30	The Future for Protection Innovation		
	<ul> <li>How will smart technologies continue to influence the life insurance industry?</li> <li>What opportunities are there to create new markets for protection?</li> <li>How can providers make it easier for customers and advisors to access protection?</li> </ul>		
	Andy Roberts, Technical Sales Manager, AIG Life	AIG	
6:30-16:50	Leveraging Wearables for Next Generation Underwriting and Risk Stratification		
	<ul> <li>Unlocking biometric and behavioural validation using wearables</li> <li>Reducing costs and accelerating the pace of underwriting</li> <li>Supplementing underwriting with new psychological and disease screening metrics</li> </ul>		
A.	David Wang, CEO, Striiv	striiv	
.6:50-17:20	Expert Roundtable Discussion – Planning the Next Steps and Looking To	wards the Future	
	Hear experts discuss a plan of action for the future of the industry as gained from the day's presentations.		
	<ul><li>Discussion points will include:</li><li>Strategies to deal with Brexit and a volatile market</li></ul>		
	<ul> <li>How to encourage gender diversity in the insurance industry?</li> <li>What is the new marketplace going to look like?</li> <li>Has InsurTech got what it takes to take over the incumbents?</li> <li>What challenges need to be overcome in order to ensure the succ</li> <li>Will we be willing to replace human doctors with AI and robots?</li> </ul>	cess of robo-advice?	
	<ul> <li>What is the new marketplace going to look like?</li> <li>Has InsurTech got what it takes to take over the incumbents?</li> <li>What challenges need to be overcome in order to ensure the succession.</li> </ul>		
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19:30 Life Insurance International Awards and Gala Dinner



