

08:00-09:00 Welcome Refreshments and Registration

09:00-09:10 **Welcome Address from Life Insurance International - Evaluating the Current Landscape**

- Review of technological innovation in the global life and health insurance market
- Opportunities and challenges: today and the next decade in life insurance
- Disintermediation challenges of new technology
- Introducing InsurTech with the constant desire to innovate



**Ronan McCaughey**, Editor, **Life Insurance International**



### Session One: Scene Setting – The State of the Life Insurance Industry

**Chairperson: Ronan McCaughey**, Editor, **Life Insurance International**



09:10-09:30 **Keynote: Providing Financial Products to Meet Our Future Long-Term Care Needs**

- Is this a savings issue or an insurance issue (spoiler alert- I'll say it's an insurance issue!)
- What are the barriers to providers offering long-term care insurance and to consumers wanting to buy it?
- How could these barriers be overcome – for example, by a combined drawdown/care insurance product?



**Steve Webb**, Director of Policy & External Communications, **Royal London**



09:30-09:40 **Q&A with Steve Webb**

09:40-10:00 **Protection: What Business are we in?**

- Industry has focussed on improving the existing proposition
- Is it more interesting to create new value to meet the need?
- Platform creative new ideas to the market – test and learn



**Eoin Lyons**, CEO, **Opal**



10:00-10:20 **Regulatory Outlook for the Life Sector**

- Current regulatory priorities of the PRA and FCA
- The implications of regulatory priorities for life firms
- Regulatory approach to cyber risk



**Andrew Bulley**, Partner EMEA Centre for Regulatory Strategy, **Deloitte**



10:20-10:40 **Speaker Discussion and Q&A**

*Moderated by: **Ronan McCaughey**, Editor, **Life Insurance International***



*Speakers include:*



**Michael Tripp**, Partner, **Mazars**



**Eoin Lyons**, CEO, **Opal**



**Andrew Bulley**, Partner EMEA Centre for Regulatory Strategy, **Deloitte**



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

Session Two: Survive and Thrive in the Digital Age



Chairperson: **Jamie Macgregor**, Senior Vice President, **Celent**

**CELENT**

11:10-11:30

**InsurTech - New Kids on the Block**

- The latest start-ups breaking into the life and health insurance sector
- Review of the latest InsurTech innovations impacting life and health insurance space
- How is the life insurance industry likely to change over the next decade because of digitalisation?



**Erik Vynckier**, Board Member, **Foresters Friendly Society**

 Foresters  
Friendly Society

11:30-11:50

**Fund for the Sick? Or Partner for Health?**

- Health scoring, engagement and underlying risk models for a digital connection between clients and insurers in real time



**Lukas Amman**, Sales Director Europe, **dacadoo**

 dacadoo  
It's all about you.

11:50-12:10

**How Reinsurers Seek to Drive Insurance Innovation**

- Red ocean – blue ocean thinking, a vote for disruption
- Embracing new world thinking for existing problems
- Blueprint for a real problem



**Mick James**, Business Development Director, **RGAX**

**RGAX**

12:10-12:30

**Disrupting the Playing Field with Digital Innovation & Analytics**

- Building a customer-centric marketplace with new innovations
- Using data insights and turning them into customer value propositions
- How technology will be used to maintain relevance in a rapidly evolving market



**Guy Williams**, Director of Sales and Marketing, **Liss Systems**

 Liss  
SYSTEMS  
an EXL company

12:30-13:00

**Speaker Discussion and Q&A**

*Moderated by: **Jamie Macgregor**, Senior Vice President, **Celent***

*Speakers joining:*

**Erik Vynckier**, Board Member, **Foresters Friendly Society**

**Lukas Amman**, Sales Director Europe, **dacadoo**

**Guy Williams**, Director of Sales and Marketing, **Liss Systems**

**James Downes**, Founder and Director, **Pancentric Digital**

**Mick James**, Business Development Director, **RGAX**

**CELENT**

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Friendly Society

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 Liss  
SYSTEMS  
an EXL company

**PANCENTRIC  
DIGITAL**

**RGAX**

13:00-14:00

Networking Lunch – Exhibition Area

**Session Three: Improving The Life Insurance Customer Experience**



**Chairperson: Peter Hamilton**, Head of Strategic Partnerships, **Zurich**



14:00-14:20

**Ways to Overcome the Challenges of Selling Protection**

- Streamlining the underwriting process with new technology
- Using advanced analytics in claims management
- Best new methods for increasing new customer acquisition



**Adam Jones**, Product Actuary, **VitalityLife**



14:20-14:40

**Winning Customers' Trust and Loyalty**

- Ways to win customers' trust and loyalty within life and health insurance
- The role that face-to-face advice and guidance play in an increasingly digitalised market
- Rewarding and incentivising customers to purchase life and health insurance



**Graham Newman**, Consultant, **Keylane**



14:40-15:00

**Delivering a Superior Customer Experience**

- Why do insurers need to consider more innovative and engaging propositions?
- How proposition can be enhanced by offering non-life insurance benefits alongside traditional insurance products
- Case study: how non-insurance benefits can help deliver more value to customers
- Review the benefits, risks and practical considerations: an insurers perspective



**Nick Telfer**, Head of Product and Propositions, **British Friendly**



15:00-15:20

**How Digital Innovation can Improve Customer Engagement**

- Practical ways to use technology for life and health insurance innovation
- Technology which provides customers with choice, transparency and speed
- Digital capabilities that gain enhanced knowledge of the customer to create lasting relationships
- Using social media to ensure excellent customer service



**Nicolas Meric**, CEO, **DreamQuark**



15:20-15:50

**Speaker Discussion and Q&A**

*Moderated by: Peter Hamilton, Head of Strategic Partnerships, Zurich*

*Speakers include:*

**Nick Telfer**, Head of Product and Propositions, **British Friendly**

**Nicolas Meric**, CEO, **DreamQuark**

**Paul Yates**, Product Strategy Director, **Ipipeline**

**Graham Newman**, Consultant, **Keylane**

**Adam Jones**, Product Actuary, **VitalityLife**



15:50-16:10

Networking Coffe Break – Exhibition Area

**Session Four: Future Focus – Innovation Defining The Life Insurance Industry**



**Chairperson: Bruno Davila**, Global Head of Insurance, **Insurance Intelligence Center**



16:10-16:30

**The Future for Protection Innovation**

- How will smart technologies continue to influence the life insurance industry?
- What opportunities are there to create new markets for protection?
- How can providers make it easier for customers and advisors to access protection?



**Andy Roberts**, Technical Sales Manager, **AIG Life**



16:30-16:50

**Leveraging Wearables for Next Generation Underwriting and Risk Stratification**

- Unlocking biometric and behavioural validation using wearables
- Reducing costs and accelerating the pace of underwriting
- Supplementing underwriting with new psychological and disease screening metrics



**David Wang**, CEO, **Striiv**



16:50-17:20

**Expert Roundtable Discussion – Planning the Next Steps and Looking Towards the Future**

*Hear experts discuss a plan of action for the future of the industry as gained from the day's presentations.*

Discussion points will include:

- Strategies to deal with Brexit and a volatile market
- How to encourage gender diversity in the insurance industry?
- What is the new marketplace going to look like?
- Has InsurTech got what it takes to take over the incumbents?
- What challenges need to be overcome in order to ensure the success of robo-advice?
- Will we be willing to replace human doctors with AI and robots?

*Moderated by: Bruno Davila, Global Head of Insurance, Insurance Intelligence Centre*

*Speakers include:*



**Andy Roberts**, Technical Sales Manager, **AIG Life**



**Ian McKenna**, Director, **Finance & Technology Research Centre**

**David Wang**, CEO, **Striiv**

**Adam Byford**, Managing Director, **Synaptic Software**

INSURANCE  
INTELLIGENCE CENTER



FINANCE & TECHNOLOGY RESEARCH CENTRE



17:20-17:25

Closing Remarks - **Ronan McCaughey**, Editor, **Life Insurance International**



17:25

Close of Forum

18:30

Drinks Reception – Exhibition Area

19:30

Life Insurance International Awards and Gala Dinner