

Conference Programme | [Register Here](#)

Subject to change

Tuesday 6 November | 6:00pm to 10:00pm

WELCOME RECEPTION @ The National Maritime Museum

Wednesday 7 November | 9:00am to 5:30pm

MAIN CONFERENCE @ St Olof Chapel | NH Collection Hotel Amsterdam, Barbizon Palace

8.00 Registrations

9.00 Welcome & Introduction

9.15 **Reinventing the consumer's experience of insurance**

ROSS MAYNE, Chief Executive Officer | Munich Re Automation Solutions

9.45 **Where are the drones? An update on tech trends in the life industry**

JAMIE MACGREGOR, CEO & Head of Insurance | Celent

The insurance industry is under pressure to perform. A persistent low interest rate environment, political and economic uncertainty, increasing customer expectations for digital servicing and advances in technology fundamentally changing the nature of some risks being insured, have all opened the industry up to rethinking their investment in data and tech-led innovation. Where is the life insurance industry on this journey?

10.45 Introduction of participants – part one

11.00 Networking break

11.30 **Applying predictive analytics and machine learning to drive innovations in life insurance**

PATRICK SULLIVAN, SVP Integrated Analytics | Munich American Reassurance Company

Munich Re analytics expert Patrick Sullivan will talk about the emergent use of advanced analytics within the underwriting process in the North American market and the success factors required to enable this. Patrick drives strategy for big data and predictive analytics at Munich Re.

12.30 **Leading the Japanese insurance industry with customer care**

JOEL EDGERTON, Chief Operations Officer | BNP Paribas Cardif – Japan

Joel Edgerton will explain how BNP Paribas Cardif Japan has struck the balance between technology and customer experience to lead the credit insurance market in Japan. Joel is the COO of Cardif Japan with over 20 years' experience in financial services and technology companies. He leverages his background in both process and technological transformation to deliver strategic competitive advantages based on human-centric, data-driven customer experiences.

13.00 Introduction of participants – part two

13.15 Lunch

14.15 **ALLFINANZ digital underwriting – what’s new and the product roadmap**
DECLAN O’NEILL, *EVP Product & Data | Munich Re Automation Solutions*

15.15 **ALLFINANZ innovation showcase**
Concurrent break-out sessions repeated 3 times over the 2 days

- **Unlocking the value in your electronic underwriting data**

Learn how to leverage ALLFINANZ Insight and Munich Re’s data knowledge to drive innovation and process improvement.

COLM MCENTEE, *Product Management Operations & Knowledge Manager | Munich Re Automation Solutions*

RYAN GAUGHAN, *Data Scientist | Munich Re Automation Solutions*

- **Writing and managing underwriting rules**

Learn best practices for underwriting rules development using the ALLFINANZ Rules Designer and get an introduction to Munich Re’s new Rules Service.

SEAMUS MURPHY, *Chief Business Analyst | Munich Re Automation Solutions*

- **Turning pre-assessments chaos into instant sales**

Learn how to turn an inefficient pre-assessment process into closed sales with ALLFINANZ Spectra and hear about the roadmap for the future.

COLM KENNEDY, *Executive Vice President Americas | Munich Re Automation Solutions*

- **Accessing external 3rd party evidence to improve consumer experience**

Learn how 3rd party evidence is being used in the US and other markets and discuss the availability of, and potential access to external data in your markets.

PAUL ENNIS, *Application Product Manager | Munich Re Automation Solutions*

16.15 Networking break

16.45 Introduction of participants – part three

17.00 **ALLFINANZ customer implementation showcase**

17.30 End of Day 1

19.00 **GALA DINNER @ Het West-Indisch Huis**

Thursday 8 November | 9:00am to 5:00pm

MAIN CONFERENCE @ St Olof Chapel | NH Collection Hotel Amsterdam, Barbizon Palace

9.00 **Welcome to the future!**

RICHARD VAN HOOIJDONK, *Trendwatcher, futurist and international keynote speaker*

Through new technologies we are on the verge of great changes. Robots, drones, big data, Internet of Things, virtual reality, biotech, neurotech and blockchain create new opportunities and new business models emerge. Organisations need to be prepared for the future.

The future is fascinating for anyone who loves life. Technological developments in healthcare are perhaps the most progressive. Think telemedicine, wearables, implants that eliminate the effects of epilepsy and Alzheimer's and bioprinters that print organs. Then there's the electronic pill that keeps our health in check and personalised medication from a 3D printer, ready while you wait. The future is fascinating! Welcome to the future!

10.00 ALLFINANZ innovation showcase
Concurrent break-out sessions

- **Unlocking the value in your electronic underwriting data**

Learn how to leverage ALLFINANZ Insight and Munich Re's data knowledge to drive innovation and process improvement.

COLM MCENTEE, *Product Management Operations & Knowledge Manager | Munich Re Automation Solutions*

RYAN GAUGHAN, *Data Scientist | Munich Re Automation Solutions*

- **Improve manual underwriting efficiency and collaboration**

Learn how to accelerate the manual underwriting of life insurance applications with ALLFINANZ Underwriter Workbench. Discover all the tools and information underwriters need to evaluate and underwrite an application in one central location.

SEAMUS MURPHY, *Chief Business Analyst | Munich Re Automation Solutions*

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11.00 Networking break

11.30 TAL Life Insurance Australia – how they are using data and technology to enhance the consumer experience

GAVIN TEICHNER, *General Manager, Individual Life | TAL Life Insurance*

GILBERT NAIR, *Head of Underwriting Automation Solutions - Digital Services | TAL Life Insurance*

In this session, TAL Life Insurance will share some key insights and underlying factors behind their overall success and market leading position to date. Gavin and Gilbert will explain how the continuing role of innovative technology enables TAL to manage customer experience and business outcomes.

12.00 **ALLFINANZ customer implementation showcase**

12.30 Lunch

14.00 The global economic environment and its impact on life insurance**DR. MICHAEL MENHART**, *Chief Economist | Munich Re*

Dr. Menhart will share his expert outlook on the impact of digitization and political uncertainty on the world economy, and the implications for the life insurance industry.

14.30 Regional updates: Americas | Asia-Pacific | EMEA**COLM KENNEDY**, *Executive Vice President Americas | Munich Re Automation Solutions***PAUL DONNELLY**, *Executive Vice President EMEA | Munich Re Automation Solutions***ALBY VAN WYK**, *Executive Vice President Asia-Pacific | Munich Re Automation Solutions***15.00** Networking break**15.30 ALLFINANZ innovation showcase****Concurrent break-out sessions****Unlocking the value in your electronic underwriting data**

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PAUL ENNIS, *Application Product Manager | Munich Re Automation Solutions***16.30** Wrap up**16.45** Close