

London market claims 2016

Driving modernisation and positive change

20th October 2016 • Fenchurch Place • London

Keynote speakers:



Simon Gaffney
Chief Data Officer
Willis Towers Watson



Ben Bolton
Founder and Managing Director
Gracechurch Consulting

Speakers include:



Mark Chapman
Group CIO
Global Aerospace



Tracey Skinner
Director - Insurance & Risk Financing
BT Group



Fiona Sperry
Head of Claims & Global Specialty Claims
Sompo Canopus



Hannah Purves
Claims Director
Markel International



Helen Dines
Senior Vice President
Head of UK Claims Operations
Marsh



Leonora Siccardi
Head of Claims
Global Broking Centre
Aon Risk Solutions



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Overview

In the face of changing client expectations and the need for greater efficiency, the necessity for modernisation and positive change within London market claims has never been greater.

The challenge facing all firms is how to crystalize and prioritise the key issues, develop strategies that will deliver tangible improvements to claims performance and drive up service for clients.

London Market Claims is the only conference dedicated to providing stakeholders from across the value chain the opportunity to explore these key challenges and provide insights into how they could be successfully overcome.

Topics to be discussed include:

- Delivering a client centric claims service by modernising processes and developing a high performance culture
- Thinking beyond the TOM... utilising data to provide a more efficient claims service that retains customers
- Developing cyber risk policies and an effective claims strategy
- Solving the practical challenge of low volume claims and reducing frictional costs
- How wider TOM initiatives, CSRP 1.1b and delegated claims authority will impact claims

Programme

08:00 **Registration, coffee and networking**

09:00 **KEYNOTE PRESENTATIONS**

Maintaining London's position in the global insurance market

- The competitive strengths and weaknesses of London as a centre for insurance
- Does the London subscription model still have a place?
- Bringing underwriting and claims together pre-placement to build better client propositions and value
- Breaking down silos and removing 'Londonisms' in operations, IT and people processes
- Driving up efficiency and pushing through modernisation – TOM and beyond



Simon Gaffney
Chief Data Officer
Willis Towers Watson

Claims 2021: what does the future hold?

Ben will present the results of this year's pre-conference report conducted the key stakeholders from across the market.

The 2016 Insurance Network & Gracechurch Report:

- What is the ambition for claims in the next 5 years and will claims be at the top table?
- How will innovation, technology, process, regulation and culture impact the ambition?
- What are the potential benefits for insurers, brokers, TPA's and Customers?
- What should we be doing today to ensure a positive future?



Ben Bolton
Founder and Managing Director
Gracechurch Consulting

10:45 **Coffee & networking in the exhibition area**

PANEL 1

Technology & innovation in the London market

Modernisation is both enabled and driven by innovative developments in technology. However, there are still question marks over the pace, direction and depth of change in the market.

Our expert panelists will discuss the current direction of travel, present their vision for future market processes and explore the technologies being developed for the market and claims specifically.

Topics to be covered include:

- ECF – the case for modernisation
- Where is the innovation coming from?
- What services are the vendor community looking to deliver to the market in the next 3/5 years?
- How are they supporting the wider market TOM initiatives?



Mark Chapman
Group CIO
Global Aerospace



Stephen Card
Director, Insurance Support Services
Charles Taylor



Patrick Molineux
General Manager, Insurance UK, Ireland & Netherlands
CSC

Round table discussions and Q&A

PANEL 2

Cyber Claims

Developing policies & a claims service that meets client expectations

As cyber risks and policies become more complex, handling claims efficiently and effectively becomes critical – especially if cyber policy penetration is to increase.

This panel discussion will explore how underwriting and claims can work together to develop cyber policies that meet client needs and deliver an exceptional service in the event of a claim.

Topics to be covered include:

- Overcoming the perception that cyber policies won't pay-out
- What do clients want in a policy and during a claim to satisfy their boards?
- As more business is conducted online will all policies have to incorporate cyber risk coverage?
- Running effective pre-placement scenarios to stress test policies in the event of a claim



Tracey Skinner
Director – Insurance & Risk Financing
BT Group plc



Jacqueline Spencer-Sim
Cyber Liability Class Underwriter
Novae Group



Linda Rothmann
Claims Director
CNA Hardy

Round table discussions and Q&A

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PANEL DISCUSSION

Transforming subscription market claims operations

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As the London market embraces modernisation there will be changes in all areas of claims operations. This panel discussion will debate the TOM, claims modernisation and the practical challenges that need to be overcome.

Topics to be covered include:

- Wider London market TOM initiatives and their impact on claims
- Overcoming the technology and data challenges to achieve efficiency, improve service and meet compliance standards
- CSRP 1.1b & delegated claims authority
- Modernising the SNAD system for paying claims to speed up settlement times



Tim Willcock
Director, Operations
LMA



Jonathan Clark
Global Head of Business Solutions Claims
SCOR SE



Leonora Siccardi
Head of Claims, Global Broking Centre
Aon Risk Solutions

Q&A session

WORKSHOP

Successfully delivering a client centric claims culture

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Transforming organisations is more than just changing operations and processes. This workshop will explore the people, process and technology challenges of developing a high performance culture that delivers an exceptional claims service.

Developing a client focused, outcomes driven claims service

- Building agility into claims processes to give brokers and insureds the service they need
- Developing a high performance claims culture where handlers are empowered to resolve claims efficiently and effectively
- How do you foster a creative claims environment with clients outcomes at the centre?



Fiona Sperry
Head of Claims & Global Specialty Claims
Sompo Canopius

Topics to be discussed during the round table discussion include:

- Are claims promoted to policyholders appropriately by insurers & brokers?
- Charging customers for claims advocacy – the cases for and against

Round table discussions

WORKSHOP 1**Solving the practical challenges of low value, volume claims**

Despite the recent VCS initiative, the processing of volume claims in the same way as highly complex, high value claims continues to cause poor service, frictional costs and delays.

This workshop will explore the options for how volume claims can be better handled. Helen's presentation will establish the key issues before the audience work in groups to propose solutions that can be deployed at a company and market level.

Topics of discussion include:

- Is this a competitive arena and how uncompetitive is the subscription market?
- How can we achieve a single claims agreement party clause?
- What are the technical processing stumbling blocks and how can the key stakeholders work together to overcome them?
- What lessons can we learn from VCS?
- Could competitive tensions or job preservation hinder market wide initiatives?

**Helen Dines**

Senior Vice President, Head of UK Claims Operations
Marsh

Round table discussions

WORKSHOP 2**'Embrace data and analytics or die!' – becoming a data driven organisation**

This workshop examines the key skills and competences needed to become a data driven organisation.

Topics to be covered include:

- Employing the skills so claims really understands data and how to use it to drive better outcomes
- What technology will be needed to allow analytics to drive decisions which are automated and 'straight through'?
- Overcoming the hurdles to achieve good, clean data
- Practical examples of what we can actually do with good data

Round table discussions

16.30 **Closing Panel Discussion****Is the London market modernising & innovating quickly enough?**

With the TOM, progress is being made on updating market systems & processes. However the fact remains that legacy systems and resistance to change are still barriers that can stifle true innovation and the speed of modernisation. This panel will explore the question of innovation in the market, what should be the next goals after TOM and how can claims help the market – and individual firms – seize those those opportunities?

Topics to be explored include:

- Can innovation be nurtured and thrive in a subscription market still using old systems?
- Leveraging claims to lead the way on modernisation
- What quick wins in modernisation would you implement now?

**Tom Bennett**

Director of Delegated Underwriting Services
Xchanging

**Ben Bolton**

Founder and Managing Director
Gracechurch Consulting

**Hannah Purves**

Claims Director
Markel International

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By including dedicated time for discussion, reflection and benchmarking you can pick up those invaluable learnings and practical techniques from your peers
- **No press, no transcripts – just honest, open discussion**
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020 7079 0270

2 On receipt of your registration we will send you an email confirmation. If you have opted to pay by credit card a member of our team will call you.

3 Add the date to your diary. Closer to 20th October 2016 we will send through a map & directions to the venue.

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