

Day 1 - November 20th

Time	Keynote Plenary Sessions: From Improved Digital Capabilities to a Full Connected Ecosystem Preceded by Morning Coffee and Networking
08:20	Insurance Nexus Welcome and Introductory Remarks Emma Sheard , General Manager, Insurance Nexus
08:30	Chairman's Opening Remarks Conference Chair: Stephen Applebaum , Managing Partner, Insurance Solutions Group
08:40	Pave the Way to True Customer-Centricity - Build the Connected Insurance Carrier Darla Finchum , SVP and Head of Auto and Home, MetLife
09:00	Transform Insurance with Intelligent Automation Kenneth Mertz , Global Industry Leader - Financial Services, Automation Anywhere
09:20	Stay Ahead of Your Competition and Drive True Innovation - The Break-Glass, Try-New-Things, Put-Risk-Into-The-Business-Model Kind Michael Lebor , CMO and SVP of Strategic Innovation, AmTrust Financial Services
09:40	Joint Q&A Session: Accelerate Transformation with Innovative Tech Moderator: Stephen Applebaum , Managing Partner, Insurance Solutions Group Darla Finchum , SVP and Head of Auto and Home, MetLife Kenneth Mertz , Global Industry Leader - Financial Services, Automation Anywhere Michael Lebor , CMO and SVP of Strategic Innovation, AmTrust Financial Services
10:00	Panel Discussion: Survive Disruption and Adapt to Customer Demands with Digital Agility - The Key for Future Readiness Moderator: Paul Winston , Chief Operating Officer, Insurance Thought Leadership Brent Korte , SVP, CMO, Ameritas Drew Aldrich , Managing Director, American Family Ventures Racquel Santana , VP Digital Enablement, Travelers Insurance

10:30 Morning Coffee Break and Networking Session Hosted in Exhibition Hall

	PRODUCT Develop Products that Your Customers Truly Want	CUSTOMER Increase Engagement and Deliver Support for Improved Customer Experience	TECH Incorporate Innovative Technology to Create a True Competitive Advantage	CYBER Understand New Risks and Identify Opportunities
11:00	Live Polling: The New Risks to Watch Chaired by Samantha Chow , Senior Life and Annuities Analyst, Aite Group	Live Polling: A Closer Look at Customer Pain Points and How to Resolve Them Efficiently Chaired by Nicholas Zeisler , Principal, Zeisler Consulting LLC	Live Polling: Does Insurance Culture Eat Innovation for Breakfast? Chaired by Stephen Applebaum , Managing Partner, Insurance Solutions Group	Live Polling: What Will Deliver Growth in the Cyber Insurance Industry? Chaired by Nick Economidis , VP Professional Liability, Crum and Forster
11:10	The Future of Product and the Evolving Personal Insurance: From Selling Policies to Delivering Comprehensive Protection Solutions Basil Morris , Vice President Office of Corporate Strategy, Nationwide	Insurance is a Service Business - Be a Customer-Leader in a Product-Focused World Liz McSorley , VP Customer Experience, American Modern Insurance Group	Improve Digital Agility - How Insurance Carriers Can Deliver Transformative Changes Racquel Santana , VP Digital Enablement, Travelers	Cyber Armageddon: How to Build a More Sustainable Book to Minimize the Effects of Cyber Risk Mitigation Joe Turek , VP Cyber and Professional Liability, Chubb

11:30	<p>Go Where Your Customers Are (in Digital Ecosystems)</p> <p>Philippe Lafreniere, Chief Growth Officer, Slice</p>	<p>Customer-Driven Insurtech Innovations - Lessons Learned from Claims</p> <p>Kris Herrin, Senior Vice President and CIO, VPay</p>	<p>How Can Data-Driven Insights Transform Risk Selection, Pricing, and Mitigation?</p> <p>Todd Rissel, CEO, e2Value</p>	<p>Understand the Threat Posed by Hackers to Produce Up to Date Coverage</p> <p>Michael Born, SVP Cyber Liability Product Leader, Berkley Re Solutions</p>
11:50	<p>Switch the Mindset for Insurance: Develop Personalized, On-Demand and Flexible Policies</p> <p>Alejandro Zarate, SVP Product Development Expert, Marsh</p>	<p>Re-Think the Partnerships Model to Maximize the Value Out of Every Lead</p> <p>Brian Hansen, Assistant VP and Direct Distribution Manager, Liberty Mutual Insurance</p>	<p>Stay Ahead of Your Competition - Achieve an Agile, Fail Fast Mentality in a Highly Regulated Industry</p> <p>Dan Moore, SVP and Head of Operations, QBE North America</p>	<p>The Importance of Claims Management for Cyber Insurers</p> <p>Nick Economdis, VP, Crum & Forster</p>
12:10	<p>Joint Q&A Session: What Sets You Apart from the Competition?</p> <p>Moderated by Samantha Chow, Senior Life and Annuities Analyst, Aite Group Basil Morris, Vice President Office of Corporate Strategy, Nationwide Philippe Lafreniere, Chief Growth Officer, Slice Alejandro Zarate, SVP Product Development Expert, Marsh</p>	<p>Joint Q&A Session: Move Beyond Personalization to a Real-Time Individual Experience</p> <p>Moderated by Nicholas Zeisler, Principal, Zeisler Consulting LLC Liz McSorley, VP Customer Experience, American Modern Insurance Group Kris Herrin, Senior Vice President and CIO, VPay Brian Hansen, Assistant VP and Direct Distribution Manager, Liberty Mutual Insurance</p>	<p>Joint Q&A Session: Implementation vs Adoption: How to Successfully Roll Out a New Technology Solution</p> <p>Moderated by Stephen Applebaum, Managing Partner, Insurance Solutions Group Racquel Santana, VP Digital Enablement, Travelers Todd Rissel, CEO, e2Value Dan Moore, SVP and Head of Operations, QBE North America</p>	<p>Joint Q&A Session: Understand Evolving Threats - How Can You Prepare?</p> <p>Moderated by Nick Economdis, VP Professional Liability, Crum and Forster Joe Turek, VP Cyber and Professional Liability, Chubb Michael Born, SVP Cyber Liability Product Leader, Berkley Re Solutions</p>

12:30

Networking Lunch Hosted in the Exhibition Hall
Exhibition Tours to Depart from Registration Desk

	Merge Technology and a Customer-Obsessed Culture to Enhance Digital Product	Leverage Digital Capabilities to Engage and Delight	Don't Innovate for Innovation's Sake	Master Cyber Pricing and Coverage
14:00	<p>How Commercial Auto Insurers Are Accessing and Using Telematics and Other Driver Safety Platforms in Areas Beyond Claims Prevention</p> <p>Harry Storck, Director Risk Control, Protective Insurance</p>	<p>Accelerate Transformation in the Insurance Industry with a Connected Consumer Strategy</p> <p>Brent Korte, SVP, CMO, Ameritas</p>	<p>Insurance X-Factor - Unlock the Benefits of Tech Investments and Empower Your Employees</p> <p>Linsay Hohmann, VP Service, CSAA Insurance Group</p>	<p>Gather and Interpret Data to Create a Rich Database for Cyber Modelling</p> <p>Chris Hedenberg, Director of Data Science, Corvus Insurance</p>
14:20	<p>Finally, A Path to Success for Commercial Insurance Fleets</p> <p>Dale Willis, VP Insurance Telematics, Azuga</p>	<p>Strategies to Create a Seamless Omnichannel Customer Experience and the Evolution of Customer Care</p> <p>Noah Sniderman, Insurance Practice Lead, Interactions LLC</p>	<p>A Closer Look at Individual Loss Development and a Personalized Claims Process</p> <p>Neil Silbert, General Manager Insurance, DataRobot</p>	<p>Continuous Underwriting: Use Proprietary Data and Deep Learning Models to Bring the Highest Efficacy to Cyber Risk Ratings</p> <p>Jack Kudale, Founder and CEO, Cowbell Cyber</p>

14:40	Customer Engagement, Improve Driving Behaviour and Enhance Profitability Zaheer Alli , Head of New Business Development, Discovery Vitality	The Digital Small Commercial Buyer and How to Create Their Future Experience Jeff Kroeger , EVP Strategy and Development, Insureon	Innovate Insurtech at the Speed of AutoTech – Define Disruption Jeremy Snyder , Chief Operating Officer, Avinew	Define Cyber: What Should the Policy Cover? Minimize Losses, Reduce Silent Cyber Exposure to the Maximum Catherine Rudow , VP Cyber Insurance, Nationwide
15:00	Joint Q&A Session: Boost Customer Adoption by Defining a Clear Value Proposition: What's in it For Them? Moderated by Samantha Chow , Senior Life and Annuities Analyst, Aite Group Harry Storck , Director Risk Control, Protective Insurance Dale Willis , VP Insurance Telematics, Azuga Zaheer Alli , Head of New Business Development, Discovery Vitality	Joint Q&A Session: Connect to the Heart: Capture the Attention of Your Customer and Drive Insurance Growth Moderated by Nicholas Zeisler , Principal, Zeisler Consulting LLC Brent Korte , SVP, CMO, Ameritas Noah Sniderman , Insurance Practice Lead, Interactions LLC Jeff Kroeger , EVP Strategy and Development, Insureon	Joint Q&A Session: Unlock the Power of Data to Drive Efficiency and Improve the Customer Experience Moderated by Stephen Applebaum , Managing Partner, Insurance Solutions Group Linsay Hohmann , VP Service, CSAA Insurance Group Neil Silbert , General Manager Insurance, DataRobot Jeremy Snyder , Chief Operating Officer, Avinew	Joint Q&A Session: Create a Whole Company Approach and Attitude to Cyber Moderated by Nick Economidis , VP Professional Liability, Crum and Forster Chris Hedenberg , Director of Data Science, Corvus Insurance Jack Kudale , Founder and CEO, Cowbell Cyber Catherine Rudow , VP Cyber Insurance, Nationwide

15:20 Afternoon Networking and Coffee Break Hosted in Exhibition Room

	The Practitioners Guide – Deep Dive into Product Innovation Case Studies	Execution Strategies for Greater Customer Engagement	Get to Grips with New Tech Opportunities	Collaborate to Deliver Cyber Insurance in the Real World
16:00		Claims' Transformative Journey and Value Proposition Around the Customer Experience Don Jones , Head of Claims Operations, MassMutual	Achieve Calm Amidst the Chaos – Figure Out Your Innovation Strategy Scott Steele , VP and CMO, Church Mutual Insurance	Get Your Bearings Around the Present and Future Regulation to Anticipate Exposure Elissa Doroff , VP Underwriting and Product Manager, XL Catlin
16:20	The Advantages of Smart Leak Detection - Reduce Losses and Improve Your Bottom Line Shkya Ghanbarian , Director of InsurTech, Eddy Solutions	Game Changers in Insurance Telematics – Claims Automation and Increased Efficiency Using Telematics-Based AI Ryan McMahon , VP Insurance, Cambridge Mobile Telematics	Digital Innovation in Insurance – Should you Innovate, Integrate or Commoditize? Sharmila Wijeyakumar , Senior Executive, Liferay	Work with Brokers to Deliver Top Cyber Policies to Meet Customer Demand Nathan Thomas , Cyber Liability Underwriter, RLI Corp Morgan Moore , Cyber Liability Underwriter, RLI Corp

16:40	<p>Joint Q&A Session: Move Away from a One Size Fits All Mentality</p> <p>Moderated by Samantha Chow, Senior Life and Annuities Analyst, Aite Group Shkya Ghanbarian, Director of InsurTech, Eddy Solutions</p>	<p>Joint Q&A Session: Build Exceptional Digital Interactions</p> <p>Moderated by Nicholas Zeisler, Principal, Zeisler Consulting LLC Don Jones, Head of Claims Operations, MassMutual Ryan McMahon, VP Insurance, Cambridge Mobile Telematics</p>	<p>Joint Q&A Session: Evaluate, Experiment and De-Risk Opportunities for the Business</p> <p>Moderated by Stephen Applebaum, Managing Partner, Insurance Solutions Group Scott Steele, VP and CMO, Church Mutual Insurance Sharmila Wijeyakumar, Senior Executive, Liferay</p>	<p>Joint Q&A Session: Where Next for Cyber Insurance Strategy and Protection?</p> <p>Moderated by Nick Economidis, VP Professional Liability, Crum and Forster Elissa Doroff, VP Underwriting and Product Manager, XL Catlin Nathan Thomas, CISSP, MCP Cyber Liability Underwriter, RLI Corp Morgan Moore, CPCU, RPLU+ Cyber Liability Underwriter, RLI Corp</p>
17:00	<p>Panel Discussion: Enhance the Role of Insurance in Customers' Lives: Move Towards Proactive Risk Reduction in a Connected, Hyper-Personalized and Seamless Environment</p> <p>Moderated by Samantha Chow, Senior Life and Annuities Analyst, Aite Group Daria Sharman, AVP Enterprise Insights and analytics Officer, Pacific Life Insurance</p>	<p>Panel Discussion: Prioritize Speed, Convenience and Ease-of-Use - Build Customer-Centric Digital Platforms that Empower Insurance Customers</p> <p>Moderated by Nicholas Zeisler, Principal, Zeisler Consulting LLC Jeff Hershkowitz, SVP of Enterprise Strategy, Assurant Matt Poll, CEO & Co-Founder, Neos Insurance</p>	<p>Panel Discussion: Think Big, Start Small, Scale Fast. How to Innovate at Speed and Successfully Overcome Legacy Challenges</p> <p>Moderated by Stephen Applebaum, Managing Partner, Insurance Solutions Group Dan Moore, SVP and Head of Operations, QBE North America Liz McSorley, VP Customer Experience, American Modern Insurance Group Eduardo Arthur, SVP Operations Transformation and AI, Assurant</p>	<p>Panel Discussion: Deliver on Clients' Practical Needs through Pre-Breach and Post-Breach Services to Limit Volume of Losses</p> <p>Moderated by Nick Economidis, VP Professional Liability, Crum and Forster Meghan Hannes, VP Cyber Product Head, Hiscox USA Erin Burns Walters, EVP, Insuretrust Jonelle Horta, VP Cyber Underwriting and Risk Management Platform Lead, Allied Word Mike Karbassi, Head of Cyber Underwriting, Corvus Insurance Richard DePiero, US Cyber Product Leader, Sompo International</p>

17:30 **Close of Conference and Networking Drinks Hosted in Exhibition Room**

Day 2 - November 21st

07:00 Breakfast, 5k Run, Morning Yoga and Women in Insurance Breakfast Workshop

Immersive Sessions: Join our panel of experts on how to create new sources of revenue and drive unprecedented customer value by adopting an ecosystem mindset. Includes guided round-table discussions, engage with senior executives, obtain practical solutions and action points for immediate impact.

09:00	Welcome Remarks	Welcome Remarks	Welcome Remarks
09:10	<p>Panel Discussion: Connected Home Create a New Value Proposition - The 'Living Solution'</p> <p>Examine the Current Use Cases of Successful Partnerships for Connected Home, and How Innovations Such as AI and Advanced Data Analytics Will Impact Customer Adoption</p> <p>Moderated by Samantha Chow, Senior Life and Annuities Analyst, Aite Group Aviad Pinkovezky, Chief Product Officer, Hippo Insurance Matt Poll, CEO, Neos Insurance Eduardo Arthur, SVP Operations Transformation and AI, Assurant</p>	<p>Panel Discussion: Connected Car Grab the Wheel of Innovation to Deliver Impact</p> <p>Explore How Communications Technology, and Other Forms of Wireless Connectivity Can Provide Important Benefits to Consumers, and Have the Potential to Revolutionize the Mobility Ecosystem</p> <p>Moderated by Stephen Applebaum, Managing Partner, Insurance Solutions Group James Spears, President Spears Consulting Group, American Center for Mobility Jeremy Snyder, Chief Operating Officer, Avinew Marc Fredman, SVP of Strategy, CCC</p>	<p>Panel Discussion: Commercial Insurance Create Scale, Transparency and Ease of Use</p> <p>Discuss the Strategies to Expand Beyond Traditional Product and Service Offerings and Help Achieve Growth and Differentiation in the Commercial Insurance Space</p> <p>Moderated by Tom Benton, VP Research and Consulting, Novarica Harry Storck, Director Risk Control, Protective Insurance Basil Morris, VP Office of Corporate Strategy, Nationwide Robin Luo, VP Risk Consulting, Munich Re/Hartford Steam Boiler Inspection and Insurance Co. Yamini Bhat, Co-Founder, Vymo</p>
09:40	<p>Round Table Discussions:</p> <p>Change the Role of Insurance from Reactive to Proactive Strategies to Compel Customers to Invest in Connected Home Devices How AI-driven Solutions are Boosting the Connected Home Market</p>	<p>Round Table Discussions</p> <p>The New Frontier of Autonomous Vehicles Offer a Compelling Ownership and Driving Experience with a Range of Connected Vehicle Services Unlock the True Value of Data Exchange</p>	<p>Round Table Discussions:</p> <p>Deliver Value at Scale How AI, Image Analytics, IoT, Drones and Chatbots Can Improve Customer Experience from Small to Large Commercial Customers Explore the Future of Commercial Distribution</p>

10:20 Morning Break & Networking Session Hosted in Exhibition Hall

	PRODUCT	CUSTOMER	TECH
	<p>Chaired by Samantha Chow, Senior Life and Annuities Analyst, Aite Group</p> <p>Create Products That Inspire Loyalty and Keep Customers for Life</p>	<p>Chaired by Nicholas Zeisler, Principal, Zeisler Consulting LLC</p> <p>Deliver Excellence at the Moment of Truth</p>	<p>Chaired by Tom Benton, VP Research and Consulting, Novarica</p> <p>Build Innovation that Delivers Efficiency</p>
11:00	<p>Customer First: Building Hippo, a Modern Home Insurance Company, by Leveraging Technology and Services</p> <p>Aviad Pinkovezky, Chief Product Officer, Hippo Insurance</p>	<p>The End of Insurance as We Know It - How to Prepare for the Size, Scale and Speed of Disruption</p> <p>Rob Galbraith, Director of Innovation, AF Group</p>	<p>Exceptional Service Starts with Inspired Employees - Align Employee's with Customer Experience Goals</p> <p>Nicole Hawthorne, Head of Corporate Communications, Esurance</p>
11:20	<p>Go Beyond Quick Payment: Automate Payments to Offer Cost-Effective Fulfilment Solutions</p> <p>Tammi Shapiro, VP Product Strategy, Electronic Payments, Fiserv</p>	<p>Claims Transformation with Digital, Data Analytics and AI - Lessons Learned and Building Straight Through Processing for Property Claims</p> <p>Dillon Remler, SVP Business Transformation Office, QBE</p>	<p>Leverage Technology to Match Candidates with Carrier Needs</p> <p>Representative of Indeed</p>

11:40	<p>Joint Q&A: Switch the Mindset for Insurance: Develop Personalized, On-Demand and Flexible Policies</p> <p>Moderated by Samantha Chow, Senior Life and Annuities Analyst, Aite Group</p> <p>Aviad Pinkovezky, Chief Product Officer, Hippo Insurance</p> <p>Tammi Shapiro, VP Product Strategy, Electronic Payments, Fiserv</p>	<p>Joint Q&A: Execution Strategies for Greater Customer Engagement</p> <p>Moderated by Nicholas Zeisler, Principal, Zeisler Consulting LLC</p> <p>Rob Galbraith, Director of Innovation, AF Group</p> <p>Dillon Remler, SVP Business Transformation Office, QBE</p>	<p>Joint Q&A: Modernize Insurance to Create True Competitive Advantage</p> <p>Moderated by Tom Benton, VP Research and Consulting, Novarica</p> <p>Nicole Hawthorne, Head of Corporate Communications, Esurance</p> <p>Representative of Indeed</p>
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12:00 Lunch and Networking

Improved Ecosystems for Future Success
Conference Chair: Stephen Applebaum, Managing Partner, **Insurance Solutions Group**

13:30	<p>Build Innovation That Delivers Efficiency and Boosts Customer Experience</p> <p>Jeanette Ward, Chief Operating Officer, Texas Mutual Insurance Company</p>
13:50	<p>AI Leading the Connected Revolution</p> <p>Jonathan Silverman, Director - Insurance Industry SolutionsWW Financial Services, Microsoft</p>
14:10	<p>Shift the Business Model to Prevention - The Path from Reactive to Proactive Carrier</p> <p>Drew Aldrich, Managing Director, American Family Ventures</p>
14:30	<p>Create Value for the Customer and Insurer Through Connected Technology</p> <p>Matt Poll, CEO, Neos Insurance</p>
14:50	<p>Joint Q&A: Prepare for The Future of Insurance</p> <p>Moderated by Stephen Applebaum, Managing Partner, Insurance Solutions Group</p> <p>Dillon Remler, SVP Business Transformation Office, QBE</p> <p>Jonathan Silverman, Director - Insurance Industry SolutionsWW Financial Services, Microsoft</p> <p>Drew Aldrich, Managing Director, American Family Ventures</p>
15:20	<p>Conference Wrap-up - Top 10 Takeaways</p> <p>Conference Chair: Stephen Applebaum, Managing Partner, Insurance Solutions Group</p>

15:30 Close of Conference