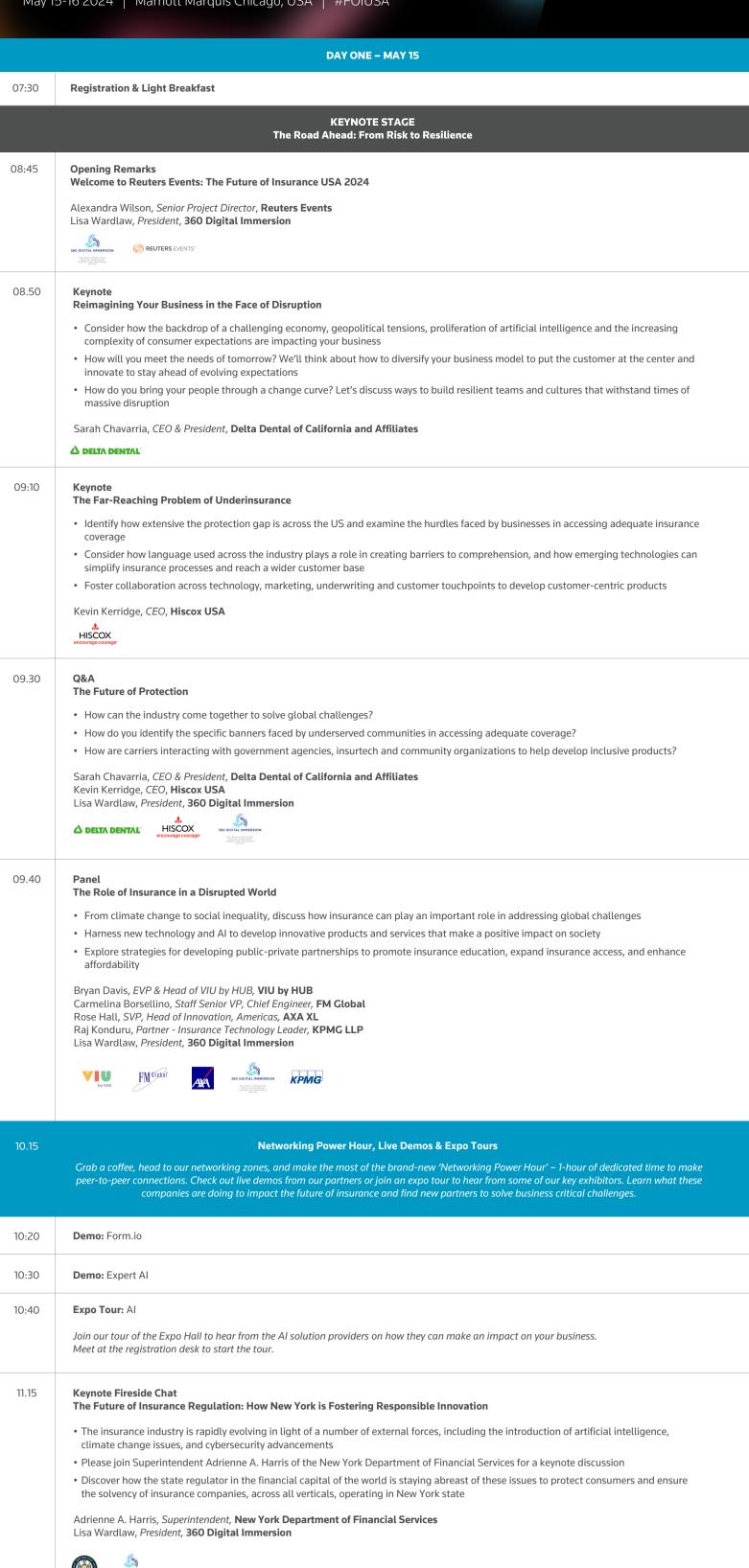
THE FUTURE OF INSURANCE USA 2024

WINDOW MARK

May 15-16 2024 | Marriott Marquis Chicago, USA | #FOIUSA



11.35	Keynote Parametrics: Rethinking Insurance for Tomorrow • Shifts in underlying physical risk exposures due to climate change and global growth patterns has created a "global coverage gap" • Parametrics: is a unique model to structure policies and automate claims processes using data platforms to overcome the coverage gap • Consider how new models need to be understood in the larger legal and risk transfer context to be successful at scale Matthew Wolff, Partner FI&T Functional & Industry Technologies (FI&T), PwC Veronika Torarp, Partner – Advisory, PwC Panel Where Risk Meets Reward: Accelerating Ahead in the Generative AI Race • From underwriting to claims processing, Gen AI is fundamentally recalibrating insurance – getting up to speed now will pay dividends in the future • Separate myth from reality to understand what emerging AI tools can do for the insurance industry – and equally, what they can't • Uncover the key blockers and risks to a successful AI implementation, and how a meaningful strategy can ensure successful and scalable deployments Pawan Verma, Global Chief Information Officer, MetLife Raju Seetharaman, SVP, IT & Transformation, Legal & General America David Vamalek, SVP, Chief Legal & Compliance Officer, Richmond National Nina Edwards, VP, Scient, J&O Digital Immersion			
		Risk SOLUTIONS		
12.30		Lunch Break & Netw	orking	
1:30	Expo Tour: Software Solutions Join our tour of the Expo Hall to hear from the software solution providers on how they can make an impact on your business. Meet at the registration desk to start the tour.			
	BLUE STAGE Innovation in Motion: Revolutionize Insurance with Technology	PURPLE STAGE Transform Insurance with Culture Change for Today's Digital Age	ORANGE STAGE Reimagine Product Design for a Competitive Edge	RED STAGE Gen AI: Move Past the Hype to Implementation & Results
2.00	<section-header><section-header><section-header></section-header></section-header></section-header>	Panel Stand Out from the Crowd with an Enhanced Value Proposition Proposition that goes beyond the traditional expectations of insurance to attract new customers and foster loyalty • Adopt a customer-centric approach to product development and service delivery, ensuring that every decision aligns with customer needs • Harness the power of technology to deliver personalized experiences, from tailored product recommendations to proactive risk mitigation solutions Aviad Pinkovezky, President, First Connect Harry Storck, VP, Safety Services, Protective Insurance Bhargavi Kamakshivalli, VP of Design, Kin Insurance Rodney Frye, VP of Customer Engagement, Precisely Julie Brown, EVP of Commercial Product, Mobilitas Insurance Bryan Falchuk, Managing Partner, Insurance Evolution Partners FIRST CONNECT © MONTER Imprecisely Imprecisely Due Browner Evolution Partners	<section-header><section-header><section-header></section-header></section-header></section-header>	 The insurance industry is on the cusp of a transformative era driven by Gen AI. We'll be taking a deep dive into the practical applications of Gen AI for insurance, equipping you with the knowledge to harness its power and gain a competitive edge. Case Study Spotlight on Gen AI Use Cases & Applications Hear the stories of insurance-specific Gen AI implementation – from ideation to results Learn from mistakes made, blockers to success, and areas for improvement Assess the results and decide for yourself – will you be implementing Gen AI into your business operations? Adam Fischer, <i>Chief Product & Innovation Officer</i>, Clearcover Christina Fernandes-D'Souza, <i>Director of Data Science</i>, Three Arc Advisory Clearcover
2.35	 Fireside Chat The Power of Ecosystem Building in Business Transformation Find specific solutions that solve singular challenges more effectively than a one-size-fits-all platform with a targeted approach that adapts with ease Develop a flexible roadmap so you can quickly pick up the latest technology and remain competitive Do your due diligence and find vendors with integration built into their core – APIs will enable communication between solutions, data flow, functional integration, and a unified operational system Rose Hall, SVP Head of Innovation, Americas, AXA XL Lisa Wardlaw, President, 360 Digital Immersion 	 Fireside Chat New Opportunities on the Horizon: Prepare Now to Win Tomorrow Amid industry disruption, discover how to navigate today's tough market and drive growth within your business Hear how to see around corners to drive success through innovative investments Embrace a customer-centric approach to evolve products and service Leena Punjabi, EVP, Chief Investment Officer, F&G Bryan Falchuk, Managing Partner, Insurance Evolution Partners Imaging Destination 	 Presentation Leading Transformation: Making the Tough Calls In a conservative industry that is constantly evolving, today's leaders must be able to lead through significant change Leaders who want to succeed while making the tough calls should be prepared to do three things: Prioritize, execute and adapt Discover how these three key actions will help leaders engage employees along the transformation journey, remain relevant in changing times and ultimately drive growth for their companies Jamie Ohl, President, Individual Solutions, Transamerica 	Case Study Gen Al: Your Competitive Edge in the Algorithmic Economy - Let's explore how we got here and where the Era of Algorithmic Economy is taking our industry - Discuss the practical applications of Gen Al today with examples from Prudential's data science journey - Looking in the crystal ball, let's see how the Insurance industry will evolve in the new era Niki Kouri-Maglaras, VP & Chief Digital Officer, International Businesses, Prudential Financial, Inc. Christina Fernandes-D'Souza, Director of Data Science, Three Arc Advisory Markow Prudential

ntation ger Together: How an

rt Partner can Elevate

	Lisa Wardlaw, <i>President,</i> 360 Digital Immersion		
	SED DIGTAL INTERSION		
2.50	Presentation Breaking Through the Barriers: From Legacy Systems to Cloud Innovation with Al-Driven Integration	Presentation From Reactive to Proactive: Amplify Strategic Impact with Risk Prevention	Presen Strong Expert your D
	 Discover how Generative AI automates API creation from legacy systems, reducing the need for specialized skills and accelerating developer productivity Explore models that enable on-the-fly responses and decisions by accessing legacy systems using auto-generated integrations Learn from examples of AI-driven legacy integration that drive efficiency, enhance customer experiences, and enable faster time-to-market Zeev Avidan, Chief Product Officer, OpenLegacy Aarti Gupta, Head of Insurance GTM – NAMER, AWS 	 Explore how proactive risk mitigation solutions can be more accretive to your strategy than you may think Partner with external experts to educate and empower policyholders, activate agents, transform relationships, and increase brand affinity Better price to risk and optimize P&C products leveraging the new frontier of home telematics Bob Marshall, <i>Co-Founder & CEO</i>, Whisker Labs Sarah Jacobs, <i>VP</i>, <i>Product & Underwriting Strategy</i>, Nationwide Mationwide 	 Digit succ work Expl owned lean appr awar polic Disce Fam Kford Disce Fam Kford To se tech and insig chan outce Ryan L Industr Christy Market Insural KFORCE
3.05	Fireside Chat From Insurtech 2.0 to 3.0: What Comes Next? • Are the tough decisions of 2023 paying off? Uncover how	Presentation Telematics: A Game Changer for the Commercial Auto Business • Deep dive into the current	Presen Piece T Innova Delive
	key strategic shifts, talent management strategies, and technology investments are playing out in the face of evolving market conditions	 State of commercial auto telematics in the US market, including the key players driving innovation Tap into the transformative 	 Man som but i goal Gen conv
	 Gain invaluable insights from the frontlines of insurtech in this candid fireside chat, where leading CEOs share their lessons learned, 	impact of the loT paradigm on an auto insurer's core insurance activities, including smarter pricing, faster claims processing, and proactive risk	how susta tech • Agile
	unexpected detours, and ultimate successes Get a glimpse into the horizon: Predictions from insurtech leaders and their key strategies for navigating	 prevention Discover emerging best practices from the first-adopters, providing you with a practical roadmap to navigate the telematics 	wide so w Insu and Russel
	the unknown Rick McCathron, <i>President & CEO, Hippo Kyle Nakatsuji, <i>CEO &</i></i>	terrain with confidence Matteo Carbone, <i>Founder &</i> <i>Director</i> , IoT Insurance Observatory	
	Co-Founder, Clearcover Lisa Wardlaw, President, 360 Digital Immersion hippo clearcover	€ 10TinsObs	
3.20	Q&A Make the Most Out of New Technologies	Q&A Finding Opportunities for Growth in 2024	<mark>Q&A</mark> Win the
	What are the key steps to selecting vendors in a	How can an investment approach enable product	Carrie mont digita
	crowded ecosystem?How do we take the next step into the future once a level of	innovation?What are your top tips for increasing product agility?	to ha adap • How
	cloud operation has been introduced?What are your opinions on	 What disruptions are on your radar moving forward? 	healt huma appro
	build vs. buy?	Leena Punjabi, EVP, Chief Investment Officer, F&G	What ensur busin
	Zeev Avidan, <i>Chief Product</i> <i>Officer</i> , OpenLegacy Rick McCathron, <i>President</i> &	Bob Marshall, Co-Founder & CEO, Whisker Labs Sarah Jacobs, VP, Product &	new t
	<i>CEO, Hippo Kyle Nakatsuji, <i>CEO &</i></i>	Underwriting Strategy, Nationwide	Jamie C Solutior
	Co-Founder, Clearcover Lisa Wardlaw, <i>President</i> , 360 Digital Immersion	Matteo Carbone, Founder & Director, IoT Insurance Observatory	Ryan Ly Industry Christy
	CopenLegacy hippo clearcover	Bryan Falchuk, <i>Managing</i> Partner, Insurance Evolution Partners	Marketii Insuran Russell
	an and an and a second and as	WHISKERLABS	Sabine Founder
		Nationwide*	Transam
3.35		Afternoon Coffee Break, Live De	emos & Ne

Digital Experience

- ital experience is critical to cess in today's user-driven rld
- lore how to take nership of digital strategy, n into an omnichannel proach, and create an ard-winning experience for icyholders and agents
- cover how American nily's partnership with rce drove success thanks eamless integration, hnical expertise, and trust transparency, with ghts into the case for inge, the solution, the come and pragmatic tips

Lynch, SVP Consulting & try Solutions, **Kforce** y Rogers, AVP, Digital eting, American Family ance AMERICAN FAMILY E

entation

Together Transformation, ation & Iteration to er Real Enterprise Value

- ny carriers are undergoing ne level of transformation, how do we keep the alpost from moving?
- n Al has taken over the versation, so to speak, but v do we actually apply and tain innovative hnologies and practices?
- le frameworks have been lely adopted in Insurance, why do so many still think urance is slow to deliver how do we resolve this?

ell Page, CIO, Hagerty TY

How to Leverage AI to Deliver Amazing Customer Service

Case Study

- As we learn more about AI every day, concerns remain among leaders in the complex insurance industry. How can we leverage AI to its highest potential while minimizing risk?
- Hear how the Jerry team successfully launched an Al-powered "super-chatbot" that within seven months of launch responds to 96% of all customer inquiries in 13 seconds on average and escalates only 7% of those to human agent support
- Discover the secret of domain specific "sub-agents" that support the breadth of domain knowledge needed to avoid hallucinations that would negatively impact customer experience and increase risk for the company

John Spottiswood, COO, Jerry , Jerry

e Transformation Race riers still take 12-18

- ths or more to make tal changes, what needs appen to bring more ptability to the industry?
- do we encourage a Ithy balance between an and technology-based roaches?
- at strategies can we use to ure buy-in throughout the iness when introducing tech?

Ohl, President, Individual ons, Transamerica ynch, SVP Consulting & ry Solutions, **Kforce** Rogers, AVP, Digital ting, American Family nce ll Page, *CIO, Hagerty* VanderLinden, Coer & CEO, Alchemy Crew MERICA KFORCE AMERICAN FAMILS

HAGERTY Alchemy

etworking

3:40 Demo: LegalFly

4.05

BLUE STAGE Data & AI: The Driving Forces of **Insurance Transformation**

Panel Unlock the Value of Insightful Analytics

- Base predictive analytics in AI to enable the structuring and cleaning of many types of data so you know the quality of input will be reflected in your insight
- Focus on retrospective analytics, as well as predictive analytics, and discover where you can gain improvements in efficiency and prioritization
- Design data lakes that are AI compatible and encompass all data sources, including telematics, to allow predictive insight

Gordon Wintrob, Co-Founder & CTO, Newfront Onyinyechi Daniel, VP, Data & Analytics

Strategy & Partnership, Highmark Health Santhosh Ladalla, AVP Data & Al

PURPLE STAGE The Future of Underwriting: Powered by People, Enhanced by Technology

Panel

- Thrive in the Insurance Marketplace of the Future
- Customer preferences for traditional vs. digital interactions remain split -meeting customers where they want to be met has never been more crucial
- Analyze how customers are buying insurance in 2024, including the rise of D2C and embedded products
- Strive for an omnichannel approach to distribution, with successful integration regardless of multiple platforms and partners

Stephen Rhee, Chief Digital Officer, Gallagher

Corie Scott, Director, Alternative Distribution, Allstate Page Forron Director of Partnerships

ORANGE STAGE **Customer-Centric Distribution: Omnichannel Engagement for a Connected World**

Panel

Smarter, Faster, Stronger: Augmenting the Underwriter

- Supercharge underwriting with technology and AI that doesn't compromise on high-quality underwriting and accurate risk forecasting
- Cut waiting times with increased decision velocity to improve your reputation and reduce the proportion of clients dropping out of your purchase process
- Unlock your employees' full potential: Reduce underwriters' workloads and improve their job satisfaction with the power of Al

Joe Lettween, Chief Innovation, Data Science, & Technology Officer, Fortegra

	Santhosh Ladata, AVP Data & Al Engineering, CNA Alex Baldenko, Head of Data Science, MassMutual Tom Hoblitzell, SVP – Data Management, Datavail Sue Kuraja, VP, WIFS, Founder, The Consulate Group NEWFRONT HIGHMAR CMA MassMutual	Foxquilt Insurance Keith Kremers, Director, Business Development, TruStage Alexis Cierra Vaughn, Founder & CEO, Off Course Consulting Gallagher Allstate.	Arik Yelovitch, Chief Technology Officer, Delos Insurance Solutions Sandeep Haridas, EVP & Insurance Business Head, IntellectAl Lisa Wardlaw, President, 360 Digital Immersion Wendy Crosley, Global Director of Underwriting Automation & Transformation, WTW FORTEGRA Immersion IntellectAl
4.40	<section-header><section-header><section-header><list-item><list-item><text><text><text><text><text></text></text></text></text></text></list-item></list-item></section-header></section-header></section-header>	 Fireside Chat Empower Customers with Insurance Education Insurance education is crucial in promoting informed decision-making and reducing underinsurance Explore strategies for providing clear, concise, and culturally sensitive insurance information to policyholders, and provide intermediaries with the frameworks to do the same Highlight the role of partnerships and financial literacy initiatives in enhancing insurance understanding Terri Fiedler, <i>President, Retirement Services</i>, Corebridge Financial Alexis Cierra Vaughn, Founder & CEO, Off Course Consulting Off Course 	<section-header><section-header></section-header></section-header>
5.00	 Presentation Flexible Data Foundations – A Solid Base for AI Success Is your organization ready for Gen AI? Improve data cleanliness for usable modelling, validity and reliability of output, and strategies for detecting and removing bias Create flexible, secure data architecture that is accessible to teams regardless of technical capabilities Collect and curate large data sets (data gathering, third party, synthetic data) to enable accuracy and predictability Dr. Mykola Hayvanovych, Generative AI & AI Global Offerings Leader, Cognizant Ragini Prasad, Practice Leader, AI&A Insurance NA, Cognizant Cognizant 	 Fireside Chat Prioritize Empathy in the Digital Age What Role does Data, Technology & Al Play in Reshaping Traditional Insurance Models? Explore: How can strategic partnerships revolutionize the insurance landscape? Learn: How insurers are solving for customer experience using Al Discover: Practical advice on how to solve the top 3 challenges of implementing GenAl Adil Ilyas, <i>Head P&C Insurance,</i> Genpact 	 Presentation Integrate Science to the Art of Underwriting for Unparalleled Speed & Accuracy Delve into the evolving role of AI and machine learning in modern underwriting practices to transition from hindsight to foresight Explore AI-powered underwriting models to provide granular insights into risk profiles and improve risk assessment accuracy Drive competitive advantage with accelerated underwriting processes and improved customer experience Dave Tobias, <i>GM Insurance</i>, Nearmap
5.15	<section-header>Q&AThe Keystones of Al Success – Customer-Centricity & Data• How can we balance the benefits of automation with maintaining a human touch to prioritize empathy and customer satisfaction?• How should we approach collecting and curating large datasets, including third-party and synthetic data, to enable accuracy and predictability in Al applications?• What kind of customer feedback is most valuable when making decisions surrounding Al?Saira Taneja, Chief Experience Officer, Cover WhateMaria Kokiasmenos, VP, Associate General Counsel, The HartfordSabine VanderLinden, Co-Founder & CEO, Alchemy CrewDr. Mykola Hayvanovych, Generative Al & Al Global Offerings Leader, Cognizant Ragini Prasad, Practice Leader, Al&A Insurance NA, CognizantEvereveImage: All Selfered S</section-header>	 Q&A Serve Your Customers How They Want to be Served Why is it important for intermediaries to be onboard with customer engagement strategies? What tools are available to help carriers understand what customers want? Are chatbots pure hype, or will they improve and become useful according to customers, thanks to tech such as Gen Al? Terri Fiedler, <i>President, Retirement</i> <i>Services</i>, Corebridge Financial Alexis Cierra Vaughn, <i>Founder & CEO</i>, Off Course Consulting Adil Ilyas, <i>Head P&C Insurance</i>, Genpact Corebridge Off Course Off Course 	<section-header><section-header></section-header></section-header>
5.30	Networ	king Drinks in the #FOIUSA Exhibition Hall	
/U Ro	Y 1 OFFSITE NETV oftop Chicago <i>after the event to continue the peer-to-pe</i>		S

discussions – take in the views of Chicago, break down the corporate atmosphere and create genuine connections in a relaxed offsite setting.





THE FUTURE OF INSURANCE USA 2024

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	DAY TWO – MAY 16			
	Registration & Light Breakfast			
8:15	nteractive Workshops These workshops are interactive sessions where you can experience the opportunity of group problem-solving. Ensure you walk away with what rou need – led by industry experts, this is your chance to voice your challenges and leave with practical solutions. Every session will bring rogether a group of insurance and innovation leaders to deep dive into a particular topic (specified below). These sessions are the best opportunity to interact, debate and share experiences with your peers and make sure you get results.			
	BLUE STAGE		PURPLE STAGE	
9:15	 Workshop Good Al Needs Great Governance: Define, Man your Al Governance Operations Define: Understand the principles that create a program, including policies and stakeholder vi Manage: Recognize the structure required to s aspects of governance Automate: Evaluate your ability to streamline A operations across all modeling systems Anthony Habayeb, CEO & Co-Founder, Monitaur 	a strong governance sibility upport the technical Al governance	 Advisor Empowerment Enable Advisors with customers with the ri- defined product value Discover use cases fo advisors and custome growth Power a full funnel custome 	the right knowledge and tools to better serve ght products, real time assessments and clearly
	KONTAUR			Transformation, Insurance, Tech Mahindra ead of Insurance, Tech Mahindra
10:00	 Workshop Gen Al: Strategizing for High ROI Use Cases in Insurance Process Flows Discover processes in insurance that can significantly benefit from Gen Al and learn to align Gen Al capabilities with tasks that require high-value human decision-making Responsible Al Implementation: Explore innovative solutions to ensure regulatory compliance and responsible Al principles in Gen Al applications ROI Monitoring: Develop strategies for monitoring and maximizing the ROI from Gen Al initiatives Tariq Khan, Chief Data Scientist, Visionet Systems Inc. Akif Tarique, Global Head, Insurance, Visionet Systems Inc. 		 Workshop The New Frontier: Dynamic Data Exchange Discover Innovative Data Exchange Techniques: Learn how to leverage data dynamically across the entire value chain and uncover new methods to activate data exchange that can revolutionize your operational and strategic initiatives Master Data Quality Fundamentals: No matter the level of technological advancement, quality structured data remains crucial. Engage with experts on best practices for data cleaning and structuring to build a robust foundation for advanced analytics Embrace Sustainable Data Practices: Step into the future of data with sustainable methods that minimize the environmental impact of data operations. Explore federated models and new lowETL approaches that promise efficiency and reduced carbon footprints Lisa Wardlaw, President, 360 Digital Immersion 	
10:45		Networking Coffee B	Break	
10,50	Expo Tour: Data Analytics Join our tour of the Expo Hall to hear from the Data Analytics solution providers on how they can make an impact on your business. Meet at the registration desk to start the tour.			an impact on your business.
	BLUE STAGE Prioritize Efficiency & Customer-Centricity with Technology & Al	PURPLE STAGE Experience the Differen Innovation & Empathy		RED STAGE The Power of Collaboration: Building Strategic Partnerships for Success
11.25	Panel	Panel		Panel

Harness New Technology to Make Claims a True Competitive Advantage

The Power of a Digitally Enabled **Customer Experience**

Perfecting the Frenemy Strategy: Key Strategies for Successful Long-Term Partnerships

	 Discover how AI is revolutionizing claims processing, from streamlining data extraction and fraud detection to expediting claim settlements Automate claims processes to reduce repetitive tasks and expedite decisions for faster resolution and improved customer satisfaction Empower policyholders with convenient mobile claims solutions, enabling them to report claims, track status updates, and communicate with adjusters seamlessly Charlie Wendland, VP, Head of Claims, Branch Insurance Jaime Palumbo, VP Claims, Corvus Insurance Dustin Angle, Director, Analytic Solution Advisor, Nationwide Eric Marler, Head of Claims, Counterpart Valerie McConnell, Senior Director, Customer Success (Legal), Thomson Reuters Sabine VanderLinden, Co-Founder & CEO, Alchemy Crew MENNER 	 Actively engage policyholders of all ages with the right tools that build trust and resilient relationships Embrace cloud technology to drive data integration and enable ecosystems that deliver optionality, simplicity and flexibility in the digital path Leverage metrics, best-in-class benchmarking, and best practices to overcome barriers to digital adoption Andrea Collins, <i>Chief Marketing Officer,</i> Cowbell Tina Semotan, <i>Managing Partner, Midwest Region,</i> Acrisure Kevin Ostrander, <i>Chief Revenue Officer,</i> One Inc Lisa Wardlaw, <i>President,</i> 360 Digital Immersion cowbell[®] President, 360 Digital Immersion 	 Foster reciprocal relationships with insurtechs and vendors, continually reassessing the partnership with clearly defined metrics to ensure transparency and accountability Avoid the culture clash: Bridge the cultural divide by leveraging internal champions within both organizations to accelerate the partnering process Continuously learn and adapt to stay ahead of new technologies, regulatory changes, and changing customer demands Jeremy Coffman, <i>Head of Strategic Distribution</i>, Farmers Insurance Group Laura Olson, <i>Chief Insurance Officer</i>, Obie Amanda Haislip, <i>Director, Innovation Management</i>, RLI Insurance Gary Chan, VP & Head of North America, EasySend Alexis Cierra Vaughn, Founder & CEO, Off Course Consulting MELLING MARCE 		
12:00	Presentation Bias vs. Unfair Discrimination: The Difference is More than Perception	Presentation Beyond Satisfaction: Customer-Centric Innovation for Lasting Loyalty	Case Study Seize the Value in Strategic Partnerships		
	 Clarification of terminology: 'Bias' and 'Unfair' are not always synonymous – the basis of pricing insurance is in the ethics of fair vs. unfair discrimination Explore the principles that guide the assessment of fairness in the context of insurance pricing Understand the loss per exposure, including when data is or is not representative of that exposure, and unlock a deeper understanding of the ethical implementations of utilizing certain data sets in pricing decisions Bill Wilkins, SVP, Advanced Analytics & Practical Applications, Safety National Casualty Corporation, a subsidiary of Tokio Marine Insurance Group 	 Ensure the customer experience remains seamless across multiple platforms of existing and new solutions Design a flexible infrastructure that allows you to evolve with changes in customer preferences and technology advances Think holistically to remove friction from the customer journey, no matter which disparate technology solution feeds into each specific touchpoint Francisco Diazluna, <i>Chief Information Officer</i>, Producers National 	 Paper enrolment is a thing of the past: Online enrolment platforms are now the norm for managing employee benefits The opportunity for insurance carriers and Benefit Administration companies to create strategic partnerships for the benefit of their mutual customers have become table stakes Uncover the value of these partnerships beyond simply providing the insurance carrier with enrolment data and how middleware companies can bridge the gaps for both sides of the data exchange process Sherri Bycroft, <i>Director of Benefit</i> <i>Technology</i>, Prudential Financial Prudential 		
12:15	 Presentation Gen Al Strategy: A Playbook for Success Don't take the solution and then look for a problem – consider the overall business strategy, existing customer pain points, and growth opportunities when setting a Gen Al plan Create focused communities within the business to gather Gen Al use cases, blockers and implementation plans for a meaningful strategy Start small and scale up: Begin with pilots in controlled environments to learn from mistakes early on and minimize larger, costly errors John Clark, VP Go-to-Market Strategy, WFE, Verint 	 Presentation Moving Ahead of the Competition – Exploiting Customer Intelligence to Accelerate Profitable Growth Understand how data innovation is accelerating premium growth whilst maintaining strong underwriting standards Learn how next generation decision intelligence technology is unlocking better combined outcomes Get insights into context-driven AI to transform sales, marketing & distribution processes Alex Johnson, Head of Insurance Solutions, Quantexa	 Presentation Partnerships Case Study Discover the ups and downs of a successful carrier-Insurtech partnership, including key learnings and mistakes made Understand the key criteria when selecting a partner from both the carrier and Insurtech side Discover how to speed up the process of overcoming operational infrastructure challenges for smooth integration Stephanie M. Mascia, AVP & Head of American Vitality Programs, Manulife / John Hancock 		
12.30	 Q&A Keeping Pace with Generative AI How can carriers keep up with constantly changing regulation around Gen AI? Will Gen AI truly revolutionize insurance, or will it simply have smaller impacts on specific parts of the business? Could AI have an impact on identifying and addressing biases? Bill Wilkins, SVP, Advanced Analytics & Practical Applications, Safety National Casualty Corporation, a subsidiary of Tokio Marine Insurance Group John Clark, VP Go-to-Market Strategy, WFE, Verint Sabine VanderLinden, Co-Founder & CEO, Alchemy Crew VERINT Alchemy 	 Q&A Beyond Satisfaction: Reimagining Customer Experience How do you balance short term profitability with meeting customer needs when they're often in competition? Could there ever be a future without brokers? Where have you seen the best results from implementing customer experience automation? Francisco Diazluna, Chief Information Officer, Producers National Lisa Wardlaw, President, 360 Digital Immersion Alex Johnson, Head of Insurance Solutions, Quantexa 	 Q&A Future-Proofing Partnerships What are the top 3 takeaways for choosing a vendor to work with? What other forms of partnership will be most crucial to ensure success in such a turbulent world? Should a company have a dedicated horizon-scanning team to ensure they don't miss out on crucial Sherri Bycroft, <i>Director of Benefit</i> <i>Technology</i>, Prudential Financial Alexis Cierra Vaughn, <i>Founder & CEO</i>, Off Course Consulting Stephanie M. Mascia, AVP & Head of <i>American Vitality Programs</i>, Manulife / John Hancock 		
12.45		Lunch Break & Networking			
	Th	KEYNOTE STAGE e Road Ahead: From Risk to Resilience			
2:05	 Presentation Towards an Integrated & Open Exchange: Envisioning the Future of the Automotive Claims Industry Discover how partners can work together to provide services that help advance the collision repair and claims industries Consider the importance of collaboration among businesses that believe in open technology platforms to enable first time right decisions Move towards a vision for a harmonized future for the automotive claims industry Dan Friedman, Vice President of Sales, Entegral 				
2:20	 Q&A The Carrier of the Future How can the industry really work together to position itself as an attractive career proposal? Will the need for new tech-savvy talent open up doors to recruitment via new channels? When will AI find its place and purpose in the insurance industry, and what will it mean for those of us working within it when it does? Dan Friedman, <i>Vice President of Sales</i>, Entegral Lisa Wardlaw, <i>President</i>, 360 Digital Immersion 				
2:35	 Panel Driving Forwards in an Ever-Changing World The only constant is change: Strategic planning must reflect the complex and volatile world we operate in, whilst striving for a new era of insurance Build infrastructure and products that continually evolve with new technology and customer demands to be fit for whatever the future holds Keep the innovation foot on the gas despite financial pressures for long term rewards – from Gen Al to emerging risk mitigation, the future of insurance is bright with the power of technology Claire Burns, <i>Chief Marketing & Communications Officer</i>, The Hartford Kristin Towse, <i>Executive Underwriting Officer</i>, Markel Matt Kramer, <i>US CEO</i>, Ascot Dr. Louis Gritzo, <i>Chief Science Officer</i>, Staff Senior VP, FM Global Will Ross, <i>CEO & Co-Founder</i>, Federato Lisa Wardlaw, <i>President</i>, 360 Digital Immersion 				

3.10 **Closing Remarks & End of Conference**

Reuters Events: The Future of Insurance USA



2024 Attendee Snapshot

The aim of this document is to provide you with an overview of the seniority, job focus and company type of delegates attending Reuters Events: The Future of Insurance USA 2024 (May 15-16, Chicago). Please find the details below.

Sample of companies

Acrisure	Delos Insurance	Jerry	Prudential Financial, Inc.
Al Baraka Insurance	Delta Dental of California	Kin Insurance	Publicis Sapient
Allianz	Edelman	Kinetic	Pulte Insurance Agency
Allstate	Erie Insurance	KPMG	Puritan Life
Amerisure Insurance	Everyday Life	Legal & General America	PwC
Amica Mutual	EXL	Lexis Nexis Risk Solutions	Richmond National
Arch Capital Group	F&G	Liberty Mutual	RLI Insurance
Arity	Farmers Insurance Group	Lotus Fertility Insurance	S&P Global
Aruba Bank	Fenchurch General	Markel	Safety National
Ascot	Insurance	MassMutual	Snapsheet
Auto-Owners Insurance	Financial Times	MetLife	Socure
AXA XL	First Connect	Microsoft	Southern Farm Bureau
Blue Cross Blue Shield	FM Global	Midwest Employers	State Farm [®]
Bonzah	Fortegra	Casualty	Sutherland
Branch Insurance	Fremont Insurance	Mobilitas Insurance	The Hanover Insurance
Canal Insurance	Gallagher	National Life Group	The Hartford
Carpe Data	General Motors Insurance	Nationwide	Tivly
Chubb	Group1001	New York Life	Tokio Marine HCC
Clearcover	Guidewire	Newfront	Transamerica
CNA	Hagerty	Northwestern Mutual	Travelers
Cognizant	Highmark Health	NYDFS	TruStage
Concert Group Insurance	Нірро	Obie	United Educators
Corebridge Financial	Hiscox USA	Openly	United Fire Group
Corvus Insurance	Horace Mann	P&C Specialist	USAA
Counterpart	HSB	Pacific Specialty	Utica National
COUNTRY Financial	Hudson Insurance	PLRB	Verisk
Cover Whale	InsurEasier	Principal Financial Group	VIU by Hub
Cowbell	Insurity	Producers National	WTW
Crum & Forster	Intact Insurance	Progressive	Zurich North America
CSAA Insurance Group	IRMI	Protective Insurance	



Job titles and profiles

Chief Actuarial Officer Chief Claims Officer Chief Data Officer Chief Digital Officer **Chief Experience Officer** Chief Financial Officer Chief Human Resources Officer Chief Information Officer Chief Innovation & Data Science Officer Chief Insurance Officer Chief Investment Officer Chief Legal Officer, North America Chief Marketing Officer Chief of Staff, Individual Solutions **Chief Operating Officer** Chief Product & Innovation Officer Chief Revenue Officer Chief Risk & Analytics Officer Chief Science Officer, Staff Senior VP Chief Strategy Officer Chief Technology Officer Chief Underwriting Officer Co-Founder & CEO Commercial & Casualty

Practice Leader Director of Business Development Director of Data Science Director of IT **Director of Partnerships Director of Process** Improvement **Director of Technology** Director Underwriting Automation Director, Alternative Distribution Director, Center of Excellence Director, Growth Director, Product Management **Director**, Strategic Business Planning Director, Strategic Services **Director**, Telematics Strategy and Future Enablement Director, Underwriting Modernization **Enterprise Architect EVP Chief Marketing & Communications Officer EVP of Commercial**

Product

Executive Underwriting Officer Founder & CEO Head of Claims Head of Data Science Head of Marketing President & CEO President, Casualty President, Individual Solutions President, Retirement Services Product Director Senior Counsel Staff Senior VP, Chief Engineer SVP – Data Management SVP & Global Head, Insurance SVP Head of Innovation, Americas SVP IT & Transformation SVP Predictive Modelling & AI Strategy SVP, Business Transformation Leader SVP, Chief Legal & **Compliance Officer** SVP, Corporate Development SVP, Cyber & Tech SVP, Product

SVP, Property & Casualty SVP, Sales & Marketing **VP** - IT Applications & PMO VP & Chief Digital Officer VP & CIO of Enterprise **Business Solutions VP Claim Operations** VP Emerging Technology & Innovation VP Field Tech Success VP of Client Experience & Innovation VP of Design **VP** Predictive Modeling **VP** Treasury & Risk Management VP, Business Architecture & Innovation VP, Data & Analytics Strategy & Partnership VP, External Research Partnerships VP, Head of Claims VP, Innovation Group VP, Insurance VP, Operational Excellence VP, Operations VP, Specialty Strategy VP, Technology Strategy