

CONNECTED CLAIMS USA 2024

November 12-13, 2024 | Austin Convention Center | #CCUSA



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CST

DAY ONE - NOVEMBER 12

7:15-8:45

Registration, Networking & Light Breakfast

8:45-8:55

Opening Remarks

Welcome to Reuters Events: Connected Claims USA 2024

Lucy Hughes, *Global Project Director - Insurance, Reuters Events*

Lisa Wardlaw, *President, 360 Digital Immersion*



8:55-9:10

Welcome Address

Cassie Brown, *Insurance Commissioner, Texas Department of Insurance*



KEYNOTE STAGE

Claims Innovation to Tackle Disruption

9:10-9:30

Keynote Interview

Claim the Future: Striking the Right Balance Between High-tech and Human Touch

- Navigate constant industry shifts driven by technological advancements and evolving customer expectations by simplifying processes and transactional work
- Effectively blend high-tech and human touch to drive innovation, agility, and forward-thinking strategies that create differentiation and supercharge growth
- Learn how to deliver in the moments that matter most for your customers, creating a competitive edge in today's fast-paced business landscape

Bill Pappas, *EVP, Global Head of Technology & Operations, MetLife*

Bryan Falchuk, *President & CEO, PLRB*



9:30-9:45

Presentation

The Workforce Reimagined: Anticipating and Embracing Technology Innovation

- Understand your emerging claims technology roadmap that drives changes in traditional claims operating models
- Explore how the roles within your claims organization must evolve to ensure you remain competitive and responsive in the digital marketplace
- Prepare to take the next steps towards aligning your claims technology and operating model to meet the demands of tomorrow's insurance landscape

Chris Kotcamp, *Director - P&C Claims Transformation, PwC*

Rob Jiang, *Director - Cloud & Digital, PwC*



Excellent venue. Great program and support by the Reuters team. Will definitely be back.

9:45-9:55

Q&A

Balancing Act: Navigating the Future of Claims with Technology and Human Expertise

- How can insurance companies effectively integrate emerging technologies into their claims processes while maintaining the essential human touch that customers value?
- What strategies can claims organizations employ to upskill their workforce and adapt to evolving roles in an increasingly digital landscape?
- In what ways can insurers leverage technology to simplify claims processes and enhance customer experience without compromising the personalized service that sets them apart from competitors?

Bill Pappas, *EVP, Global Head of Technology & Operations*, **MetLife**

Christopher Kotcamp, *Director – Digital & Technology Transformation Consultant*, **PwC**

Rob Jiang, *Director – Cloud & Digital*, **PwC**



9:55-10:30

Panel

Understand AI for Claims: What it Can Do VS What it Should Do – and How

- Seize the opportunity of tech advancements from AI to GenAI and make an impact on claims CX with a human in the loop now whilst you prepare to hit the ground running as AI matures
- Lean on legal to find your AI comfort zone – consider cost, risks, out of the box or bespoke, data, people and maturity – to give your claims function a guideline to kick-start AI use where regulation lags
- Get started by implementing GenAI where data won't leave the confines of your organization to mitigate many of the risks whilst reaping the benefits of workflow efficiency

Shawn Crawley, *Chief Operating Officer, Claims North America*, **Sompo**

David Vanalek, *SVP Chief Legal & Compliance Officer*, **Richmond National Insurance Company**

Cheri Trites-Versluis, *Chief Claims Officer*, **Vault**

Andy Cohen, *President*, **Snapsheet**

Lisa Wardlaw, *President*, **360 Digital Immersion**



10:30-11:30

NETWORKING POWER HOUR, LIVE DEMOS & EXPO TOURS

Grab your coffee, head to our networking zones, and make the most of the 'Networking Power Hour' – 1-hour of dedicated time to make peer-to-peer connections. Use this hour to schedule one-to-one meetings, check out live demos from our partners, or join an expo tour to hear from some of our key exhibitors across our main expo categories. Learn what these companies are doing to impact claims and find your new partners to solve the business-critical challenges your team is facing.

10:35-10:45

Live Demo: Nationwide Overspray



10:45-10:55

Live Demo: Lazarus AI



11:00-11:30

Expo Tour: Claims Management

11:30-12:15

Roundtable

Create Human Claims Experiences Enabled by Advancing Tech

- Embrace the future of continuous innovation: Explore how to lead successful innovation efforts, from approaching advancing technologies to scoping out projects to produce innovative results
- Carve out market distinction through value creation: Discover the two types of value creation and how you can balance both to distinguish your business from the competition
- Harness the creativity of your adjusters: Learn how to harness the talents of your adjusters to design original use cases that take your digital innovation to the next level

Gwen Olson, *AVP Innovation & Strategic Enablement*, **American Family**

Ryann Foelker, *Strategy Design Director*, **American Family**



KEYNOTE STAGE

Claims Innovation to Tackle Disruption

11:25-11:30

Interactive Poll

What innovative ways are you using claims data beyond traditional claims handling?

11:30-12:05

Panel

Claims is Not the End of the Cycle

- Claims gathers the richest customer data but rarely is it put to use – cycle claims insight back into underwriting, customer experience, and product development to ensure continual improvement
- Claims spends 80% of the money, so should receive 80% of the attention – prime your claims leaders to be innovation leaders across CX, risk mitigation and digitization
- De-silo underwriting and claims, share information, exchange ideas and work together on risk prevention to reduce claims and improve customer experience

Tim Temple, *Commissioner of Insurance*, **Louisiana Department of Insurance**

Krista Glenn, *EVP & Chief Claims Officer*, **Westfield Specialty**

Don Jones, *SVP Claims Design & Delivery*, **Allstate**

Jenn MacGilvray, *EVP and Chief Quality Officer*, **Delta Dental**

Eileen Potter, *VP Marketing*, **Smart Communications**

Lisa Wardlaw, *President*, **360 Digital Immersion**



12:05-12:20

Fireside Chat

Deliver Ongoing Change to Match Ongoing Disruption

- Don't slow down even in a profitability squeeze – innovation will be the key to unlocking cost saving efficiency gains and investing in AI, claims platforms and customer self-service will pay dividends in the long run
- Predictive analytics is your go to for staying on top of the unknown – engrain this across your teams, provide analytics education and automation tools so you're not caught out by emerging risk
- Center your innovation teams at the heart of claims to foster flexibility and efficiency across your workflows so when the insurance landscape inevitably takes another shift you're primed to adapt before it has a major impact

Mike Fiato, *EVP & Chief Claims Officer*, **Allstate**

Lisa Wardlaw, *President*, **360 Digital Immersion**



12:20-12:35

Presentation

The Customer Experience of Attorney-Represented Auto Claims

- Analyze the customer experience in adjuster-served and attorney-served auto claims to identify areas for improvement, such as communication, claim resolution speed, and customer satisfaction
- Study the unique value propositions of attorneys in auto claims, including their strategies, tactics, and communication methods, to understand how they "go the extra mile"
- Identify the key triggers that lead customers to seek attorney representation and develop proactive strategies to address these issues early in the claim process to mitigate their percentage of attorney repped claims

Tanner Sheehan, *VP & GM Claims Solutions*, **LexisNexis Risk Solutions**



12:35-12:45

Q&A

Unlock Claims Automation with Telematics, AI, and Strategic Partnerships

- Telematics offers a unique opportunity to transform customer service by capturing and analyzing crash data, enabling a more personalized and efficient claims experience
- Integrating sensor data insights with app-based AI technology enriches the crash context and creates faster claims resolutions and improves customer satisfaction
- Strategic partnerships can help carriers unlock broad and complex solutions that were once out of reach

Mike Fiato, *EVP & Chief Claims Officer*, **Allstate**

Tanner Sheehan, *VP & GM Claims Solutions*, **LexisNexis Risk Solutions**

Lisa Wardlaw, *President*, **360 Digital Immersion**



12:45-1:00

Fireside Chat

Unlock Claims Automation with Telematics, AI, and Strategic Partnerships

- Telematics offers a unique opportunity to transform customer service by capturing and analyzing crash data, enabling a more personalized and efficient claims experience
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- Strategic partnerships can help carriers unlock broad and complex solutions that were once out of reach

Cornelius Young, *SVP of Product Management*, **Cambridge Mobile Telematics**

Natalie Kaschalk, *VP Insurance Services*, **Copart**



1:00-2:30

Lunch Break, Live Demos & Networking

1:30-1:40

Live Demo: Expert AI



1:40-1:50

Live Demo: Gila



2:00-2:30

Expo Tour: Data & Analytics

2:30-3:50

Executive Focus Group
















- Explore current trends and their impact on your claim organizations
- Strategize to select and implement the right technology for your teams
- Build a multigenerational workforce - how to hire and retain talent

Jeanette Hernandez, *CEO*, **Claim Connect IQ**



What a great opportunity to collaborate with peers as to how best we as an industry can pivot to embrace AI, address the labor shortage and effect real change moving forward."



	BLUE STAGE Streamline Transformation	ORANGE STAGE Proactive Strategic Development	PURPLE STAGE Rising Cost of Claims
2:25-2:30	<p>Interactive Poll Which emerging technology will have the greatest impact on claims processing?</p>	<p>Interactive Poll How do you prioritize investments between technology and employee development?</p>	<p>Interactive Poll What do you think is the primary driver of increasing claims costs?</p>
2:30-3:05	<p>Panel Stop Playing Catch-Up: Set-Up for Continuous Transformation</p> <ul style="list-style-type: none"> Focus on cloud-based initiatives to automate and streamline workflows whilst allowing for quick acquisition and integration of new tech Augment your digital-first omni-channel offering with in depth personalization so as the policyholder changes their mind you're ready to meet them with another option Insurance is more connected than ever – IoT, mobile, sensors – create innovation teams who can ensure claims capitalizes on the insight now and make it easy to build on as adoption expands <p>Charlie Wendland, <i>VP Head of Claims, Branch Insurance</i> </p> <p>Andrew Leeds, <i>VP & Chief Claims Officer, Plymouth Rock Assurance</i> </p> <p>Leah Spivey, <i>Chief Claims Officer, Munich Re USA</i> </p> <p>Sumit Taneja, <i>Leading Insurance Transformation & Head of Digital Consulting, EXL</i> </p> <p>Sabine VanderLinden, <i>Co-Founder & CEO, Alchemy Crew Ventures</i> </p>	<p>Panel Strategic Investment from Technology to Employees – Ensure It Pays Off</p> <ul style="list-style-type: none"> Hit customer and employee experience targets by setting up a real-time central network from FNOL that minimizes expenses and maximizes process efficiency Prepare your employees to provide the claims experience your customers need with data-driven guidance and technology assisted workflows Implement ongoing, GenAI-assisted training on the latest technology and claims trends, followed by in-depth coaching to help examiners manage increased complexity <p>Brian Thomas, <i>Director of Claims, Loop Insurance</i> </p> <p>Irene Koutzoulis, <i>VP Claims Operations & Strategic Initiatives, Coaction Global</i> </p> <p>Aimee Venn, <i>SVP Chief Claims Officer, Richmond National Insurance Company</i> </p> <p>Shannon Cragg, <i>VP Personal Lines Claims, Nationwide</i> </p> <p>Dan Friedman, <i>VP North American Sales, Entegral</i> </p> <p>Bryan Falchuk, <i>President & CEO, PLRB</i> </p>	<p>Panel Conquer Claims Complexity</p> <ul style="list-style-type: none"> Reduce claims costs with a self-serve digital platform that keeps customers up to date as claims processes continue to become more complex and lengthy with more people involved than ever before Use predictive modeling to stay on top of social inflation trends allowing you to limit backlogs, shorten delays and reduce errors Save on litigation costs with AI that identifies at risk claims, allocates them to your most relevant adjuster, and ensures they are processed faster <p>Corrie Hurm, <i>VP Claims, Embroker</i> </p> <p>Teresa Urban, <i>VP Property Claims, Palomar Specialty</i> </p> <p>Bill Brower, <i>SVP North American Claims & Global Industry Relations, Solera</i> </p> <p>Lisa Wardlaw, <i>President, 360 Digital Immersion</i> </p>



The event quality is unmatched. Reuters and the entire team does an exceptional job to ensure a superior experience. Every person I came in contact with was extremely supportive and helpful. They made the event enjoyable and not a hassle at all.

3:05-3:20

Presentation

Optimize Injury Fraud Investigations and Negotiations Using Online Data

- Carriers are improving internal claims processes to reduce cost but this alone won't address the major financial impact of bodily injury (BI) fraud
- Investigate and understand the primary drivers of BI fraud, including soft exaggeration and attorney-influenced claim inflation, then leverage online data to detect potential fraud indicators starting at the First Notice of Loss
- Determine the most effective timing and techniques for utilizing online evidence during injury claim negotiations to combat fraud and control rising claim costs

Tom Rasmussen, *VP Claims Product*, **Carpe Data**



Presentation

Maximize Output with Minimal Resource - Low Hanging Claims Inefficiencies to Eliminate Now

- Transform the insurance claim process, focus on eliminating inefficiencies from First Notice of Loss (FNOL) to settlement
- Explore key areas for improvement, including claim reviews, Independent Medical Examinations (IME), segmentation, and assignment strategies
- Discover practical solutions to streamline workflows, reduce costs, and enhance claim outcomes by maximizing output with minimal input

Heather Wilson, *CEO*, **CLARA Analytics**



Presentation

Boost the Bottom Line: Tackle the Rising Cost of Claims with Remote, Automated Technology Solutions

- Address rising claim costs due to inflation and supply chain issues by implementing remote, automated technology solutions for fast, accurate, and transparent claim services.
- Utilize virtual inspection platforms to decrease operational costs, maximize adjuster efficiency, and process claims more quickly.
- Explore technologies for rapid and accurate response to catastrophic events, considering whether to buy pre-packaged solutions or build custom ones based on industry impact and implementation needs.

Kevin Tulp, *Senior Solutions Engineer*, **Nearmap**



3:20-3:35

Presentation

Thrive Through Disruption

- Continue to invest in innovation despite profitability struggles – streamline decision making and avoid a scattershot approach to prioritizing internal resources so you find projects that will impact the business beyond just claims
- Maximize impact with limited resources – focus on delivering the most valuable elements of an innovation project first then revisit and expand upon the project as resources and team availability allow
- Use employee and customer feedback coupled with AI to prioritize and optimize your innovation workflow for maximum results with minimum input as we tackle ongoing industry disruption

Greg Hamlin, *SVP Chief Claims Officer*, **Berkley Industrial Comp**



Presentation

Claims Innovation from All Angles

- Achieve transformative innovation when all leaders work towards a common roadmap despite competing priorities – put your claims leaders at the center of strategic decision-making to see CX developments throughout
- Stop playing catch up and develop a technology strategy with legal's input that generates maximum impact now but will allow you to continue scaling as the solutions mature
- Be flexible enough to adapt your claims workflows as the world around you changes by proactively acting on insights from customer feedback to NatCat warnings

Carey Bond, *Head of Claims US*, **Lloyds**



Presentation

Graph-Based Data-Driven Solutions that Reduce Claims Loss

- Boost productivity by standardizing data entry, consolidating platforms, and automating claims data processing to quickly generate more accurate insight from your data warehouse and speed up your claims handling
- Move beyond thinking about a claim in isolation to analyzing a claim's fraud risk in context of its network through graph data structures
- Proactively detect claim fraud risk at FNOL or before a claim is even reported

Ryan Voge, *VP of Data & Decision Science*, **Hagerty**



This event pairs Claims leaders with technology leaders to very well support the insurance industry today and into the future.

3:35-3:50

Q&A

Optimize Claims: Leverage AI, Connected Devices and Ecosystems

- How can insurers create innovation teams that effectively utilize connected device's data streams to improve claims handling and potentially prevent future incidents?
- How can we ensure a smooth transition from existing claims processes to AI-powered ones?
- Beyond reducing administrative hurdles, what other strategies can improve the customer experience during the claims process?

Greg Hamlin, *SVP Chief Claims Officer, **Berkley Industrial Comp***



Tom Rasmussen, *VP Claims Product, **Carpe Data***



Sabine VanderLinden, *Co-Founder & CEO, **Alchemy Crew Ventures***



Q&A

Empower Claims Teams with Strategic AI Deployment

- How can carriers ensure GenAI goes beyond simple efficiency gains and contributes to a broader improvement in overall claims productivity?
- How are you effectively managing AI implementation to ensure user adoption and minimal disruption to existing workflows?
- What strategies can carriers employ to upskill their claims adjusters so they can effectively utilize AI's insights?

Carey Bond, *Head of Claims US, **Lloyds***



Heather Wilson, *CEO, **CLARA Analytics***



Bryan Falchuk, *President & CEO, **PLRB***



Q&A

Balance Cost Control & CX Growth

- What should carriers focus on as holding the most opportunity to make significant impacts on claims costs?
- How can we achieve a balance between cost reduction and maintaining a positive customer experience for claims resolution?
- What emerging technologies or data analytics trends hold the most promise for optimizing claims processing?

Kevin Tulp, *Senior Solutions Engineer, **Nearmap***



Ryan Voge, *VP of Data & Decision Science, **Hagerty***



Lisa Wardlaw, *President, **360 Digital Immersion***



3:50-4:20

Afternoon Coffee Break & Networking

3:55-4:20

Expo Tour: Damage Assessment & Imagery

4:20-5:15

Roundtable

Building a Gen AI-Ready Claims Organization: Strategies for Success

- Move beyond traditional AI models and explore how GenAI can enhance claims processes, automate complex decision-making, extract context from unstructured data, and personalize customer interactions
- Learn how to implement state-of-the-art GenAI techniques, such as Retrieval-Augmented Generation (RAG), to improve claims resolution accuracy, and how Large Language Models (LLMs) are transforming document review
- Prepare your data ecosystem for GenAI by focusing on data quality, architecture, and integration strategies, and learn how to apply LLMs to claims documents to understand context, extract insights, and improve decision-making

Lisa Wardlaw, *President, **360 Digital Immersion***



It was great. The workshops on day 2 were especially insightful. Breaking out into groups made it easier to share experiences and network in a meaningful way.

4:20-4:55

Panel

Include Customer Adoption in your Change Management Strategy

- Understand the tech and how it impacts the customer journey, then fit it into the experience you're trying to deliver gaining you high enough adoption to see ROI
- Find your customers' high value tech so they want to jump in – Digital FNOL see's low adoption, but digital payments is high – is this the case for you?
- Test out new tech on small areas and tweak along the way – with ever changing expectations it will never be perfect, but you can implement now to see adoption sooner

Tiffany Alvey, *SVP Head of Home Office Claims*, **PURE**



Lauren Bauschard, *VP Head of Claims Account Management*, **Sompo**



Mary Hagar, *Senior Business Process Analyst*, **Great American Insurance Group**



Mauro Di Buono, *Director US*, **Vitesse**



Chris Frankland, *Founder*, **Insurtech360**



Panel

Streamline & Simplify your Digital First Approach

- Restructure workflows and save money when you only leverage digital tools where your customers and employees actually want them
- Empower the customer to self-serve and take tasks away from your adjusters with seamless omni-channel communication that goes both ways
- Deliver a customized claims journey with a focus on ease and efficiency by conducting persona analysis with AI that predicts customers preferred personalization

Kathryn Turgeon, *Head of Life & Annuity Claims*, **MassMutual**



Eric Marler, *Head of Claims*, **Counterpart**



Mark Valleskey, *VP of Claims*, **Clearcover**



David Giles, *Senior Manager - Business Technology Services*, **American Family**



Sarah Owen, *Chief Product Officer*, **One Inc**



Andrew Daniels, *Founder & Managing Director*, **InsurTech Ohio**



Panel

Reimagine Claims Careers

- Join the industry wide effort to create buy-in to the insurance industry and pull in talent from younger generations that has been lacking for years
- From Tech to Data and AI – incorporate the tools employees want to use and enable more fulfilling careers by removing tedious work and turn claims into and AI driven department
- Show the growth trajectory and opportunities available in a claims department by fostering a collaborative culture, developing mentorship roles, ensuring new skill progression and investing in the length of your employees' careers

Gina Reyes, *VP Claims*, **Openly**



Jane Dullinger, *Chief Claims Officer*, **Fortegra**



Matthew Campen, *VP Claims*, **RLI**



Angela Cerini, *DVP Claims Specialty Construction*, **Great American Insurance Group**



Yuval Man, *Co-Founder & CEO*, **DigitalOwl**



Margaret Resce Milkint, *Global Insurance Practice Leader*, **Diversified Search Group**



4:55-5:10

Presentation

Total Loss Process & The Role Technology Plays in Mitigating These Challenges

- Leverage digital solutions to simplify and accelerate the Total Loss journey, reducing process uncertainty and improving communication between stakeholders
- Foster network partnerships and implement process improvements to minimize costs associated with storage fees, rental expenses, and productivity loss – ultimately enhancing the overall claim experience
- Focus on accelerating customer satisfaction by improving each stage of the Total Loss process, from initial notice of loss to final payment, to strengthen policyholder and agent relationships, and boost Net Promoter Scores

Stephanie Behnke, *VP Solutions & Consulting*, **Hi Marley**



Paul Measley, *Chief Claims Officer*, **Plymouth Rock Assurance**



Presentation

Establish a Flexible Ecosystem with Integrated Partners

- Move away from a one size fits all platform and leverage integration tools to create a unique ecosystem that works for you
- Find partners that solve specific challenges for you colleagues, customers, or business lines and bring these together into a cohesive solution that fits into your wider roadmap
- Foster the flexibility you need to pick up new tools and embrace the latest advancements when you encourage an innovation mind set and roll out the change management needed to quickly get up to speed

Brian Matthews, *CEO*, **itel**



Presentation

Thrive in a High-Claims Environment: Build Efficiency and Expertise

- Cultivate a culture of continuous learning, equipping adjusters with the latest knowledge to navigate evolving regulations and litigation trends
- Address the surge of claims in today's environment and recognize the need to prioritize efficiency-driven innovation to ensure your adjusters can effectively manage the higher volume and workload
- Utilize simulation environment for mandated training and offer just-in-time support on-the-go to empower adjusters, minimize errors, and reduce claims leakage

Anupam Malhorta, *Digital Adoption Director – Insurance*, **Whatfix**



5:10-5:25

Fireside Chat

The Other CX – Customer Expectations

- Identify Customer Needs - Conduct surveys and gather feedback to understand what customers want across the entire funnel
- Align Resources - Determine the specific resources, training, and processes required to fulfil their expectations
- Leverage Technology - Research and implement current and upcoming tools and technologies that can help us not just meet, but exceed expectations

Brent Korte, *SVP Chief Marketing Officer*, **Ameritas**



Chris Frankland, *Founder*, **Insurtech360**



Fireside Chat

Do More with Less: Handle Increased Claims Volumes

- Develop a top-down strategy focused on your data warehouse to leverage AI that transforms claims workflows and enhances efficiency
- Perfect your use of cloud-based systems to automate and streamline back-office processes and make it possible for your adjusters to tackle more claims, faster
- Establish a roadmap that balances efficiency focused technology upgrades and the enhancement of existing systems, all without disruption to day-to-day needs

Kristina Tomasetti, *VP Claims Optimization*, **SageSure**



Andrew Daniels, *Founder & Managing Director*, **InsurTech Ohio**



Presentation

A New Insurance Skillset

- Claims needs people with a skill set they haven't previously required – AI capabilities, adjusting claims of increasing complexity, legal, advancing data, emerging business lines – but finding these skills in existing candidates is tricky
- Investing in long term development of skills and training will pay dividends in the output of your claims teams – focus on where your team is lacking and look to training tools for continuous advancement
- Discover technology that plugs gaps, including decision support tools to help transfer knowledge from seasoned adjusters to new starters and prioritize projects to focus on big impact jobs

David Fernandez, *Chief Claims Officer*, **Kingstone**



5:25-5:40

Q&A

Optimal Claims Customer Experience Strategy

- What tools and technology have you employed to enhance CX and where have you seen best results?
- What steps need to be on the criteria checklist to guarantee optimized service to insureds?
- How can the industry do better to partner with policyholders, manage expectations and ultimately enhance end-to-end satisfaction?

Stephanie Behnke, *VP Solutions & Consulting*, **Hi Marley**



Paul Measley, *Chief Claims Officer*, **Plymouth Rock Assurance**



Brent Korte, *SVP Chief Marketing Officer*, **Ameritas**



Chris Frankland, *Founder*, **Insurtech360**



Q&A

Build Bridges for Digital Transformation

- How can we ensure a smooth transition for brokers and customers when implementing digital processes?
- Can you elaborate on how companies can effectively communicate and gain buy-in for a top-down AI strategy from all levels of the claims organization?
- What are some concrete methods for gathering customer feedback on potential technologies to prioritize user-friendliness?

Kristina Tomasetti, *VP Claims Optimization*, **SageSure**



Brian Matthews, *CEO*, **itel**



Andrew Daniels, *Founder & Managing Director*, **InsurTech Ohio**



Q&A

Equip Teams & Mitigate Risk for the Evolving Claims Landscape

- How can companies effectively assess skill gaps and identify the areas with the highest ROI for training investments?
- What data sources and technologies can be leveraged to achieve a more holistic view of a policyholder's risk profile?
- Where can carriers bridge the gap in adjuster's knowledge of new and emerging risk to help them more accurately process claims?

David Fernandez, *Chief Claims Officer*, **Kingstone**



Anupam Malhorta, *Digital Adoption Director – Insurance*, **Whatfix**



Margaret Resce Milkint, *Global Insurance Practice Leader*, **Diversified Search Group**



5:15-6:00

Networking Drinks in the #CCUSA Exhibition Hall

6:30-9:30

DAY 1

OFFSITE NETWORKING PARTY

Banger's Sausage House & Beer Garden

Join us after the event to continue the peer-to-peer conversations for an evening of LIVE music, authentic Texas BBQ and good vibes with North America's Connected Claims community in a relaxed offsite setting.



DAY TWO

7:00-7:45

Morning 5k Run

Get your blood pumping and clear your head with a refreshing morning run along the Colorado River with fellow attendees. Explore the local area at your own pace, enjoying the sights the boardwalk at Lady Bird Lake has to offer, and build camaraderie with other participants in a relaxed and fun environment.

8:00-9:00

Registration, Morning Networking & Light Breakfast

8:15-8:45

Women in Claims Breakfast Meet-Up

The Women in Claims Meet-Up is a ground-breaking and dynamic micro forum for sharing ideas, trends and experiences. We are a community and we will create an oasis for trusted, intentional networking with women who lift each other up and believe in the impact of a robust ecosystem of connections and meaningful peer relationships.

Margaret Resce Milkint, Global Insurance Practice Leader, **Diversified Search Group**



Discussion-Based Workshops

These workshops are interactive sessions where you can experience the opportunity of group problem-solving. Ensure you walk away with what you need – led by industry experts, this is your chance to voice your challenges and leave with practical solutions. Every session will bring together a group of claims 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.

9:00-9:50

Workshop

The Kiss Principle for Claims Transformation: Leveraging Process Intelligence to Ignite GenAI Initiatives

- **Assessing Readiness:** Discover how process intelligence can gauge your organization's AI readiness and create a realistic change strategy for claims improvement and build future-state models
- **Driving Continuous Change:** Explore how process intelligence can support ongoing governance and facilitate real-time process adjustments
- **Ensuring Compliance:** Understand how to use process intelligence to monitor and action to achieve desired outcomes in claims processes to drive improved regulatory actions

David Palastro, Industry Principal Lead – Insurance, **Celonis**



Workshop

Risky Business: Tackling the Expensive Reality of Roof Claims

- **Collaborative conversations:** Engage in small group discussions to explore the risky roof problem from different perspectives, fostering a holistic understanding of the challenges and potential solutions
- **Embrace problem-solving across departments:** Uncover how claims, underwriting, and other key departments can lead to more effective decision-making and cost control measures
- **Leverage data and analytics:** Harness the potential of advanced analytics to gain valuable insights into your book of business, more informed underwriting decisions and targeted preventive measures

Jenna Kinsman, VP Enterprise Growth, **EagleView**



Workshop

The Power of Connectivity: Navigating Modern Insurance Challenges Through Collaboration

- **Internal Collaboration:** Establish a robust feedback loop between Claims and Underwriting departments for better risk selection and policy wording, ultimately reducing avoidable losses and enhancing overall business performance
- **Cross-Product Collaboration:** Coordinate coverages across multiple insurance products to avoid gaps, overlaps, redundancies, and conflicts
- **Distribution Collaboration:** Strengthen communication with agents and brokers to prevent unintended coverage gaps and ensure that policies align with the insured's actual risks and needs

Bryan Falchuk, President & CEO, **PLRB**



9:50-10:40

Unleash Trapped Value in your Organization with Fit-for-Purpose Automation & AI

- Unbundling the core: Drive greater ROI from large transformation programs by unbundling core systems and creating a modularized, fully integrated business architecture
- Turbocharge efficiency: Optimize claim processes and improve decision-making by better utilizing data assets and deliberately deploying intelligence-focused technologies
- Break down silos: Unlock enterprise value by harnessing cross-functional data to perform predictive analytics, propensity modeling, anomaly detection, next-best-action prompting, etc. and redistribute the insights gained with adjacent business functions (e.g., Underwriting, Distribution)

Scott Shapiro, US Sector Lead, Insurance, **KPMG**

Prateek Saxena, Insurance Technology and Platform Leader, **KPMG**



Four Cost-Savings Improvements Every P&C Carrier Should Make Today to Improve Claims Processing

- With Property and Casualty carriers facing massive losses, claims processing teams are facing additional pressure to reduce costs – while somehow paradoxically improving the customer experience
- Discover practical ways to improve claims processing using analytics and automation, despite legacy technology challenges, and discover the fiscal impact achieved by similar organizations
- Explore how expanding strategic decisioning and automation can deliver measurable impacts to your bottom line, including cutting operational costs, increasing straight-through processing, and reducing losses through improved fraud detection

Scott Horwitz, Senior Principal, **FICO**



10:40-11:10

Morning Coffee Break & Networking

10:45-11:10

Expo Tour: AI & Automation

11:10-11:55

Roundtable

Find and Implement AI Technology Across the Claims Process

- AI Roadmap – Conduct a process review before you implement tech with AI
- Implementation plan – Discover key points for successful integration
- AI tool adoption – Prepare your people before you implement

Jeanette Hernandez, CEO, **Claim Connect IQ**



BLUE STAGE
Personal – Property & Casualty

ORANGE STAGE
Commercial & Specialty

PURPLE STAGE
Life & Health

11:05-11:10

Interactive Poll

What do you think is the most significant emerging risk for the property & casualty insurance industry in the next 5 years?

Interactive Poll

What do you think is the most significant emerging risk for the commercial & Specialty insurance industry in the next 5 years?

Interactive Poll

What do you think is the most significant emerging risk for the life & health insurance industry in the next 5 years?



This year's conference was excellent. Very convenient location, a fantastic lineup of industry leaders, and high-quality vendors. I feel very fortunate to have such a strong network of insurance leaders.

11:10-11:45

Panel

Shift Your Offering from Insurance to Property Protection & Casualty Prevention

- Risk prevention is a clear move forward for carriers to reduce claims whilst adding value to customers that goes beyond the traditional expectation of insurance
- Where prevention is impossible, mitigation is key – invest in accurate NatCat analytics and clear communication channels to your policyholders so you can inform them of upcoming risks earlier than ever and provide tangible mitigation measures they can easily execute
- Take advantage of the increasing adoption of connected technologies and use AI to provide tailored education from safe driving to home maintenance that nudge customers towards lower risk

Peter Piotrowski, *Chief Claims Officer*, **Hippo**



Lance Albright, *AVP Alternative Markets & TPA Management Claims*, **QBE North America**



Jeff Barnes, *VP Business Development*, **Moen**



Lori Pon, *AVP Claim Innovation & Technology*, **The Hanover**



Panel

Take Advantage of the Increased Maturity of Connected Auto

- Set-up to gather all the data points from connected auto deceives, including crash detection, so you can automate FNOL which will save valuable time and money as well as take a task off your customer when they need it most
- Accuracy is key – avoid creating more work for you and your customers by ensuring the quality of the data and maturity of the software
- Deploy computer vision more extensively and use AI to determine more complex decisions that contribute to loss estimate calculations to give your adjusters as much information as possible

Joey Daryanani, *VP Operations Shared Services*, **CSAA**



Harry Storck, *VP Safety Services*, **Progressive Fleet**



Joe Kleinhenz, *VP AI & ML Auto Line*, **Allstate**



Sabine VanderLinden, *Co-Founder & CEO*, **Alchemy Crew Ventures**



Panel

Incorporate AI Into Your Digitization Roadmap

- 80% of data is unstructured and useless until correctly formatted in core admin system – digitize unstructured data with AI, starting with documents most relevant to your adjusters and work backwards to enable predictiveness
- Reduce the impact of increasing claims volume using AI to process incoming claims then triage claims based on complexity, leading to faster processing and relevant adjuster allocation
- Facilitate collaboration between business executives and technical teams to ensure seamless implementation and utilization of AI, expediting claims processing and enhancing claims handling efficiency

Robin Lenna, *Board Member*, **Security Mutual Life Insurance Company of New York**



Lauren Domnick, *VP Data Science Innovation*, **Northwestern Mutual**



Gwen Olson, *AVP Innovation & Strategic Enablement*, **American Family**



Paul Seegert, *Employee Benefits Practice Leader, South Region*, **Acrisure**



Sean Merat, *CEO*, **Owl.Co**



Lauren Riplinger, *Chief Public Policy & Impact Officer*, **AHIMA**



11:45-12:00

Presentation

Maximize the Value of Your Claims Analytics and Digital Solutions to Minimize Your Indemnity Spend

- Ensure your analytical models across the lifecycle adequately address fraud, triaging assignment, litigation, subrogation, negotiated settlement and recovery
- Discover the importance of workflows and integration that allow for efficiency, accuracy and consistency
- What does it take to shave up to 2% points off your indemnity?

Alex Kloubek, *Chief Growth Officer - Insurance & Banking*, **WNS**



Presentation

No One Ever Asks AI: 'How Can I Help You?'

- Don't just let AI run the show – boost claims processing by teaming up
- Cut through the data chaos and master your claims inside out
- Arm your claims specialists with AI firepower, but keep humans in charge

Sam Merat, *Chief Technology Officer*, **Owl.Co**



Presentation

Power Smarter Digital Claims with AI

- Make customer-centricity your decision-making tool and eliminate unnecessary burdens with automation to create a seamless journey for policyholders from FNOL to settlement
- Prioritize a top-down AI strategy that harnesses the power of GenAI in streamlining workflows and unlocking new areas for efficiency
- Leverage real-time data insight to expedite claims decisions and significantly reduce processing times, leaving legacy limitations behind

Levio Consulting

Fireside Chat

Amplify the Personal Experience

- Be proactive in your communications by using data to know when your customers want to hear from you – streamline the claims process for efficiency whilst always being ready to serve
- Incorporate empathy through your digital channels and know where your tech is lagging to ensure human intervention is on hand
- Go beyond the single customer experience with an end-to-end journey that enables optimal engagement at each step allowing you to develop a relationship with customers beyond claims payment

Lance Ondrej, *SEVP & Chief Operating Officer*, **Germania**



Michelle Watson, *EVP Chief Claims Officer*, **Germania**

Jimmy Garvert, *SVP & General Manager*, **Transunion**



Bryan Falchuk, *President & CEO*, **PLRB**



Fireside Chat

Data-Driven Claims Excellence to Enhance Policyholder Experience & Recovery

- Leverage data to design proactive and personalized support programs. Utilize analytics to anticipate needs and prevent losses
- Explore AI-powered subrogation, digital evidence collection, and automated settlements to expedite recovery and improve the policyholder experience
- Utilize advanced analytics and machine learning to optimize claims handling, predict and prevent losses, and maintain a competitive edge

Greg Hamlin, *SVP Chief Claims Officer*, **Berkley Industrial Comp**



Sabine VanderLinden, *Co-Founder & CEO*, **Alchemy Crew Ventures**



Fireside Chat

Improve Partnerships to Minimize Large Verdicts

- Foster active collaboration among insureds, insurance carriers, and defense counsel to ensure aligned goals and effective communication
- Implement regular early assessments and strategic planning sessions with the defense team to identify potential risks and develop tailored defense strategies to mitigate damages
- Leverage cost-effective tools and resources to manage and reduce the overall cost of cases, including utilizing legal technology, outsourcing specific tasks, and streamlining case management processes

Christine Samuels, *VP Claims*, **Berkley Healthcare**



Elizabeth Walker, *Complex Claims Director - Healthcare & Casualty Claims*, **Berkshire Hathaway Specialty Insurance**



Andrew Daniels, *Founder & Managing Director*, **InsurTech Ohio**



Lunch Break & Networking

Speed Networking

Networking Through Reverse Mentorship

Experience a dynamic speed reverse mentoring session that fosters cross-generational collaboration, innovation, and growth. Expand your professional network, gain fresh insights, and contribute to shaping the future of the industry.

Amy Cooper, *Founder & CEO*, **RISE®**

Katerina Garavito, *President*, **RISE®**



1:45-2:20

Panel

Get to Grips with GenAI & Where to Start

- Focus on education and foster AI literacy – your team’s understanding with help decipher the most relevant applications and focus your roadmap where it will have the biggest impact
- Avoid the hype and hone in on your own business needs - begin pilot projects fast so you can keep up as GenAI gains traction and be ready to reap the benefits as the technology matures
- Change management is key, not only for your team but your customers too – clearly communicate the use of GenAI, explain the processes, address concerns and illustrate the benefits to get your customers to opt-in

Becky Hudzik-Presson, *SVP & Chief Claims Officer – P&C Claims, American National*



Quin Netzel, *SVP Claims, Westfield Specialty*



Ryann Foelker, *Strategy Design Director, American Family*



Kalyan Peri, *CIO Commercial Business, Conduent*



Jeanette Hernandez, *CEO, Claim Connect IQ*



Panel

Remain Compliant as AI Regulation Tries to Keep Up

- Where regulation for AI is lagging behind collaborate with your legal department to leverage AI not just for workflow efficiency but for claims automation, while ensuring compliance with evolving AI and data regulations
- Work with associations who can guide you through existing data and technology regulation and interpret its applicability to newer AI and GenAI so you can ensure appropriate use throughout projects
- There is only so much you can do with data, tech and AI before regulation stops innovation in its tracks – stay on top of the latest advancements so you’re the first off the mark with new innovations

Cheri McCourt, *VP Claims, Northwestern Mutual*



Kathy Arp, *SVP Management & Professional Liability Claims, Skyward Specialty Insurance*



Ruth Deabold, *Director Claims Compliance & Operations, Branch*



Troy Doucet, *Co-Founder & CEO, AI Law*



Sabine VanderLinden, *Co-Founder & CEO, Alchemy Crew Ventures*



2:20-2:35

Fireside Chat

Insurance Reform Powered by Data

- Leverage big data and predictive analytics to improve risk assessment and pricing accuracy for property insurance in Florida’s hurricane-prone regions
- Explore the potential of telematics and IoT devices to create usage-based insurance models for auto coverage, tailored to Florida’s unique driving conditions and demographics
- Hear how states like Florida are using data to monitor, improve, and regulate increasingly complicated property markets

Michael Yaworsky, *Insurance Commissioner, Florida Office of Insurance Regulation*



Lisa Wardlaw, *President, 360 Digital Immersion*



Fireside Chat

Power Smarter Digital Claims with AI

- Make customer-centricity your decision-making tool and eliminate unnecessary burdens with automation to create a seamless journey for policyholders from FNOL to settlement
- Prioritize a top-down AI strategy that harnesses the power of GenAI in streamlining workflows and unlocking new areas for efficiency
- Leverage real-time data insight to expedite claims decisions and significantly reduce processing times, leaving legacy limitations behind

Sean Erikson, *VP Enterprise Architecture, IT Strategy & Emerging Tech, Grange Insurance*



Joe Kleinhenz, *VP AI & ML Auto Line, Allstate*



Sabine VanderLinden, *Co-Founder & CEO, Alchemy Crew Ventures*



2:35-2:50

Presentation

Delivering Great Customer Experiences with Trusted AI in Claims

- Adapt to rising customer expectations by streamlining claims processes for speed, transparency, and reliability, essential in the evolving insurance landscape
- Leverage AI tools like Salesforce’s Agentforce to combine high-tech solutions with customer-centric approaches, supporting real-time updates, self-service claims tracking, and proactive communication
- Automate routine tasks, enhance compliance, and improve fraud detection to deliver seamless, responsive service in moments that matter most, gaining a competitive edge in the digital world

Ryan Guffy, *Director, Insurance Practice, Gerent*



“Wonderful experience if you’re looking for insights on the competitive landscape of the insurance industry, as it relates to the claims products, strategies, and emerging market trends.”

– 2023 Attendee, Hagerty

2:50-3:25

3:25-3:40

Fireside Chat

Enhance Your Core Claims Ecosystem

- Aggregate your claims systems to one core platform with systems integrators that create efficiency via a one stop shop for your adjusters
- Move to the cloud and pilot vendors that you can migrate with you to create seamless connections between your core platform and the wider ecosystem
- Keep on top of cloud updates and ecosystem additions in line with your claims roadmap creating one data source capable of AI implementation and far more advanced predictive analytics

Sara Mikulski, *VP Chief Technology Officer*, **Kingstone Insurance**



Sabine VanderLinden, *Co-Founder & CEO*, **Alchemy Crew Ventures**



Fireside Chat

Social Inflation and its Impact on Auto Claims

- Understand the drivers that can lead to rising auto claims, including juror perspectives on such claims
- Discuss the significant role the insurance industry can play in stemming the tide of social inflation through education
- Explore the impact of advocacy efforts by the insurance industry in mitigating rising auto claims

Allen Kirsh, *SVP Head of Claims Judicial & Legislative Affairs*, **Zurich North America Claims**



Andrew Daniels, *Founder & Managing Director*, **InsurTech Ohio**



3:40-4:15

Panel

Maintain Momentum as Technology Continues to Accelerate

- Ingrain flexibility into your ecosystem so you can quickly adapt to the latest advancements in AI and keep up with the almost impossibly rapid pace of tech advancement
- Foster an innovative culture with your employees so they feel empowered to embrace new tech or AI and enhance your ROI when they adopt best practice
- Only choose the tech you know will have the best impact – don't be afraid to drop tech that isn't working for you to find a solution better suited to your needs

Justin Skvarce, *AVP Cyber Claims*, **Arch**



David Williams, *Chief Claims Officer*, **Texas Windstorm Insurance Association (TWIA)**



Daniel Hermansson, *VP Head of Strategy*, **Pacific Life**



Larry Cochran, *Founder & CEO*, **Claimatic**



Sabine VanderLinden, *Co-Founder & CEO*, **Alchemy Crew**



Panel

Work Seamlessly with Internal & External Legal Counsel

- Use claims management platforms enriched with holistic data to ensure you are using the most cost effective, efficient firms and allocate them to the right claims at the right time
- Leverage procurement teams to negotiate with law firms, especially where cost differs by type of claim, and get the best rates to contain costs and legal involvement rises from litigation cases to nuclear decision management
- Bring in SIU's as an external resource allowing your adjusters to focus on providing the best service to all their claims without the worry of tacking fraud

Cheri Trites-Versluis, *Chief Claims Officer*, **Vault**



Rod Paterson, *VP, Director of Property Claims*, **Seneca Insurance**



Marc Madonia, *Senior Counsel – Subrogation*, **Starr Insurance Holdings**

Andrew Daniels, *Founder & Managing Director*, **InsurTech Ohio**



REGISTER NOW

4:15-4:20

Closing Remarks

5:00-7:00

DAY 2
OFFSITE PARTY & RISE®
NETWORKING SCAVENGER HUNT

Electric Shuffle

Join us at one of the most exciting bars in Austin for a few games of shuffleboard, great food, and a RISE® scavenger hunt – step outside your usual circle and walk away with new connections to win some RISE® swag!



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2024 ATTENDEES

900+

Attendees

100+

Senior Executive Speakers

80%

Director & Above

30+

Carrier Case Studies

15+

Hours of Dedicated
Networking

JOB TITLES

Application Development Software Business Unit Manager	Claims Business Unit Manager	Delivery
Assistant Vice President, Claim Supplier Management	Claims Director	Director Property
Attorney	Claims Manager	Director, Claim Supplier Management
Auto Damage Manager	Claims Manager - E&S/Specialty Contract GL	Director, Claims Integration & Strategy
Auto Operations Business Unit Manager	Claims Supervisor	Director, Claims Operations
AVP Claims Relationship Management	Commercial Property Large Loss Manager	Director, Claims Programs
AVP CSC Operations Leader	Commissioner of Insurance	Director, Claims Technology & Customer Experience
AVP of Claims	Complex Claims Director	Director, Commercial Claims
AVP, Claims Operations	COO Claims North America	Director, Digital Experience
AVP, Property	Corporate Claims - Chief Operating Officer	Director, Head of Claims Data Science
Board Member	Counsel	Director, P&C Claims Transformation
Casualty Claims Vice President	CRO	Director, Product Development
CEO	Digital Product Manager	Director, USC Claims
CFO	Director - Cloud & Digital	Divisional VP, Claims. Specialty Construction
Chief Claims Officer	Director Auto	EVP & Chief Claims Officer
Chief Claims Officer and Actuary	Director Claims Intelligence	EVP, Customer Experience
Chief Claims Officer Reinsurance North America	Director Complex Claims	Executive Claims Director
Chief Commercial Officer	Director Design Auto	Executive Vice President
Chief Growth Officer	Director II, Claims Process XLOB	Executive Vice President – Chief Legal Officer
Chief Insurance and Claims Officer	Director of Casualty Claims	Executive Vice President – Chief Strategy Officer
Chief Legal and Compliance Officer	Director of Claims	Executive Vice President of Operations
Chief Marketing Officer	Director of Claims - North Division	Executive Vice President, Account Management
Chief of Staff	Director of Claims Strategy	Founder & CEO
Chief Technology Officer	Director of Marketing	General Adjuster
CIO	Director of National Business Development	General Manager, Insurance Operations
Claim Digital Director APM	Director of Product	Global Head Corporate Legal Claims
Claim Manager	Director of Professional Claims	Global Insurance Practice Leader
Claims Administration Manager	Director of Strategic Partnerships	GM - Insurance
Claims Advocate Lead	Director Product, Innovation and	

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JOB TITLES

Head of Automotive and Technology	Senior Claims Advocate VP	Vice President Strategy
Head of Casualty and Speciality Claims US	Senior Digital Business Engineer	Vice President, Auto Line Data Science
Head of Claims	Senior Manager, Claims	Vice President, Casualty Claims
Head of Claims - US	Senior Manger, Product Innovation	Vice President, Claims
Head of Claims Handling Centre	Senior Operational Excellence Program Manager	Vice President, Claims Optimization
Head of Claims Strategy, Operations & Customer Relations	Senior Technical Analyst II	Vice President, Client Service
Head of Claims Support	Senior Vice President	Vice President, Enterprise Growth
Head of Home Office Claims and Operations	Senior Vice President - Claims	Vice President, Insurance Claims
Head of Property Claims US	Senior Vice President, Chief Claims Officer	Vice President, Solutions and Consulting
Head of Third Party Claims - Large Risk and Middle Market	Senior Vice President, Claims Property	Vice President-Workers Comp Claims
Head of Worksite Customer Experience & Operations	Senior Vice President, CMO	VP and Director of Property Claims
Innovation & Transformation Specialist	Sr. Claims Manager	VP Casualty Claims E&SS and Commercial Lines
Innovation and Strategic Enablement AVP	Sr. Director - Strategy & Transformation	VP Claims
Insurance Claims Adjuster	Sr. Director Claims Operations	VP Claims Operations
Insurance Commissioner	Sr. Director, Claims	VP Claims Strategy
Insurance Lead	Sr. Director, Digital Product Management	VP Corporate Property Claims Director
IT Director	Sr. Vice President - Chief Claims Officer	VP Customer Experience
IT Manager	Strategic Innovation Director	VP Data Science Innovation
Managing Associate	Strategy Design Director	VP Enterprise Architecture, IT Strategy & Emerging Tech
Marketing Director	SVP - Head of Claims	VP of Business Quality
National Cyber Claims Leader	SVP - Insurance Practice Leader	VP of Claims
P&C Manager	SVP Casualty Claims	VP of Strategy
President	SVP Chief Claims Officer	VP, Claim Operations & Strategic Initiatives
Product Marketing Manager	SVP Claims	VP, Claims
Project Management Operational Efficiency Business Unit Manager	SVP, Ancillary Business	VP, Customer Care Center
Project Management Operational Efficiency Process Engineer	SVP, Chief Claims Officer	VP, Head of Accident Management & Connected Vehicle
Project Manager	SVP, Customer	VP, Head of Claims
Property Claims Director	Technical Claims Manager	VP, North America
Property Claims Senior Manager	Test and Learn Manager	VP, of Operations & Client Engagement
Senior Adjuster	Vice President - Head of Group Benefits Claims	VP, Product - Claims
Senior Business Process Analyst	Vice President - Technology & Innovation	VP, Property Claims
	Vice President Business Development	VP, Sales
	Vice President Senior Legal Counsel	VP, Senior Legal Counsel
		VP, Strategic Planning and Execution

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Aflac
Alliant Insurance Services
Allied Trust Insurance
Allied Universal
Allstate
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American Health Information Management Association (AHIMA)
American National Insurance
Ameritas
Arbella Insurance Group
Arbitration Forums
Arch Insurance
Aspen Claims Service
ASSURANCEAMERICA
Avant Specialty Claims
Aviva
Aviva Canada
AWS
Beazley
Benekiva
Berkley Entertainment
Berkley Healthcare
Berkley Industrial Comp
Berkshire Hathaway Specialty Insurance
BMS Re
Branch Insurance
Brighthouse Life Insurance Company
Builders Mutual
California Earthquake Authority
Canal Insurance
Carpe Data
Cincinnati Insurance Company
CLARA Analytics
Clearcover
Clearspeed
CNA
CoAction Specialty Insurance
Copic Insurance Companies
Counterpart
COUNTRY Financial
CSAA Insurance Group
Delta Dental
Duck Creek Technologies
DXC Technology
Embrace Pet Insurance
Embroker
Encova Insurance
Enterprise Mobility
Erie Insurance
Everest Insurance
Everlaw
EXL
Farmers
FCNA - Forensic Consultants of North America
Florida Office of Insurance Regulation
Fortegra
Fred Loya Insurance
GEICO
Germania
Gore Mutual
Grange Insurance
Great American Insurance Company
Guidewire
Hagerty
Hanover Insurance
Harbor Insurance Company
Hartford Steam Boiler
Hi Marley
Hippo
Homeowners of America
Honeycomb Insurance
HSB
IAT Insurance Group
Insure National
Insurity
InsurTech Express
J.D. Power
Kemper
Kingstone Insurance
Kleinhenz
KW Specialty Insurance Company
LexisNexis Risk Solutions
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Liberty Mutual
Lloyds
Loggerhead
LOOP Insurance

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COMPANIES

Louisiana Department of Insurance
Marsh Inc.
Marsh McLennan Agency
MassMutual
Mastercard
Medlogix
Mercury Insurance
MetLife
Mid-America Catastrophe Services
Milliman
Moya Law, PLLC
Munich Re
Munich Re USA
National General (Allstate)
National Life Group
Nationwide
NCJUA/NCIUA
Nearmap
Northwestern Mutual
NYCM Insurance
Oliver James
Openly Insurance
Pacific Life
Pacific Life Re
Palomar Specialty Insurance
PartsTrader
Penn National Insurance
Plymouth Rock Assurance
Plymouth Rock Home Assurance

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Preferred Risk Insurance Services
Producers National Corporation
Progressive
Progressive Fleet
Protective Insurance
Pure Insurance
PwC
QBE North America
Quantum Alliance
Richmond National Insurance Company
RISE®
RLI Insurance
Safely Insurance
SageSure
Security Mutual Life
Seneca Insurance
Shelter Insurance
Skyward Specialty Insurance
Slide Insurance Company
Snapsheet
Sompo
Sompo Digital Lab
Starr Companies / Starr Insurance
State Farm
SWBC
Tata Consultancy Services
Tesla Insurance
Texas AI

Texas Department of Insurance
Texas Farm Bureau Insurance
Texas Windstorm Insurance Association (TWIA)
The Black Car Fund
The Cincinnati Insurance Companies
The Hanover Insurance Group
The Hartford
Tiger Analytics
Topsail Re
Tractable
TransUnion
Travelers Insurance
TWIA
U.S. Individual Life
Uber Technologies, INC
UFG
Universal Shield Insurance Group
USAA
Vault Insurance
Vienna Insurance Group
Visa Inc
W. R. Berkley Corporation
Westfield
Westfield Specialty
Whatfix
Windward Risk Managers
WNS
Zurich North America