

CONNECTED CLAIMS USA 2025

November 6-7, 2025 | Gaylord Palms, Orlando | #CCUSA

ET

DAY 1 | NOVEMBER 6TH, 2025

7:30-8:50

Registration & Breakfast

8:00-8:45

Day 1 Breakfast Meet Up

RISE & Shine: Engaging Gen Z to Power the Future of Claims

The workforce is changing—are you ready? In this hands-on, interactive session you will gain actionable insights and tools for modern leaders looking to thrive with Gen Z talent. Learn how to anticipate trends, inspire innovation, and lead with impact in an evolving business landscape.

Amy Cooper, *Founder & CEO*, RISE



8:50-9:00

Opening Remarks: Welcome to #CCUSA 2025

Lucy Hughes, *Senior Project Director – Insurance*, Reuters Events

Bryan Falchuk, *President & CEO*, PLRB



**KEYNOTE STAGE
NAVIGATE CLAIMS SEVERITY & COMPLEXITY**

9:00-9:15

Keynote Presentation

Rebuild Trust in Claims: Deliver Certainty in an Uncertain World

- Understand the impact of evolving risks and legal pressures on claims to navigate rising litigation, complex cases, and shifting public expectations
- Examine how building a resilient and stable claims ecosystem in turbulent times can help carriers maintain transparency and operational strength; and restore customer trust amid market and workforce challenges and declining public trust
- Discover how transforming from carrier to trusted risk partner enables companies to move beyond transactions and deliver proactive, long-term value in an unpredictable environment

Keith Daly, *Chief Claims Officer*, Zurich NA



9:15-9:30

Keynote Presentation

Redefine Liability: The Future of Auto Claims in the Age of Autonomy

- Explore how autonomous vehicles shift fault from drivers to OEMs, software providers, and system design – and the impact on claims and liability strategy
- Understand how litigation, regulation, and OEM stances are driving new claims workflows, legal playbooks, and hybrid policy models
- Learn how carriers can prepare for rising product liability in auto claims and adapt to shared responsibility and machine-driven fault

Siddhesh Sabnis, *Director – P&C Insurance and Claims Innovation*, PwC



9:30-9:40

Q&A

Balance Innovation & Trust to Enhance Resilience

- How can the insurance industry balance the need for innovation with maintaining policyholder trust?
- How are you building a resilient organization that is flexible to change within an integrated approach?
- What metrics or frameworks can be used to evaluate the effectiveness of AI integration in reducing claims severity and complexity?

Keith Daly, *Chief Claims Officer, Zurich NA*

Siddhesh Sabnis, *Director – P&C Insurance and Claims Innovation, PwC*

Bryan Falchuk, *President & CEO, PLRB*



9:40-10:15

Keynote Panel

Build your Connected Claims Team: Tackle Claims' Critical Challenges Together

- Streamline information exchange and equip claims teams with scalable AI solutions that boost efficiency across all claim stages, without disrupting existing workflows
- Foster strong connections between your adjusters, centralized teams and the wider industry to maximize performance and mitigate risk from litigation to NatCat
- Cycle claims insights back into expert underwriting practices to inform accurate risk pricing and prevent underinsurance issues that typically accompany rate increases

Lucca Chin, *SVP Property & Marine Claims & Claims Services, Liberty Mutual Insurance*

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

Shilpa Strong, *Insurance Executive*

Ryan Staudt, *Chief Technology Officer, Screenshot*

Bryan Falchuk, *President & CEO, PLRB*



10:15-11:15

NETWORKING POWER HOUR

Grab your coffee, head to our networking zones, and make the most of this dedicated time to make peer-to-peer connections. Schedule one-to-one meetings via the event app, 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.

Live Demos: TodayPay  Eagleview  Esquire Deposition 

Expo Tour: Claims Management

COLLABORATION ROOMS

11:20-12:20

Roundtable: Architecting Agentic AI for Claims: Challenges, Choices, and Trade-offs

- Balance innovation with trust, compliance, and human oversight in agentic AI for claims
- Identify the challenges, choices, and trade-offs shaping the next era of claims
- Leverage AI-powered simulations to enhance training and accuracy in insurance AI models whilst navigating the integration of Voice AI with legacy systems without disruption

Tarun Chadha, *SVP, Customer Strategy & Transformation, Sutherland*



KEYNOTE STAGE
REIMAGINE CLAIMS: A FRESH PERSPECTIVE TO DRIVE CHANGE PLEXITY

11:20-11:35

Fireside Chat

Rethink Modern Claims CX to Avoid Over-Digitization

- Don't risk losing the personal touch – while digital and AI-driven journeys are essential, weave them into a strategic, omnichannel experience that complex claims require
- Deploy AI beyond operational efficiency to predict customer needs and deliver tailored experiences, simultaneously reducing loss ratios and enhancing financial performance
- Adapt communication approaches for varied customer demographics and loss scenarios to create engaging and resonant experiences throughout the customer journey

Merrilee Matchett, *Executive Vice President, Head of Global Customer Service & Operations and Corporate Real Estate, MetLife*

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



11:35-11:50

Presentation

Transforming the Home Claims Process for Policyholders and Desk Adjusters

- Gain insights into recent home claims trends and how you can better react
- Pinpoint opportunities to accelerate claims closings and areas where policyholders can drive the process
- Understand advancements that new technologies can bring to the transition from field-to-desk adjusting

Frank Cesario, *Senior Director US Claims*, **LexisNexis® Risk Solutions**



11:50-12:00

Q&A

Build Trust Through Transparency, Technology & Tangible Value

- What AI-driven tools will you use to promote transparency, and how will you ensure they enhance rather than hinder customer trust?
- How is your organization leveraging transparency, not just in pricing and policies, but in claims handling and customer communications, to build long-term trust with policyholders?
- Can you discuss how you are defining ‘tangible value’ for your customers, and how do you ensure it is communicated clearly and consistently?

Merrilee Matchett, *Executive Vice President, Head of Global Customer Service & Operations and Corporate Real Estate*, **MetLife**

Frank Cesario, *Senior Director US Claims*, **LexisNexis® Risk Solutions**

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



12:00-12:35

Panel

From AI Hesitation to Confidence & Competency

- Move beyond surface level automation – apply AI that mimics expert decision making to catch up to customers’ and attorneys’ AI competency whilst reducing claims review time and maintaining accountability
- Establish AI governance teams and adopt frameworks like NAIC’s AI guidelines to ensure you can transition to more advanced AI practices that boost you beyond competitors
- Allow your teams to get tactile with AI within set parameters to create effective use cases that achieve more advanced results, such as reduced loss ratios and enhanced CX

David T. Vanalek, *Chief Legal & Compliance Officer*, **Richmond National**

William Van Veldhuisen, *Chief Claims Officer*, **MSIG USA**

Maria Cruz, *VP Claims*, **QBE**

Jim Sorrells, *Sales Director, P&C Insurance*, **DigitalOwl**

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



12:35-12:45

Meet the Speaker

Head to a roundtable hosted by our executive speakers and make the most of this opportunity to ask them 1:1 questions.

David T. Vanalek, *Chief Legal & Compliance Officer*, **Richmond National**

William Van Veldhuisen, *Chief Claims Officer*, **MSIG USA**

Lucca Chin, *SVP Property & Marine Claims & Claims Services*, **Liberty Mutual Insurance**

Shilpa Strong, *Insurance Executive*



12:45-2:15

LUNCH BREAK & NETWORKING

Live Demo: ICEYE



Live Demo: Miss Money Penny



Pick up your lunch and join a table with your curated peer circle to meet like-minded claims professionals. It's a relaxed, role-aligned lunch designed for real conversations, actionable takeaways, and long-term connections.

Roundtable
The Path to Touchless Claims

- Build resilient ops for tariffs and tech: Monitor tariff impacts, expand repair networks, and use AI damage assessment to standardize estimates and control costs
- Get ahead with data and pricing: Secure OEM data access and apply advanced forecasting to anticipate market shifts and adjust pricing proactively
- Lead the EV transition: Stand up EV claims units with battery expertise, refine actuarial models for evolving EV repairs, and craft coverage for unique EV risks

Bill Brower, *SVP Global Industry Relations and North America Claims Solutions*, **SOLERA**



Roundtable
What Really Happened? Unlocking Accident Truths with Toyota's Connected Data

- Resolve claims faster with connected reconstructions: Access 60+ high-frequency Toyota and Lexus signals to build an indisputable, time-synced crash narrative and accelerate decisions
- Elevate clarity for adjusters: Surface evasive manoeuvres, system activations, occupant details, and vehicle dynamics to pinpoint liability, reduce disputes, and improve outcomes
- Protect privacy and compliance by design: Retrieve data only with explicit owner consent, maintain audit trails, and align processes with regulatory requirements

Ryan Lockwood, *Director*, **Toyota Connected Analytics Services**

Devin McLaughlin, *VP Growth & Marketing*, **MOTER**



CLAIMS INNOVATION LAB

2:15-3:45

Workshop: Claims Innovation Lab

Join fellow claims leaders for a hyper-interactive, solution-driven session designed to tackle the most pressing challenges in managing high-severity and complex claims. Guided by an industry-leading facilitator, this collaborative "hackathon-style" experience will empower attendees to co-create actionable strategies, share insights, and leave with clear next steps to drive impact across their organizations.

From Reactive to Resilient: Hack the Future of Complex Claims

- Elevate Complex Claims Strategy: Build a framework for identifying, tracking, and managing high-severity and high-complexity claims across lines—leveraging data, early intervention, and cross-functional collaboration
- Combat Cost Drivers & Social Inflation: Explore innovative ways to mitigate rising claims costs—from medical inflation and litigation trends to fraud and third-party influence—through advocacy, education, and smarter reserving
- Strengthen Industry Collaboration: Imagine a more connected claims ecosystem—where carriers, vendors, and partners share intelligence, benchmark performance, and co-develop tools to stay ahead of emerging risks

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



YELLOW STAGE
INNOVATIVE APPROACHES TO LITIGATION CLAIMS DEFENCE

BLUE STAGE
NEXT-GEN CLAIMS TEAMS: TECH, TALENT & SKILLS

2:15-2:35

Presentation
Take Action Against Legal System Abuse

- Social inflation is set to be a main growth driver of US liability claims – early intervention and coordinated action are key in developing strategies to avoid nuclear verdicts
- Educate policyholders, stakeholders, and the public about insurance economics and risk management to give them the knowledge to make informed decisions
- Coordinate advocacy efforts, including legislative reform, public awareness campaigns, outside counsel networks, and legal precedent development, to mitigate the rising costs of claims and keep coverage affordable

Taylor Corbitt, *SVP Deputy General Counsel – Global Litigation*, **Allstate**

Presentation
The Claims Profession: An Attractive Career for the Next Generation

- Educate candidate pools to attract tech-savvy younger generations – highlight the tech innovation, AI applications, and career growth opportunities in the claims industry
- Adapt to the changes in remote working office culture with tech driven career paths that nurture retention and emphasize the meaningful work of a new age adjuster
- Create sustainable talent pipelines through reskilling programs, partnerships with educational institutions, and career advancement pathways that emphasize the increasingly technical and analytical nature of modern claims operations

Paul Stachura, *VP, Chief Claims Officer*, **Canal Insurance**



2:35-2:55

Presentation
AI-Powered Litigation: Unlock the Potential in your Legal Data

- From machine learning to generative and agentic AI – explore how this maturity curve is transforming claims handling and enabling the digital adjuster
- Understand how operational, macroeconomic, and systemic pressures are driving litigation then leverage AI-driven insights to mitigate risk and improve outcomes
- Control litigation costs with AI: predict high-risk claims, detect fraud, optimize resource allocation and automate document review/drafting to boost accuracy and empower adjusters with timely, actionable insights

Mubbin Rabbani, *Chief Product Officer*, **CLARA Analytics**



Presentation
De-Risk Claims Transformation: A Guide to Tech Adoption & Talent Gaps

- De-risk your modernization ROI from the dual threat of a "Great Retirement" creating a knowledge drain, while "Claims Transformation" demands new skills
- Implement a change management strategy that ensures Day 1 proficiency on your claims platforms
- Achieve faster time-to-value on new technology. Empower your adjusters to reduce costly claims errors and provide an optimal claims experience

Mark Evans, *Business Program Manager*, **Allstate Canada**

Anupam Malhotra, *Associate Director - Enterprise Sales*, **Whatfix**



“The agenda was packed with insightful presentations, panel, discussions, workshops, roundtables and an exhibition hall filled with vendors. If you like to talk about claims, this is definitely the place for you.”

— Mark Brooks, *SVP Claims Specialist*, **BMS Group**

Q&A

Bridge the Gap Between New & Experienced Adjusters

- How have you balanced the desire for remote work flexibility with the need for mentorship and knowledge transfer between experienced adjusters and new hires?
- Could you share examples of successful educational partnerships that have created sustainable talent pipelines?
- What specific knowledge transfer tools have proven most effective in capturing institutional expertise from experienced adjusters?

Paul Stachura, *VP, Chief Claims Officer*, **Canal Insurance**

Mark Evans, *Business Program Manager*, **Allstate Canada**

Anupam Malhotra, *Associate Director - Enterprise Sales*, **Whatfix**

Lori Pon, *Executive Director*, **Michigan Auto Insurance Placement Facility (MAIPF)**



Panel Driven Roundtable

Hear from our panel of experts then join a roundtable led by one of the panellists to brainstorm ideas to solve your unique challenge based on the insights they can provide.

Unite Carriers, Counsel & Commissioners to Enhance Litigation Management

- Leverage external legal counsel and associations to provide claims teams with the legal expertise they need to tackle complex cases
- Come together as an industry to ensure regulators understand the litigation landscape allowing them to reform the worse affected states and get a handle on social inflation
- Prioritize appropriate resource allocation and early settlement of high-risk cases with triaging that factors in complex litigation

Tony Corleto, *Chief Legal Officer*, **HAI Group**

Barbara Brown, *VP Chief Claims Officer*, **Grange Insurance**

Craig Freeberg, *VP Large Loss & Litigation*, **PURE Insurance**

Michael Driver, *General Counsel*, **Tennessee Department of Commerce and Insurance**

Raghav Maheshwari, *SVP Business Head for Property & Casualty Insurance*, **EXL**

Jeanette Hernandez, *CEO*, **ClaimConnectIQ**



Panel Driven Roundtable

Hear from our panel of experts then join a roundtable led by one of the panellists to brainstorm ideas to solve your unique challenge based on the insights they can provide.

From Adjuster to Strategic Analyst: Redefine Roles & Relationships

- From computer-generated reporting to automated legal invoice processing, ensure your adjusters are evolving into strategic analysts who can handle data and orchestrate the claims ecosystem
- Turn adjusters into claims’ quarterback – use their human skills to manage the defence lawyer network and obtain better representation to mitigate rising rates
- Attract a broader candidate pool when you transform adjusters’ roles and shift them from admin tasks to strategic professionals who handle critical, life-changing claims, supported by intricate AI

Marissa Olsen, *SVP Global Head of Cyber Liability Claims*, **Aspen Insurance**

Evan Scarponi, *Head of Claims*, **Equitable**

Rich Gatz, *VP Cyber Claims*, **Arch Insurance**

Aman Gour, *Co-Founder & CEO*, **FurtherAI**

Lori Pon, *Executive Director*, **Michigan Auto Insurance Placement Facility (MAIPF)**



AFTERNOON COFFEE & NETWORKING BREAK

Expo Tour: Intelligent Claims

**YELLOW STAGE
PRIORITIZE CX: EFFORTLESS & EXTRAORDINARY JOURNEYS**

**BLUE STAGE
ACHIEVE TRULY INTELLIGENT CLAIMS**

**Presentation
Claims Insights: The New Frontline of Risk Prevention**

- Examine the impact of social inflation, tariffs, artificial intelligence, and severe weather on claims processing and customer outcomes, and explore how claims intelligence can drive smarter, proactive risk prevention strategies
- Prevent the Preventable – Leverage claims insights to promote preventative tools and behaviors, reducing claim frequency while strengthening customer confidence and loyalty
- Balance automation with empathy by using data-driven, proactive advice to maintain meaningful customer connections, enhancing satisfaction and long-term retention

Calvin Strong, *Chief Claims Officer*, **PEMCO**



**Case Study
AI Agentic Workflows in a World of Claims**

- Discover how to embed Agentic AI throughout the claims lifecycle – from intake to resolution – while maintaining transparency, compliance, and seamless human oversight in regulated environments
- Learn how intelligent automation dynamically adapts to spikes in claim frequency and severity, enabling faster triage, smarter prioritization, and more resilient operations
- Explore how Agentic AI acts as both a co-pilot and mentor for claims professionals, enhancing decision-making, reducing friction, and accelerating outcomes that improve customer experience and business performance

Leah Cooper, *Global Chief Digital Officer*, **Sedgwick**



Presentation

From First Notice to First Resolution: Orchestrate Claims with Confidence

- Proactive Claims Management: Close the post-FNOL gap with timely follow-ups that keep customers informed and claims progressing smoothly
- Operational Orchestration: Streamline inspections, rentals, and repair shop coordination to reduce friction and improve efficiency for both carriers and customers
- Empowered Adjusters: Use data-driven tools to guide adjusters toward faster, more accurate decisions – enhancing speed and customer experience

Hugh Allen, *Principal Product Strategist*, **Hi Marley**

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



Presentation

Leverage New Tools and Better Data for Intelligent Property Claims

- Address rising claims complexity and cost, especially roofing, by identifying key challenges across carriers, contractors, and policyholders – use advanced analytics to pinpoint inefficiencies and reduce loss adjustment expenses
- Empower claims teams to make faster, more accurate repair decisions using cutting-edge technologies like aerial imagery, AI-driven damage detection, material identification, and automated measurement tools
- Advocate for consistent methodologies in damage assessment and repair – promote collaboration across stakeholders to develop shared standards that improve claim outcomes, reduce disputes, and support scalable catastrophe response

Paul Disney, *Chief Product & Technology Officer*, **ITEL**



Panel

Avoid Over Digitizing Customer Journeys – Humanize Them

- Digital journeys are in demand and cost-effective, but optimal customer experience requires seamlessly connected touchpoints that allow reliable self-service with the option of human interaction
- Implement tools that consolidate information and analyze customer interactions to empower your team to create more informed, personalized connections with customers and avoid commoditization and premium pricing challenges
- Ensure sustainable growth toward optimal customer experience outcomes with multichannel offerings that remain flexible to adapt as customer needs evolve

Pat Lawicki, *Group Chief Information Officer*, **TruStage**

Orla Nixon, *VP Head of Claim Operations, Group Benefit Solutions*, **New York Life**

Dustin Kingsbury, *VP Group Benefits Claims*, **The Hartford**

Trisha Barhorst, *VP PL Property Claims*, **Nationwide**

Kevin Ostrander, *Chief Revenue Officer*, **One Inc**

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



Panel

Balancing Act: Fraud Prevention, AI Accuracy, & the True Cost of Efficiency

- AI facilitates sophisticated fraud schemes through fake documentation and system vulnerabilities – develop countermeasures that leverage the same technology for enhanced detection
- Avoid overly efficient, automated processes that allow mistakes to slip through the gaps and refocus on loss ratio management to deliver superior long-term financial outcomes
- Remove risks posed by inaccurate AI adjustments through human-in-the-loop processes, strict model testing and regular quality control

Cat Reese, *Chief Claims Officer*, **SageSure**

Andrew Leeds, *Chief Claims Officer*, **Plymouth Rock Home Assurance**

Neal Jardin, *Chief Cyber Intelligence & Claims Officer*, **BOXX Insurance**

Domenic Millen, *Regional Head of Claims for North America*, **Allianz**

Dan Donovan, *VP Customer Success & Solution Consulting, Americas*, **Shift Technology**

Rose Hall, *Founder & CEO*, **RH Business Ventures**



DAY 1 PARTY

After a jam-packed Day 1, keep the momentum going at our CCUSA networking party! Join us for an opportunity to unwind and spark new partnerships in a vibrant, social setting. Don't miss the buzz—this is where the real networking happens! (capacity limited)



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ET

DAY 2 | NOVEMBER 7TH, 2025

7:00-7:45

Morning 5k Run

Start the day right with a 5k fun run alongside like-minded peers. Explore the areas at your own pace and build camaraderie with the other participants in a relaxed and fun environment.

8:00-9:00

Registration & Breakfast

8:00-8:45

Women in Claims Breakfast

Our Women in Claims meet up is back for 2025! This is a ground-breaking and dynamic forum open to all attendees to share ideas, trends and experiences to create momentum within the women in claims community.

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



INTERACTIVE 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

A Practical Discussion of AI in Claims: Today and Tomorrow

- Prioritize with purpose: Build a clear, ROI-backed roadmap to sequence AI initiatives – start where data quality, business impact, and change readiness intersect
- Avoid common pitfalls: De-risk AI programs by tightening problem statements, governance, and MLOps – so models move from pilot to production and stay performant
- Drive desk-level adoption: Design “additive AI” workflows that enhance adjuster judgment, embed transparency and controls, and prevent the perception of Big Brother

Rooney Gleason, *Chief Insurance Officer*, **EvolutionIQ**



Workshop

Challenge Clinic: Case Study Led Action Planning Breakouts

Join an action planning roundtable where you will hear a case study from our executive speakers and have the chance to plan your next steps towards a unique goal with input from industry leaders.

- Success Stories: How You Can Tackle Social Inflation and the Plaintiff Bar

Angela Guitar, *Global Practice Leader for Casualty Claims*, **AXA XL**

- Build, Buy, Blend – De-Risk and Differentiate

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

- Claims Under Pressure: Navigate Severity and Complexity in a Shifting Global Landscape

Timothy DiMarco, *Vice President and Head of Financial and Specialty Lines Claims*, **Everest**



10:00-10:50

Workshop

Surge Readiness: Address High Volume Claims

- Cultivate continuous learning for adjusters across diverse high-volume scenarios, equipping them with expertise in litigation trends, natural catastrophes, and emerging climate-related events
- Address surge events proactively through predictive modeling that forecasts outcomes across claim types while implementing scalable resource allocation strategies that flex during high volume periods
- Recognize and address increased claims propensity in property, liability, and climate-driven perils by prioritizing efficiency-driven innovation, ensuring effective management of heightened claim volumes during surge events



9:45-10:45

AI Case Studies

Hear from a carefully curated line-up of speakers bringing you their real-world AI case studies and offering you claims specific use cases for everything from back-end efficiency to optimal customer journeys.

- From Paper Clutter to Digital Efficiency: An Incremental Approach to Leveraging AI Processing for In-Bound Mail
Mark Lucca, *VP Claims*, **Kemper**
- Smarter, Kinder, Faster: Real-World AI That Elevates Policyholder Care and Empathy in Covenir's Call Center
Shanda Boyett, *Head of Marketing & Innovation*, **Covenir**
- Predict, Prevent, Protect: AI-Driven Hazard Alerts That Stop Claims Before They Start
Dr. Sarvesh Garimella, *Chief Scientist & CTO*, **MyRadar**
Steve Lokus, *VP Casualty Construction Claims*, **Sompo**



10:50-11:20

MORNING NETWORKING & COFFEE BREAK

Networking Pit-Stop: Curated Peer Circles

Head to the Expo Hall for a 30-minute networking pit stop with like-minded peers - choose your persona (Strategic Leaders, Claims Innovators, CX Champions, Legal Experts, or Partnership Builders) and connect to swap challenges, wins, and contacts. Leave with a network you'll rely on long after the conference.

COLLABORATION ROOMS

11:25-12:25

Chief Claims Officer Focus Group

- Examine the latest economic impacts and assess their potential influence on your organization, enabling informed decision-making and strategic planning
- Develop a thoughtful approach to selecting and implementing the most suitable technologies for your teams – ensure they drive efficiency, productivity, and success
- Learn effective strategies to attract, hire, and retain top talent across multiple generations that promotes a rich and dynamic work environment and values diverse perspectives and experiences

Moderator: Jeanette Hernandez, *CEO*, **ClaimConnectIQ**



**YELLOW STAGE
AI IN ACTION: IMPLEMENTATION, MATURITY,
ACCURACY**

**BLUE STAGE
MASTER CLAIMS-LEGAL PARTNERSHIPS –
ENHANCE LITIGATION CONTROL**

11:25-11:45

**Presentation
Value Unlocked: Lean Mapping for AI Claims Solutions**

- Explore how premature AI implementation can miss the mark without first understanding the real operational challenges in the claims process
- Learn how tools like value stream mapping, estimation analysis, and root cause/source analysis uncover delays, handoffs, and inefficiencies unique to each organization
- Discover how a structured diagnostic approach enables organizations to pinpoint where AI can deliver meaningful improvements, rather than applying it broadly without clear direction

Paul Ziska, *VP Claims*, **Coterie**



**Fireside Chat
AI at the Crossroads: Transforming Insurance Litigation**

- Spot time-sensitive opportunities in the claims process and empower attorneys to drive better outcomes and control claim costs
- Leverage AI to close the communication gap between carriers, adjusters and attorneys, turning claims litigation into a collaborative process
- Implement smart workflows that proactively flag settlement opportunities, complex issues, and high-risk claims for swift, effective resolution

Brian Billings, *VP Advanced Analytics*, **Midwest Employers Casualty**

Geoffrey Jones, *Senior Attorney*, **Midwest Employers Casualty**



11:25-11:45

Presentation

From Predict and Prevent to Repair and Replace: Bring Certainty to Catastrophe Response

- Leverage high-resolution imagery and AI-powered property intelligence to rapidly assess catastrophe damage – enabling faster, more accurate claims
- Use technology to triage damage, allocate resources efficiently, and reach the most vulnerable policyholders quickly to deliver compassionate service during critical moments
- Apply property insights to forecast reserves, identify major repair needs, and support rebuild efforts, enhancing both immediate recovery and future underwriting decisions with data-driven clarity

Kevin Tulp, *Solutions Engineer Manager, Insurance, Nearmap*

Nearmap

Presentation

Litigation Cost Avoidance 101: The Power of Loss Control

- Implement structured risk assessments and rigorous documentation protocols to proactively identify and address potential claim exposures before they escalate into litigation
- Integrate loss control systems into your claims management workflow to reduce the frequency and severity of claims while building a defensible record for legal proceedings
- Leverage proactive intervention strategies to minimize litigation risk, improve legal outcomes, and accelerate claims resolution

Tyler Jones, *Chief Marketing Officer, Duck Creek*



12:05-12:50

Panel Driven Roundtable

Hear from our panel of experts then join a roundtable led by one of the panellists to brainstorm ideas to solve your unique challenge based on the insights they can provide.

Take GenAI from Potential to Production

- Foster GenAI literacy to enable identification of the most impactful applications while avoiding hype, to quickly address your specific business needs and reap the rewards as GenAI matures
- Design integration points that maintain human oversight in sensitive processes while GenAI maturity develops – establish clear, achievable goals and build team confidence through tactile GenAI experiences
- Discover frameworks for meaningful cost-benefit analysis of GenAI implementations focused on a specific solution and methodologies for internal innovation through goal-oriented hackathons

Aaron Wheaton, *Chief Claims & Customer Service Officer, Clearcover*

Cynthia Kolb, *VP Specialty Claims, Intact Insurance*

Scott Harrison, *Co-Founder & Principal, American InsurTech Council*

Alex Kloubek, *Chief Growth Officer, BFS & Insurance, WNS*

Chris Frankland, *Founder, InsurTech360*



Panel Driven Roundtable

Hear from our panel of experts then join a roundtable led by one of the panellists to brainstorm ideas to solve your unique challenge based on the insights they can provide.

Drive Litigation Legislation in Real-Time

- Unite stakeholders, from carriers to associations and state legislators, to level the playing field by knowledge sharing in real time as this environment adapts at speed
- Create close partnerships to ensure continuous learning and adaptive responses to emerging challenges and maintain a focused approach to meaningful reform
- Drive real world impact and create transparency in the insurance ecosystem when you promote visibility on the impact of nuclear verdicts and its effect on smaller claims leading to premium increases

Steve Lokus, *VP Casualty Construction Claims, Sompo*

Dale Diamond, *VP Claims, NAMICO*

Tim Temple, *Insurance Commissioner, Louisiana Insurance Department*

Jim DiVirgilio, *Chief Regional Claims Officer Americas & Head of USA Claims, AXA XL*

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



12:50-1:55

LUNCH BREAK & NETWORKING

Pick up your lunch and join a table with your curated peer circle to meet like-minded claims professionals. It's a relaxed, role-aligned lunch designed for real conversations, actionable takeaways, and long-term connections.

**BLUE STAGE
PREPARE FOR THE NEXT DECADE OF CLAIMS**

1:55-2:10

Presentation

Strategic Claims Management for Tomorrow's Complex Risk Landscape

- Proactively manage claims with advanced analytics that quickly identifies high-risk claims, allocate resources effectively, and provide timely intervention and specialized handling protocols to mitigate the impact of increasing severity and complexity
- Develop strategic partnerships with regulatory bodies and industry stakeholders to advocate for targeted legislative and regulatory adjustments to address emerging challenges
- Create a positive public perception by educating customers about risk factors, promote sustainable rebuilding practices, and demonstrate the value of insurance in mitigating the impact of NatCat and other severe events

Peter Piotrowski, *Chief Claims Officer, Hippo*



2:10-2:25

Presentation

Beyond the Hype: A Director's Playbook for Generative AI in Claims

- Address tomorrow's complex risk landscape by examining a carrier's proactive strategy that saves adjusters up to 2-4+ hours a day and supports 50% of new hires to join without prior experience
- Hear from a Chief Claims Officer about the business case for claims correspondence automation
- Explore the crucial cultural shift required for a strategic approach, evidenced by a 42% increase in reported adjuster job satisfaction and a voluntary adoption rate of over 85%

Melissa dos Santos, *Director of Claims*, **Heritage Insurance**

Yo Kwon, *Co-Founder & CEO*, **Voltaire**



2:25-2:35

Q&A

Claims Evolution: Proactive & Strategic Preparation

- How do you see the claims landscape evolving over the next 5-10 years, and what steps can be taken to prepare for emerging challenges and opportunities?
- What are the key cultural or organizational shifts required to support a proactive and strategic approach to claims management?
- What is the single biggest driver of claims complexity that the industry needs to prepare for most urgently?

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

Melissa dos Santos, *Director of Claims*, **Heritage Insurance**

Yo Kwon, *Co-Founder & CEO*, **Voltaire**

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



2:35-3:10

Panel

Short-Term Goals & Long-Term Strategy: From 2025 to 2035

- Use advanced analytics to understand how inflation, litigation trends, and economic volatility will reshape claims costs, forming actionable approaches to data-driven premium adjustments
- Develop compliance frameworks and regulatory adaptation strategies to maintain governance in an increasingly automated, AI-driven environment
- Leverage preventative analytics and early intervention methodologies to mitigate emerging risks, complemented by innovative approaches to smart rebuilding using advanced infrastructure technologies and sustainable solutions

Sean Duffy, *Chief Claims Officer*, **Skyward Specialty Insurance**

Sejung Kim, *SVP & Manager, Medical Claims, Special Investigation & Programs*, **Liberty Mutual**

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

Curt Hess, *US Executive Vice President*, **Vitesse**

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



3:10-3:25

Wrap-Up Presentation

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



3:25-3:30

Closing Remarks

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



3:30-5:30

WRAP PARTY

Wrap up the event in style at our lawn party and make sure the connections you have forged across the conference last. Arrange your next catch up over drinks, exchange contact information, and discuss key learnings whilst we celebrate the last two days!

CONNECTED CLAIMS USA 2025

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2025 ATTENDEES

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: Connected Claims USA 2025 (November 6-7). Please find the details below.

800+
ATTENDEES

80%
SENIORITY:
DIRECTOR & ABOVE

100+
SENIOR EXECUTIVE
SPEAKERS

10+
HOURS OF
INTERACTIVE SESSIONS

30+
CARRIER CASE
STUDIES

CONFIRMED COMPANIES INCLUDE:

AAA - The Auto Club Group
AAA Club Alliance
acxchange
ADSTRAT
Afn Insurance Services
AIG
Alacrity Solutions
Alchemy Crew
Allianz
Allstate
AM Specialty Insurance Group
Amazon Services LLC
American Family Insurance
American InsurTech Council
American Integrity
American National Insurance
Amica Insurance
Arbella Insurance
Arbitration Forums
Arch Insurance
Argo Group
Ariel Re Bermuda Limited
Aspen Insurance
Aspire General
Asteroom
ATI Restoration, LLC
Auriemma Rountables
Auto Club Group
Avant Specialty Claims
AXA XL
Beneva
Berkley Southwest
Berkshire Hathaway Homestate Companies
Boxx Insurance
Branch Insurance
Brandywine Holdongs
Broadridge
BSA Claims Solutions
Builders Mutual Insurance
Bupa
Cadex Solutions
California Earthquake Authority
Canal Insurance
Carpe Data
Celent
Centex Construction/Restoration
Central Auction Group/Central City Group
Central City Group
Charlee.ai
Charles Taylor
Chloeta
Chubb
Chubb/Combined
Claim Assist Solutions
ClaimConnectIQ
ClaimDeck
ClaimSetter
ClaimSorted
Claiton
CLARA Analytics
Clearcover
CNA Insurance
CoAction Specialty Insurance
Coaction Specialty Underwriting
Coastal Solutions Group
Colonial Claims
Commerce Bank
Commonwealth Casualty Company
Compart
Compex Legal Services
Concentrix
Copart
COPIC Insurance Company
Coterie
COUNTRY Financial
Covenir
CPI Card Group
CRDN
CRU GROUP
CSAA Insurance Group
CSAA/Mobilitas
Cypress Property & Casualty Insurance
Company
Damco Solutions
Dane Street
Decision Crew
DeltaCore Claims Adjusting, LLC
Dent Master
DigitalOwl
Diversified Search Group
DocLens
DRN Data
DSG Global
Duck Creek Technologies
EagleView
Eberls Claim Solutions
Echo
Elephant insurance
Embroker
Encova Insurance
Energy Insurance Mutual
ePERFORMAX Centers, Inc
Equitable
Esquire Deposition Solutions
Ethos Risk Services

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CONFIRMED COMPANIES INCLUDE:

Everest
EvolutionIQ
ExamWorks
Falvey Insurance Group
Farm Bureau Mutual Insurance of Michigan
Farmers Insurance Exchange
FCCI Insurance Group
First Acceptance Insurance
FM
Freeman Mathis and Gary, LLP
Frontline Insurance
Frsteam
Gallagher Bassett Services, Inc.
GEICO
Germania Insurance
Golden Bear Insurance Company
Grange Insurance
Great American Custom Insurance Services
Great American Insurance Group
Grindley Williams Engineering
Guidewire
HAI Group
Handdii
Harbor Insurance
Hartford Steam Boiler
HEA Appraisal
Hi Marley
Hippo Home Insurance
Homee
Howden RE
HSB
IAT Insurance Group
ICEYE
IDA Ireland
Insure National
Insurity
InsurTech America
InsurTech Express
InsurTech360
Intact Insurance
Intact Insurance Specialty Solutions
InvoiceCloud
itel
Johns Lyng USA
Juice Financial
Kemper Insurance
Kingstone Insurance
Kinsale Insurance Company
KW Specialty Insurance Company
Legal & General America
LexisNexis® Risk Solutions
LGM Financial Services
Liberty Mutual Insurance
Linea Solutions
Loggerhead Insurance
Louisiana Department of Insurance
MAIPF
MAPFRE Insurance
McGlinchey Stafford, PLLC
Mckenzie Intelligence Services
Medlogix
Mercury Insurance
MetLife
Midwest Employers Casualty Company
Minnesota Counties Intergovernmental
Trust
Mobilias Insurance
MOTER
MRIA
MSIG USA
MyKey global accommodations
NAMICO
National American Insurance Company
National Commercial Services (NCS)
National General (Allstate)
Nationwide
Nationwide E&S/Specialty
NCJUA/NCIUA
Nearmap
New York Life
New York Life Insurance - Group Benefits
Solution
Next Insurance
Norfolk and Dedham
Northbridge Financial
NoTraffic
NRG Home Protection
NYCM Insurance
Ocean Harbor Casualty Insurance
Octo Telematics
Onbe, Inc.
One Click Code
One Inc
Openly Insurance
Optum
Otter Claims Solutions
Pacific Life Re
Palms Insurance
Paul Davis Restoration
PEMCO Insurance
Pilot
Plaid
PLNAR
PLRB
Plymouth Rock Assurance
Plymouth Rock Home Assurance
PMA Companies
Prestige Claims
Prime Health Services
Producers Suite
Progressive
Providence Mutual
Prudential Financial
Pure Insurance
PuroClean Corporate
PwC
Qantev
QBE
QBE International Markets
Qualfon
Quantexa
Quantum Alliance
Relation Insurance Services
RH Business Ventures
Richmond National
RISE
Roamly
RoofMarketplace
S&P Mobility
Safe Pack and Store LLC
SageSure
SAIF Corporation
Salvato Auctions
Sapiens Americas Corporation
Security Benefit
Security First Insurance
Sedgwick
Selective Insurance
ServiceMaster Restore
SERVPRO
Shelter Insurance
Shift Technology
Single Touch Point Technology
Sinistar

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CONFIRMED COMPANIES INCLUDE:

| | | |
|--|---|-----------------------------|
| Sitata | Texas Windstorm Insurance Association | Veterans Insurance Services |
| Skopenow | The Allstate Corporation | Visa Inc |
| Skyward Insurance Company | The Hanover Insurance Group | Vitesse |
| Skyward Specialty Insurance | The Hartford | Voltaire |
| Snapshot | The Mutual Group | WebCE |
| Social Discovery | TodayPay | Westfield Insurance |
| Solera | Tower Hill Insurance | Westfield Specialty |
| Sompo | Toyota Connected Analytics | Whatfix |
| Southern General Insurance Company | Travelers | Whisker Labs - Ting |
| Starr Insurance | TruStage | Wisedocs Inc. |
| Strala Group Inc. | United Educators | WNS |
| Susco | Universal Property & Casualty Insurance | WTW |
| TD Insurance | USAA | Xceedance |
| Tennessee Department of Commerce and Insurance | ValueChecker | YA Group |
| Texas Mutual Insurance Company | VAULT | Yembo.ai |
| | Verizon Connect | Zurich |

JOB TITLES YOU'LL MEET:

| | | |
|--|--|--|
| Account Executive | AVP, Claims Strategy & Innovation | Chief Growth Officer, BFS & Insurance |
| Account Manager | Consultant | Chief Information Officer |
| Assistant Vice President | AVP, Client Partner | Chief Insurance and Claims Officer |
| Assistant Vice President - Employee | AVP, Excess Casualty Claims | Chief Legal & Compliance Officer |
| Benefits Claims | AVP, GL Claims | Chief Legal Officer |
| Assistant Vice President of Claims | AVP, Head of Claims Support | Chief Marketing Officer |
| Assistant Vice President, Litigation | AVP, P&C Claims - Claims Services | Chief Operating Officer |
| Operations | AVP, Property Claims & Virtual Estimating | Chief Product & Technology Officer |
| Associate Director - Enterprise Sales | AVP, Sales | Chief Product Officer |
| Associate Director of Business Development | BDR | Chief Regional Claims Officer Americas & |
| Associate Vice President Commercial Claims | Board Member | Head of USA Claims |
| Auto Liability and Casualty Director | Business Analyst | Chief Revenue Officer |
| AVP | Business Development | Chief Risk and Underwriting Officer |
| AVP - Claim Supplier Management | Business Development & Key Accounts | Chief Strategy Officer |
| AVP Casualty Core Claims | Manager | Chief Technology Officer |
| AVP Claims | Business Optimization Manager | Claim Adjuster |
| AVP Claims Field Manager | Business Partnerships Advisor | Claims Business Lead |
| AVP Claims Strategy | CEO | Claims Business System Analyst |
| AVP General Liability Claims | CEO & Co-Founder | Claims Business Technology Director |
| AVP Manager | CFO | Claims Consultant |
| AVP of Claim | Chief Claims & Customer Service Officer | Claims Director |
| AVP of Claim Compliance & Operations | Chief Claims Officer | Claims Domain Leader |
| AVP Property Claims and SIU | Chief Claims Officer-CCO | Claims Leadership |
| AVP Resolutions Operations and Litigation Management | Chief Client Officer | Claims Manager |
| AVP Technology, Process and Innovation | Chief Cyber Intelligence & Claims Officer | Claims Operations Manager |
| AVP, Claims Analytics & Strategy - Property | Chief Executive Officer | Claims Process Owner |
| | Chief Financial Officer/Chief Claims Officer | Claims Quality Advisor |

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JOB TITLES YOU'LL MEET:

Claims Sales Manager
Claims Specialist
Claims Specialist, Construction
Claims Supervisor
Claims Technical Consultant
Claims Trainer
Claims Unit Manager
Client Executive
Client Success and Product Manager
Co-Founder
Co-Founder & Business Development
Co-Founder & CEO
Co-Founder & Principal
Commercial Casualty Claims Manager
Commercial Casualty Claims Specialist
Commercial Claims Manager
Complex Claims Director
Consultant
COO
COO & Co-Founder
Corporate Attorney
Corporate Communications Associate
CRO
Customer Success Executive
Deputy Commissioner of Property and Casualty
DevOps & IT Team Lead
Digital Solutions Business Development
Director
Director
Director - Data Science
Director - P&C Insurance and Claims Innovation
Director and Head of Claims, North America, Insurance Consulting and Technology
Director Business Development
Director Claims Process
Director Customer Communications
Director Enterprise Accounts
Director Legal Bill Review
Director of Auto Claims
Director of Business Development
Director of Claims
Director of Claims / Co-Owner
Director of Claims Process
Director of Insurance Intelligence
Director of Litigation
Director of Marketing
Director of Marketing and Communications

Director of National Accounts
Director of National Sales
Director of Operations
Director of P&C Operations
Director of Pricing and Analysis
Director of Process Optimization
Director of Risk Control, Global Specialty, Lawyers Professional Liability
Director of Sales
Director of Strategic Partnerships
Director, Advisory
Director, Claims
Director, Claims Compliance and Operations
Director, Claims Initiatives
Director, Claims Innovation
Director, Claims Operations
Director, Digital Transformation
Director, Insurance Data Solution
Director, Marketing
Director, Operations & Performance
Director, P&C Claims - Claims Services
Director, Product
Director, Risk Mitigation and Asset Protection
Director, Sales Executive
Director, Special Investigative Unit
Director, Vendor Management
ED, Strategic Product Executive
Enterprise Account Executive
EVP - Chief Claims Officer
EVP & Chief Claims Officer
EVP & Chief Legal Officer
EVP Head of Global Customer Service & Operations and Corporate Real Estate
EVP National Enterprise Sales
EVP of Insurance Recovery
EVP, Chief Information Officer
EVP, Claims and Operations
EVP, Partner Relations
Executive Director
Executive Vice President
Executive Vice President of Sales
Executive Vice President, Customer Experience
Financial Advisor
Founder
Founder & CEO
Founder & Chief Executive Officer
Founder & Director

General Counsel
General Manager
Global Chief Digital Officer
Global Communications Executive and Head of Corporate Affairs, North Carolina
Global Insurance Practice Leader
Global Practice Leader for Casualty Claims
Group Chief Information Officer
Head of Auto Physical Damage Claims
Head of Automobile & Technology
Head of Business Development
Head of Casualty
Head of Claims
Head of Claims Service Operations
Head of Employee Benefits Claims
Head of First Party Medical & Special Investigations
Head of Insurance Services
Head of Growth
Head of Insurance, North America
Head of Major Case Casualty Claims
Head of Marketing & Innovation
Head of Marketing and Innovation
Head of Product Management
Head of Seller Services
Head of Tech Product
Insurance Commissioner
Insurance Customer Success Manager
Insurance Executive
Insurance Industry Consultant
Insurance Lead
Insurance Lead, North America
Insurance Manager, Market Conduct Division
IT Engineer
Lead Software Engineering
Manager Group Claims
Manager of Data Analytics & Technology
Manager Solutions Engineering, Insurance
Manager Solutions Engineering, Insurance in GTM
Manager, Claims Systems Transformation
Managing Director, Insurance
Managing Litigation Counsel
Marketing Events Manager
National Account Director
National Account Executive
National Account Manager
National Director, Account Development

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JOB TITLES YOU'LL MEET:

National Sales Director
National Sales Executive
Operations business unit manager
Partner
Partner, Advisory
Partner, Director of Client Services
Partnerships & Events Manager
President
President & CEO
President, Carrier Services
Principal Product Manger
Principal Product Strategist
Process Improvement Business Analyst
Product Owner
Property Claims Manager
Property Damage Director
Public Relations
Recruiting Manager
Regional Claims Manager
Regional Director - Claim Advocacy Practice
Regional Head of Claims for North America
Regional Property Manager
Regional Vice President
Regional Vice President Sales
Resolutions Analyst
Risk Manager, Logistics Claims
Sales Director - Insurance
Sales Director - P&C Insurance
Sales Director, Insurance - North America
Senior Account Manager
Senior Attorney
Senior Business Manager - Business Technology
Senior Claims Attorney
Senior Claims Leader
Senior Claims Technical Director
Senior Client Services Manager
Senior Communications Consultant
Senior Counsel
Senior Customer Advocate
Senior Director
Senior Director US Claims
Senior Director, Claims Product Management
Senior Director, Sales Executive
Senior Executive Advisor
Senior Litigation Examiner
Senior Manager
Senior Manager Product Management
Senior Manager, Advisory
Senior Manager, Customer Success
Senior Manager, Liability Claims
Senior Marketing Lead Specialist
Senior Process Owner
Senior Product Team Lead
Senior Solution Sales Representative
Senior Vice President - Claims
Senior Vice President of Insurance Services
Senior Vice President of Sales
Senior Vice President, Head of Property Claims at Falvey Insurance Group
Senior Vice President, Sales
Senior Vice President, Sales and Strategic Partnerships
Senior Vice President, Transformation & Strategy
Senior VP, National Sales
Specialty Sales Director
Sr Business Development - Insurance Solutions
Sr Claim Director
Sr Director
Sr. Account Executive
Sr. Acct. Executive
Sr. Analyst
Sr. Authorization Specialist
Sr. Claim Manager
Sr. Claim Systems Analyst
Sr. Claims Director
Sr. Director of Marketing
Sr. Director, Sales
Sr. Lead Operational Excellence & Innovation
Sr. Manager, Customer Experience
Sr. Manager, WW Logistics Claims
Sr. Operations Manager
Sr. Resolutions Analyst II
Sr. Risk Manager, Logistics Claims
Strategic Account Manager
Strategy & Planning, Global Customer Service & Operations
Strategy Design Director
Supervisor
SVP
SVP - Claims Strategy, Operations and Customer Service
SVP - Global Head of Cyber Claims
SVP - Insurance
SVP - Sales
SVP & Chief Claims Officer - P&C Claims
SVP and Manager, Medical Claims, Special Investigation & Programs
SVP Business Development
SVP Carrier Business Development
SVP Claims
SVP Commercial Strategic Partnerships
SVP Deputy General Counsel – Global Litigation
SVP Global Head of Cyber Liability Claims
SVP Global Industry Relations & North America Claims Sales
SVP Global Industry Relations and Claims Solution
SVP of Captives and Programs- Claims
SVP of Sales
SVP Property & Marine Claims & Claims Services
SVP Sales and Marketing
SVP, BizDev & Marketing
SVP, Chief Claims Officer - P&C
SVP, Chief Customer Interactions Officer
SVP, Claims
SVP, Claims Chief Operations Officer and Transformation
SVP, Customer
SVP, Deputy General Counsel & Head of Global Litigation
SVP, Global Claims Operations
SVP, Insurance Business Solutions
SVP, Sales
SVP, U.S. Business Development
Tech Product Management Lead
Unit Manager - Legal Claims
US Executive President
US Executive Vice President
Vice President
Vice President - GL Claims
Vice President - Sales & Account Management
Vice President & General Manager
Vice President and Head of Financial and Specialty Lines Claims
Vice President Business Development, US IME
Vice President Claims
Vice President Head of Claim Operations
Vice President of Claims

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JOB TITLES YOU'LL MEET:

Vice President of Insurance Services
Vice President of Sales
Vice President Operations
Vice President, Claims
Vice President, Claims Optimization
Vice President, Head of Cyber Claims
Vice President, Insurance Partnerships
Vice President, Investigative Services
Vice President, Marketing
Vice President, Operations Shared Services
Vice President, Product Management
Vice President, Virtual Claims
VP - Head of Property and Claims Solutions
VP - Process & Systems - Claims Operations
VP - Risk, Claims, CX
VP Advanced Analytics
VP Automotive Operations
VP Business Development
VP Business Transformation
VP Casualty Claims
VP Casualty Construction Claims
VP Chief Claims Officer
VP Claim - Design, Process, Improvement
VP Claims
VP Claims
VP Claims Strategy

VP Client Partnerships Insurance Expert at Charles Taylor
VP Customer Success & Solution Consulting
VP Cyber Claims
VP Financial Services
VP Growth & Marketing
VP Head of Claim Operations
VP Insurance Services
VP IT - Shared Insurance Platforms
VP Large Loss & Litigation
VP Marketing
VP of Claims
VP of Customer Relations
VP of Data Analytics and Compliance
VP of Insurance
VP of IT - Claims, Customer and Agent Experience
VP of Member Engagement
VP of Sales
VP Operations Shared Services
VP PL Property Claims
VP Product, Claims
VP Sales
VP Sales and Business Development
VP Sales, P&C, North America
VP Second Injury Fund

VP Specialty Claims
VP Strategic Partnerships
VP, Business Development
VP, Casualty Construction Claims
VP, Chief Claims Officer
VP, Claim Operations & Strategic Initiatives
VP, Claims
VP, Claims Counsel
VP, Client Partner
VP, Client Service Executive
VP, Emerging Tech and Innovation
VP, Enterprise Sales
VP, Head fo Claims
VP, Head of Claims
VP, Head of Strategy
VP, Northeast Region
VP, P&C Claims - Property, WC, Billing Services
VP, Payer Sales
VP, PL Property Claims
VP, Relationship Executive
VP, Sales
VP, Southwest Region
VP, Strategic Planning and Execution
VP-PL Sales, Strategic Distribution & Agent Experience

