

Connected Claims USA Summit

June 24th - 25th, 2020 | McCormick Place | Chicago, USA

PRE-EVENT DAY: JUNE 23rd

Connected Claims Meet Up

The Connected Claims ‘meetup’ group brings together passionate executives with the common goal to re-invent the future of claims. Network and engage with senior claims executives, innovators and entrepreneurs from across the insurance industry and be part of the movement redefining claims.

Pre-Event Registration and Networking Drinks Reception

Grab your badge, avoid queues and start networking! This is your chance to join the conference speakers and other senior executives at this exclusive drinks reception

DAY 1: JUNE 24th

PLENARY 1

Embrace Change in the Age of Disruption

Morning Break, Networking, Live Demos and more

PLENARY 2

From Customer Experience to Competitive Advantage

Networking Lunch, VIP Sessions, Live Demos, Expo Tours

TECHNOLOGY	STRATEGY	CUSTOMER	C-SUITE <small>(By invitation Chatham House Rules & Carriers only)</small>	FOCUS	INNOVATION
Unlock the Power of Tech	Deliver Greater Efficiency	Connected and Seamless Customer Experience	Transcending the Turbulence	Optimize Life Claims Cycle	Use Cases of Tech Execution

Networking Break and Live Demos, Expo Tours

Break-Down Silos to Boost Efficiency Gains	Your Roadmap to High-Performance	The Front Lines of Claims Customer Service	Deliver the Future of Claims	The Future of Smart Home Claims	Use Cases of Tech Execution
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Networking Drinks and Roof Top Party

End of Day 1

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DAY 2: JUNE 25th

Morning Yoga, VIP Breakfast, Live Demos and more

Workshops: Execute Your Vision for Claims

In this session delegates will have the chance to attend workshops running simultaneously with the focus on execution

The Power of Technology Integration – Avoid Innovation Silos	Women and Diversity: From Strategy to Implementation	Automation at Scale – Explore the Quantum Leap of Intelligent Automation	When to Pull the Plug and Learn from Failure	Fraud Analytics – Enable the Future of Touchless Claims
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Morning Break, Networking, Live Demos, Expo Tour

TECHNOLOGY	STRATEGY	CUSTOMER	FOCUS	INNOVATION
Buy, Build or Partner: The Right Innovation Strategy	Boost Growth with a Successful People, Data & Tech Strategy	Empower the Customer	Accelerate Auto Claims Transformation	Use Cases of Tech Execution

Networking Lunch, VIP Sessions, Live Demos

PLENARY 3

The Future of Claims: Competing on Service

Close of Plenary

Connected Claims VIP Dinner

PLENARY 1

Embrace Change in the Age of Disruption

Opening Keynote: Transformation is the Only Constant! Build the Organizational Structure and the Mindset to Succeed When Change is the New Norm

- ▶ Over 80 percent of digital transformation projects fail because of talent and processes - before rushing to create a new digital norm, is your organizational structure and culture prepared for constant change?
- ▶ Today's technology is not tomorrow's technology – discover where you must develop laser-focus today and the areas critical for your success tomorrow
- ▶ Develop a mindset that encourages trial and error, permit failure and capitalize on opportunities

Successfully Place Strategic: Navigate Your Way Through a Sea of Disruptive Technology in an Era of Tightening Budgets

- ▶ Select an approach to move forward: as revenue growth continues to flounder and customers' expectations to rise, claims become a key competitive advantage for both proving customer value and controlling bottom line

- ▶ From large solution providers, to exciting new InsurTechs, develop the agility to partner, pilot and collaborate with a diverse variety of partners
- ▶ Discover how to exceed on operational efficiency and develop the key capabilities that will differentiate your organization from the competition

Move Beyond Incremental Change: Overcome Legacy Systems and Truly Break Down Siloes

- ▶ Overcome legacy systems, legacy processes and legacy thinking. Get the blueprint to enable core transformation, which in turn frees up investment capital and enables the agility needed to innovate
- ▶ Secure alliances to capitalize on many of the opportunities the digital disruption is creating, including cost-efficient and personalized customer experience at scale
- ▶ The show must go on: How to minimize disruption to customers throughout your transformation

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Get Ready for What's Next! Create a Strategic Vision for the Post-Digital Era

- ▶ From distributed ledger technology and AI to extended reality and quantum computing, explore the technologies that will revolutionize your organization tomorrow
- ▶ Develop a strategic eye and adopt technologies that has long-term growth impact and short-term benefits such as cognitive computing and VR
- ▶ Let your customers guide you – keep up with the trends shaping customer expectations and behavior to develop increasingly relevant new services and experiences

PLENARY 2

From Customer Experience to Competitive Advantage

Customer Experience is the New Battleground! Create Seamless Claims Experience to Redefine the Future of Your Organization

- ▶ Provide access to products and services anywhere, anytime and harness omnichannel capabilities to avoid being disrupted by digital-first companies
- ▶ Connected and transparent: build a strategy beyond the customer experience and connect brokers, agents and supply chain into one platform centralizing all data and providing real-time updates
- ▶ Provide choices and not restrictions. Build the digital capabilities that enable your customers to decide the channel they want to use and don't dictate a "one size fits all" customer journey

Deliver Empathy at Scale - Build Emotional Connections into Digital Claims

- ▶ Develop the ability to leverage intelligent platforms to recognize and use emotional data at scale
- ▶ Achieve the perfect balance between automation and personal touch to reduce costs and boosting customer service capabilities with predictive analytics

- ▶ Win the race towards touchless claims and improve your NPS with greater self-service options and personalized interactions
- ▶ Win the race towards touchless claims! Improve your claims self-service options, efficiently integrate customer data, and explore fraud solutions that will get you close to claims holy grail

Panel Discussion: Drive Profound Cultural Change and a New Skills Agenda

- ▶ Explore how diversity and inclusion initiatives will boost your plans to attract talent, impact organizational performance and competitiveness
- ▶ Discover the steps carriers are taking to combat inertia, bring about profound cultural change, and address workforce readiness challenges
- ▶ Address the talent gap with a culture of speed and transparency that simultaneously attract new talent and deliver new value to the organization

TECHNOLOGY TRACK

Unlock the Power of Tech

Uncover the Roadmap for Claims Tech Integration and Start Reaping the Rewards of Your Innovation Strategy

- ▶ Understand your customer's pain points to customize every claims experience and better understand where tech can be most effectively deployed to achieve quick wins in service delivery speed and reduced spending, maximizing your return on investment from tech
- ▶ Deploy the right technologies and strong advanced analytics capabilities to deliver seamless interactions at every stage of the claims process, from FNOL to payment
- ▶ Utilize your pain point map to develop a strategy for fast, lean and surgically precise tech integration to reduce operational costs, repetitive tasks and claims waste

Turbocharge Catastrophe Claims Adjustment with Aerial Imagery

- ▶ Reduce loss adjustment cost by using the geo-spatial imagery gathered by drones and fixed wing tech to put an end to costly subjective estimations by adjusters
- ▶ Uncover the massive potential in data gathered using aerial imagery to expedite the claims process, increasing processing speed and improving customer experience
- ▶ Exploit the data acquired by drones and fixed wing tech to train and support the AI systems that will further accelerate the claims process by using data gathered to even more accurately estimate at even greater speeds

Chatbots and AI for FNOL: Take the First Step towards Touchless Claims

- ▶ Implement chatbots and AI at FNOL to gather speed at the very start of the claims process whilst gathering

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information in real-time, increasing claims process speed, efficiency and providing the customer with a fast and easy claims experience

- ▶ Unlock new fraud prevention capabilities using AI during FNOL to identify the most likely fraudulent claims and save time and money normally wasted on unnecessary investigations, allowing for faster and more precise claims segmentation and prioritization of valid claims

- ▶ Put an end to common customer frustrations by moving away from endless switchboard navigation and see a huge boost in customer satisfaction by providing a complete service by making communication with repair shops, temporary accommodation, or restoration companies a part of the FNOL process

Break-Down Siloes to Boost Efficiency Gains

Soar to the Cloud to Dissolve Siloes and Unlock Greater New Efficiencies

- ▶ Discover the true value of the cloud in breaking down siloes to enable efficient information sharing across your organization defined by speed, innovation and optimal resource use
- ▶ Put an end to slow, expensive siloes that only stagger collaboration and distract your claims staff from their core competencies
- ▶ Eliminate over-spending by empowering your AI with cloud-based data lakes and create an environment that makes integration easier

Take Out the Middleman: Integrate AI and RPA to Maximize Efficiencies

- ▶ Automation doesn't have to be complicated – discover how to use AI to maximize claims adjuster efficiency by automating document analysis, damage estimation and payment to supercharge your claims process
- ▶ Explore the parts of the claims process that cry out for automation, from payment to subrogation, to develop a watertight integration strategy and avoid needless spending on unnecessary projects and processing costs
- ▶ Implement AI and RPA to create a faster and more transparent claims experience for customers that avoids excessive contact with adjusters, further improving the customer journey

Drive Down Fraud and Fast-Track Claims with Machine Learning

- ▶ Realize the efficiency gains and cost reduction brought by deploying machine learning and predictive analytics in your claims process to quickly and efficiently segment claims by identifying the most likely fraudulent claims for investigation and fast-track valid claims, reducing costs by reducing manual touchpoints and accelerating the claims process
- ▶ Deliver a quick and easy claims experience for customers, whilst enhancing your fraud detection and prevention processes by using gathered historical data to efficiently assess the validity of claims
- ▶ Use AI and RPA to focus your claims staff on the tasks that demand their attention rather than wasting time on segmenting the claims themselves and all of the routine tasks that come with that, from documentation to adjuster scheduling

Panel Discussion and Joint Q&A: Fraud in a Touchless Claims World

- ▶ As touchless claims are quickly becoming a reality, reduced manual touchpoints might leave the door open for fraudsters to take advantage of self-reported damages and AI flaws – hear from a panel of leading claims professionals and technologists as they explore how more technology, AI and predictive analytics add and improve fraud detection and prevention capabilities
- ▶ Discover the ways in which historical data and the new avenues of data made available by further tech integration can close the lid on fraud in a world of end-to-end touchless claims

Build, Buy or Partner: The Right Innovation Strategy

Like a Kid in a Candy Store: Choose the External Partners that will Revolutionize Your Claims Processes

- ▶ For every challenge facing insurance carriers there are too many solution providers – discover how to choose the right partners in order to avoid falling behind
- ▶ Hear the strategies that will enable you to partner with the best solution providers and take the first step on the road to cutting-edge tech integration
- ▶ Find the partners that will do more than just meet your basic needs – find a cultural match that understands

your long-term goals to avoid future disruption

Partner with Solution Providers to Deliver Long-Term Benefits and Opportunities

- ▶ Are you working with you partners effectively? Are you clearly communicating your needs and goals? Learn to work with your partners to revolutionize claims
- ▶ How to work with solution providers to become truly agile through a collaboration model and create win-win synergies

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- ▶ Strategies to avoid patchwork quick fixes and work towards long-term ROI

Panel Discussion: Ensure your Integration Efforts Translate into Long-term Business Results

- ▶ Industry leaders will uncover the strategies to ensure your solutions are long-term and aligned with your business outcomes

- ▶ Integrate tech that will allow you to keep up with the the ongoing tech developments and avoid future disruption brought by duct-tape fixes and endless legacy system maintenance

STRATEGY TRACK

Deliver Greater Efficiency

Improve Catastrophe Claims Processes using New Capabilities – From AI to Satellite Imagery

- ▶ When a catastrophe strikes, insurance carriers – both large and small – must be prepared to handle the influx of claims quickly and thoroughly. Discover how the use of multichannel claim resolution methods will help scale claims processing
- ▶ Efficiency and customer-focus must walk hand-in-hand. Explore the balance of automation, virtual estimation and emergency responses needed to deliver a new improved claims approach
- ▶ Preparation is key! Determine the processes and strategies to deliver consistency and efficiency in assigning claims, and monitoring progress in the wake of a catastrophe

The Road to Touchless Claims - Boost Your Bottom Line with Fast, Efficient and Transparent Claims Processing

- ▶ Optimize end-to-end claims processes, manage the quality and cost of the claims supply chain Network. Capture and share meaningful data analytics to succeed in today's market

- ▶ Explore the evolution of the automation landscape from workflow to cognitive automation, unlocking opportunities to relieve pressure on claims adjusters
- ▶ Efficiently identify and effectively manage the risk of fraud and litigation, reducing the overall claim settlement cost

The Cornerstones to Scale-Up Technology Transformation – Leadership and Tech Integration

- ▶ Access the playbook for how to integrate and capitalize on advanced technologies, across the entire claims organization with a clear roadmap to replace legacy systems and create new digital capabilities
- ▶ Overhaul data strategy and governance to ensure data is reliable, accessible, and continuously enriched to make become valuable
- ▶ Train your leadership all the way to your front-line leaders to recognize new opportunities and build in-house capabilities to embed technologies

Your Roadmap to High-Performance

Chose Progress Over Perfection. Achieve Agile at Scale

- ▶ Legacy systems, products and processes are hindering carrier's ability to achieve Agile at scale. How to create a new mindset that prioritizes innovation and progress and reduce the burden of a risk-averse culture
- ▶ Explore how carriers are fighting the emotional fear of cultural change with top-down support to implement Agile principles throughout the claims organization
- ▶ Deliver speed, flexibility, and individualized solutions with the Agile approach overcoming the funding pressure with the use of less resources

Overcome the Expenses Crunch to Empower Innovation

- ▶ Claims executives have never encountered a bigger variety of tech solutions. With business priorities

intensifying and fragmented and expensive solutions, how can carriers prioritize their tech investments?

- ▶ Create new metrics for success based on customer experience and efficiency throughout your organization and don't get caught chasing the shiny new things
- ▶ Move away from 'build vs buy' mindset and establish partnerships that will deliver value both ways, helping your partners to understand the real gain for your organization

Resuscitate Your Claims Transformation Efforts – The Problem with Incremental Change

- ▶ Incremental change equals incremental results. Discover how your claims organization can move towards exponential growth thinking

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- ▶ Find out why 70% of transformational efforts fail and how to help your team avoid changes fatigue
- ▶ Explore where continuous process improvement will be the answer and where your organization must go for the Big Bang!
- ▶ Learn the areas that will benefit from additional resources and redeploy staff to improve accuracy, efficiency and customer experience
- ▶ Explore how to ensure that rewards arising from efficiency are translated to a competitive advantage?

Panel Discussion: Rethinking Efficiency and the Pressure to Reduce Costs

- ▶ Efficiency gains can free up resources to improve customer experience and speed to market. But how can you check if your organization is having an excessive focus on efficiency and is starting to produce startlingly negative effects

Boost Growth with An Unequaled People, Data and Supplier Strategy

The Foundation of Growth: Unleash the Potential of the Claims Adjuster of the Future

- ▶ Carriers are struggling to attract young talent and with a huge percentage of the workforce about to retire, discover how insurance carriers can start preparing to overcome the industry brain drain
- ▶ Determine how cognitive computing and other disruptive technologies will change the nature of the claims adjuster job and how to start attracting people with the required skills to work in a problem-solving, people-focused environment
- ▶ Tomorrow's adjuster will not benefit from years of claims handling experience. Instead, how can you develop the technologies that will be critical for effective decision-making?

Prepare Your Organization for Claims Greatness: Unleash the Power of Data

- ▶ Explore the strategies to effectively capture customer-submitted data including photo and video at FNOL, desk-based estimation and more to boost your ability to deliver data-driven insights

- ▶ Access new data sources available through satellite, drone, camera poles and public data and combine with customer data to deliver hyper-personalized customer experience
- ▶ Sensors and IoT: the time to leverage real time data collection is here. Get the latest lessons and strategies from IoT and telematics

Connect the Last Frontier: Effectively Work with Supply Chain Partners

- ▶ Automate tasks using rule-based technology to reduce or eliminate human dependency on invoicing and payment of suppliers
- ▶ Ensure that all invoices are created accurately to guarantee quick payment of services and discover new opportunities for automation
- ▶ Unify decision-making, performance benchmarking, and enterprise process management to drive innovation and growth

CUSTOMER TRACK

Connected and Seamless Customer Experience

Create a Robust Omnichannel Experience to Exceed Customer Expectations

- ▶ Phone calls, emails and letters just don't cut it – learn how carriers can gain and retain customer loyalty by giving customers the ability to move through multiple inter-connected channels without repeating information, providing them with a modern, consistent customer journey
- ▶ Consolidate data and seamlessly integrate channels for improved claims efficiency, reduced service delivery times and satisfied customers

- ▶ Embrace digital channels that customers expect from every service, from retail to banking, allowing you to leverage more data at greater speed and reduce overhead normally wasted on expansive and expensive call centers

Leverage Data to Create Hyper-Personalized Claims Experience and Delight your Customers

- ▶ Learn how data gathered from customer interactions can be turned into actionable insights that will transform claims customer experience and move the needle on NPS by shaping customer journey according to that customer's individual preferences

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- ▶ Put an end to costly and unnecessary interactions and create a cost-effective, tailor-made customer experience that will guarantee long-term customer loyalty
- ▶ Realize huge savings by gaining long-term customer satisfaction to prevent losses from customers switching carriers

Just Act Natural: Embrace New Communication Channels to Realize Unprecedented Customer Satisfaction

- ▶ Customers respond best to communications on platforms they already use themselves, especially for quick enquiries and status updates, so why would they

want to use a slow and outdated switchboard that just wastes their time and yours?

- ▶ Uncover the dramatic impact embracing chatbots and two-way text messaging to relieve the burdens of routine enquiries that customers just want short, sharp answers to, easing frustrations by reducing time spent on hold or navigating switchboards
- ▶ Maintain a strong, healthy relationship with your customers using social media to respond quickly to claims queries on the most commonly used global communications platforms

The Frontlines of Claims Customer Service

Empower Employees to Provide the Best Customer Experience Using AI Integration

- ▶ With AI Integration, it's not a case of replacing the human touch – enhance the human touch and unlock new workflow efficiencies using AI to handle simple queries 24/7 at reduced cost whilst lifting the burden on your claims staff
- ▶ Deploy AI to reduce operating costs whilst unlocking the potential of your claims workforce by monitoring customer service quality and providing information and guidance to claims handlers
- ▶ Utilize AI to embed empathy at scale whilst remaining mindful of fraud

Virtual Claims: Maintain Empathy, Boost Customer Satisfaction and Maximize Efficiencies Without Leaving the Office

- ▶ The future of claims handling is here and it's faster, safer, less costly and more comfortable – claims adjusters now have the capabilities to access more locations and adjust faster and with greater accuracy all from behind a desk whilst maintaining the human touch that remains critical by leveraging technology to receive client documentation in minutes or send repair estimates to bodyshops
- ▶ Learn how virtual claims handling and adjustment dramatically improves experience and reduces cost for both the customer and the claims handler by reducing cycle times and reducing the cost per claim significantly

without taking away the comfort that comes from knowing their claim is in the right hands

Customer Experience in a Touchless Claims World

- ▶ As insurance carriers are fast approaching the ability to provide an end-to-end touchless claims experience to customers, it remains difficult to see how to maintain the level of empathy customers seek in a process that is completely automated – deploy AI to continue to provide the empathy that is directly linked to a better customer experience and bolster AI with customer feedback data and historical data to reduce turnaround
- ▶ Avoid negative impacts on customers by leveraging omnichannel and AI-assisted claims prioritization to ensure that the most serious claims that absolutely demand the human touch are dealt with efficiently and with care

Panel Discussion: Find the Level of Automation the Customer Wants

- ▶ Automation can seem both a blessing and a curse, delivering greater efficiency with a risk of lack of emotional connection at the heart of customer service – discover strategies for automation that delivers the speed customers expect with enough of empathy at the most crucial junctures
- ▶ Explore the pitfalls and opportunities automation brings in transforming customer experience

Empower the customer

The New Customer Service Standard: Deliver on the Customer Service Expectations of the Digital Age

- ▶ Insurance Carriers no longer find themselves competing with one another; now carriers must compete with Amazon, Apple and Uber for customers hearts – make

digital platforms a critical part of the claims process to retain customers and prevent losses brought by customer switching

- ▶ Compete with retailers to not only meet customer expectations but shape them!

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From Customer to Partner: Engage with your Customers to Transform Their Claims Experience

- ▶ Discover how turning a customer into a partner can unlock unprecedented levels of customer satisfaction by providing frequent reassurance and embedding customer feedback at every stage of the claims journey using chatbots and AI to unlock customer feedback data that will drive your claims transformation
- ▶ Shift the traditional carrier/customer paradigm to include the voice of the customer by leveraging the capabilities of digital platforms and social media

Build It and They Will Come: Boost Customer Satisfaction in the Age of the App

- ▶ With more digital interactions taking place between carriers and customers every day, now is the time to build a strategy for an app-based world or risk falling into obscurity
- ▶ Provide the customer with 24/7 support, information and education through apps
- ▶ Use apps to integrate telematics and analytics to fulfil the dream of the end-to-end touchless claims experience

C-SUITE TRACK

Transcending the Turbulence

Climate Change and the Future of Claims Operations

According to Munich Re, 2017-18 was the worst two-year period for natural catastrophes on record, with \$225bn of insured losses. Climate change is making hurricanes more severe and sparking more wildfires. As the insurance industry looks for improved capacity to cope, Chief Claims Officers and senior claims executives must be prepared to shift focus to real-time prevention and risk mitigation. Explore how AI, real-time data and other connected technologies are boosting carriers capabilities to pro-actively support customers and reduce damage

Claims X-Factor: Drive Customer-Centric Innovation

To effectively transform claims, Chief Claims Officers and SVPs must need to have a vision of where they want to end up. Insurtechs may be inherently innovative, but corporate transformation is never a sole proprietorship. C-Suites need

to constantly acquire creative talent, create a culture that adapts to disruption and build a corporate structure flexible enough to rapidly implement innovation. Our panelists will discuss how they keep their claims organization's innovative edge without spinning out of control

Manage Your Claims Workforce Through a Storm of Disruption

With many changes taking place across the industry and in claims in particular, it is vital to ensure that your claims teams can comfortably adapt to their rapidly changing responsibilities in order to ensure smooth operations. Learn how to manage the current and oncoming generations of the claims workforce and adapt your leadership style to this age of disruption. Now is the time when employee experience should be as valuable as customer experience.

Deliver the Future of Claims

Fight Insurance Fraud with Tech and Cross-Departmental Cooperation

Fraudulent claims have steadily grown to be the single largest expense across multiple insurance lines. In the US alone, fraudulent claims losses are estimated to be approximately \$80 billion a year. The perpetrators carrying out these criminal acts have also changed with technological advancements and to combat these crimes, insurance carriers must go beyond the increasing collaboration with law enforcement. In this session, we will explore how carriers can deploy an analytics-driven, proactive approach to combat and stop fraud.

Where is Your Claims Organization Going? Reimagine the Future Role of Claims

They say it's about the journey, not the destination. But no one fastens their seatbelt and orders an inflight meal without knowing where they're headed. So, where are we headed? Some suggest the future of insurance is stopping claims from ever happening with dynamic risk management. This panel will step back and examine not only this debate but examine where technology, innovation and rising customer expectations are taking us. More importantly, it will ponder the larger question of where we ought to end up. Rather than look merely at the forces reshaping the insurance world, therefore, panelists will share their vision for how we should reshape the future of insurance claims today.

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INSURANCE LINES FOCUS

LIFE INSURANCE

Optimize the Life Claims Cycle

Increase Efficiency with the Automation of Life Claims

- ▶ Eliminate manual entry of claims data by empowering bots to validate death certificates on government websites
- ▶ Identify caseloads by claim experience, allowing the claim system to know how many cases are assigned to each claims examiner and use automation to assign new cases
- ▶ How to retire old legacy systems to increase digitization, digital transformation and drive more automation throughout processes

Accelerate Life Insurance Claims: Explore the Strategies and Tech Enabling to Fast-Track Life Claims

- ▶ Expedite life claims process improving or changing requirements for lower face amounts

- ▶ What are the other avenues to verify a life claim that can help carriers to dramatically speed-up claims processing?
- ▶ Get deeper insights of customer needs with AI, exploring customer preferences and leveraging data to design a personalized customer experience

Reimagine The Life Claims Experience – Build a True Competitive Advantage

- ▶ Claims experience is a crucial component for any life insurance carrier's survival. Deliver great experiences to bring new policy holders and expand the opportunities into other products
- ▶ Explore the partnerships and data sources that will provide crucial insights to improve the claims experience
- ▶ Create strategies to build on that moment of truth and extend the relationship to the family and beyond creating loyalty and improving profitability

HOME INSURANCE

The Future of Smart Home Claims

Leverage IoT to Automate FNOL for Home Insurance

- ▶ Explore how IoT can facilitate and improve the claims management process adding even greater value for those customers that embrace the technology in their homes
- ▶ How to use home security systems, water sensors and smoke alarms to automate data collection and communication processes
- ▶ Discover how to initiate the FNOL process on behalf of your customer in a compassionate and helpful way to deliver meaningful and seamless claims experiences

Combine Efficiency with Greater Customer Experience - From Self-Service Apps to Fully Automated Virtual Estimation

- ▶ Streamline inspections and fast-track low severity claims by guiding your customers through capturing and uploading photos of damage

- ▶ Help your customers to take control of the claims process with the use of virtual reality for claims estimation
- ▶ Allow your customers to explore different options for fixing damages in real-time with their contractors when picking materials to rebuild sections of their homes

Transform Claims in a Premium Service for Homeowner Customers

- ▶ Effectively implement automation advances into a high customer touch process for a seamless experience
- ▶ Explore the strategies to overcome obstacles during high-volume and stress conditions: a catastrophic event
- ▶ Move towards prevention: How risk management can improve the overall claim experience

AUTO INSURANCE

Accelerate Auto Claims Transformation

Don't Pay a Claim, Solve the Problem: Deliver Service-Enabled, Automated Claims

- ▶ Get a head start: Power automated FNOL with cutting edge vehicle data to reduce cycle time, save costs and support customers

- ▶ Build partnerships with supply chain communities that will rapidly get customers back on the road, from towing and car hire to repairs
- ▶ Eradicate customer frustration with a slick, seamless service enabled by real-time omnichannel communications

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Autonomous Vehicles Don't Crash: The New Age of Auto Claims

- ▶ Explore the future role of insurance as claims process becomes risk eradication by tracking driver behavior and incentivizing safety
- ▶ Understand how vehicles are now shaping the future of auto claims as society moves towards assisted driving and autonomous vehicles
- ▶ Fixing a robot instead of an engine: Get ahead of new auto repair costs to meet future customer needs

Target Cutting-Edge ClaimsTech on Auto: The Quick Wins and Sweeping Transformation

- ▶ Implement virtual claims estimation to maximize adjuster efficiency and process claims quicker
- ▶ Fully integrate video, image and fraud analytics to scale the potential of self-service claims
- ▶ The cheque is dead: Revolutionize your payments system to meet 2020 customer demands

INNOVATION STAGE

Winning the Game of Drones

- ▶ Provide a safer, faster, and more cost-effective way to conduct a site inspection with the support of drones, particularly in challenging conditions such as CAT claims
- ▶ Leverage the precision of the photos that drones take to improve the quality of the claims adjudication process and improve both efficiency and customer experience
- ▶ Combine drones' imagery with FNOL data to inspect the claims site and increase information capture accuracy and timelines, reducing fraud and the risk of litigation

New Kids on The Blockchain - The Practical Use of Blockchain in Insurance

- ▶ Use digital ledger systems to automate outdated processes, save billions of hours of paperwork each year and reduce human error because all forms and data are safely stored along the chain
- ▶ Improve automation of claims validation, assessment and payment using smart contracts and authoritative data sources to enable the automatic execution of assessment criteria, and the blockchain wallet executes payments without insurer intervention
- ▶ See the decline of fraud as objectivity and transparency increases with the use of smart contracts

Don't Let Fraud Stop Your Digitization Dream – AI Solutions to Combat Fraud at Scale

- ▶ Combine text mining, predictive analytics and machine learning to dramatically reduce false positives and improve the efficiency of your fraud prediction algorithm
- ▶ Use web crawling and AI to analyze unstructured and highly interactive data for the enhancement of the confidence of AI models to predict frauds
- ▶ Streamline fraud analytics to ensure legitimate claims get processed quicker, without being held up by fraud assessment

Put the Human Touch in Touchless: How to Automate Empathy

- ▶ When balancing efficiency and emotion, we must prioritize emotion – so as speed increases, highlight the role of leadership and culture in caring for customers first
- ▶ Uncover strategies to standardize empathy at scale across operations, from communication wording to call center training
- ▶ Explore the cutting-edge tech that has revolutionized emotion-enabled automation, such as natural language processing and sentiment analysis

Embody a Service Industry: Integrate Customer Solutions Throughout the Claims Cycle

- ▶ Where will services have the biggest opportunity to transform the claims customer experience, from FNOL to payment?
- ▶ Tips and tricks to ensure a successful partnership, including how to pick the right supply chain partners and the KPIs that ensure standards are met
- ▶ Boost customer satisfaction and NPS by embracing a customer-centric culture instead of a 'bare minimum necessary' mentality

The Future is Virtual: VR Tools to Transform Claims

- ▶ Explore practical applications of virtual and augmented reality across the insurance claims lifecycle: where will this cutting-edge tech have an impact?
- ▶ Prioritize and capitalize on opportunities to scale VR applications that save time, reduce costs and ensure safer claims assessments
- ▶ Your checklist for actioning VR: the tools from training, tech and content to get a VR pilot up and running

Always There for Your Customer: Harness Two-Way Texting Service

- ▶ Why waste time and money on making unnecessary phone calls that customers don't want when you can save money by communicating effectively and inexpensively?

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- ▶ Explore how a two-way texting service allows carriers to create a hassle-free customer journey without endless repetition whilst reducing spending
- ▶ Lay the foundation for long-term customer retention and reduce both costs and cycle time

Deploy Predictive Analytics to Mitigate Severe Claims Risks and Anticipate Litigation

- ▶ Discover how analytics can identify and flag the most severe claims and recommend actions that would prevent any escalation
- ▶ Utilize predictive analytics and save millions in potential losses by identifying the most severe claims early and ensuring that they are handled with the appropriate level of care and attention

Show Me the Money – Achieve a Win-Win for Payments using EFT

- ▶ Customers consider paper cheques a relic and so should you – in the age of digital, electronic funds transfer is the norm because it is the fastest and most cost-

effective payment solution available with more people switching to mobile banking every day

- ▶ Dramatically increase the speed through EFT reducing time, money and physical resources wasted cutting and mailing cheques and achieve an instant win with this crucial technology
- ▶ Discover how real-time disbursements in dire situations, from catastrophe incidents to auto collisions enables you to shift to a truly customer-centric, service mindset

Get the Most Bang for Your Buck with Image Analytics in Claims

- ▶ Your claims workflow is the ideal place to integrate Image Analytics to see a substantial ROI within months
- ▶ Discover the many ways that Image Analytics can become the most useful tool in your claims and risk assessment toolkit, from incredible fraud detection rates and fewer false positives during investigations, ultimately leading to improved loss ratios

PLENARY 3

The Future of Claims: Competing on Service

The Holy Grail of Insurance: Reduce Risk and Eliminate Claims

- ▶ With many claims types becoming more severe it is now imperative that Insurers make claims prevention a priority in order to reduce losses and ensure continued growth
- ▶ Discover the strategies for reducing risk for your customers that will dramatically cut costs and keep your customers safe and secure
- ▶ Learn how the Holy Grail of Insurance is now within reach

Reach the New Connected Claims Paradigm: Real Time, Fact-Based and Digital Claims

- ▶ Realize your claims potential by embracing digital claims
- ▶ Learn how digital claims empowers your claims organization to provide real-time assistance to customers in their times of need whilst reducing cost and increasing speed
- ▶ Uncover the potential oceans of data that can come from integrating tech into the claims process to create a fact-based, hyper personalized claims experience

Innovate Towards the Future: How Technology is Accelerating the Claims Process and Providing Choice to our Customers

- ▶ A truly frictionless claims experience is now within reach – explore how technology is creating a path towards inexpensive, efficient, customer-centric claims processes that will give retailers stiff competition in the coming decade
- ▶ Hear how current and coming technological developments are addressing the challenges that claims professionals are facing

Adapt to an Ever-Changing Regulatory Environment to Ensure Continued Growth

- ▶ Uncover the strategies that will allow you to navigate the muddy regulatory waters to maintain a cost-effective, efficient and quick claims process
- ▶ Discover how actively communicating with regulators can allow you to shape the regulatory landscape allowing you to continue to grow and prevent further costs imposed by increased regulation

Protect Your Customers in the New Cyber Landscape: Claims Security in the Digital Age

- ▶ In the new cyber age, data is power, and many see claims file repositories as ideal opportunities for theft, making it essential for insurance carriers to maintain adequate security and save the money that may be spent on dealing with the aftermath of such serious cyber attacks
- ▶ Learn how you can overcome the press on resources to provide the security you (and your customers) need

Panel Discussion: Winning the Hearts and Minds of Customers

- ▶ Now is a critical time for Insurance Carriers as customers have ever-higher expectations of any customer service experience having dealt almost exclusively with service providers that are almost entirely digital
- ▶ Listen to a panel of leading industry experts as they guide you through the best approaches to truly winning over customers and ensuring that they remain customers in the long-term