

Australian Insurance Summit

A changing marketplace - 1st May 2012 - Marriott Hotel Sydney



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Topics include:

- Insurance industry outlook 2012 and beyond
- Industry leaders panel discussion
- New rules around "Flood Cover" for insurers
- Insights into enterprise risk management
- Economic assessment and impact for insurers
- Exploring the new code of practice
- The road ahead for reinsurers
- Social media marketing for the insurance world
- Legal updates and compliance essentials
- Operational excellence in claims management

6 CIP points for attendees!

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Summit Programme

8:30am Morning Coffee and Summit Registration

8:50am Opening remarks by the Summit Chairman:
Laurie Feather, *Director, Strathearn*

9:00am Treasury Address to the insurance industry
Kanwaljit Kaur, *Manager, Insurance Markets Unit, Treasury*

9:20am Managing growth versus margin in current market conditions
David Brown, *Chief Operating Officer, Wesfarmers Insurance Australian Underwriting*

10:00am Economic outlook and impact for insurers

- Current economic assessment
- Global movements and impact
- Future economic predictions
- What Australian insurers need to know now

Bill Evans, *Chief Economist, Westpac*

11:00am Morning Tea

11:20am Insurance industry outlook 2012 and beyond

- Recent impact from the economy and regulation on insurance companies
- Future predictions around: premium rate trends; capacity changes; claims trends; loss and expense ratios
- Highlighting the latest distribution models
- Industry expectations

Rick Shaw, *Partner Actuaries & Consultants, Deloitte Touche Tohmatsu*

11:50am Industry leaders panel session discussion and outlook

- Insurance industry overview and update
- Responding to natural disasters – lessons learnt
- Exploring the new code of practice
- Understanding the new "Flood Cover" definition
- Where is the investment capital coming from in 2012?
- Where to from here?

Andrew Mair, *Executive General Manager Intermediated Distribution, Suncorp*

Daniel Fogarty, *Executive General Manager, Corporate, Zurich*

Mark Senkevics, *Managing Director, Swiss Re*

Paul Newland, *Director, Deutsche Bank*

Gillian Davidson, *Partner, Sparke Helmore Lawyers*

William Legge, *General Manager, Underwriting Agencies Council*

12:50pm Lunch



1:40pm Evolving world of risk management for insurers

- How the world has changed for insurers
- Exploring the spectrum of risk and reward
- Defining the new claims model
- What you should be doing now!

Ian Moyser, *Partner, Financial Services, KPMG*

Jefferson Gibbs, *Partner, Actuarial Services, KPMG*

2:10pm Achieving operational excellence in claims management

- Lessons learnt from recent natural disasters
- Finding the right partners for better process flow
- Establishing emergency systems that work

Matthew Pearson, *Executive General Manager Commercial Claims, Suncorp*

2:40pm BPO solutions for claims volume challenges

- When and why to outsource
- Various options in outsource assistance
- Case study in catastrophe management

Jon Broome, *Managing Director, Proclaim Management Solutions*

3:10pm Afternoon Tea

3:40pm Is the Law keeping up with the changing claims environment?

What is the impact on:

- Conflicts
- Compliance
- Contracts

Gillian Davidson, *Partner, Sparke Helmore Lawyers*

Mark Doepel, *Special Counsel, Sparke Helmore Lawyers*

4:00pm User experience in insurance – how online is the best sales tool you have never used

Athan Didaskalou, *Strategy & Digital Planner, Ogilvy Melbourne*

4:30pm The road ahead for reinsurers

- Current assessment of the reinsurance market
- Impacts from natural disasters
- Global economic impact and resulting effects
- Assessing current supply of reinsurance capital
- Reinsurance outlook and the road ahead

Cameron Hick, *Client Manager, Munich Re*

5:00pm Close of Summit & networking drinks by Sparke Helmore Lawyers

To secure your place please phone: +61 3 9596 9882

Past Summit Photos



Registration

4 EASY WAYS TO REGISTER

"The summit was a valuable experience that was highly informative about industry trends and upcoming developments, and it was a great opportunity to meet and network with a range of professionals in the industry."

Alissa Irgang, *Actuarial Analyst*, KPMG

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Registration fees for this summit:

Please tick the following category of registration

- Full registration fee \$1,500 + GST \$150 Total: \$1,650
- Please contact me about sponsorship opportunities

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Venue:

Marriott Hotel - 36 College Street, Sydney, New South Wales 2000

Phone: +61 2 9361 8400

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