



Click or tap a session to see more details.

## Monday Oct 01, 2018

START	FINISH	SESSION	SESSION TRACK / MEETING PARTICIPANTS	WHERE
10:00 AM	8:00 PM	<b>Registration Open</b>	General	Grand Garden Arena Lobby
1:00 PM	5:00 PM	<b>Digital Customer Journeys enabled by InsurTech, brought to you by EY</b>	Pre-Conference	Room 318
1:00 PM	4:30 PM	<b>Female Founders in InsurTech Innovation Competition Live Pitch Event Presented by Quesnay Inc.</b>	Pre-Conference	Room 320
1:00 PM	5:00 PM	<b>Global Executive Summit – Amplifying Digital Breakthroughs</b>	Pre-Conference	Room 313/316
1:00 PM	4:30 PM	<b>Global Insurtech - A Celent Preconference Session at InsureTech Connect</b>	Pre-Conference	Room 208
1:00 PM	4:30 PM	<b>Leading the Future Executive Strategy Forum, brought to you by Insurity and Valen</b>	Pre-Conference	Room 312
1:00 PM	5:00 PM	<b>Strategic Partnership Workshop, brought to you by Workbook6</b>	Pre-Conference	Room 204/205
1:30 PM	4:30 PM	<b>ITL's Insurance Innovation Workshop</b>	Pre-Conference	Room 203
1:30 PM	4:00 PM	<b>Life and Annuity Insurtech Showcase, brought to you by Sureify and Hannover Re</b>	Pre-Conference	Room 319
2:00 PM	5:00 PM	<b>Are Machines Interested in Learning Life Insurance? brought to you by Equisoft</b>	Pre-Conference	Room 311
2:00 PM	5:00 PM	<b>Customer Acquisition is the New Battlefield, brought to you by Direct to PolicyHolder</b>	Pre-Conference	Room 306/307
2:00 PM	3:30 PM	<b>Leveraging Machine Learning and Artificial Intelligence to Improve Customer Interaction and Reduce Churn, brought to you by EIS Group</b>	Pre-Conference	Room 304
2:30 PM	4:30 PM	<b>Meet the Regulator, in partnership with the NAIC</b>	Pre-Conference	Room 201
5:00 PM	7:00 PM	<b>Official Kickoff Reception</b>	General	Topgolf

## Tuesday Oct 02, 2018

START	FINISH	SESSION	SESSION TRACK / MEETING PARTICIPANTS	WHERE
7:00 AM	8:30 AM	<b>Breakfast</b>	General	Grand Garden Arena
7:00 AM	4:00 PM	<b>Registration Open</b>	General	Grand Garden Arena Lobby
8:30 AM	8:35 AM	<b>Welcome</b> Speakers: Jay Weintraub	Plenary Sessions	Marquee Ballroom
8:35 AM	8:50 AM	<b>Chairman's Remarks</b> Speakers: Caribou Honig	Plenary Sessions	Marquee Ballroom

8:50 AM	9:10 AM	<b>Turning the Risk Lens Inward: Coming to terms with Disruption Risk in Insurance</b> Speakers: Rick Chavez	Plenary Sessions	Marquee Ballroom
9:10 AM	9:30 AM	<b>Karma In Insurance?</b> Speakers: Ken Lin	Plenary Sessions	Marquee Ballroom
9:30 AM	10:00 AM	<b>Money Talks: Insurance. Innovation.</b> Speakers: Michael McRaith,Pina Albo,Mark Watson III	Plenary Sessions	Marquee Ballroom
10:00 AM	10:30 AM	<b>Networking Break</b>	General	
10:30 AM	11:05 AM	<b>Breaking News: World Exclusive Announcements and Launches</b> Speakers: Karn Saroya,Ben Hubbard,Kate Stillwell,Abel Travis	Disruption	Room 319
10:30 AM	11:05 AM	<b>Breaking News: World Exclusive Announcements and Launches</b> Speakers: Ed Leon Klinger,Zia Zaman,CJ Przybyl,Nick Pester	Digitization	Room 312/317
10:30 AM	11:05 AM	<b>Bringing Distant Lands Close: LatAm</b> Speakers: Juan Mazzini,Eduardo Izurieta,Martin Ferrari,Eduardo Iglesias	Implementation	Room 311
10:30 AM	11:05 AM	<b>Financial Inclusion: Innovation Meets Social Responsibility</b> Speakers: Alex Lazarow,Wei Zhu,Christopher Sheehan,Daniel Ross,Andrea Keenan	Collaboration	Room 314/315
10:30 AM	11:05 AM	<b>Moving from Selling Products to Services: From Protection to Enablement</b> Speakers: OLEG ILICHEV,Ace Callwood,Becky Downing,Han Wang,Sean Ringsted	Transformation	Room 313/316
10:30 AM	11:05 AM	<b>Random Acts of Digital: There Are Better Options</b> Speakers: David Connolly	Innovation	Room 310
10:30 AM	11:05 AM	<b>Understanding the Customer Journey and Customer Lifetime Value</b> Speakers: Jaimie Pickles,Eric Webster,Laura Zimmerman,Ann Bair	Inspiration	Room 318
10:30 AM	11:05 AM	<b>Unpacking the InsurTech Landscape</b> Speakers: Matthew Wong	Proliferation	Room 320
11:10 AM	12:00 PM	<b>Cyber: Defense Against the Dark Arts</b> Speakers: Charles Birnbaum,William (Bill) Stewart,Guy Nizan,Tracie Grella,Sidd Gavirneni,Nicole Eagan	Transformation	Room 313/316
11:10 AM	12:00 PM	<b>Demystifying AI in Insurance by Genpact</b> Speakers: Sanjay Srivastava	Implementation	Room 311
11:10 AM	12:00 PM	<b>Future of Insurance: Evolution of the Telematics Ecosystem by Octo Telematics</b> Speakers: David O'Malley	Digitization	Room 312/317
11:10 AM	12:00 PM	<b>Navigating the New Insurance Value Chain</b> Speakers: Ed Majkowski,Tom Van den Bruelle,Pascal Millaire,Koichi Narasaki	Collaboration	Room 314/315
11:10 AM	12:00 PM	<b>Stop Insuring, Start Ensuring. Increase Your Profit and Customer Loyalty With a Watertight Solution by GROHE</b> Speakers: Mr Bert Depiere,Helmut Rieger	Innovation	Room 310
11:10 AM	12:00 PM	<b>The Capital Conversation</b> Speakers: John Swigart,Donald Lacey,Bharat Rajaram,Carsten Maschmeyer,Andrew Lerner,Kathleen (Kat) Utecht	Proliferation	Room 320
11:10 AM	12:00 PM	<b>The Pathway to Growth and Innovation in the Age of Digital Insurance 2.0 by Majesco</b> Speakers: Denise Garth,Joe Griffith,Danna Gomez	Inspiration	Room 318
11:10 AM	12:00 PM	<b>The Strategy + Tech Formula of Leading Insurers</b> Speakers: Kirstin Marr,Kristof de Bremme,Jon-Michael Kowall,Reid Holzworth,Andrew Breen	Disruption	Room 319
12:00 PM	6:00 PM	<b>Expo Open</b>	General	Conference Center – 1st Floor
12:00 PM	2:00 PM	<b>Lunch &amp; Expo</b>	General	
2:00 PM	2:50 PM	<b>Blockchain: Building Trust in Insurance by IBM</b> Speakers: Jeff To,Truman Esmond,Sastry Durvasula,Bertrand Portier	Innovation	Room 310
2:00 PM	2:50 PM	<b>Customer Engagement: Will It Be the Next Great Differentiator</b> Speakers: Joel Albarella,Adam Erlebacher,Rhian Horgan,Andrew Shaw,Dustin Yoder	Transformation	Room 313/316

2:00 PM	2:50 PM	<b>Digital Intelligence in Insurance: Practical Digitization in the Insurance Marketplace by EXL</b> Speakers: Mark Knipfer, Tom Martorana, Mark Milliner, Shekar Pannala, David Zona, Brad Burdick, Keith Johnson	Digitization	Room 312/317
2:00 PM	2:50 PM	<b>Escaping POC Hell</b> Speakers: Malika Gandhi, Sean Madgett, Gaurav Garg, Jon Cooper, Bo-Erik Abrahamsson, Roel Peeters	Collaboration	Room 314/315
2:00 PM	2:50 PM	<b>How Close to the Core Can InsurTech Get?</b> Speakers: Jacob Sloan, Dan Woods, Nick Volpe, Andrew Robinson, Galina Kroucheva	Proliferation	Room 320
2:00 PM	2:50 PM	<b>InsurTechs and Core Providers Delivering on the Promise of Innovation by Insuresoft</b> Speakers: Tony Villa, Jim Streicher, CPCU, Bob Olson, Bob Frady, Miguel Edwards, Jeff Brown	Implementation	Room 311
2:00 PM	2:50 PM	<b>Positive Selection: Using Underwriting as a Competitive Advantage</b> Speakers: CHARLES MOLDOW, Munjal Shah, Jeff Smedsrud, Alex X Frommeyer, Sally Poblete	Disruption	Room 319
2:00 PM	2:50 PM	<b>The Impact of Mobility-As-A-Service on Insurers: Where Are We Today? Where Are We Going? by Arity</b> Speakers: Ross Reichardt, Katie DeGraaf	Inspiration	Room 318
3:00 PM	3:50 PM	<b>Agents of Change - InsurTech Face-Off Debate by Capgemini</b> Speakers: Seth Rachlin, PhD, Ingo Weber, Satish Weber, Chris Smith, Peter Gunder, Ravi Bala, Dylan Bourguignon, Jay Bregman, David Hopewell, Donna N Peebles	Disruption	Room 319
3:00 PM	3:50 PM	<b>Automated Machine Learning in Insurance by DataRobot</b> Speakers: Greg Michaelson, Satadru Sengupta	Digitization	Room 312/317
3:00 PM	3:50 PM	<b>How can Microservices Power Rapid Product Launches for Established Insurers and Startups by Solartis</b> Speakers: Donald Light, Mark Dennis, Mike Toran, Nick Richardson, Tyree Burks, Inaki Berenguer, Matt Miller	Innovation	Room 310
3:00 PM	3:50 PM	<b>How to Successfully Partner with a Start-up, and Tips for Cloud and Data Initiatives by Atidot, with the Participation of Microsoft</b> Speakers: Dror Katzav, Nick Leimer, Stephen Goldstein	Inspiration	Room 318
3:00 PM	3:50 PM	<b>Increasing Customer Engagement Through Conversational Texting by Zipwhip</b> Speakers: Vince Moser, Scott Heimes	Implementation	Room 311
3:00 PM	3:50 PM	<b>So You Want to Be an InsurTech</b> Speakers: Thalia Smith, Alex Maffeo, Sheri Scott, Katie Wade, TX Zhuo	Proliferation	Room 320
3:00 PM	3:50 PM	<b>Spotlight on Small Commercial</b> Speakers: Pradip Patiath, Ilya Bodner, Ted Devine, Guy Goldstein, Scott Ham, Mr. James Hobson	Transformation	Room 313/316
3:00 PM	3:50 PM	<b>The Future of Innovation is Collaboration</b> Speakers: Keith Moore, Wayne Slavin, Chinedu Eleanya, Michael Kalen, Werner E. Kruck, Lauren Tennant Pollock	Collaboration	Room 314/315
3:55 PM	4:30 PM	<b>Cutting Through the Hype on Big Data</b> Speakers: Ross Shanken, Christopher Longo, Sofie Quidenus-Wahlforss, Pranav Pasricha, Michael Consedine	Collaboration	Room 314/315
3:55 PM	4:30 PM	<b>Innovation Showcase: Consumer Engagement</b> Speakers: Dr. Stefan Knoll, Jane Wang, Dr Catriona Wallace, Clara de Soto, Jon-Michael Kowall	Digitization	Room 312/317
3:55 PM	4:30 PM	<b>Innovation Showcase: Live Demos for Real Problems</b> Speakers: Miku Hirano, Rishi Daga, Oscar Macia, Jeroen Morrenhof, Pat Speer	Implementation	Room 311
3:55 PM	4:30 PM	<b>Innovation Showcase: Spotlight on Female Founders</b> Speakers: Sudha Meghan, Shelly Klose, Nina Sesto, Mark Rieder	Inspiration	Room 318
3:55 PM	4:30 PM	<b>Moving Beyond Legacy</b> Speakers: Vincenzo La Ruffa, Greg Hendrick, John Drzik	Transformation	Room 313/316
3:55 PM	4:30 PM	<b>Rise of the Human: Tech + Talent</b> Speakers: Edward Chanda, Matthew Mosher, Yamini Bhat	Innovation	Room 310
3:55 PM	4:30 PM	<b>The Migration of Ideas: Cross Border Collaboration</b> Speakers: Trevor Nohe, Naby Mariyam, Nick Martin, Tobias Taupitz	Proliferation	Room 314/315
3:55 PM	4:30 PM	<b>The Odd Couple: Smart Home Meet Smart Insurance</b> Speakers: Kathleen (Kat) Utecht, Assaf Wand, David Wechsler	Disruption	Room 319
4:30 PM	5:30 PM	<b>Office Hours</b> Speakers: Rick Zullo, Martin Mankabady, Kara Baysinger, Hannes Chopra, Sever Savanciu, Bharat Rajaram, Jane Fu, Jacob Brody, Paul Anderson, Andrew Pitz, Matt Streisfeld, Angela Strange, Scott Ottenheimer, Paul O'Connor, Amias Gerety, Bayne Carpenter, Steve Pretre	General	Expo Hall
4:30 PM	6:00 PM	<b>Official Reception (With Exhibits)</b>	General	Conference Center – 1st Floor

**Wednesday Oct 03, 2018**

START	FINISH	SESSION	SESSION TRACK / MEETING PARTICIPANTS	WHERE
7:00 AM	8:30 AM	<b>Breakfast</b>	General	Grand Garden Arena
8:00 AM	4:00 PM	<b>Registration Open</b>	General	Grand Garden Arena Lobby
8:30 AM	9:00 AM	<b>That was fun! Now for Act 2!</b> Speakers: Daniel Schreiber	Plenary Sessions	Marquee Ballroom
9:00 AM	9:30 AM	<b>Facing the Elements Together: Fulfilling our Purpose through Collaboration</b> Speakers: Tony Kuczinski	Plenary Sessions	Marquee Ballroom
9:30 AM	10:00 AM	<b>CEO Seat</b> Speakers: Lisa Pollina,Dan Glaser	Plenary Sessions	Marquee Ballroom
10:00 AM	10:30 AM	<b>Networking Break</b>	General	
10:30 AM	11:00 AM	<b>Presentation by Jean-Marc Pailhol, Head of Global Market Management &amp; Distribution, Allianz</b> Speakers: Jean-Marc Pailhol	Plenary Sessions	Marquee Ballroom
11:00 AM	11:30 AM	<b>Fireside Chat with Inga Beale</b> Speakers: Chloe James,Inga Beale	Plenary Sessions	Marquee Ballroom
11:30 AM	12:00 PM	<b>Trust - A Presentation by Dan Ariely</b> Speakers: Dan Ariely	Plenary Sessions	Marquee Ballroom
12:00 PM	5:00 PM	<b>Expo Open</b>	General	Conference Center – 1st Floor
12:00 PM	2:00 PM	<b>Lunch &amp; Expo</b>	General	
2:00 PM	2:50 PM	<b>Can Insurance Be Bought Not Sold</b> Speakers: Luke Bronin,Mark Holweger,Jennifer Fitzgerald,Dr. Johannes Becher,Brooks Tingle	Proliferation	Room 320
2:00 PM	2:50 PM	<b>Disruption From Within: Is It Actually Possible?</b> Speakers: Mrs Sabine VanderLinden,Derek Smith,Beth Maerz,Krish Krishnan,Dan Johnson,Mylea Charvat	Collaboration	Room 314/315
2:00 PM	2:50 PM	<b>Don't Be Left Behind: the New Norm in Claims Payments - Instant, Digital, Delightful By Ingo Money</b> Speakers: Lisa McFarland,David Boddy,Jay Sarzen,Matt C. Miller	Disruption	Room 319
2:00 PM	2:50 PM	<b>On the Bleeding Edge: At the Intersection of Life and Health</b> Speakers: Francois Lafortune,Jon Sabes,JJ Carroll,Vishal Gondal,Ryan Howard	Transformation	Room 313/316
2:00 PM	2:50 PM	<b>Profitably Winning in the Mid-Markets and Millennials Market Using Digital Capabilities by SE2</b> Speakers: Vinod Kachroo	Inspiration	Room 318
2:00 PM	2:50 PM	<b>Solving the Customer 360 Challenge – The Next Generation by MarkLogic</b> Speakers: Bill Fox J.D., M.A,Normand Lepine	Implementation	Room 311
2:00 PM	2:50 PM	<b>Sponsored Workshop by Kryon Systems</b>	Digitization	Room 312/317
2:00 PM	2:50 PM	<b>Using Data as a Strategic Asset at Berkshire Hathaway Specialty Insurance by Duck Creek Technologies</b> Speakers: Scott FitzGerald,Isa Terzi	Innovation	Room 310
3:00 PM	3:35 PM	<b>At the Crossroads of Ownership and Autonomy</b> Speakers: Brian Gaab,Taylor Sandusky,Jillian Slyfield	Implementation	Room 311
3:00 PM	3:35 PM	<b>Blockchain - The Force Awakens</b> Speakers: Jeff To,Zia Zaman,Greg Hoffnagle,Cristina Dolan,Susan Joseph	Transformation	Room 313/316
3:00 PM	3:35 PM	<b>Bringing Distant Lands Close: India</b> Speakers: Susan Holliday,Mr Premanshu Singh,Varun Dua,Devendra Rane	Innovation	Room 310
3:00 PM	3:35 PM	<b>Digital MGAs: InsurTech's Big Bet</b> Speakers: Dan Reed,Blair Baldwin,Kyle Nakatsuji,Kate Stillwell	Disruption	Room 319
3:00 PM	3:35 PM	<b>Innovation Showcase: Practical Applications of AI</b>	Digitization	Room 312/317

Speakers: Dr. Tadas Jucikas,Alexandre Dalyac,Julie Bernadou,Sastry Durvasula

3:00 PM	3:35 PM	<b>Reconciling Risk: Robot Drivers vs. Human Drivers</b> Speakers: Grace Vandecruze,Jonathan Matus,Justin Ho	Proliferation	Room 320
3:00 PM	3:35 PM	<b>When Your Customers Need You Most is Your Competitive Advantage</b> Speakers: Karlyn Carnahan,Brad Weisberg,Maroun Mourad,Rishi Daga	Inspiration	Room 318
3:00 PM	3:35 PM	<b>Why Pilots Fail</b> Speakers: Gregory Bailey,Ali Safavi,Mee-Jung Jang,Max Drucker	Collaboration	Room 320
3:40 PM	4:15 PM	<b>API-ification of Insurance</b> Speakers: Ruth Foxe Blader,Shannon Goggin,Jamie Hale,Richard Thornton,Ben Narasin	Proliferation	Room 320
3:40 PM	4:15 PM	<b>Adapting Traditional Products for the Modern Environment</b> Speakers: Josh Diamond,David Bergendahl,Ty Harris	Digitization	Room 312/317
3:40 PM	4:15 PM	<b>Are You Ready for the Future?</b> Speakers: Tal Gilbert,Debbie Brackeen,Kailas Nair,Guy Fraker,Jamie Yoder	Inspiration	Room 318
3:40 PM	4:15 PM	<b>Bringing Distant Lands Close: Pan-Asia</b> Speakers: Melissa Guzy,Yashish Dahiya,Bill Song,Woody Mo	Innovation	Room 310
3:40 PM	4:15 PM	<b>Getting Across the Finish Line: InsurTech Partnership Case Studies</b> Speakers: Samantha Chow,Mark Rieder,Shiela Companie,Brandon Ballinger,Farron Blanc,Dave Hanley	Transformation	Room 313/316
3:40 PM	4:15 PM	<b>Gig Economy: Is It the Economy of the Future?</b> Speakers: Max Chee,Noah Lang,Curtis Scott	Collaboration	Room 314/315
3:40 PM	4:15 PM	<b>Past vs. Present Data and the Promise of Real-Time Risk Assessment</b> Speakers: Alexander Milne,Ed Leon Klinger,Caroline King,Harry Franks	Implementation	Room 311
3:40 PM	4:15 PM	<b>The Many Shapes of Disruption</b> Speakers: Michelle Cote,Andrew Rear,Scott Walchek	Disruption	Room 319
4:00 PM	5:00 PM	<b>Closing Reception (With Exhibits)</b>	General	Conference Center – 1st Floor
9:00 PM	11:00 PM	<b>The Official After Party - Featuring Salt-N-Pepa</b>	General	

10/1/18

10:00 AM

Grand Garden Arena Lobby

**Registration Open**

10/1/18

1:00 PM

Room 311

**Are Machines Interested in Learning Life Insurance? brought to you by Equisoft**

In this interactive workshop, come hear and share your stories with industry peers about the latest innovations in life insurance sales and underwriting. This workshop will start with an introductory presentation around 3 topics followed by interactions between participants.

10/1/18

1:00 PM

Room 318

**Digital Customer Journeys enabled by InsurTech, brought to you by EY**

Performing on-going and agile reviews of critical customer experiences is essential for Insurance companies to offer competitive digital solutions. For many of us, refining the right customer journeys, driving adoption, assessing ROI, and identifying InsurTech enablers will determine how we grow and how much. With EY and select Industry guests, we will explore essential customer experiences, opportunities and value propositions around new products, new markets and new prospective partners. Please join us for a digital and interactive innovation session to kick off your InsureTech Connect experience.

Open registration for P&C and Life insurance companies and select vendor partners. This session is not open to the media.

10/1/18

1:00 PM

Room 204/205

**Strategic Partnership Workshop, brought to you by Workbook6**

The insurtech ecosystem has become a fantastic venue for strategic partnerships as advances in technology and data have exposed opportunities for collaboration and alliances. Carriers have found new customer acquisition channels and discovered ways to mitigate claims and losses. For new ventures, go-to-market strategies and better unit economic outcomes have become possible. And, from a capital perspective, the innovation has sprouted a new field of opportunities – ranging from venture capital investment to strategic acquisitions.

Join us for a series of sessions focusing on the power of strategic partnerships in this rapidly evolving ecosystem.

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Open to all ITC 2018 Registered Attendees. RSVP is not required, although feel free to indicate your interest in attending here.

*Speakers, by session:*

Why Partnerships Matter: JT Benton, Founder, CEO, WorkBook6

Game-Changing Solutions Solving Customer Acquisition through Partnership: Marc Buro, CEO, InsuraMatch  
Abby Reddy, Co-Founder, CMO, Quotacy

Special Introduction: Gamma Iota Sigma  
Noelle Codispoti, CEO, Gamma Iota Sigma

You've Got a Friend in Me: Chad Lovell, VP Emerging Markets and Sales Operations, Cross Country Home Services  
Daniel Weaver, Head of Strategic Partnerships, Insurance, Updater

Partnership as a Gateway to Acquisition  
Brian Ocheltree, Founder, CEO, LeadCloud  
Hal Schwartz, Co-Founder, COO, Quilt Insurance

An Investor's View  
Grace Vandecruze, Founder and Managing Director, Grace Global  
Capital  
Ashish Dudani, Vice President, Insurance Practice, Kiwi Technology

Join us for a series of sessions focusing on the power of strategic partnerships in this rapidly evolving ecosystem.

10/1/18

1:00 PM

Room 320

**Female Founders in InsurTech Innovation Competition Live Pitch Event Presented by Quesnay Inc.**

Quesnay's Female Founders in InsurTech competition has partnered with a group of leading sponsors, presenting sponsor Farmers Insurance; supporting sponsors, CSAA, Liberty Mutual, and RGAX; and contributing sponsor QBE, to offer larger prizes in its 2nd year. Over the competition's 6-week application period, more than 100 women-led startups from 20 countries registered. Of these, 5 cutting edge, diverse solutions for the insurance industry have been chosen to compete for the final prize. Join us as women leaders from Adapt Ready, Dreyev, FloodMapp, Tapoly, and Vivametrica pitch their solutions for the chance to be awarded over \$75,000 in cash prizes and in-kind support. Judged by industry experts from Farmers Insurance, CSAA, Liberty Mutual, RGAX, and InsureTech Connect, this event is a great opportunity to network with innovative professionals from all areas of the insurance industry.

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Open to all ITC 2018 Registered Attendees.

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1:00 PM

Room 312

**Leading the Future Executive Strategy Forum, brought to you by Insurity and Valen**

Seizing on a unique opportunity of global industry senior executives being in Las Vegas and tapping into the energy and innovation of InsureTech Connect, Insurity, Valen Analytics, PCI, and A.M. Best are co-hosting the Leading the Future Executive Strategy Forum. Leading the Future will bring a strategic and pragmatic voice to the hype surrounding insurance technology. The candid conversations will discuss how insurers can best leverage technology and innovate while providing context around the urgency to evolve at an accelerated rate.

Marie Andel, Executive Vice President, People & Culture, CSAA Insurance Group

Andrew Beal, Chief Operating Officer & Chief Legal Officer, NAIC

Andrew Breen, Senior Vice President of Digital, Argo Group

Kristof de Bremme, Head of Marine, General Insurance, AIG

Karen Furtado, Partner, Strategy Meets Action

Nick Gerhart, Chief Administrative Officer, Farm Bureau Financial Services, former Iowa Insurance Commissioner

Rooney Gleason, President Argo Insurance – Grocery and Retail and Head of U.S. Digital

Jonathan Godsall, Partner, McKinsey & Company

Kirstin Marr, President, Valen Analytics

Matt Mosher, EVP and Chief Operating Officer, A.M. Best

Dan Reed, Managing Director, American Family Ventures

David A. Sampson, President and CEO, PCI

Jean Vernor, Head of Incubator, New Strategic Markets, Munich Re, US

Mitchell Wasserman, Chief Product Officer, Insurity

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Executive level attendees only subject to approval by the hosts of the session.

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1:00 PM

Room 313/316

### **Global Executive Summit – Amplifying Digital Breakthroughs**

The insurance industry is undergoing transformation like never before, and the pace of innovation coupled with the opportunity to disrupt the insurance ecosystem has never been greater. Salesforce, Deloitte, Vlocity and Plug and Play invite you to join us as we discuss key issues arising from new tech-enabled segments like digital transformation, cloud, and customer experience at the 2018 Global Executive Summit – Amplifying Digital Breakthroughs.

We will tackle key hot topics affecting the Insurance industry. The program will feature a stimulating agenda comprised of fireside chats, panel sessions, and an interactive discussion.

This is one event that insurance professionals can't afford to miss. We hope to see you there. Lunch will be provided.

Open to Director level and above ITC Attendees.

10/1/18

1:00 PM

Room 208

### **Global Insurtech - A Celent Preconference Session at InsureTech Connect**

Great solutions know no boundaries, and this is especially true with insurtech. Unconstrained by geography or imagination, the startup insurance technology dynamic is global at its core.

But navigating the landscape is complicated, requiring determination and insight. What are the differences and similarities between regions? What is being built / where? What has worked? How can insurers, startups, incumbent technology providers, and venture firms best work together?

Join Celent and invited guests in an interactive session to explore the keys to success in global insurtech. This preconference session explores the practical steps various stakeholders need to take to maximize value.

Open to all ITC 2018 Registered Attendees.

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1:30 PM

Room 319

**Life and Annuity Insurtech Showcase, brought to you by Sureify and Hannover Re**

Sureify and Hannover Re join forces for a second year to showcase leading insurtechs and the innovative tools and platforms powering insurance 2.0

*Speakers include:*

Dustin Yoder CEO at Sureify,

Mike Reeves Vice President Partner Solutions at Hannover Re,

Tony Laudato Vice President Partner Solutions at Hannover Re.

Also presenting: Body Composition Technologies, Human API, Atidot, FAST and Denim Labs

Open to all ITC registered attendees. Tailored for Executives/Actuaries/Underwriters in the Life and Annuity Industry.

10/1/18

1:30 PM

Room 203

**ITL's Insurance Innovation Workshop**

Insurance Thought Leadership's Insurance Innovation Workshop will be a fun hands-on experience to guide participants through an effective innovation process used by leading insurance innovators to align new concepts with overall goals, generate high-quality ideas and drive a return on innovation. Participants will learn the importance of setting boundaries to focus innovation efforts. Teams will identify a meaningful consumer segment; a pain point for that consumer segment, also known as a job to be done; and a technological application. These three pieces of information form the Strategic Opportunity Area, which is the basis for asking for ideas and exploring opportunities to grow through innovation.

Open to ITC 2018 Registered attendees. Intended for insurance industry incumbents, and also open to startups and students.

10/1/18

2:00 PM

Room 306/307

**Customer Acquisition is the New Battlefield, brought to you by Direct to PolicyHolder**

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The rise of ecommerce has led to a much more competitive insurance purchasing landscape - for many insurers the battle to profitably acquire the customer is the top priority. This has driven the need to consider a direct to policyholder solution.

With this new strategy comes the necessity for new core competencies - integrated marketing, conversion rate optimization, customer retention best practices and advanced analytics. Direct To PolicyHolder (DTPH) will break down the major stages of ecommerce, as well as some of the tools and techniques needed to succeed in profitability acquiring policyholders with an ecommerce solution.

This session is targeted at brokers or insurance carriers that are interested in finding new means of ecommerce based, direct to policyholder distribution. There will be three identical sessions running at 2PM, 3PM and 4PM.

Speaker:

Maressa Friedman  
Google Certified Speaker

10/1/18  
2:00 PM  
Room 304

**Leveraging Machine Learning and Artificial Intelligence to Improve Customer Interaction and Reduce Churn, brought to you by EIS Group**

Please join EIS Group for an informative, interactive session providing a real life example of how to utilize innovative machine learning and artificial intelligence solutions to mine customer data, improve customer interaction, and reduce churn. EIS Group experts will describe multiple use cases for carriers and feature a real-world solution built on AWS machine learning technologies to find patterns in customer transactions and interactions, detect potential customer churn and recommend mitigation strategies. We'll also share the strategies, challenges and process involved in building out predictive solutions. Learn how to leverage AWS cloud-based ML / AI solutions to gain important insights to your business. This session is intended for carrier attendees from all lines of business, including business, technical, and development managers.

10/1/18  
2:30 PM  
Room 201

**Meet the Regulator, in partnership with the NAIC**

Proving that Regulation and Innovation go hand in hand, in partnership with the National Association of Insurance Commissioners, we are pleased to offer this pre-conference workshop to give insurtech startups informal, non-binding feedback from insurance regulators on their innovative business plans, identifying any issues that might trigger regulatory concerns and

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impact their strategies or market adoption. The goal of the “Meet the Regulator” meetings is to provide informal, immediate feedback to guide startups navigating insurance market complexity, as well as to help insurance regulators stay current with the innovative ideas transforming insurance.

Format: Table discussions set at 5 roundtables in the room, each staffed with 1-2 regulators. Insurtechs will book one of the available 20 minute sessions and join one of the roundtables for discussion.

10/1/18

5:00 PM

Topgolf

**Official Kickoff Reception**

10/2/18

7:00 AM

Grand Garden Arena

**Breakfast**

10/2/18

7:00 AM

Grand Garden Arena Lobby

**Registration Open**

10/2/18

8:35 AM

Marquee Ballroom

**Chairman's Remarks**

Caribou Honig brings his unique viewpoint as co-founder of a boutique venture capital firm, advisor to entrepreneurs and industry executives alike, and co-founder of InsureTech Connect itself. As is tradition he will kick off ITC 20108 highlighting key themes like the evolving relationship between incumbents and startups, and the emerging role of Tech Titans. But that’s just the beginning! Caribou will get everyone excited with his bird’s eye perspective and provocative questions. Vegas had Frank Sinatra ... ITC has Caribou Honig ... our Chairman of the Board!

10/2/18

8:50 AM

Marquee Ballroom

**Turning the Risk Lens Inward: Coming to terms with Disruption Risk in Insurance**

The insurance industry is founded on assessing risk for its customers. Over many years it has become expert in determining the likelihood of fire, theft, and floods, not to mention the odds

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that Mick Jagger's voice would give out on tour, making it essential to cancel concerts, disappoint fans, and forego millions in ticket sales. But the risk of disruption to the insurance industry itself is unclear, unbounded, with key factors and consequences not well understood. This, despite mounting evidence that disruption is coming for the insurance industry... as it has to so many others. In this discussion, Rick will unpack a method for framing disruption risk, and outline a model for what to do about it, drawn from the rough-and-tumble of the tech sector. He will draw on his own experience working with companies at all stages of growth, from startup through >\$80Bn enterprises, and as a startup executive, operator, and advisor. What bets should we place? With what urgency? And, assuming we have identified the right bets, how do we change the way we deal with disruptive change?

10/2/18

9:10 AM

Marquee Ballroom

### **Karma In Insurance?**

Credit Karma is like insurance- it is a story of longevity and perseverance. It also happens to be a story of being there for customers, helping them live more fulfilling lives. Credit Karma until today has been a story that doesn't actually include insurance. That all changes ... RIGHT. NOW. Taking the stage to share a world premier is Credit Karma's CEO Ken Lin.

10/2/18

9:30 AM

Marquee Ballroom

### **Money Talks: Insurance. Innovation.**

Emily Post always said "it isn't nice to talk about money." But when one speaks about insurtech the subject of money inevitably comes up. The amount of money invested in insurtech is significant (billions - yes billions with a B) but the insurance part of insurtech is in the trillions of dollars (yes trillions with a T). That is why a conversation about innovation in insurance is only partially complete by talking about the tech. To fully understand insurance you have to look at the innovations across the financial landscape from not just investments into companies but event in the capital markets themselves. Insurance innovation is a tale of rapid change but marrying that with fundamentally long-term thinking. How much can we push things today while still creating the stability for the next 300 years of insurance?

10/2/18

10:00 AM

### **Networking Break**

10/2/18

10:30 AM

Room 314/315

### **Financial Inclusion: Innovation Meets Social Responsibility**

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Globally there are 1.7 billion people that lack access to financial services, and many more who are underserved. While the insurtechs narrative is often about decreasing costs, improving customer experience or disrupting existing models, for most of the world, the promise of insurtech is far greater. It has the potential to radically change this paradigm, by changing how customers think of and understand insurance. This is the insurance industry's opportunity to grow the market, radically increase the amount of customers served and do good in the process. In this panel, we will hear the voice of innovators at the forefront of this coming change.

10/2/18

10:30 AM

Room 310

### **Random Acts of Digital: There Are Better Options**

Every insurance company is aware of the need to capitalize upon the power of technology to revisit their business models, rapidly launch new insurance products/coverages, and acquire customers through new channels. Most carriers are trialing new digital capabilities. Some carriers are doing so randomly, some more strategically. But getting to market quickly is not easy given existing insurance business models and their legacy systems. EY will present provocative and proven options to reduce the launch time and cost for insurance product and digital capabilities for both Property & Casualty and Life insurers. MetLife will share their views and experiences across the full range of these options.

10/2/18

10:30 AM

Room 313/316

### **Moving from Selling Products to Services: From Protection to Enablement**

Insurance plays a critical role in global operations, prosperity, and safety. Yet, there is a large gap between the role insurance companies play and how they are perceived. Many insurers in a desire to be both customer-centric and relationship centric have begun to reimagine what being an insurer means. They see a world where insurers can and should be active participants in improving the quality of their customers lives not just there in a time of need. They don't want to just sell products. They want and feel they must become enablers of the journey.

10/2/18

10:30 AM

Room 319

### **Breaking News: World Exclusive Announcements and Launches**

It's the moment of truth, the moment they have been waiting and working for - watch LIVE as these companies take the stage, share their hard work and vision with you... FIRST. Game

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changing announcements only at ITC... either read about it tomorrow or you can be in the room today when it happens today!

10/2/18

10:30 AM

Room 312/317

### **Breaking News: World Exclusive Announcements and Launches**

It's the moment of truth, the moment they have been waiting and working for - watch LIVE as these companies take the stage, share their hard work and vision with you... FIRST. Game changing announcements only at ITC... either read about it tomorrow or you can be in the room today when it happens today!

10/2/18

10:30 AM

Room 318

### **Understanding the Customer Journey and Customer Lifetime Value**

Turning that one-time buyer to a customer for life is the holy grail for a company. Sitting on the front-end of the value chain, the marketing team faces increasing internal and external pressure and responsibility to grow and retain a customer base that maximizes customer lifetime value (CLTV). We've gathered some of the leading personal lines insurance marketers to share the technologies and data sources have they found that simultaneously fuel growth and moves the CLTV needle.

10/2/18

10:30 AM

Room 320

### **Unpacking the InsurTech Landscape**

In this session, we will walk through how the insurance tech space has evolved since ITC 2016. Specifically, we will analyze tech partnerships, investments and different strategies across home, auto, small business, life insurance and more. We will also cover topics including the gig economy, cyber insurance, and emerging ecosystems. Don't miss this data-driven overview of the state of insurance tech!

10/2/18

10:30 AM

Room 311

### **Bringing Distant Lands Close: LatAm**

With 640 million people and 20 countries Latin America encompasses 13% of the Earth's land surface area. The size and diversity of people and cultures may be one reason why the region is

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still in its insurtech infancy. Don't interpret infancy to mean a lack of innovation or sophistication, though. Enterprising and creative teams are launching new business models, products and services designed to unlock the large attractive profit pools that traditional carriers have not successfully penetrated. We bring together several of the best to take the stage and share how they are revolutionizing the industry.

10/2/18

11:10 AM

Room 314/315

### **Navigating the New Insurance Value Chain**

People used to think the world was flat. Then, pioneers circumnavigated the globe, and, as a result of their journeys, they changed not just our understanding of the world but how it worked, e.g., how and what goods were traded was fundamentally changed and society evolved. These journeys not only reshaped industries but created new industries as well, one of which brings us together - insurance. Today, a similar change is underway. Instead of involving movement across the globe, it involves the movement of code and intelligence. Advances in AI, blockchain, cloud computing, and big data, and more combined with a mobile-first way of engaging the world and each other plus other, underlying generational differences are reshaping our existing industries and creating new ones. Insurers of the future will still price risk and will still be there to help customers in their time of need, but how they do that will be fundamentally different from how they do them today. Insurers of the past primarily competed in their own vertical, however, new entrants and market disruptors are now driving successful players to compete across the entire value chain – how will you compete?

10/2/18

11:10 AM

Room 318

### **The Pathway to Growth and Innovation in the Age of Digital Insurance 2.0 by Majesco**

InsurTech startups, Greenfields and insurance innovation is not a fad that will go away, rather are an integral part of the industry that is here to stay. They are the first generation of Digital Insurance 2.0 companies who are flipping the Insurance 1.0 script and rewriting the rules of business by leveraging digital technologies and fresh thinking to overcome the weaknesses of Insurance 1.0. Hear from this panel of InsurTech startup and Greenfield leaders on how they flipped the script with new business models and go-to-market approaches through the use of a platform solution, providing them speed to value, unique customer engagement capabilities, and a test and learn environment for new products to drive growth and innovation in the age of Digital Insurance 2.0.

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Room 319

### **The Strategy + Tech Formula of Leading Insurers**

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Insurance organizations making significant progress in the technology transformation race share a common strategy: leveraging platform-based approaches to maximize flexibility, deliver value and measure results. There's a growing need to simplify and build synergies from initiatives including data analytics, artificial intelligence, IoT, digital transformation, and more. It's why Celent called 2018 'The Year of The Insurance Platform'. The panel will showcase how insurers and agents with this technology infrastructure are able to accelerate their strategic goals and demonstrate tangible benefits.

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11:10 AM

Room 310

### **Stop Insuring, Start Ensuring. Increase Your Profit and Customer Loyalty With a Watertight Solution by GROHE**

The pain of water damages suffered by insurers and its customers must come to an end. GROHE Sense & Sense Guard, wrapped in a turnkey solution for insurers, brings state-of-the art connected water security. Experience how we reduce consequences of water damage and help you boost your customer loyalty through a one-stop shop solution.

10/2/18

11:10 AM

Room 320

### **The Capital Conversation**

Those who want to change the world need big ideas ... and equally big checkbooks. We have assembled a global perspective from the top followers and funder of the InsurTech movement - those that were thinking about insurance technology before it was insurtech or insurtech. Not only have they funded some of the top companies, but they have a unique perspective on what it will take to be funded in the future and what themes are interesting to them. They may not predict the future, but they will be helping to fund it.

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11:10 AM

Room 313/316

### **Cyber: Defense Against the Dark Arts**

In many respects, cyber is the ultimate insurance opportunity - a high growth area where the risk is real and needs for a risk protection are equally real. But, the very nature of cyber also makes it a risk that many would prefer not covering or covering fully, as you cannot wrap a nice, neat bow around it. The fact that there are companies willing to cover what some would consider to be the riskiest genre is inspiring given the oft-cited description of insurance companies being risk averse. To dive into the nature of the risk, the needs, and the protection options of what could very well be one of the fastest growing products to come around in a

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hundred years, we have assembled a comprehensive representation of all the approaches in cyber - from identifying the risk to creating products for the risk.

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Room 312/317

### **Future of Insurance: Evolution of the Telematics Ecosystem by Octo Telematics**

As the use cases for connected car data expand, so are the applications for data analytics and understanding of driver behavior. We'll examine today's ecosystem and how it needs to evolve to enable the future of insurance and emerging business demands. Gain insight to Octo's insurance-focused IoT platform as it combines leading global tech innovators such as SAS and Salesforce with Octo's deep telematics and industry expertise to provision telematics-driven services for auto insurance and beyond. Hear unique perspectives of the key enablers of the future of insurance from a panel of industry experts.

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Room 311

### **Demystifying AI in Insurance by Genpact**

AI is changing the course of history in enterprise computing by addressing the last mile automation in business processes we haven't been able to fully automate over the last thirty years. Insurance businesses are innovating and looking to apply AI in the most productive areas to drive outsized business impact. This session talks about the challenges in implementing AI in the Enterprise. Through real-life examples in actual insurance implementations, from underwriting to claims submissions, learn how to address and overcome these challenges. Also learn which use cases represent the low hanging fruit, which ones to watch and evaluate, and which to hold off on for the time being in implementing AI.

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12:00 PM

### **Lunch & Expo**

10/2/18

12:00 PM

Conference Center – 1st Floor

### **Expo Open**

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2:00 PM

Room 313/316

### **Customer Engagement: Will It Be the Next Great Differentiator**

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What does the insurance company of the future look like? For one thing it needs to be able to engage with customers in the way that they want and in a way that extends beyond a transactional relationship. It's not helpful to anybody to only hear from their insurance company when it's time to pay the bill -once a year or when it's time to file a claim. All our panelists are actively trying to create ways where customers think about their insurance company differently. Less about new product creation or the newest digital buzz and more about securing people's financial future.

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Room 312/317

### **Digital Intelligence in Insurance: Practical Digitization in the Insurance Marketplace by EXL**

Digital Intelligence helps insurers improve profitability, operate more efficiently, and deliver better customer experiences. Where are you focusing your digital transformation initiatives, and are you achieving significant outcomes? Attend this session to hear our diverse panel of insurance carriers discuss how they are approaching and applying digital in their organizations, and how it is laying the foundation for the future.

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Room 314/315

### **Escaping POC Hell**

PoC - what are three letters put together that stand for so much promise but in far too many instances refer to stress, frustration, and missed expectations. With so many technologies and solutions to choose from, it only makes sense for insurers to take on a "test first, decide later" mindset. But, testing often becomes often as time consuming and wrought with issues as an enterprise wide integration. For insurers and insurtechs to succeed and realize the value that each brings to the other, it is paramount to make PoCs as easy as possible for insurers while not draining the oft-limited resources of a typical startups. PoC Hell is not one party's fault or the other, and it is also solvable. Come hear war stories plus tried-and-tested advice on how to break out of PoC Hell!

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Room 310

### **Blockchain: Building Trust in Insurance by IBM**

Blockchain has moved from idea to reality. Its implementation in insurance was valued at \$43 million in 2017 and is now projected to reach over \$1.3 billion by 2023, an increase of more than 2,000%. Join IBM Distinguished Engineer Bertrand Portier to learn how organizations in the insurance industry are using blockchain technology to bring speed, efficiency and

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accountability to business process and partner networks. Joan Zerkovich of AAIS, will join Bertrand onstage to discuss how AAIS is using blockchain to collect, manage and report insurance data on an open-permissioned blockchain network.

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Room 318

**The Impact of Mobility-As-A-Service on Insurers: Where Are We Today? Where Are We Going? by Arity**

With the ridesharing industry currently at 9 million users worldwide – and expected to grow eightfold to \$285 billion business by 2030 – challenges are mounting. New forms of risk that would benefit from new data are emerging: from insurance coverage and consumer engagement, whether to insure a ride or car-share driver or the passengers on these trips, to the technology companies enabling mobility platforms. This interactive session sets the stage on the issue, identifies the problems, and offers actions for insurers to take.

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Room 319

**Positive Selection: Using Underwriting as a Competitive Advantage**

You wouldn't think insurance and ad impressions have a lot in common, but in both cases, you want to be first. You want to be the place where consumers who have a choice go. You don't want to be the place where consumers cannot get what they want go. That helps explain why a certain insurance company spends so much money annually on advertising. The question for those without billion dollar ad budgets is how can a company attract the people best suited for its business, and if one wants to create an a competitive advantage that begins top of the funnel and doesn't just rely on product pricing, what are the steps to doing so?

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Room 311

**InsurTechs and Core Providers Delivering on the Promise of Innovation by Insuresoft**

The rise of insurtech has been a significant factor behind heavy investment in core systems by insurers who have increased expectations related to speed to value and interoperability. These expectations have created an opportunity to cultivate ecosystems that bring together the strengths of core systems providers with the emerging technologies of insurtechs. Collectively, these groups are now delivering on the promise of innovation, compelling customer experiences and operational improvements for insurers. In this session, you will learn from the experience of some of the largest insurers in the world as they share best practices to identify and integrate emerging technologies into their core systems to deliver tangible results.

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Room 320

### **How Close to the Core Can InsurTech Get?**

Be still my beating heart! The mega complex, indescribably important suite of administrative technology is the heart of how an insurance company runs. Home to all the business rules, all user data and interactions, it is because these systems are so critical that it is unsurprising that they are some of the most outdated. They are in many respects the definition of legacy tech. And, everybody realizes the limitations of relying on legacy, try convincing those responsible for its operations to touch it. That of course hasn't stopped insurtechs from creating solutions for the core, and it hasn't stopped forward thinking insurers from touching this holy grail. Core replacement is very costly and by the time its finished it can be outdated. So what's the right approach - how do you look like digital first company without causing catastrophic failure? We've got a mix of insurance tech leaders and the insurtechs who think they can help companies make the switch. No heartattack city here just a collection of different approaches to modernization.

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3:00 PM  
Room 319

### **Agents of Change - InsurTech Face-Off Debate by Capgemini**

Capgemini is thrilled to announce InsurTech Face-off, our inaugural debate at InsureTech Connect 2018 featuring senior executives and influencers from incumbent insurance and InsurTech firms discussing the future of insurance. Customer demands, emerging technologies, regulation and the rise of InsurTechs are all causing the insurance industry to undergo a profound transformation. As incumbents and InsurTechs vie for market share, what is the best way forward? Join our debate panel as they explore issues such as collaboration and innovation through open APIs, creation of new business models, and leveraging data and emerging technologies to improve operational efficiency, profit margins and customer experience. InsurTech Face-off, which will include multiple rounds of debate, will be live streamed online. Both audience members and online viewers will also be able to vote on the winning answers in each round. In addition, Capgemini will hold an interactive live Twitter chat to continue the debate conversation online.

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Room 320

### **So You Want to Be an InsurTech**

Insurance is highly regulated... for good reason - there is a mandate to protect people. Thankfully the insurance industry has regulators that are among the most open and forward thinking especially when it comes to insurtechs potentially making their customers better

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served. Yes, going from idea to in market is harder in insurance than so many other industries, but there is a growing ecosystem committed and passionate about how to better build the products and services of the future. And, some of the best and most experienced, are in this room for you.

10/2/18

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Room 313/316

### **Spotlight on Small Commercial**

Extra! Extra! Read all about it! Five years ago if you had asked people where the biggest opportunities in insurtech would be, chances are very few would have said small commercial insurance. Why? Super fragmented, highly regional, and high touch for a lot of low premiums. At the same time, that is exactly what has attracted insurtechs to the small commercial sector - the chance to aggregate and automate. Personal lines still tends to get the front page headlines, but open that paper, and some of the best stories are being seen in small commercial. We put the spotlight on the good things that come in small commercial!

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Room 312/317

### **Automated Machine Learning in Insurance by DataRobot**

We will start the session with an overview of Digital Transformation (== elastic computing + internet of things + AI). Then we will focus on AI and AI-driven organization. A quick demo of DataRobot Automated Machine Learning will explain the end-to-end AI process. Finally, Greg will share his words of wisdom for large insurers aspiring to be AI-driven (a lot of data, vast resource but a lot of tech debt, high process complexity). And Satadru will talk about AI-driven start-ups (less data, less resource but no tech debt, more agility).

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Room 310

### **How can Microservices Power Rapid Product Launches for Established Insurers and Startups by Solartis**

Hear Insurance innovators discuss how they assembled the components for a successful product launch. Understand their thinking on build versus buy IT decisions, what to in-source and what to out-source, and their experiences working with partners, regulators and suppliers. Key takeaways include how to implement a microservices architecture to maximize the probability of success, danger signs to look out for while preparing for the launch, and what to do when things start to go wrong.

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3:00 PM

Room 314/315

### **The Future of Innovation is Collaboration**

Disruption stories get the headlines. They are the keep one up at night, that dose of paranoia to get through the day. They are real, yes, but they should not and do not define InsurTech. The stories may be less fear-inducing, but the true promise lies in marriage of strengths of taking one plus one and making three. That does not happen through disruption. It happens through collaboration between insurtechs and insurers, between insurtechs and other incumbent brands. The industry improves best when increase how it collaborates. Come hear from those who have taken a partnership first approach and whose stories describe new ways for growth - from new products to increased operational efficiency to greater customer centricity.

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Room 318

### **How to Successfully Partner with a Start-up, and Tips for Cloud and Data Initiatives by Atidot, with the Participation of Microsoft**

Collaborations between insurance companies and start-ups can be challenging. Different cultures and mind-sets can sometimes prove difficult to navigate. This workshop aims to give practical advice on how to choose and work with a start-up, how to build a work schedule and how to ensure that areas of difficulty are addressed in advance. We aim to provide insurers with tips on how to maximize the success of a partnership in order to engage fully with tech partners. Insurance companies will be able to come away with a clear idea of how to approach engagement.

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Room 311

### **Increasing Customer Engagement Through Conversational Texting by Zipwhip**

Curious about how text messaging can improve your client communication strategy? Come hear from a real Zipwhip customer who is increasing company efficiency and building stronger client connections using two-way business texting.

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Room 314/315

### **Cutting Through the Hype on Big Data**

If we were playing Buzzword bingo, "Big Data" would for sure be on the list. The problem is that we intuitively know what it is, but it isn't as intuitive to define. So, what is big data and what does it mean for insurance. It is the encapsulation of a shift in both quantity and type. Today's

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mobile, social world means not just a Big Bang explosion in the amount of data created, but the vast majority of this data is unstructured. It is ultra rich in context (a picture is worth a thousand words), but it is not the nice, neat standardized data from which industries like insurance are used to operating. At the heart of cutting through the hype is assessing both what this new data is, how do you access it, what value does it have, and where is it best applied. Not to mention, are there restrictions on what data should be accessed and how it can be used? Get your buzzword Bingo Cards ready for a journey that makes the often abstract, actionable.

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Room 312/317

### **Innovation Showcase: Consumer Engagement**

Some ideas and innovations are best seen not just heard. Our innovation showcases are a “show and tell,” where the focus is on practical applications for emerging technologies and creating sustained, measurable results. In this session we explore customer engagement. Companies recognize this is one of the greatest areas for not just differentiation but for both operational efficiency and enabling better customer centricity. Hear from those with real solutions!

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Room 311

### **Innovation Showcase: Live Demos for Real Problems**

Some ideas and innovations are best seen not just heard. Our innovation showcases are a “show and tell,” where the focus is on practical applications for emerging technologies and creating sustained, measurable results. They are your chance to experience a curated group of innovators who will make what they do real.

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Room 318

### **Innovation Showcase: Spotlight on Female Founders**

Some ideas and innovations are best seen not just heard. Our innovation showcases are a “show and tell,” where the focus is on practical applications for emerging technologies and creating sustained, measurable results. Hear from female founders who are making a difference when it comes to your health, saving your home from floods and communicating with your customers. And as a special treat the winner of our Female Founders competition will present – who will it be? Find out only at ITC 2018!

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Room 310

### **Rise of the Human: Tech + Talent**

Tech is the shiny object ... it is the enabler, and it is easy to think of it as a tech-led rather than tech-enabled movement. But ask the C-suite what makes for high performing companies, they may mention tech, but only after they mention their people. And, while great tech can help create consistency for less skilled workers, great tech in the hands of great people can lead to next level outcomes. As a result, a proper conversation about InsurTech is one that addresses how the industry continues to attract great people as well as focusing on some of the technology designed specifically to make its people better.

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Room 314/315

### **The Migration of Ideas: Cross Border Collaboration**

Origin stories are not always obvious, and it is easy to overlook the path ideas and businesses took to get to where they are today. How the influences from other countries and cultures help make great ideas can be unexpected. The key is in many ways opening one's horizon and looking in places they may not normally look. During this session learn how to take your business to new markets, how to understand if your business will do better in a new market and how to find the right partners in a new market all from the trail blazers who have had their own cross border success stories.

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Room 319

### **The Odd Couple: Smart Home Meet Smart Insurance**

Insurtechs and insurers/reinsurers are no strangers to partnering together, but partnerships between insurtechs and other incumbent brands is still in its infancy. Enter the smart home. Not only is there a battle underway to win the smart home but there is a chance that insurance may be the secret weapon. The smart home also represents a new way for insurtechs to partner with incumbents that aren't in the insurance industry. As ITC is a place to create new partnerships, so it is a place that showcases unique partnerships. In this case, the partnership is between one of the U.S.'s largest media conglomerates and one of the most modern insurance providers. Find out why Comcast cares about insurance, why it chose Hippo, and what this partnership tells us about the future of insurance.

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Room 313/316

### **Moving Beyond Legacy**

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Legacy. It is by so many accounts an aspirational term. Except when it comes to technology and process. Then legacy becomes an anchor that prevents even the most stalwart brands from moving forward and serving the needs of their customers. Yet, one cannot have legacy technology, process, etc. without first having achieved a level of success. Thus, legacy represents both a badge of honor but simultaneously a limiting factor in playing the equivalent role in the years to come. The best companies both embrace their legacy but do not operate as a legacy business. Come hear how some of the most storied brands manage the duality of legacy and create an organization of the future while still embracing their past.

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4:30 PM

Expo Hall

**Office Hours**

Returning for 2018, VC Office Hours is now... Office Hours! We have taken all of the best of VC Office Hours, but instead of being just a curated group of investors, you will now find legal, procurement, and growth strategy - everything entrepreneurs need to scale their businesses. No appointment necessary. Just find the executive you would like to meet and come to their "office."

10/2/18

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Conference Center – 1st Floor

**Official Reception (With Exhibits)**

10/3/18

7:00 AM

Grand Garden Arena

**Breakfast**

10/3/18

8:00 AM

Grand Garden Arena Lobby

**Registration Open**

10/3/18

8:30 AM

Marquee Ballroom

**That was fun! Now for Act 2!**

Lemonade CEO and cofounder Daniel Schreiber will explain why rapid growth, automation, and delighting customers is only Act 1 for Insurtech. Act 2 is about to kick off, and promises to transform the very heart of insurance.

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9:00 AM

Marquee Ballroom

**Facing the Elements Together: Fulfilling our Purpose through Collaboration**

How can we create shared value across our industry? By focusing on our shared purpose, redefining our relationships to each other and unlocking the possibilities of true partnership. Tony Kuczinski shares insights from Munich Re's journey of transformation and innovation across the insurance value chain.

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Marquee Ballroom

**CEO Seat**

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10:30 AM

Marquee Ballroom

**Presentation by Jean-Marc Pailhol, Head of Global Market Management & Distribution, Allianz**

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11:00 AM

Marquee Ballroom

**Fireside Chat with Inga Beale**

As the first female CEO of Lloyd's, it's been said her boldness and persistence have generated the momentum required to bring about real change. Beale has been a champion for diversity in the workplace, facilitated the move to electronic processing and ensured a bright future with the establishment of Lloyd's Lab, a new innovation accelerator. No stranger to challenges, with grace and determination, she led Lloyd's through 2017's \$2.5 billion in losses due to natural catastrophes. The former competitive rugby player, known as Inga the Winger, has preserved a legacy and prepared a 332-year old institution for what may lie ahead. It's an ITC honor to have Inga Beale sit for a fireside chat.

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11:30 AM

Marquee Ballroom

**Trust - A Presentation by Dan Ariely**

Trust is an incredibly important factor in society. But it's not always visible. We don't always recognize it, or value its contribution to society. The insurance industry is no stranger to trust. That is its promise to its consumers. Trust us to be there for you in the future. Unfortunately for insurance a lack of trust in the industry is as prevalent a sentiment. Not only do customers not

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trust their insurance providers, insurance companies don't trust their customers. The cycle of mistrust is expensive and corrosive. But breaking it has been the harder question. The Author of Predictably Irrational and The Honest Truth About Dishonesty shares insights, anecdotes, and practical advice for creating more trust in our brands and each other.

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12:00 PM

Conference Center – 1st Floor

### **Expo Open**

The InsurTech movement has, perhaps unsurprisingly, viewed the role of the agents and brokers as a first on the tech chopping block. And, not surprisingly, many agents and brokers have wondered what InsurTech means for them. But, as the world gets more complex, evidence in favor of the role of the broker becomes increasingly strong. As CEO of MMC, the world's leading professional services firm in the areas of risk, strategy and people, as well as a Fortune 500 company, Dan Glaser has a unique perspective on evolving insurance landscape. Hear valuable insights from this CEO of a Fortune 500 publicly traded company who represents one of the most central pillars of the future of insurance.

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Room 320

### **Can Insurance Be Bought Not Sold**

The ITC community is the most advanced insurance community in the world; yet, how many in this audience go through their days thinking today is a great day to purchase insurance. If the most sophisticated audience doesn't think about it daily, what about the rest of the world? That remains one of the hardest things about insurance, especially non-mandated industries like life insurance, getting people to think about buying it, instead of the industry having to try and sell the benefits of coverage. For all the hype InsurTech has garnered, perhaps no challenge is more difficult and more rewarding than being able to shift how consumers think about insurance. In this all-star conversation, leaders from insurtechs to incumbents tackle what it takes from a product and organizational standpoint to have insurance bought not sold.

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Room 318

### **Profitably Winning in the Mid-Markets and Millennials Market Using Digital Capabilities by SE2**

Insurers are looking to reach new markets with targeted and innovative products. However, most life insurers today are overly reliant on selling to high net worth clients as current distribution channels, administration costs and legacy system constraints don't allow reaching the middle markets. While a few insurers are pursuing the mid-market and millennials by

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creating entirely new companies, however this is a difficult, expensive and often complex endeavor. So, is there a better way to enter new segments for life insurers or is this market best left to new entrants? Hear from SE2 CIO, Vinod Kachroo on what it will take and on how a leading insurer put out viable new products using an innovative and digital solution.

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Room 314/315

### **Disruption From Within: Is It Actually Possible?**

Insurtech of the past was about enhancing retail-based offerings with improved customer engagement. The insurtech of today is focused on business model innovation and reconfiguring value chains. Customers and venture partners work in tandem to redefine the core of an organization's design. To be successful and drive disruption from within there must be an open innovation mindset. We get practical insight on the future of collaboration and techniques YOU can use from not one, but two sets of partners that have moved from small pilot projects to full commercial implementation!

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Room 313/316

### **On the Bleeding Edge: At the Intersection of Life and Health**

One of the fundamental questions arising from the InsurTech movement has been, "What should the role of an insurer be?" In life insurance, this translates into customers having a relationship twice per year - when the bill comes and the updated privacy policy notice is sent. Insurers often don't know their customer and so their customer do not and cannot know them. While not great, the status quo worked. Advances in smartphones and wearables have unlocked new opportunities for every day tech to play a meaningful role in health of consumers. And healthier consumers are ones that live longer, which opens up a new paradigm for insurers, who up until now were part of this person's life but not able to be a part of living a longer, richer life. Few areas have shown as much promise as the intersection between life and health, and it is a field that is starting to garner the attention it deserves.

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Room 311

### **Solving the Customer 360 Challenge – The Next Generation by MarkLogic**

This session will present the Customer 360 challenges faced by carriers, how they have attempted to solve them in the past, and how a true Customer 360 Plus can now be achieved using InsureTech technology. Carriers have long struggled to understand their customers, both buying customers such as policyholders, claimants and beneficiaries as well as their selling customers including agents and brokers. We have already been through three generations of

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Customer 360 using three generations of technology and now the next generation, connecting customer knowledge with engagement is finally possible.

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Room 312/317

**Sponsored Workshop by Kryon Systems**

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Room 310

**Using Data as a Strategic Asset at Berkshire Hathaway Specialty Insurance by Duck Creek Technologies**

Berkshire Hathaway Specialty Insurance has experienced multiple years of tremendous growth, marked by continuous product and geographic expansion. A key element of their growth strategy is enabling their cross functional teams put data to work to deliver not only critical enterprise reporting, but improved business decisions. Come join Isa Terzi, VP, Global Analytics and Reporting Lead and Duck Creek CMO, Scott Fitzgerald as they discuss the role of data strategy today, tomorrow and into the future.

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Room 319

**Don't Be Left Behind: the New Norm in Claims Payments - Instant, Digital, Delightful By Ingo Money**

You've invested in simpler, faster, online and mobile claims platforms. Now end to end platforms exist to take a claim from FNOL to payment in less than a day. Policyholders no longer have to wait for slow, hassle-filled payments by paper check or ACH. The result is happier, more loyal customers, and a healthier bottom line for you.

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Room 311

**At the Crossroads of Ownership and Autonomy**

Perhaps paradoxically, there are fundamental things that are happening that aren't inspired by autonomy or directly related to autonomy, but chances are we will look back and see them as a step in the autonomous direction. One of them is ownership - how we own and interact with things. The nature of ownership will be as big of a change as as autonomy will be to vehicles. With some estimating that by 2025-26, vehicle subscription programs could account for nearly 10% of all new vehicle sales in the US and Europe, the American dream of 2 cars in the garage is going to look very different.

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Room 313/316

### **Blockchain - The Force Awakens**

Very few technologies are as unexpectedly controversial, occasionally divisive, and yet as potentially powerful as Blockchain. The controversial component comes most likely from blockchain's best known use case - cryptocurrency - with the world still waiting for the next breakthrough application. Will it be insurance? These panelists not only believe so but are far along the path of proving it should be.

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Room 312/317

### **Innovation Showcase: Practical Applications of AI**

Some ideas and innovations are best seen not just heard. Our innovation showcases are a "show and tell," where the focus is on practical applications for emerging technologies and creating sustained, measurable results. And, arguably no emerging technology benefits more from this from seeing it in action than AI.

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Room 318

### **When Your Customers Need You Most is Your Competitive Advantage**

Hopefully, you haven't had to experience a natural disaster or suffer major loss. If you have, or if you have listened to the call center recordings on first notice of loss, you realize firsthand the power, the potential, and the promise that is Claims. The claims experience more than any other is the first chance to make a great impression. And, when companies speak of customer centricity, arguably there is not a better place to focus than Claims. Yet, paying claims mean paying out money, and thus there exists a natural tension to resolve if one is to achieve great customer centricity while maintaining profitability. The good news is that greater customer centricity does not have to mean decreased profitability. It means empowering the organization and the customer to provide personalized experiences and fast resolutions. Tech just happens to be one of the ways to create wins for the customer and the organization. We break down the ways emerging InsurTech solutions—including automated aerial imagery analysis, touchless estimating, and risk analytics—are creating opportunities to reach customers faster, keep them confident and give them the tools to get back on their feet.

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## **Why Pilots Fail**

So much focus, rightfully so, has been on testing, getting proof of concepts and pilots off the ground. Spoiler alert! You will have a pilot fail ... at least once. While getting to the proverbial PoC is still critical - it is not enough. The reality is that many will fail, and so now, it is less about getting to the pilot and much more about making sure failure doesn't stop us. Even in failure, both sides will have invested heavily. It's not always fun to talk about failure, but learning from mistakes is the best way for us to increase the likelihood of success going forward. Hear from peers that have failed and failed and then SUCCEEDED! The only path to things going right is understanding the steps to avoid that will increase your odds of failing.

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Room 320

### **Reconciling Risk: Robot Drivers vs. Human Drivers**

The time between now and when autonomy fully takes the road is long, but this future is a road being paved with technologies of today. Until cars are the only drivers, the objective to get humans to be as close to robots in their ability to prevent accidents and be safe is a desired want. Who's making that happen? Zendrive, a Fast Company Most Innovative Company, and rideOS are just a few who are creating the building blocks to ensure safer roads for humans.

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Room 310

### **Bringing Distant Lands Close: India**

For a country of such rich history, modern India is still quite young - 70+ years of independence from the British. But, with an economy that is half the size of the U.S. in terms of purchasing power and growing fast, this emerging market is better viewed an emerging world power of which others are just starting to take note. Join two of India's hottest insurtechs, who happen to also be two of the best funded insurtechs in the world for a frank conversation about succeeding in this emerging market.

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Room 319

### **Digital MGAs: InsurTech's Big Bet**

E-commerce has been retail's double-edged sword. It became a boon for those who could adapt their organizations to serve the customer in a manner they clearly preferred. It became the bane for those unable or unwilling to meet the consumer, as the ability to push the consumer towards a behavior they didn't prefer has meant a slow death for those that tried. The lessons of retail have not escape the insurance industry, and it is those lessons that have

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led to one of the bigger bets in InsurTech - the Digital MGA. Similar to many e-commerce firms, they don't manufacture the product, but they are the ones seen as not only understanding the customer but both able to access them and serve them in their preferred manner. How are these bets playing out? Will they be the new norm? On the stage are those who have made the bets and those who are trying to prove out the bet.

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Room 320

### **API-ification of Insurance**

In many respects, the insurance industry benefits from having witnessed other segments of financial services undergo large scale changes. And one of the most profound changes that has taken place in financial services and is starting to take place in insurance is no longer thinking about systems as closed containers. Not only are systems being developed with connectedness in mind, but products are as well. An API mindset not only creates better systems, but it will arguably be the key to distribution as products become truly embedded experiences and existing systems become informed in a manner not possible today.

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### **Adapting Traditional Products for the Modern Environment**

It's a classic question ... how do you teach an old dog new tricks? In insurance you are finding two very different approaches. The first is to create a new product and differentiate yourself with underwriting, i.e., creating a new product. The second approach, which is in many respects almost more controversial as it believes the existing products work, is to focus on getting them in customers hands better than is done today. Do the insurtechs with their new tricks have the advantage - we explore!

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Room 319

### **The Many Shapes of Disruption**

Few names are as synonymous with doing things that have never been done before as Trov's Scott Walchek is. And similarly, few people have had as great an impact on enabling those disruptive ideas to market by giving entrepreneurs an insurance framework as Andy Rear. So, why not put them together! Listen as these two prominent voices in insurtech share their views on where we are today and the form they see disruption taking in the future.

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Room 318

### **Are You Ready for the Future?**

The insurance industry has made great strides in recent years at embracing technology and innovation, with insurtechs at the forefront of leading the industry to explore new and more efficient ways of doing business and managing risk. As new technology creates new frontiers for society, insurance industry leaders will be challenged to think differently about their future. Companies need to ensure their innovation capabilities are sufficient to keep up and to take advantage of the tremendous opportunities and new paradigms that technology will create. Will you be ready for what could be the greatest opportunity of your career?

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Room 311

### **Past vs. Present Data and the Promise of Real-Time Risk Assessment**

Insurance companies do not lack for data. They also do not lack for being data driven. But, there is one thing that has thus far defined insurance data - past tense. The industry knows better than any how to analyze massive amounts of past cases to predict the probability of certain things happening in the future. But, one could argue that it is hard to go forward when you are always looking backwards. That is what these companies can say. They do not argue a lack of value using historical behavior. Instead, they look to show that by using what is actually happening now, you can create better products and price existing products better.

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### **Getting Across the Finish Line: InsurTech Partnership Case Studies**

The path to innovation is paved with great intentions. The actual road to get there of course is rarely paved at all, full of potholes, blind spots, and other obstacles too numerous to name. Hearing how people make it to the finish line is arguably as valuable as hearing about the idea itself. As this is ITC, you get it all. You get to see the premier of the final product, the origin story of how it came to be, and what the teams went through in order to showcase their collaboration in front of you today.

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Room 314/315

### **Gig Economy: Is It the Economy of the Future?**

2017 saw 10% of the U.S. workforce categorized as “alternative.” If that number seems low to you, you would be right because it’s not accounting for workers with what the “youngsters” call, a little “side hustle.” This gig economy is among the most disruptive tech-driven tectonic

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shifts, as among other things it changes the relationship with something historically predictable - how we make a living. There are many questions still surrounding micro jobs and these employment shifts are not something the standard world of insurance is familiar with. Hear from leaders both enabling and serving his new gig economic reality.

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Room 310

**Bringing Distant Lands Close: Pan-Asia**

One of the lines those of us working on ITC say quite frequently is, while ITC may take place in Las Vegas, it is a global show. And, if you are going to travel outside your region for any event, we want this to be the one! In the spirit of showcasing innovation, few regions are perhaps best known for producing new tech and new approaches faster than Pan-Asia. Hear from those who are on the front lines, literally changing how insurance is created, bought, and sold in one of the most important markets in the world. It is also a region on the forefront of helping educate populations to make smarter protection decisions for their families and lastly those investing in the future.

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Conference Center – 1st Floor

**Closing Reception (With Exhibits)**

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**The Official After Party - Featuring Salt-N-Pepa**