

The Claims Event

12 October 2011,
Victoria Park Plaza, London

Hosted by



Keynote address:
Rt Hon Jack Straw MP



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The 7th Claims Club Annual Conference

A forum for debate, a catalyst for change

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Letter from the Chairman

The 7th Annual Claims Conference: bringing the claims community together to discuss, debate and instigate change

Register now

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Dear colleague,

The Claims Event is the Post Claims Club's annual conference, and the only event it hosts that is open to non-members. It offers a unique opportunity for suppliers to the claims community to meet and network with our members, senior claims managers from the UK's largest insurance companies.

The largest and most comprehensive conference in the claims sector, the event will address the major challenges facing your business in 2011 and beyond. This year's agenda incorporates a strong focus on the future of claims, covering key themes from preparing for a market without referral fees, to developing the claims leaders of tomorrow and streamlining operating models to improve customer experience.

Through a combination of expert presentations, panel debates and interactive discussion, this event will provide claims professionals with an unrivalled forum in which to debate, and shape, the future of the industry.

I look forward to meeting you at the conference in October.



Jonathan Swift
Chairman
The Claims Event 2011

Who you will meet

- Claims Club Members
- Claims Directors
- Claims Managers
- Claims Service Providers
- Underwriters
- Marketing Managers
- Call Centre Managers
- Loss Adjusters
- Loss Assessors
- Trade Association Representatives
- Regulators
- Solicitors

Conference highlights for 2011:

- Evaluating the operational and commercial impact of a referral fees ban on insurers
- Evolving your claims operating model to meet customers' needs
- Identifying and developing the claims leaders of tomorrow: A view from today's rising stars
- Improving vehicle safety and cycle times for motor claims
- Managing the implications of major weather events, from escape of water to flood claims

Attendees last year included:

ACE European Group	Halifax General Insurance
Ageas	Hertz Europe
Allianz	HSBC Insurance
Allianz Global Corporate & Specialty	Jubilee
Aviva	LV=
AXA Insurance	Marsh
BGL Group	MMA Insurance
Brit Insurance	Motor Insurance Bureau
Broker Direct	NFU Mutual
C N A Insurance Company	Provident Insurance
Chartered Institute of Loss Adjusters	QBE Insurance
Chaucer Insurance	RBS Insurance
CIS	RSA Group
CWMC	Service Policies
Ecclesiastical Insurance	Sterling Insurance
Esure	Techinsure
Europa General Underwriters NI	Towergate
Financial Services Compensation Scheme	Underwriting
First Assist Insurance Services	Tradex Insurance
FM Global Insurance	USAA
FSCS	Weqaya Takaful Insurance
Groupama Insurances	WMIC
	XL Insurance
	Zurich Municipal

Agenda

12 October 2011,
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08.30 Registration and coffee

09.00 Chairman's welcome and interactive voting



Jonathan Swift, editor in chief, Post Magazine

09.15 **Evolving your claims operating model to meet your customers' service needs**

- Which works better: specialists for each phase of a claim, a dedicated claims handler throughout the process, or a hybrid model?
- How does streamlining claims processes impact the skills requirements of the department?
- How do you make the transition?
- Demonstrating ROI on operating model transformation



Professor John Seddon, managing director, Vanguard Consulting

09.50 **Skills panel discussion: How do the leaders of tomorrow view the claims sector of today?**

- What, if anything, makes school leavers and graduates choose a career in insurance claims?
- What more could the profession do to attract young talent?
- Are current personal development strategies as effective as possible?
- What more could we do to develop and retain our best claims talent?

Chair: **Tony Emms**, UK chief claims officer, Zurich

Panelists:

Tim Andrews, claims manager (technical), Aviva UK

Neil Higgins, senior claims adjuster - global casualty and professional indemnity claims, QBE European Operations

Robin Stagg, corporate partner claims team leader, Allianz Insurance

10.35 Coffee and networking

Last Year's Event:



11.00 **The changing legal landscape for liability insurance**

- How much? Ogden tables, discount rate review and 'Jackson' damages
- For what? Causation, compensation culture and personal responsibility
- By which process? Portals, predictable damages, and mediation issues
- In what forum? A look at Rome II and UK devolution
- Come again? The increasing use of judicial review in shaping policy



Alistair Kinley, head of policy development, Berrymans Lace Mawer

11.30 **Mitigating losses from the growing spate of escape of water claims**

- Trends in escape of water claims in the wake of recent freeze events
- Is changing the terms of cover a viable solution? What will be the long term impact on customer satisfaction?
- Exploring preventative measures, from educating customers on risk management to installing mechanisms for protecting pipework



Joanne Musselle, head of claims UK and group claims strategy, Hiscox

12.00 Questions and comments

Streamed sessions

12.15 **Improving vehicle safety: What can insurers do?**

- Latest innovations in crash avoidance and mitigation technology
- Encouraging and incentivising customers to drive safer cars
- What support does the car industry expect from insurers, and how can we work better together?



Andrew Miller, research director, Thatcham

The future of flood claims

- Trends in global warming and their predicted impact on flooding
- How will the relationship between the government and insurers evolve over the next couple of years?
- How great is insurers' appetite for underwriting flood risks? How will this impact claims departments?

13.00 Lunch and networking

Another quality event by Post Magazine with informed speakers presenting relevant topics that affect the industry and an excellent opportunity to network.

Bob Still, Claims Director, Tradex Insurance. The Claims Event 2010 attendee.

13.45 **Delivering results through Claims Technology**

- The technology landscape today
- European technology trends
- The challenges of driving claims change
- What is delivering most value to insurers?



Imran Ahmed, partner – financial services performance improvement, Ernst & Young

14.15 **Working with the repair industry to improve cycle times**

- Why does it take so long to repair a car?
- What innovations in technology and process could we implement to improve cycle times?
- Changing the mindset of the repair industry to improve efficiency and put the customer at the centre of the process



Rob Smale, claims and operations director, Ageas

14.45 Questions and comments

14.55 Coffee and networking

15.25 **How will recent and future legislation change claims practices?**

- The Jackson Review in practice: How should it change insurers' operating models?
- Cracking down on claims farming and the use and abuse of consumer data
- Is there any future for referral fees? Preparing for a world without them
- Whiplash damages: How does the UK compare with other jurisdictions and what could we learn from them?



Rt Hon Jack Straw MP

16.00 **Referral fees panel debate**

- Should insurers ban referral fees? Will the government ban them for us?
- How will the market change if referral fees are banned, and what operational and commercial impact will this have on insurers?
- Working collaboratively to combat the compensation culture



James Dalton, assistant director, Motor, Property and Liability, ABI
Judith Gledhill, head of personal injury, Thompsons Solicitors
Robin Reames, claims director, Axa Personal Lines Direct



16.45 Chairman's summary and close of conference

17.00 Drinks reception sponsored by



Venue details:

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12 October 2011,
Victoria Park Plaza, London



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Claims Club members attend for FREE.

Please email nikki.poole@incisivemedia.com to confirm your attendance.

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Venue Details:

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For any additional information, please contact

the organisers:
Post Magazine Events
Incisive Media
4th Floor, Haymarket House
28-29 Haymarket, London
SW1Y 4RX
Tel: +44 (0) 20 7004 7472
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