1000+ Delegates Expected at Free Claims Innovation USA Virtual Event

Tuesday 4 May, 2021

The online event will explore how claims professionals can embrace digital transformation.

Over 1000 delegates from the insurance industry are expected to attend the Claims Innovation USA virtual event, which takes place online from July 13-15.

Run by Intelligent Insurer, the leading digital hub for senior insurance executives, brokers and insurtechs, the event is free for insurers to attend. It will address how claims professionals can become change agents, leading their organizations through digital transformation and providing an excellent customer experience.

Insurers, brokers, managing general agents, insurtechs and industry experts will come together online to debate the hottest topics claims professionals are facing right now. Chaired by Christopher Frankland, Founder, InsurTech 360, the event features insights from leading industry figures including:

- Ian Thompson, Group Chief Claims Officer, Zurich
- Tracy Bradbury, Head of FNOL & First Party Claims, UK Motor, RSA

- Don Jones, Head of Claims, Mass Mutual US Insurance Operations
- Shawn Crawley, SVP Claims, Sompo International
- Lori Pon, Director of Claims Transformation and Claim Service Center, AAA - The Auto Club Group
- Bill Chval, VP Enterprise Sales, Metromile.

The agenda is built around the current industry challenges and includes more than 30 diverse sessions in engaging formats such as in-depth case studies, fireside chats and lively panel debates.

Day 1 will explore how to deliver excellent customer experience in claims, with topics including how to digitize your customer touchpoints; how to exceed claims expectations and drive customer loyalty through transparency in claims; and a look at Aviva's claims innovation journey, with insights from Paul Gilbody, Senior VP National Claims, Aviva.

Day 2 explores the cutting-edge technologies that will reshape the future of claims, with topics including how to reduce the cost of claims and achieve faster turnaround times by unlocking the value of data; how to create a frictionless claims payments experience; and how to leverage the power of AI for automatic image analysis to ensure smooth and efficient motor claims processing.

Day 3 addresses how to improve your operational efficiency for high-impact business outcomes, with topics including how to embrace innovation in risk management in the age of uncertainty; how to redesign the workplace to engage staff, build trust in your organization and provide a better customer experience; and the power of strategic partnerships.

Event Chair Christopher Frankland, Founder, InsurTech 360, said:

"Emerging technology, combined with a focus on customer-centric thinking, is transforming the claims experience as we know it. Join me as I chair Claims Innovation USA and, alongside an incredible array of industry talent, dive into the four pillars driving exponential change across the claims ecosystem: the convergence of people, process, technology and data."

Speaker Michael Phillips, Chief Claims Officer, Resilience Insurance, said:

"Insurance and reinsurance leaders facing the extraordinary wave of ransomware and cyber regulation will need to innovate to remain client-centric while managing and measuring cyber risk. Claims Innovation USA is the vital forum for specialty insurance leaders to address these exceptional challenges."

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Speaker Marty Ellingsworth, Senior Analyst, Celent, said:

“Core to the promise of insurance, claims service is critical to quality for customer experience excellence, empathy, and efficient effectiveness - no one in crisis wants to wait and everyone deserves a fair and transparent settlement.”

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