Explore the edge of claims intelligence

Tuesday 5 July, 2022

A virtual event exploring how insurers can gain a competitive advantage by revolutionising their claims journeys

More than 1,000 senior executives responsible for managing claims within insurers are set to attend Claims Innovation USA, a three-day hybrid event, which will take place online on July 11 and 12, complemented by an in-person day of sessions on June 13 in Chicago.

The event is designed to help attendees revolutionise the customer journey insurers offer by understanding and leveraging cutting-edge claims intelligence and technology. This means hearing from a plethora of experts in their fields and learning about how innovation in claims management and processing is vital not only to thrive in a rapidly evolving environment but merely to survive in it.

The agenda of Claims Innovation USA has been designed to help claims executives truly reimagine what an optimal customer experience looks like and how to achieve it. It will explore how to break down silos to allow seamless communication between IT and claims departments and understanding the importance of allowing novel technologies to supplement, rather than replace, the human touch.

Attendees will learn how to unlock the power of data and analytics while revamping their operations. Whether by employing artificial intelligence (AI)-powered modelling to reduce the cost of claims, or adopting a nuanced approach to understanding the role of data in reframing anti-fraud efforts, or integrating novel systems with legacy systems, this event will inspire and encourage innovation in claims departments.

Here is a snapshot of what some of the speakers say ahead of the event:

“I’m looking forward to hearing from so many thought leaders on their innovation ideas. Having attended virtually in the past, I’m especially excited about this year’s in-person agenda in Chicago. So many ideas and innovations! Claims Innovation USA is overflowing with thought-provoking content.” Mike Bondura, SVP, Chief Claims Officer, Berkley Mid-Atlantic Group

“I am looking forward to what has been, historically, a well-organized event with key players in the insurance world. The topics are informative and interesting, while the speakers are phenomenal at providing real-world recommendations for navigating the strategic challenges that we face each day in this industry. I’m honoured to have been selected to speak to this diverse and innovative group.” Shane Sumrall, Executive Vice President, McGriff

"Claims Innovation USA is an excellent opportunity to hear from a variety of claims executives who possess years of experience with managing through innovation. I thoroughly enjoy participating in this event as it brings the best thought leaders together focused on improving the claims experience.

“Claims Innovation USA is an excellent forum for service providers, industry professionals and startups to gain appreciation for the journey of claims over the past 20+ years and hear how they play a part in the future of legacy carriers.” Shannon Harjer, Executive Claims Consultant, Quincy Mutual Group

Claims Innovation USA (July 11–13) will bring together 1,000+ executives and claims thought leaders operating within US insurers to share transformative insights on how to transform claims departments by using technology and innovation.

Featuring more than 40 speakers and delivering more than 15-hours of thought-provoking content, the event will deliver a powerful combination of in-depth case studies, interactive roundtables and lively panel debates designed to deliver the strategic insights that insurance executives need to instigate and deliver innovation in an ever-evolving landscape.

The speakers and panellists are all experienced insurance claims professionals able to speak from years of personal experience working on the frontline of what is a rapidly changing landscape as technology, data and all forms of innovation drive change on multiple fronts.

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What is more, in the context of the disruptive effects of the COVID-19 pandemic, the event has all the bases covered. For the first time, it has developed a brand new hybrid event concept: two days of online, virtual content, plus a day of live sessions in Chicago.

Run by Intelligent Insurer, the leading digital hub for senior insurance executives, brokers and insurtechs, the event is free for insurers to attend and features leading industry figures including:

- Patrick Nails, Chief Claims Officer, **Arch Insurance**
- Bryant Vernon, Chief Data and Claims Officer, **Aviva Canada**
- David Vanalek, Chief Legal and Compliance Officer, **Richmond National**
- Peter Piotrowski, Chief Claims Officer, **Vault**
- Cat Reese, Chief Claims Officer, **SageSure**
- Paul Gilbody, Senior Vice President, National Claims, **Aviva Canada**
- David Chmiel, Senior Vice President, National Director of Claims North America, **Hub International**
- Lori Pon, Director, Claims Strategy and Innovation, **The Auto Club Group**
- Amy Parker, Vice President, Claims, **SCOR**
- Peggy Klingel, Director Corporate Development, Startup Strategy & Innovation, Transformation Strategic Partnership, **Allstate**
- Brian LaSalle, Director, Claims, **Prospect Medical Holdings**
- Sharon Shaw, Head of Global Claims Strategy and Shared Services, **Axis Capital**
- Brian Pozzi, Vice President, Office of General Counsel & Corporate Claims Officer, **The Auto Club Group**

Agenda

Day one, on July 11 (virtual), will cover the customer experience. Expert panellists will discuss how to empower claims handlers through the use of technology, use digital tools to optimise the customer experience and meld automation with the human touch. It will feature speakers from Arch Insurance, SCOR, Vault, Richmond National and Kin insurance.

Day two, on July 12 (virtual), will cover data and operations. A stellar panel of experienced claims professionals will focus on how to leverage emerging technologies and data-driven innovation to better motivate and realise value from the workforce. Individual sessions will look at the use of AI, legacy systems and anti-fraud systems and feature speakers from companies including Lloyd's, Axis Capital, Resilience, Allianz and QBE.

Day three, on July 13 (in person, Chicago), will be a live, in-person event in Chicago, giving delegates the opportunity to meet face-to-face with peers for a day of networking and focused debate at an iconic venue. A diverse and knowledgeable range of speakers will discuss topics ranging from employee onboarding to insurance operating models to APIs to debating the future of claims. It will feature speakers from companies including Wilbur, Whatfix, Allstate, McGriff, Aite Group and Vault.

This ground-breaking event is the latest in an ongoing series of events run by Intelligent Insurer with the aim of equipping industry players with the networks, insights and knowledge needed to progress their careers and drive the wider evolution of the re/insurance industry.

Rachael Gore, Head of Digital Content for Intelligent Insurer, says:

"We are witnessing a period of rapid and unprecedented change in the claims space, driven by technology, innovation and customer demand. It is the perfect storm for many claims professionals, who increasingly realise that they must embrace innovation or get left behind. This event will offer the insights to do just that. Unparalleled line-ups of experts and thought leaders will offer lessons, insights and advice that cannot be missed.

"We are also delighted to unveil the way we have innovated to make this event a reality. The COVID-19 pandemic has challenged everyone, including event organisers. Taking into account the ongoing uncertainty due to COVID, we are delighted to launch this as a hybrid event: two days of superb online content that can be enjoyed by anyone in the world, complemented by a day of live sessions and face-to-face networking."

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