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Moving AI from promise to performance at Agentic and Generative AI for Insurance USA

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Senior insurance executives, AI leaders, technology specialists and transformation experts will gather in New York on November 18–19 for Intelligent Insurer's [Agentic and Generative AI for Insurance USA] conference, to explore how the industry can move from experimentation to scalable, enterprise-wide AI capabilities.

Taking place at The Westin New York at Times Square, the two-day event will explore how insurers can move beyond promising pilots and embed agentic and generative AI into the enterprise infrastructure, operating models and workflows needed to deliver measurable business value.

With more than 200 senior AI experts expected to attend, over 30 C-level speakers on the agenda and two dedicated tracks focused on use cases and enablement, the conference will provide a practical forum for insurance leaders seeking to turn AI ambition into operational reality.

According to Evident's Q4 2025 Insurance AI Use Case Tracker, 68% of publicly disclosed insurance AI deployments were generative or agentic, with agentic AI accounting for 21% of deployments. The direction of travel is clear: AI is no longer experimental in insurance; it is increasingly operational.

In 2026, the question is no longer whether insurers will adopt agentic and generative AI, but how quickly they can move from pilots to scaled production. Early adopters are already seeing measurable gains across underwriting, claims and operations, including improved productivity, faster decision-making and greater automation of complex workflows.

However, scaling AI across insurance enterprises remains challenging. Legacy data environments, fragmented systems, governance and regulatory complexity, model validation and organisational readiness continue to slow adoption. At the same time, questions around trust, accountability, explainability and appropriate human oversight are becoming central to every deployment decision.

Getting this transition right is now a competitive necessity. When implemented effectively, AI can unlock significant efficiency, improve decision quality and create long-term strategic advantage. When deployed without the right foundations, it risks wasted investment, increased compliance exposure and falling behind faster-moving competitors.

[Intelligent Insurer's] Agentic and Generative AI for Insurance USA conference is designed for senior decision-makers focused on real-world deployment, scalable use cases and measurable ROI. Attendees will hear from insurers already applying AI in production, technology leaders building enterprise AI systems and practitioners addressing the practical challenges surrounding data, governance, integration and organisational adoption.

Across two days, the conference will explore how insurers can move agentic AI from pilot projects to enterprise-wide capabilities that deliver measurable business impact. The programme will examine how intelligent automation and AI-powered decision support can transform underwriting, claims and operations, while addressing the data, governance, testing and organisational foundations required for responsible adoption at scale.

The agenda features senior leaders from across the insurance and technology sectors, including Helene Kubon Skulstad, EVP & Chief Transformation Officer, GRS, Liberty Mutual Insurance; Kyle Ramsay, Chief Product and AI Officer at Hippo Insurance; Bryan Brizzi, Chief Digital Officer at Crum & Forster; Leyla Delic, Chief Technology and AI Officer at AXA XL; Jay Bell, Chief Operating Officer & Head of Business Transformation Construction at Zurich North America; and Samrat Dua, Chief Digital and Technology Officer at Swiss Re. Key sessions will explore how insurers can reimagine their businesses through data, culture and customer experience; accelerate productivity and decision-making; build

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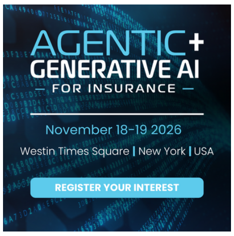

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scalable AI infrastructure; and balance innovation with effective governance, transparency, explainability and human oversight.

The conference will also examine how agentic and generative AI can reshape the insurance value chain, with sessions covering underwriting, claims, operations, data and distribution. Industry experts will explore how AI-powered agents can support more informed and consistent risk decisions, reduce administrative burdens, improve claims workflows and streamline complex insurance placement processes. The programme will also address the data readiness, integration, privacy and security challenges involved in scaling AI across legacy insurance environments.

Interactive roundtables will give delegates the opportunity to discuss practical issues including AI governance, testing, data quality, explainability, customer trust and scaling from pilot to enterprise. The event will also feature an Agentic and Generative AI Showcase, including a demonstration from Maariyaah Afzal, Founder & CEO of Silas Insurtech, before concluding with "Beyond Cost Savings: Make the Business Case and Prove the Real ROI," exploring how insurers can measure AI's contribution to underwriting quality, risk selection, customer retention, operational efficiency, speed-to-market and profitable growth.

Here is a snapshot of what some of the speakers have said:

"Too many AI conversations focus on activity instead of outcomes. The industry doesn't need more AI pilots. It needs more measurable business value. That's what 'From Vanity AI to Verifiable Value' is all about." – Jay Bell, Chief Operating Officer & Head of Business Transformation Construction, Zurich North America

"Most carriers can point to a pilot; very few can point to scaled P&L impact. The chasm between 'using AI' and being structurally advantaged by it is where the next decade of competitive separation in insurance will be decided.

Production-scale adoption that is actually embedded in core workflows and moving loss ratio or cost to serve is still rare. That gap will close faster than many people expect, but the real constraints are data foundations, systems integration and operational trust." – Kyle Ramsay, Chief Product and AI Officer, Hippo Insurance

"The biggest opportunity for agentic AI is automating and accelerating complex insurance workflows. Insurance professionals spend significant time gathering information, reviewing documents and coordinating activities across multiple systems. Agentic AI can perform many of these tasks, allowing underwriters, claims professionals and operations teams to focus on higher-value decisions.

Success requires more than deploying models. Organisations need strong data foundations, effective governance and integration into real business processes, while balancing innovation with appropriate controls, oversight and accountability." – Bryan Brizzi, Chief Digital Officer, Crum & Forster

Helen Raff, Director of Events, Intelligent Insurer, said:
"Insurance is entering a new phase of AI adoption. The conversation is moving beyond experimentation and individual use cases towards the more complex challenge of building the enterprise capabilities needed to scale AI responsibly and demonstrate measurable business value.

Our Agentic and Generative AI for Insurance USA conference will bring together senior leaders from across the industry to share practical experiences, explore what is working in production and address the data, governance, technology and organisational challenges that can stand in the way of successful adoption.

With more than 30 C-level speakers and a programme focused on real use cases, real ROI and real lessons learned, the event will provide insurance decision-makers with the insights and connections needed to move from AI ambition to sustainable enterprise impact."

With an agenda focused on practical deployment, responsible scaling and measurable outcomes, Agentic and Generative AI for Insurance USA is an essential event for insurance leaders seeking to build the capabilities, operating models and competitive advantage required for the next phase of AI transformation.

For more information and to secure your place, visit Agentic and Generative AI for Insurance USA.

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