

CONNECTED INSURANCE DAYS

 EUROEVENTS

A Touch from The Future

6TH - 7TH NOVEMBER
EUROSTARS HOTEL
BERLIN, GERMANY

Partners:

AMODO

LIFE
IS
HARD[®]
WORK SOFT

ThingCo
The Connected Ecosystem of Any Thing

Insurers are now embracing and leveraging new innovations that offer customers the choice and speed that they are expecting.

Today's insurers must not only meet but exceed the growing customer demands related to convenience, choice, a personalized experience, and a faster, automated service across the whole insurance journey, from purchase to first notice of loss, to settlement and so forth.

Connected Insurance Days Conference will uncover the power of IoT in the insurance industry, and explain why insurers should offer more connected products, that appeal to their customers. Moreover, it will discuss the right technologies that insurance companies should embrace to enhance customer experience and above all satisfy and exceed customers' expectations.

Join our event to hear the stories of the main game changers on how they are positioning themselves in the market; reveal the powerful potential of the right data, and how they can enhance your distribution channels and improve sales effectiveness.

Don't miss two days of this unique Berlin event, where the best players in the field will share their case studies and success stories!

Yours Sincerely,

Meriem Seghir

Senior Conference Producer



STAY CONNECTED



SPEAKERS



EMMANUEL DJENGUE

Innovation Director
RGAX



SEBASTIAN DOMINGUEZ

Head of Innovation
HDI Global



JONAS LORSON

Head of Strategy & Innovation
R+V Insurance Group



ELIZABETH CHEE

COO & VP Business Development
Iomob



RAPHAEL TROITZSCH

Head of Automotive Solutions & Smart
Homes Swiss Re



ERIK BARNA

Founder & CEO
Life is Hard

SPEAKERS



ARTURO LOPEZ-LINARES

Head of Claims
AXA



CARSTEN RAHLF

Head of Customer Service
Ergo



GORJAN AGACEVIC

CPO
AMODO



DR. BENEDIKT LAUDAGE

Head of Data Analytics
Allianz



MIKE BROCKMAN

CEO
ThingCo



NUNO HORTA

Head of Innovation
Ageas

SPEAKERS



DR. STEFAN KRÖPFL
Global Head of Life Business Analysis
Zurich



MARCO GIOVANNINI
Chief Financial Officer
Generali Vitality



HARRY VAN DER ZWAN
Head of Distribution Customer
& Commerce
NN Group



100+
DELEGATES

20+
SPEAKERS



30+
COUNTRIES



80% C-LEVEL & BOARD
LEVEL AUDIENCE



10+
HOURS OF
NETWORKING



18+
HOURS OF CONTENT

- *Keynote Presentation*
- *Panel Discussions*
- *Networking Session*
- *Round Table Discussion*



DAY I

08:15 Registration & Morning Coffee

08:45 Welcome and Opening Remarks from the Chairman

SESSION I: INTRODUCTION TO CONNECTED INSURANCE : THE NEW DIGITAL ECOSYSTEM

09:00 – 10:30

- » **ECOSYSTEMS: DO THEY REALLY NEED BE 100% DIGITAL AND GLOBALLY SCALABLE?** **09:00-09:20**

JONAS LORSON, Head of Strategy & Innovation,
R+V Insurance Group

- » **CONNECTED INSURANCE IN THE WORLD OF MOBILITY** **09:20-09:40**

ELIZABETH CHEE, COO & VP Business Development, **lomob**

- » **SMART HOME INSURANCE: THE UNTAPPED OPPORTUNITIES** **09:40-10:00**

RAPHAEL TROITZSCH, Head of Automotive Solutions & Smart
Homes, **Swiss Re**

PANEL DISCUSSION 10:00-10:30

DRIVING CUSTOMER ENGAGEMENT IN CONNECTED INSURANCE

GORJAN AGACEVIC, CPO, **AMODO**
JONAS LORSON, Head of Strategy & Innovation,
R+V Insurance Group
RAPHAEL TROITZSCH, Head of Automotive Solutions &
Smart Homes, **Swiss Re**

10:30 - 11:00 | Refreshments & Coffee Networking Break

SESSION II: CUSTOMER BEHAVIOR IN THE HEART OF CONNECTIVITY

11:00 – 12:30

- » **A SURPRISING NEW GENERATION OF CUSTOMERS FOR INSURANCE** 11:00-11:20

EMMANUEL DJENGUE, Innovation Director, **RGAX**

- » **HOW INSURERS CAN HARNESS THE POWER OF DATA TO RETAIN THEIR CUSTOMER AND INCREASE THE LOYALTY?** 11:20-11:40

CARSTEN RAHLF, Head of Customer Service, **Ergo**

- » **CUSTOMER ENGAGEMENT AND BEHAVIOR CHANGE** 11:40-12:00

GORJAN AGACEVIC, CPO, **AMODO**

PANEL DISCUSSION 12:00-12:30

HOW EFFECTIVE ARE AI & BLOCKCHAIN IN INSURANCE INDUSTRY ?

EMMANUEL DJENGUE, Innovation Director, **RGAX**
CARSTEN RAHLF, Head of Customer Service, **Ergo**
ELIZABETH CHEE, COO & VP Business Development, **Iomob**

12:30 - 13:30 | Networking Lunch

Great opportunity to interact with market leaders in a relaxing environment

SESSION III: INSURANCE OF THINGS: SHOW CASE SESSION

13:30 - 15:00

- » **CONNECTED WELLNESS** 13:30 - 13:45
- » **MAKING NEXT GENERATION TELEMATICS WORK FOR CUSTOMERS - COMBINING TELEMATICS, VIDEO AND INTELLIGENT VOICE INTO CONNECTED CAR SERVICES** 13:45 - 14:15

MIKE BROCKMAN, CEO, ThingCo

- » **HEALTHY CUSTOMER = HAPPY CUSTOMER, HOW WEARABLES ARE SHAPING THE FUTURE OF HEALTH & LIFE INSURANCE?** 14:15 - 14:30

PANEL DISCUSSION 14:30-15:00

HOW CAN YOU BE SUCCESSFUL WITH DIGITAL ECOSYSTEMS IN AN IOT WORLD?

MIKE BROCKMAN, CEO, ThingCo

15:00 - 15:30 | Refreshments & Coffee Networking Break

SESSION IV: THE NEW AGE OF CONNECTED CLAIMS

15:30 – 17:00

- » **INCREASING ACCURACY WITH IOT DATA TO IMPROVE CLAIM PROCESSING** 15:30 - 15:50

ARTURO LOPEZ-LINARES, Head of Claimss, **AXA**

- » **HOW IOT WILL TURN THE THREAT INTO AN OPPORTUNITY : FRAUD PERSPECTIVE** 15:50 - 16:10

- » **HOW INSURERS CAN DIFFERENTIATE THE RIGHT TECHNOLOGIES TO ACHIEVE CLAIMS MANAGEMENT EFFICIENCY, AND TO ENHANCE THE CUSTOMER SATISFACTION?** 16:10 - 16:30

DR. BENEDIKT LAUDAGE, Head of Data Analytics, **Allianz**

PANEL DISCUSSION 16:30-17:00

MOVING FROM INSURANCE PRODUCT TO A PROTECTION SERVICE, WHAT DOES IT MEAN TO YOUR CUSTOMER?

ARTURO LOPEZ-LINARES, Head of Claimss, **AXA**
DR. BENEDIKT LAUDAGE, Head of Data Analytics, **Allianz**

17:00 Chairman's Summary & Closing Remarks

17:10 End of Conference Day I

DAY II

08:15 *Registration & Morning Coffee*

08:45 *Welcome and Opening Remarks from the Chairman*

SESSION V: UNLOCKING THE POTENTIAL OF THE ADVANCED TECHNOLOGIES IN INNOVATIVE ENVIRONMENT

09:00 – 10:30

- » **TBC** **09:00-09:20**
MARCO GIOVANNINI, Chief Financial Officer, **Generali Vitality**
- » **CONNECTED WORLD INITIATIVES** **09:20-10:40**
HARRY VAN DER ZWAN, Head of Distribution Customer & Commerce, **NN Group**
- » **AI AS A MEDICAL TRIAGE TOOL** **09:40-10:00**
NUNO HORTA, Head of Innovation, **Ageas**

PANEL DISCUSSION 10:00-10:30

THE IOT REVOLUTION : WHAT CHALLENGES CAN INSURERS FACE IN THEIR JOURNEY?

NUNO HORTA, Head of Innovation, **Ageas**

HARRY VAN DER ZWAN, Head of Distribution Customer & Commerce, **NN Group**

ERIK BARNA, Founder & CEO, **Life is Hard**

10:30 - 11:00 | Refreshments & Coffee Networking Break

SESSION VI: INSURANCE OF THINGS: SHOW CASE SESSION II

11:00 – 12:30

- » **HOW MACHINE LEARNING CAN BOOST YOUR PREDICTIVE ANALYTICS?** **11:00-11:20**
- » **DIGITAL PREVENTIVE HEALTHCARE** **11:20-11:40**
- » **CHATBOT ROLE IN CUSTOMER JOURNEY** **11:40-12:00**

PANEL DISCUSSION 12:00-12:30

**PARTNERING WITH THE DISRUPTORS, HOW
IMPORTANT IT IS TO INSURERS?**

12:30 - 13:30 | Networking Lunch

Great opportunity to interact with market leaders in a relaxing environment

SESSION VII: INNOVATIVE STRATEGIES FOR A FUTURE SUCCESS

13:30 – 14:10

» PROTECTING AN EVOLVING WORKFORCE

13:30 - 13:50

DR. STEFAN F. KROEPFL, Global Head of Life Business Analysis, Zurich

» INNOVATE AT SPEED BY SUCCESSFULLY OVERCOMING LEGACY CHALLENGES

13:50 - 14:10

ERIK BARNA, Founder & CEO, Life is Hard

» HOW INSURERS CAN USE THEIR NETWORK AND RESOURCES TO MAKE THEIR B2B CUSTOMERS MORE SUCCESSFUL?

14:10 - 14:30

SEBASTIAN DOMINGUEZ, Head of Innovation, HDI Global

14:30 Conclusions & Remarks from the Sessions

14:40 End of Conference

AFTERNOON COCKTAIL 14:40-15:50

COCKTAIL RECEPTION & NETWORKING OPEN SPACE

AMODO

Amodo connects insurance companies with the new generation of customers. With Amodo's connected customer suite, insurers leverage on digital channels and connected devices such as smartphones, connected cars and wearables to acquire and engage new customers.

Amodo collects data from smartphones and a number of different connected consumer devices in order to build holistic customer profiles, providing better insights into customer risk exposure and customer product needs. Following the analysis, risk prevention programs, individual pricing as well as personalized and "on the spot" insurance products can be placed on the market, increasing the customer's loyalty and customer lifetime. If you want to grow profitable and scalable connected insurance products for mass markets, you start with Amodo.

LIFE IS HARD® WORK SOFT

With 14 years experience in developing applications for the insurance market in Romania and 5 years of accelerated growth in turnover, LIFE IS HARD S.A. is the first Romanian software company listed on the Bucharest Stock Exchange - AeRo market.

But staying competitive and making an impact in today's business world is not possible without a digital presence. We enable brokers and insurers to take their business to the next level. Our expertise in the field has made it possible for us to anticipate potential roadblocks, provide suitable digital solutions and ensure a smooth ride. Whether you are looking to break into the market, scale or simply expand, we are ready to offer you the best guidance.

The company's results were confirmed by the presence of two years in a row in the Deloitte CE Technology Fast 50 charts and in the Top Deloitte FAST 500 EMEA (including Europe, Middle East, and Africa), and last year the company won in London, within IT EUROPE AWARDS, the Big Data, IOT or Analytics Solution of the Year Award with 24Broker Cloud.

Our strength is not derived from numbers, but rather from years of experience and our unique ability to apply the knowledge in solving complex business problems.

ThingCo

The Connected Ecosystem of Any Thing

ThingCo is a new insurtech company, set up in January 2018 by Mike Brockman (Founder and ex CEO of insurethebox), focussing on developing Next Generation Telematics using the latest technology.

ThingCo's core proposition and services are built around a next generation device (which offers telematics, HD Cameras, ADAS underpinned by AI and Intelligent Voice), a State of the Art communication platform built on AWS with serverless technology, and an App for customer engagement and interaction.

ThingCo product suit "Theo" caters for both the B2C and B2B markets.

ThingCo believes that the customer should always be at the centre of any offering and that Security, Data Protection and Transparency is paramount.

The logo for EUROEVENTS features a stylized red icon of three horizontal bars on the left, followed by the word "EUROEVENTS" in a bold, red, sans-serif font.

EUROEVENTS

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