


Event Instructions

9th  Motor Claims Conference



Helping You and Your Business
Be Better Tomorrow!



Our 9th Annual Motor Claims conference, is only a week away!

In preparation for the conference, here is everything you need to know:

LOCATION

Ricoh Arena

Phoenix Way, Foleshill, Coventry,
CV6 6GE

TIMINGS

Exhibition & Refreshment Area:

Open from 8 a.m.

Conference

9.30 a.m. to 4 p.m.

Complimentary Drinks Reception:

4 p.m. to 5 p.m.

TRAVEL

By Car:

Junction 3 of the M6 (follow the signs
from here) and park in Car Park B

By Rail:

Coventry railway station is in the City
Centre and is approximately six miles
away. There are always black cabs
immediately outside the station, with
the Ricoh Arena roughly a 10–15 minute
journey away.

HOTELS

Doubletree Hilton at Ricoh Arena:

t: 0844 873 6500

Novotel: t: 02477 092 800

Holiday Inn: t: 0871 423 4906

UPON ARRIVAL

Having either parked in **CAR PARK B** or
alighted from your taxi, proceed through the
back entrance of the building.

Signage will direct you to **Halls 3 & 5** where
you will see the registration area. Please
register between 08:00 – 09:30 and pick up
your name badge from here.

There will be a free cloakroom for you to
leave belongings.

WI-FI

There is **FREE WIFI** access at the conference.
Ricoh Arena Guest

DRESS CODE

Business Casual

CAR PARKING

Car parking is free, however you will need to
input your vehicle registration and discount
code into the pay machine.

Your code: **4928**

Once you have done this just drive up to
the exit barrier and your number plate will
automatically be recognised and the barrier
will open.

TWITTER

Get Tweeting right away! Let everyone know
you are coming to **#ilcmotor**


CONTACT

If you require any other information please
contact our events manager

Rachael Hunt: 07813 146944

rachael@iloveclaims.com

Agenda

9th  Motor Claims Conference

Helping You and Your Business Be Better Tomorrow!

09:30 – 09:40

Chairman's Welcome

Chris Ashworth,
Chairman & Founder, ILC

09:40 – 10:10

Customer Service and Why It Matters

Jo Causon,
CEO, The Institute of Customer Service

10:10 – 10:40

The Future of Insurance

Ian Parker,
Chief Executive, ERS

10:40 – 11:10

The Future of Motor Claims

Manjit Rana,
Founder, Ingenin Ltd

11:10 – 11:40

Networking Break

11:40 – 12:00

The Tech Journey From Conflict To Collaboration

Stewart McCulloch,
Managing Director UK, NuvaLaw

12.00 – 12.25

The Future of PI

Samantha Ramen,
Director of Market & Public Affairs,
Keoghs

12.25 – 12.50

The Future of PI Panel Debate

Samantha Ramen,
Director of Market & Public Affairs,
Keoghs

Stewart McCulloch,
Managing Director UK, NuvaLaw

Gary Barker,
Claims Director, ERS

Donna Scully,
Director, Carpenters Group

12.50 – 13.50

Networking Lunch & Break

13.50 – 14.20

The Future of Motor Vehicles

Dan Whitmarsh,
Chief Strategy Officer, m/Six

14.20 – 14.50

The Future of Telematics

Jonathon Valentine,
Chief Technology Officer, ThingCo

14.50 – 15.20

The Future of The Repair Industry

Ian Pugh,
Director, Fix Auto UK

15.20 – 16.00

The Future of The Repair Industry Panel Debate

Richard Taylor,
GT Motive

Ian Pugh,
Director, Fix Auto UK

Paul Sykes,
Regional Managing Director,
Control Expert

Bob Linwood,
CEO, AutoRaise

Chris Weeks,
Director – NBRA / VBRA Commercial

16.00 – 16.05

Chairman's Close

Chris Ashworth,
Chairman & Founder, ILC

16.05 – 17.00

Networking & Drinks Reception



9th Motor Claims Conference

Tuesday 19th June 2018
Ricoh Arena Coventry

HEADLINE SPONSOR



ILC Motor Claims Conference 2018 Sponsors



www.iloveclaims.com