

# FUTURE LOOK

Innovation. Learning. Collaboration.

## Agenda

10<sup>th</sup> Motor Claims  
CONFERENCE

19th June 2019

🕒 09:30 - 09:45am

### Chairman's Welcome



Chris  
Ashworth

Founder &  
Chairman



🕒 09:45 - 10:15am

### Future Look Claims



Steve Treloar  
CEO



- How is motor insurance going to change over the coming years
- What are the key challenges with claims today
- What role will the claims industry play in the new world
- How can the people in the room best adapt to that change
- Why are claims important to you and LV=



🕒 10:15 - 10:40am

### Future Look Insurance



Michael  
Muzio  
Founder



- Exploring the current changes and disruption within the Home Insurance Industry
- Consideration of what parallels can be drawn / lessons learned by individuals within the Motor Insurance Industry
- Looking into what claims should look like going forward



🕒 10:40 - 11:10am

### Future Look - The Supplier



Rob Smale

Claims Expert /  
Transformation  
Leader

- Looking ahead to the next 5 years and the developments in motor insurance from a claims perspective with a particular focus on technology, customer behaviour, regulation and insurer evolution
- Looking back in history to gain insight into how these developments will impact upon claims teams and in particular, suppliers and customers
- Reviewing the likely short and medium term impacts of the developments
- Sharing his insight on how to navigate these changes over the next few years



🕒 11:10 - 11:45am

### Break



🕒 11:45 - 12:15pm

### Future Look Injury Claims



Sam Ramen

Director of  
Market & Public  
Affairs

Keoghs

- Update on the Civil Liability Act, Discount Rate and Whiplash Reforms
- Other Civil Justice Reform that might affect behaviours (CMC regulation, extension of fixed recoverable costs)
- How political uncertainty might impact our industry in the future



🕒 12:15 - 12:40pm

### Future Look Injury Claims Panel Debate



Sam Ramen

Director of Market &  
Public Affairs

Keoghs



Martin Milliner

Claims Director



Donna Scully

Director

carpenters  
group



Mike Canniffe

Director

Slater  
Gordon  
Solutions  
Motor

🕒 12:40 - 13:10pm

## Future Look Vehicle Repair



**Ryan Mandell**  
Director, Claims  
Performance



- Introduction to Mitchell
- US and Canadian Severity Trends
- The Role of OEM's in the Collision Repair Space
- Vehicle Trends on the Horizon
- Creating Alignment between Insurers and Repairers



🕒 13:10 - 14:10pm

## Lunch



🕒 14:10 - 14:40pm

## Future Look Mobility



**Ben Lawson**  
VP of Mobility UK  
& Ireland



- How is the mobility landscape changing, what impact is government intervention having?
- What will the impact be on motor insurance and claims?



🕒 14:40 - 15:10pm

## Future Look InsureTech



**Matteo Carbone**  
Founder & Director



- How motor claims will be impacted by Insuretech
- Key players in Insuretech
- How does the supply chain need to respond

🕒 15:10 - 15:35pm

## Future Look Fraud



**Ron Vermeulen**  
Founder / Owner



Brightmaven

How multiple data streams are combining to identify and retrieve stolen objects for insurers on a global scale. Using a combination of big data, artificial intelligence, semantic technology and experts (digital) is leading to claims cost reduction in theft and fraud related files.



🕒 15:35 - 16:05pm

## Future of Vehicle Repair Panel Debate



**Clive Farmer**  
BMW



**Victoria Turner**  
Hastings



**Sean Holland**  
Geffion Insurance



**Chris Weeks**  
NBRA



**Richard Steer**  
Steer Group



🕒 15:05 - 16:15pm

## Chairman's Close