

Personal Invitation
Senior Executive Conference 2023

Leaders' Insights – Reimagining Insurance

Economic and Insurance Market Outlook Europe

Sustainable Insurer: Purpose-Driven Insurance

Customer Value Propositions

Innovation and Resilience in Digital Insurance

How Tech Trends will transform insurance

Wednesday, September 27, 2023: Senior Dialogues & Dinner
Hotel Belvoir, Ruschlikon/Zurich

Thursday, September 28, 2023: Senior Conference
GDI Gottlieb Duttweiler Institute, Ruschlikon/Zurich

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Leaders' Insights – Reimagining Insurance



Prof Dr Peter Maas
Professor of Management,
University of St.Gallen

Challenging economic conditions and rising geopolitical tensions have forced business executives to pay attention to the decisions made by central banks around the world and political leaders in specific regions. The insurance market has gone from low inflation, low interest rates and integrated global markets to rising inflation, higher interest rates and increased protectionism.

The climate crisis is outpacing the speed at which business leaders are shifting. Climate change requires multilateral response. Zurich Insurance strives to be a leader in helping the world better manage climate risk and improve resilience. Are you getting ready to decarbonize profitably?

New value propositions and business models will vary by lines of business. In life insurance, financial well-being is what customers want, which means insurers must serve as advisors, providing credible guidance and options to help insureds meet their goals. In Non-Life lines, with more protection being delivered automatically via embedded and usage-based offerings, the quality of the service and overall experience becomes much more important than the risk transfer itself.

Digital technologies continue to evolve, the industry has unlocked potential new opportunities to prevent and mitigate risks to make the world more resilient. With access to more granular and even real-time data as a foundation, utilizing Artificial Intelligence (AI) and Machine Learning (ML) is opening up new possibilities for previously inaccessible risk pools, underwriting, risk assessment, claims management and personalized customer experiences.

The conference will provide you with answers and impulses for the challenges in your companies and will once again address and discuss fundamental issues at the highest level. The participants are Senior Executives who have been personally invited.

InsuranceCom CE-Central Europe – the platform where Senior decision-makers of the Swiss and Central Europe Insurance industry meet and exchange their experiences.



Speakers and Panelists



Alison Martin
CEO EMEA (Europe, Middle East & Africa) and Bank Distribution, Zurich Insurance Group



Dr Pekka Puustinen
Deputy CEO, Pohjola Insurance Ltd.



Christian Hüttenhein
Venture Partner and Co-Founder Open Bosch



Regula Hess
Senior Advisor Sustainable Finance, WWF Switzerland



Sabine VanderLinden
Co-Founder and CEO, Alchemy Crew



Dr Arne Holzhausen
Global Head Insurance, Wealth and Trend Research, Allianz SE



Urs Haeusler
Head of Investments, Ecosystems and Innovation, die Mobiliar



Catherine Loeffel
Member of the Executive Board, Head of Digitalization and Operations, Visana Group



Andreea Prange
Member of the Executive Board, Head Customer Experience and Strategy, AXA Switzerland



Dr Alexander Bockelmann
Member of the Corporate Executive Committee, Chief Technology Officer, Baloise Group



Mag Gerhard Spatt
CIO, Allianz Elementar Versicherungs AG



Dr Holger Rommel
Member of the Executive Board, Head Research and Digital Transformation, ti&m AG



David Finken
Lead Swiss Consumer Studies, University Lucerne



Jérôme Crugnola-Humbert
Director Deloitte



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Personal Invitation

Senior Dialogues & Dinner

Exclusive event on the eve of the InsuranceCom CE-Central Europe 2023

Wednesday, September 27, 2023

Hotel Belvoir, Säumerstrasse 37, CH-8803 Ruschlikon/Zurich

17.00	Registration
17.30	Senior Dialogues (topic-oriented) chaired by Premium Partners
18.30	InsuranceCom Aperitif sponsored by Senacor Technologies AG
19.30	InsuranceCom Dinner
21.30	Facultative Nightcap

Premium Partners

Accenture | Deloitte | EPAM | IBM Consulting | Inacta AG | Salesforce | ti&m

Personal registration by [insurancecom.ch](https://www.insurancecom.ch) › registration. By invitation only. The participation is free of charge. Please register in good time. The number of seats is limited. RSVP.

www.insurancecom.ch



Thursday, September 28, 2023

08.00 Registration & Networking

08.30 Welcome and Introduction

Prof Dr Peter Maas, Professor of Management, University of St.Gallen

08.40 Economic and Insurance Market Outlook Europe

Dr Arne Holzhausen, Global Head Insurance, Wealth and Trend Research, Allianz SE

09.10 Leaders' Insight – Sustainable Insurer: Purpose Driven Insurance

Alison Martin, CEO EMEA (Europe, Middle East & Africa) and Bank Distribution, Zurich Insurance Group

Regula Hess, Senior Advisor Sustainable Finance, WWF Switzerland

Jérôme Crugnola-Humbert, Director Deloitte

Senior Dialogue

10.10 Break & 1:1 Networking

11.10 Leaders' Insight – Customer Value Propositions

Keynote: Customer Experience as a Strategy

Dr Pekka Puustinen, Deputy CEO, Pohjola Insurance Ltd.

Customer Behaviour along the Customer Journey

Key Takeways of Swiss Insurance Monitor 2023

David Finken, Lead Swiss Consumer Studies, University Lucerne

Senior Dialogue

Urs Haeusler, Head of Investments, Ecosystems and Innovation, die Mobiliar

Catherine Loeffel, Member of the Executive Board,
Head of Digitisation and Operations, Visana Group

Andreea Prange, Member of the Executive Board,
Head Customer Experience and Strategy, AXA Switzerland

12.30 Lunch & 1:1 Networking

14.00 Leaders' Insights – Innovation and Resilience in Digital Insurance

Venture Clienting - minimally invasive transformation through startups

Christian Hüttenhein, Venture Partner and Co-Founder Open Bosch

Senior Dialogue

Sabine VanderLinden, Co-Founder and CEO, Alchemy Crew

How Tech Trends will transform insurance

Dr Holger Rommel, Member of the Executive Board,
Head Research and Digital Transformation, ti&m AG

Data-driven Insurance, Claims Automation and Customer Experience

Mag Gerhard Spatt, CIO, Allianz Elementar Versicherungs AG

Data-driven insurance, Data Value and AI

Dr Alexander Bockelmann, Member of the Corporate Executive Committee,
Chief Technology Officer, Baloise Group

Senior Dialogue

16.00 Closing and subsequent Apéro

Important Informations



Hotel Belvoir

Events & Locations

Senior Dialogues & Dinner

Wednesday, September 27, 2023, 17.00–21.30

Hotel Belvoir

Säumerstrasse 37, CH-8803 Ruschlikon

Tel. +41 44 723 83 83, www.hotel-belvoir.ch

Senior Conference

Thursday, September 28, 2023, 08.00–16.30

GDI Gottlieb Duttweiler Institute

Langhaldenstrasse 21, CH-8803 Ruschlikon

Tel. +41 44 724 61 11, www.gdi.ch

Participation

By invitation only. The participation is free of charge.
Accommodation at one's expense.

Conference Language

The conference will be bilingual German English
(with simultaneous translation).

Registration

On www.insurancecom.ch > Registration

Please register in good time. The number of places is limited.

Your room reservation

A limited number of rooms are available Disposal. Under the
keyword « InsuranceCom » you can obtain a special price.

Hotel Belvoir

Tel. +41 44 723 83 83

info@hotel-belvoir.ch

Hotel Sedartis

Tel. +41 43 388 33 00

info@sedartis.ch

Organizer

Event Operation Professional: Anja Cyperski

CEO: Sandro Schmid

InsuranceCom c/o sminds AG

Nordstrasse 9, CH-8006 Zurich

Tel. +41 44 260 10 60

contact@sminds.ch

www.insurancecom.ch



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Host Apéro



Knowledge Partner



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Institute of Insurance Economics



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