

Personal Invitation
Senior Executive Conference 2024

**Leaders' Insights:
Acceleration Strategies for Profitable Growth**

Macroeconomic Uncertainty and Insurance Market Outlook Europe

Business Transformation and Acceleration Strategies

New Paradigm in Customer Relationships

Leading Insurers Are Having a Generative AI Moment

Leveraging Human Intelligence to Unlock the Power of Data

Wednesday, September 25, 2024: Senior Dialogues & Dinner
Hotel Belvoir, Ruschlikon/Zurich

Thursday, September 26, 2024: Senior Conference
GDI Gottlieb Duttweiler Institute, Ruschlikon/Zurich

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Leaders' Insights: Acceleration Strategies for Profitable Growth



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

General uncertainty across markets, driven by factors such as inflation, fear of recession, geopolitical tensions and climate change, continues to impact the insurance market. In 2024-2026, insurers will focus on “back to the core” and bottom-line profitability and improving customer retention and adapting to the digital age. Operational resilience and organizational agility are also top priorities to enable insurers to be flexible and responsive to market fluctuations.

Zurich Insurance, one of the world’s largest insurers, has ambitious goals: even more customer focus, growing margins and a return on equity of 20 per cent. How is this possible?

Looking forward, traditional growth paths will be harder, margins will continue to be pressured, and disruption will continue. Insurance leaders need to pull both “Traditional” and “Next Gen” levers at the same time to achieve significant, sustainable cost reductions alongside growth.

In the session ‘New Paradigm in Customer Relationships ‘Addressing the Intermediation Challenge’, we will examine the following questions from various insurance sectors: How is ‘direct-to-customer’ behaviors towards customers changing and where are embedded insurance models the future? Is the omni-channel approach still appropriate?

We also use the example of the automotive industry to show its disruptive shifts and their relevance to the insurance industry. What is meant by “The car talks to the insurance company”?

Insurers and reinsurers have been using data analytics extensively, for actuarial purposes, improving risk selection for underwriting purposes or intelligent triaging of work. We want to highlight experiences in the GenAI journey, illustrated with practical examples of embedding GenAI in insurance. And let Bart De Langhe inspire you with his new bestseller ‘Leveraging Human Intelligence to Unlock the Power of Data’.

The Insurance Conference 2024 will once again address and discuss fundamental questions at the highest level. The participants are senior executives who have been personally invited.

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

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



Bettina Dietsche
Chief People and
Culture Officer,
Allianz Group



Connie Kalcher
Group Chief Customer
Officer, Zurich Group



Patrick Saner
Head Macro Strategy,
Director Swiss Re
Institute, Swiss Re
Management Ltd



Bart De Langhe
Behavioral Scientist
and a Professor of
Marketing and
Behavioral Scientist,
KU Leuven and Vlerick
Business School



Patric Deflorin
Member of the
Executive Board, Head
Market Management,
Mobiliar



Joy Müller
Member of the
Executive Board, Head
of Market Department,
Swica



Volker Schmidt
Member of the
Executive Board,
Head of Information
Technology, Swiss Life



Dr Henning Droege
Associate Partner
Financial Services,
Porsche Consulting
GmbH



Ursin Brunner
Head Machine
Learning, Member of
the Leadership Board,
ti&m



Ermir Queli
Head Data Science and
AI, Director, Swiss Re



Dr Stefan Weih
Head of Smart
Automation,
Allianz Partners



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Personal Invitation

Senior Dialogues & Dinner

Exclusive event on the eve of the InsuranceCom CE-Central Europe 2024

Wednesday, September 25, 2024

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 adesso insurance solutions Schweiz GmbH
19.30	InsuranceCom Dinner
21.30	Facultative Nightcap

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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 26, 2024

08.00 Registration & Networking

08.30 Welcome and Introduction

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

08.40 Macroeconomic Uncertainty and Insurance Market Outlook Europe

Patrick Saner, Head Macro Strategy, Director Swiss Re Institute, Swiss Re Management Ltd

09.00 Business Transformation and Acceleration Strategies for Profitable Growth

Bettina Dietsche, Chief People and Culture Officer, Allianz Group

Connie Kalcher, Group Chief Customer Officer, Zurich Group

10.00 Break & 1:1 Networking

11.00 New Paradigm in Customer Relationships: Addressing the Intermediation Challenge

Patric Deflorin, Member of the Executive Board, Head Market Management, Mobiliar

Joy Müller, Member of the Executive Board, Head of Market Department, Swica

Volker Schmidt, Member of the Executive Board, Head of Information Technology, Swiss Life

12.10 Lunch & 1:1 Networking

13.40 Disruptive Shifts and Transformation in Mobility

Dr Henning Droege, Associate Partner Financial Services, Porsche Consulting GmbH

14.10 Leading Insurers Are Having a Generative AI Moment

AI Readiness and Maturity-Check in Insurance

Ursin Brunner, Head Machine Learning, Member of the Leadership Board, ti&m

Differentiation with the help of Artificial Intelligence

Dr Stefan Weih, Head of Smart Automation, Allianz Partners

GenAluse cases in Reinsurance Industry: from hype to reality

Ermir Queli, Head Data Science and AI, Director, Swiss Re

Senior Dialogue

15.20 Leveraging Human Intelligence to Unlock the Power of Data

Bart De Langhe, Behavioral Scientist and a Professor of Marketing and Behavioral Scientist, KU Leuven and VlerickBusiness School

15.50 Closing and subsequent Apéro

Important Informations

Events & Locations

Senior Dialogues & Dinner

Wednesday, September 25, 2024, 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 26, 2024, 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: Valeria Yehorina
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



Hotel Belvoir



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Knowledge Partner



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Institute of Insurance Economics



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