

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 an 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

Premium Partners

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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



Conny Kalcher
Group Chief Customer
Officer,
Zurich Insurance
Company Ltd



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



**Prof Dr
Bart De Langhe**
Professor of Marketing
and Behavioral Scien-
tist, KU Leuven and
Vlerick Business
School



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



Dr 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 AG



Dr Henning Droewe
Associate Partner
Insurance, Porsche
Consulting GmbH



Lisa Kondratieva
Head AI & Digital
Solutions,
ti&m AG



Ermir Qeli
Head Data Science and
AI, Director, Swiss Re
Management Ltd



Dr Stefan Weih
Head of Operation
Digital Transformation,
Allianz Partners

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**

Senior Dialogue A (in collaboration with EPAM):

AI in Claims Processing: Balancing Innovation with Human Insights and Ethical Standards

Senior Dialogue B (in collaboration with Accenture AG):

GenAI is a transformational game changer and offers significant benefits - Are Swiss Insurers ready for it?

Senior Dialogue C (in collaboration with IBM Consulting):

Forget ChatGPT - Multi-Agent AI Systems for Insurers

Senior Dialogue D (in collaboration with Salesforce):

Running the Swiss Insurance Business by evolving from step-by-step processes to emotional and intelligent conversations - fantasy or reality?

18.30 **InsuranceCom Aperitif**

sponsored by tech11 GmbH / adesso Switzerland AG

19.30 **InsuranceCom Dinner**

21.30 **Facultative Nightcap**

Premium Partners

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

Personal registration by 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 & Welcome Coffee & 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

Business Transformation and Acceleration Strategies for Profitable Growth

09.00 Bettina Dietsche, Chief People and Culture Officer, Allianz Group

Conny Kalcher, Group Chief Customer Officer, Zurich Insurance Company Ltd

Senior Dialogue

10.00 Break & 1:1 Networking

New Paradigm in Customer Relationships: Addressing the Intermediation Challenge

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

Dr 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 AG

Senior Dialogue

12.10 Lunch & 1:1 Networking

Disruptive Shifts and Transformation in Mobility

13.40 Dr Henning Droege, Associate Partner Insurance, Porsche Consulting GmbH

Leading Insurers Are Having an AI Moment

14.10 AI Readiness and Maturity-Check in Insurance

Lisa Kondratieva, Head AI & Digital Solutions, ti&m AG

Differentiation with the help of Artificial Intelligence

Dr Stefan Weih, Head of Operation Digital Transformation, Allianz Partners

GenAluse cases in Reinsurance Industry: from hype to reality

Ermir Qeli, Head Data Science and AI, Director, Swiss Re Management Ltd

Senior Dialogue

Leveraging Human Intelligence to Unlock the Power of Data

15.20 Prof Dr Bart De Langhe, 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 hrs

Hotel Belvoir

Säumerstrasse 37, CH-8803 Ruschlikon

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

Senior Executive Conference

Thursday, September 26, 2024, 08.00–16.30 hrs

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 at Hotel Belvoir and Hotel Sedartis. Under the keyword « InsuranceCom » you will receive a special price when you reserve your room.

Hotel Belvoir

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Organizer

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Senior Dialogues at Hotel Belvoir



Senior Executive Conference at GDI

Premium Partners

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Institute of Insurance Economics



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