

Personal Invitation  
Senior Executive Conference 2025

**Driving Resilience, Growth and  
Shaping the Future of Insurance**

---

**Global Economic and Insurance Market Outlook 2026+**

---

**Balancing Efficiency, Automation and Profitable Growth**

---

**Customer Acquisition and Retention: Trust Beyond Transactions**

---

**Agentic AI will change Core Elements of the Business Model**

---

**Innovation and Future Sustainability**

---

Wednesday, September 24, 2025: Senior Dialogues, Aperitif and Dinner  
Hotel Belvoir, Ruschlikon/Zurich

Thursday, September 25, 2025: Senior Executive Conference  
GDI Gottlieb Duttweiler Institute, Ruschlikon/Zurich

Premium Partners

**accenture**



**adnovum**

**<epam>**

**IBM Consulting**



**salesforce**

# Driving Resilience, Growth and Shaping the Future of Insurance



**Prof Dr Peter Maas**

**Moderator**

Professor of Management,  
University of St.Gallen

Jerome Jean Haegeli, Group Chief Economist, Head of Swiss Re Institute of Swiss Re Management Ltd, will introduce the conference with a Global Economic and Insurance Market Outlook 2026+. A fragile overall economic environment and volatile geopolitical backdrop raises risks of adverse macroeconomic scenarios. Early and proactive scenario monitoring will be critical for the insurance industry.

Efficiency, cost reduction, and competitiveness are at the core. Swiss and Central European insurers are focusing on profitability, improving customer loyalty, and driving digitalization and technological transformation. Operational resilience and organizational agility are also top priorities, enabling insurers to respond flexibly and effectively to market fluctuations. Fabian Rupprecht, Group CEO, Helvetia Insurance Group, will share his assessment with you in a personal dialogue based on the challenges he has faced with the Helvetia Group.

Customer focus and personalization as growth drivers. Traditional growth paths are becoming more challenging, margins are under pressure, and disruption will continue. Anticipating customer behavior and developing suitable insurance models will be crucial. Direct, embedded, and advisory models, along with omnichannel strategies that best enable the seamless integration of digital and physical distribution channels, will prevail. In this context, the latest findings from the *Swiss Insurance Monitor 2025* by ETH Zurich are also being incorporated.

‘Simplicity, transparency, and the combination of artificial and human intelligence, bringing together the best of both worlds’ – will be one of the key success factors.

Innovation and Future Sustainability. In the afternoon session, we will receive an extraordinary Leaders’ Insights on DeepTech and Digital Opportunities, Geopolitical Competition between States, Regulations on Data use, Artificial intelligence, future of Quantum Computing and the Threat to Digital Security from leading global group executives from IBM Research Europe, AXA Group and Zurich Insurance Group.

The InsuranceCom 2025 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.**

## Personal Invitation

# Prevenue Senior Dialogues, Aperitif and Dinner

Exclusive event on the eve of the InsuranceCom CE-Central Europe 2025

Wednesday, September 24, 2025

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

17.00	<b>Registration</b>
17.30	<b><u>Senior Dialogues</u></b>
	Senior Dialogue A (in collaboration with Adnovum AG): <b>Building Bridges from Embedded Insurance to AI</b>
	Senior Dialogue B (in collaboration with EPAM): <b>Underwriting re-wired – rethinking underwriting in the age of changing paradigms</b>
	Senior Dialogue C (in collaboration with IBM Consulting): <b>Are Your AI Agents Working Together or Creating Chaos?</b>
	Senior Dialogue D (in collaboration with Salesforce): <b>Insurance Readiness for Consumer GPT: Strategic Imperative for Swiss Insurers</b>
18.30	<b>InsuranceCom Aperitif</b>
19.30	<b>InsuranceCom Dinner</b>
21.30	<b>Facultative Nightcap</b>

### Premium Partners

Accenture AG | Adnovum AG | EPAM | IBM Consulting | Salesforce

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

[www.insurancecom.ch](https://www.insurancecom.ch)



# Speakers and Panelists



**Fabian Rupprecht**  
Group CEO,  
Helvetia Insurance Group



**Ericson Chan**  
Member of ExCom, Group  
Chief Information, Digital  
Officer, Zurich Insurance  
Company Ltd



**Claudio Gienal**  
Chief Transformation  
Officer European Markets &  
Global Health,  
Axa Group (Zurich)



**Jerome Jean Haegeli**  
Group Chief Economist,  
Head of Swiss Re Institute,  
Swiss Re Management Ltd



**Mark Klein**  
Member of the Executive  
Board, Chief Digital Officer,  
ERGO Group AG



**Hedwig Ulmer-Busenhart**  
Member of the Executive  
Board Switzerland,  
Head Life & Pension  
Switzerland,  
Helvetia Insurance



**Dr David Finken**  
Senior Researcher,  
ETH Zurich



**Dr Marc Ph Stoecklin**  
Department Head,  
Security, Principal Research  
Scientist,  
IBM Research Europe



**Michael Dritsas**  
CEO, vlot AG & President  
of the Digital Insurance  
Association of Switzerland  
(DIAS)

Thursday, September 25, 2025

**08.00 Registration, Welcome Coffee and Networking**

**08.50 Opening, Welcome and Introduction**

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

**Global Economic and Insurance Market Outlook 2026+**

09.00 Jerome Jean Haegeli, Group Chief Economist, Head of Swiss Re Institute, Swiss Re Management Ltd

**CEO Insight: Balancing Efficiency, Automation and Profitable Growth**

09.30 Fabian Rupprecht, Group CEO, Helvetia Insurance Group

**10.00 Break & 1:1 Networking**

**Customer Acquisition and Retention – Trust beyond Transactions**

**11.00 Embedded Insurance – Insurance as a Service**

Mark Klein, Member of the Executive Board, Chief Digital Officer, ERGO Group AG

**Modern Omnichannel Pension Advisory – A Practical Use Case by Helvetia and vlot**

Hedwig Ulmer-Busenhart, Member of the Executive Board Switzerland,  
Head Life & Pension Switzerland, Helvetia Insurance

Michael Dritsas, CEO, vlot AG & President of the Digital Insurance Association  
of Switzerland (DIAS)

**Takeaways of Swiss Insurance Monitor 2025**

Dr David Finken, Senior Researcher, ETH Zurich

**12.30 Lunch & 1:1 Networking**

**Leaders' Perspectives: Innovation and Future Sustainability**

**14.00 The Future of Quantum Computing and the Threat to Digital Security**

Dr Marc Ph Stoecklin, Department Head, Security, Principal Research Scientist,  
IBM Research Europe

**Agentic AI will revolutionize the Business Model of the Insurer**

Claudio Gienal, Chief Transformation Officer European Markets & Global Health,  
AXA Group (Zurich)

**DeepTech and Digital Opportunities, Geopolitical Competition between States,  
Regulations on Data use and Artificial intelligence**

Ericson Chan, Member of ExCom, Group Chief Information, Digital Officer,  
Zurich Insurance Company Ltd

**15.30 Closing and subsequent Aperitif**

Host Aperitif

tech11

# Important Informations



**Senior Dialogues, Aperitif and Dinner at Hotel Belvoir**



**Senior Executive Conference at GDI Gottlieb Duttweiler Institute**

## Dates & Locations

### **Prevenue Senior Dialogues, Aperitif and Dinner**

Wednesday, September 24, 2025, 17.00 – 21.30

Hotel Belvoir

Säumerstrasse 37, CH-8803 Ruschlikon

Tel. +41 44 723 83 83, [www.hotel-belvoir.ch](http://www.hotel-belvoir.ch)

### **Senior Executive Conference**

Thursday, September 25, 2025, 08.00 – 16.00

GDI Gottlieb Duttweiler Institute

Langhaldenstrasse 21, CH-8803 Ruschlikon

Tel. +41 44 724 61 11, [www.gdi.ch](http://www.gdi.ch)

## Participation

By invitation only. The participation is free of charge.

Accommodation is at your own expense.

## Conference Language

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

## Registration

[www.sminds.ch/en/insurancecom/central-europe/anmeldung](http://www.sminds.ch/en/insurancecom/central-europe/anmeldung).

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**

Tel. +41 44 723 83 83

[info@hotel-belvoir.ch](mailto:info@hotel-belvoir.ch)

### **Hotel Sedartis**

Tel. +41 43 388 33 00

[info@sedartis.ch](mailto: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](mailto:contact@sminds.ch)

[www.insurancecom.ch](http://www.insurancecom.ch)

## Premium Partners

Accenture AG  
Adnovum AG  
EPAM  
IBM Consulting  
Salesforce

## Partner Plus

tech11 GmbH

## Partners

Additiv AG  
adesso Switzerland AG  
Blue Mind Consulting AG  
Capco Switzerland  
Cleverbee AG  
Finalix AG  
Genesys  
Korn Ferry (Switzerland) GmbH  
Peak3  
Russell Reynolds Associates  
UBS Switzerland AG  
vlot AG

## Knowledge Partners

**ETH** zürich



University of St. Gallen  
Institute of Insurance Economics



Print product with financial  
**climate contribution**  
ClimatePartner.com/14232-2002-1001

**Organizer**

**[www.insurancecom.ch](http://www.insurancecom.ch)**  
**[www.sminds.ch](http://www.sminds.ch)**