

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

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

Premium Partners

Accenture AG | Adnovum AG | Amazon Web Services (AWS) | EPAM | IBM Consulting | Salesforce

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.

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-Busenhardt
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)



Dr David Finken
Senior Researcher,
ETH Zurich



Christian Richter
Head of FSI GTM Europe
Central & Insurance DACH,
Amazon Web Services
(AWS)



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

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	
12.10 Lunch & 1:1 Networking	
Leaders' Perspectives: Innovation and Future Sustainability	
13.40	The Future of Quantum Computing and the Threat to Digital Security Dr Marc Ph Stoecklin, Department Head, Security, Principal Research Scientist, IBM Research Europe
View from a Big Tech perspective:	
Key ingredients to 'how Agentic AI drives enterprise value at scale'	
Christian Richter, Head of FSI GTM Europe Central & Insurance DACH, Amazon Web Services (AWS)	
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

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

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

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.

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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Hotel Sedartis

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Organizer

Event Operation Professional: Valeria Yehorina
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Knowledge Partners

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Institute of Insurance Economics



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