

Personal Invitation
Senior Executive Conference 2025

Leaders' Dialogue: Path to Profitable Growth

Global/European/CEE Economic and Insurance Market Outlook 2026+

Path to Profitable Growth

Customer Acquisition and Retention

Artificial intelligence and 'the human factor' in the Digital Transformation

Innovation and Future Competitiveness – AI/Quantum/Cybercrime

Monday, October 13, 2025:

Senior Dialogues, Formal Reception & Aperitif and Dinner
The Loft, Austria

Tuesday, October 14, 2025: Senior Executive Conference
SO/Vienna, Austria

Premium Partners

 **accenture**

 **<epam>**

 **GENESYS**

IBM Consulting

TOGETHER CCA

Leaders' Dialogue: Path to Profitable Growth



Prof Dr Peter Maas

Moderator

Professor of Management,
University of St.Gallen

Richard Grieveson, Deputy Director of the Vienna Institute for International Economic Studies (wiiw), together with Dr Arne Holzhausen, Head of Insurance and Wealth Markets, Economic Research, Allianz SE, will jointly present a macroeconomic analysis of global and EU-wide developments as well as an insurance-specific market outlook for the Central and Eastern European markets.

Following the presentation, Dr Luciano Cirinà, CEO of Zurich Insurance Company, and Elżbieta Häuser-Schöneich, Member of the Management Board at PZU, will take part in a leaders' dialogue discussing growth potential in the areas of natural catastrophes (NatCat), retirement provision, digitalization, and ESG.

Mag Gregor Pilgram, CEO of Generali Versicherung AG, will speak about the 'Lifetime Partner 27 – Driving Excellence' program. Traditional growth paths are becoming increasingly challenging, margins are under pressure, and the disruptions will persist. It will be crucial to anticipate customer behavior at an early stage and to develop suitable insurance models. Simplicity, transparency, and the combination of artificial and human intelligence – to bring together the best of both worlds – will become key success factors. In addition to customer acquisition and retention, the goal is to build trust that goes beyond the transaction.

In the afternoon session, senior leaders will share exclusive insights and engage in a dialogue on the digital opportunities as well as the associated challenges. Univ Prof Mag Dr Sabine Theresia Köszegi – Professor of Labor Science & Organization at TU Wien – will address artificial intelligence and the human/employee factor, the preservation of competencies, and the impact on strategic business development.

The Conference will conclude with a discussion on the business potentials and the upcoming industry transformation driven by the application of artificial intelligence and emerging quantum computing, as well as the threats to digital security (cybercrime) from the perspective of insurers and service providers. Participating in this discussion are with Mag Christian Gosch, Head of Group Data & IT, UNIQA Insurance Group AG; along with management leaders from Accenture, EPAM, Genesys and IBM Consulting.

The Insurance Conference 2025 will once again address and discuss fundamental questions at the highest level. The participants are senior executives who have been personally invited.

InsuranceCom Austria & CEE – the platform where Senior decision-makers of the Austrian and Central & Eastern Europe Insurance industry meet and exchange their experiences.

Personal Invitation

Senior Dialogues, Formal Reception & Aperitif and Dinner

Exclusive event on the eve of the InsuranceCom AT-CEE 2025

Monday, October 13, 2025

The Loft, SO/Vienna, Praterstrasse 1, 1020 Vienna

17.00	Registration
17.20	<u>Senior Dialogues</u>
	Senior Dialogue A (in collaboration with EPAM): Underwriting re-wired – Rethinking Underwriting in the Age of Changing Paradigms
	Senior Dialogue B (in collaboration with IBM Consulting): Next Revolution: Is Austria and the CEE region Quantum Computing & Safe Ready?
	Senior Dialogue C (in collaboration with Accenture / Appian): Appian Connected Claims: Breaking Automation Barriers with Agentic AI
18.30	InsuranceCom AT-CEE Formal Reception (with Honorary Guests) & Aperitif
19.30	InsuranceCom AT-CEE Dinner
21.30	Facultative Nightcap

Premium Partners

Accenture AG | EPAM | Genesys | IBM Consulting | TOGETHER CCA GmbH

Personal registration by insurancecom.eu > registration. By invitation only. The participation is free of charge. Please register in good time. The number of seats is limited. RSVP.

www.insurancecom.eu



Speakers and Panelists



Dr Luciano Cirinà
CEO Austria,
Zurich Insurance Company



Elżbieta Häuser-Schöneich
Member of the
Management Board,
PZU SA



Mag Gregor Pilgram
CEO,
Generali Versicherung AG

Fotocredit:
– Generali/Lukas LORENZ



Univ Prof Dr Sabine Theresia Köszegi
Professor of Labor Science
and Organization,
Institute of Management
Science, TU Wien

Fotocredit: Luiza Puia



Richard Grieveson
Deputy Director and
Economist, Member of
the Executive Board,
Vienna Institute for
International Economic
Studies/ (BiEPAG)



Mag Christian Gosch
Head of Group Data & IT,
UNIQA Insurance Group AG



Dr Arne Holzhausen
Head of Insurance and
Wealth Markets,
Economic Research,
Allianz SE



KR Dr Klaus Hermetschläger
Managing Director,
Accenture GmbH



Iain Skelton
Global Insurance Designer,
Genesys



Ingo Weinem
Vice President,
Global Co-Head Insurance,
EPAM

Tuesday, October 14, 2025

08.40 Registration, Welcome Coffee and Networking

09.10 Opening, Welcome and Introduction

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

Global/European/CEE Economic and Insurance Market Outlook

09.20 Richard Grieveson, Deputy Director and Economist, Member of the Executive Board, Vienna Institute for International Economic Studies/ (BiEPAG)

Dr Arne Holzhausen, Head of Insurance and Wealth Markets, Economic Research, Allianz SE

Leaders' Dialogue – Path to Sustainable Profitable Growth

10.00 Dr Luciano Cirinà, CEO Austria, Zurich Insurance Company

Elżbieta Häuser-Schöneich, Member of the Management Board, PZU SA

10.40 Break & 1:1 Networking

Leaders' Dialogue – Customer Acquisition and Retention Strategies

11.20 Mag Gregor Pilgram, CEO, Generali Versicherung AG

12.00 Lunch & 1:1 Networking

Innovation and Future Competitiveness

13.20 Artificial intelligence and 'the human factor' in the Digital Transformation

Univ Prof Dr Sabine Theresia Köszegi, Professor of Labor Science and Organization, Institute of Management Science, TU Wien

Digital lipstick and analogue pigs!

Iain Skelton, Global Insurance Designer, Genesys

Leaders' Dialogue – Strategic Imperatives for the Digital Transformation Journey

14.20 Agentic AI will evolve the Business Model of the Insurer in a long term

Mag Christian Gosch, Head of Group Data & IT, UNIQA Insurance Group AG

Insurance re-wired: Boosting the business benefits of new technologies through Re-Wired Processes and Smart Innovation

Ingo Weinem, Vice President, Global Co-Head Insurance, EPAM

How to Avoid Vendor Lock-In: Best Practices

KR Dr Klaus Hermetschläger, Managing Director, Accenture GmbH

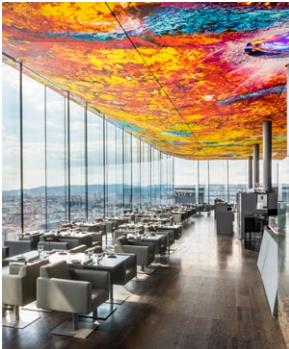
Senior Dialogue

15.20 Closing and subsequent Aperitif

Important Informations



**Senior Dialogues,
Formal Reception & Aperitif and
Dinner at The Loft, SO/ Vienna**



**Senior Executive Conference at
SO/ Vienna**

Dates & Locations

Senior Dialogues, Formal Reception & Aperitif and Dinner

Monday, October 13, 2025, 17.00 – 21.30

The Loft, SO/ Vienna
Praterstrasse 1, 1020 Vienna
Tel. +43 1/ 906160, www.so-hotels.com

Senior Executive Conference

Tuesday, October 14, 2025, 09.00 – 16.00

SO/ Vienna, 4rd floor
Praterstrasse 1, 1020 Vienna
Tel. +43 1/ 906160, www.so-hotels.com

Participation

By invitation only. The participation is free of charge.
Accommodation is at your own expense.

Conference Language

The conference will be held in English.

Registration

www.sminds.ch/en/insurancecom/eastern-europe/anmeldung.
Please register in good time. The number of places is limited.

Your room reservation

A limited number of rooms are available at SO/ Vienna. Under the keyword « InsuranceCom » you will receive a special price when you reserve your room.

SO/ Vienna

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philippe.glaser@so-hotels.com

Organizer

Event Operation Professional: Valeria Yehorina
CEO: Sandro Schmid

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Premium Partners

Accenture GmbH

EPAM

Genesys

IBM Consulting

TOGETHER CCA GmbH

Partners

Appian

Cleverbee AG

RENOMIA, a. s.

Steinmayr & Co Insurance Brokers GmbH

Knowledge Partner



University of St.Gallen



Print product with financial

climate contribution

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