

# CONFERENCE AGENDA

## WEDNESDAY 7 OCTOBER 2015: CONFERENCE DAY ONE SHAPING OUR SECTOR, SHAPING OUR WORLD

ICMIF members are more than insurers: they have an unrivalled understanding of risk and significant financial strength, making them a key player in strengthening socio-economic stability and building a more resilient world. At the same time, a growing number of global, external influences are shaping the future of our sector. How do we manage the broader expectations placed on our sector, while ensuring we maintain our strength as responsible businesses?

TIME	SESSION DETAILS
09.00 - 10.30	<p>Plenary Session <b>OPENING CEREMONY AND KEYNOTE SESSION</b></p> <p>Opening spectacle and welcome <b>Shaun Tarbuck</b>, Chief Executive, ICMIF <b>Brad Hewitt</b>, CEO, Thrivent Financial (USA)</p> <p><b>RESPONSIBLE CAPITALISM: WHAT DOES IT MEAN FOR US?</b></p> <p>We have entered a new age of responsible capitalism, driven by global socio-economic disruption and new demands for the business world to raise its game: treat customers fairly, be more transparent, embrace technology, act sustainably. What are the key internal and external challenges for cooperative/mutual insurers; what are the possible risks and rewards for our sector?</p> <p><b>Keynote presentation</b> <b>Mike Pritula</b>, Director, McKinsey &amp; Company (USA)</p> <p><b>Panellists</b> <b>Anders Sundström</b>, Chair, ICMIF <b>Dame Pauline Green</b>, President, International Co-operative Alliance (ICA) <b>Holly Ransom</b>, 2014 co-Chair G20 Youth (Y20) Summit and CEO, Emergent Solutions (Australia) <b>Brad Hewitt</b>, CEO, Thrivent Financial (USA)</p>
10.30 - 11.00	Coffee break
11.00 - 12.30	<p>Plenary Session <b>BUILDING RESILIENT FINANCIAL SYSTEMS AND INFLUENCING POLICY</b></p> <p>Policymakers, governments and civil society have turned to the insurance industry to help them build a more resilient world. What will this look like for cooperative/mutual insurers; what solutions can our sector offer?</p> <p><b>Chaired by</b> <b>Hilde Vernailen</b>, Chair of the Management Committee, P&amp;V Group (Belgium)</p> <p><b>Panellists</b> <b>Kathy Bardswick</b>, President and CEO, The Co-operators (Canada) <b>Rowan Douglas</b>, CEO Capital, Science &amp; Policy Practice, and Chairman, Willis Research Network, Willis Group (UK) <b>Teresa Rasmussen</b>, President, Thrivent Financial (USA) <b>Nick Shufro</b>, Director, Sustainable Business Solutions and AR!SE, PwC (USA) <b>Shaun Tarbuck</b>, Chief Executive, ICMIF</p>
12.30 - 14.00	Lunch



14.00 - 15.00

Parallel session A

## INVESTMENTS FOR SUSTAINABLE GROWTH

*Great Lakes Ballroom (4th floor)*

Insurers are asset-rich and their investment power can be further enhanced by integrating risk considerations into asset management.

Chaired by

**Michael Morrissey**, President and CEO, International Insurance Society (USA)

Panellists

**Denis Berthiaume**, President and COO, Desjardins Financial Security (Canada)

**Jessica Fries**, Executive Chairman, The Prince's Accounting for Sustainability (A4S) Project (UK)

**Sean Kidney**, CEO, Climate Bonds Initiative (UK)

**Faye Lageu**, Vice-President, Business Intelligence, ICMIF

Parallel session B

## CHANGING BEHAVIOURS IN RISK MANAGEMENT

*Lake Superior (5th floor)*

As our sector looks to the long-term, we need to understand the underwriting challenge for insurance and reinsurance, and seek solutions for sustained success.

Chaired by

**Rowan Douglas**, CEO Capital, Science & Policy Practice, and Chairman, Willis Research Network, Willis Group (UK)

Panellists

**Adam Canning**, Senior Vice President, Catastrophe Analytics, Willis Re (Canada)

**Sebastian von Dahlen**, Chairman, G-SIIs Analysts Working Group (G-AWG), International Association of Insurance Supervisors (Switzerland)

**Nick Shufro**, Director, Sustainable Business Solutions and AR!SE, PwC (USA)

15.00 - 15.30

Coffee break

15.30 - 17.00

Plenary session

## A GLOBAL REACH FOR LOCAL STRENGTH

A panel of ICMIF members' CEOs discuss our sector's role in influencing socio-economic sustainability and responding to environmental change, while not losing sight of our business objectives and meeting policyholder-members' expectations.

From global regulation to industry-level commitments, we will explore the implications for our sector and for our diverse organizational goals.

Chaired by

**John Weber**, Senior Associate Editor, A.M. Best (USA)

Panellists

**Néstor Abatidaga**, CEO, Grupo Sancor Seguros (Argentina)

**Monique F. Leroux**, Chair of the Board, President and CEO, Desjardins Group (Canada)

**Jean-Louis Davet**, Chief Executive, MGEN - ISTYA Group (France)

**Jens Henriksson**, President and CEO, Folksam (Sweden)

**Pooja Rahman**, Vice President, International Regulatory Affairs, New York Life (USA)



# CONFERENCE AGENDA

## THURSDAY 8 OCTOBER 2015: CONFERENCE DAY TWO LEADERSHIP AND INNOVATION

ICMIF members are more than insurers: they provide leadership and raise the bar for the insurance industry, from providing risk education and local community support, to creating unique risk mechanisms and contributing to global economic debates. How do they leverage the cooperative/mutual business model to stimulate innovation? How can we ensure that our investments in innovation provide tangible benefits for members and for the business?

TIME	SESSION DETAILS
09.00 - 10.30	<p>Plenary Session <b>NEW THINKING, NEW OPPORTUNITIES</b></p> <p>Innovation is crucial in the way we find business solutions to social, demographic and economic risks. A panel of ICMIF members' CEOs discuss how their organizations encourage innovation and embrace new ways of thinking for tackling the challenges presented by existing and emerging risks.</p> <p>Chaired by guest speaker <b>Monica Woodley</b>, Editorial Director, Thought Leadership, The Economist Group (UK)</p> <p>Panellists <b>Thierry Couret</b>, Executive Director, Insurance Services and Solutions, MAIF (France) <b>Tom Gitogo</b>, Group CEO, CIC Insurance Group (Kenya) <b>Ken Ng</b>, Chief Executive, NTUC Income (Singapore) <b>Ann Sommer</b>, CEO, Länsförsäkringar Sak (Sweden) <b>Bruce Kelley</b>, President and CEO, EMC Insurance Companies (USA)</p>
10.30 - 11.00	Coffee break
11.00 - 12.30	<p>Plenary Session <b>MOMENTS THAT MATTER</b></p> <p>When disaster strikes, cooperative/mutual insurers are at the forefront of recovery: rebuilding, rehabilitating and making a real difference to those who have been affected, in both developed and emerging economies. The protection of lives and livelihoods is not just about our response to catastrophes - fresh thinking is also required about how we reduce tomorrow's risks before they strike.</p> <p>Chaired by <b>Marc Gordon</b>, Coordinator, HFA Review, United Nations Office for Disaster Risk Reduction (Switzerland)</p> <p>Panellists <b>Rob Wesseling</b>, Executive Vice-President and COO, P&amp;C Operations, The Co-operators (Canada) <b>Hiroshi Nakaseko</b>, President, Zenrosai (Japan) <b>Aris Alip</b>, Founder and Managing Director, CARD MRI (The Philippines) <b>Lindsay Sinclair</b>, Group Chief Executive, NFU Mutual (UK) <b>Antony Spalton</b>, Risk Reduction and Resilience Specialist, UNICEF (USA)</p>
12.30 - 14.00	Lunch



14.00 - 15.00

Parallel session A

### **LEADING IN A NEW WORLD AND THE DEMISE OF 'HUMAN CAPITAL'**

*Great Lakes Ballroom (4th floor)*

Changes in the external business environment have created new demands on how cooperative/mutual insurers provide leadership internally.

This session explores how engaging staff and developing talent require greater emphasis in order to build a business that is ready for future change.

Chaired by

**Steve Barry**, Director, ORIGOS Consultancy (UK)

Panellists

**Alejandro Asenjo**, General Manager, Grupo Asegurador La Segunda (Argentina)

**Philippe De Ridder**, Strategic Planning & Intelligence Manager, P&V Group (Belgium)

**Mike Jackson**, Chief Executive, PPS (South Africa)

Parallel session B

### **A CALL TO ACTION: DEVELOPING MUTUALS FOR THE UNDERSERVED MILLIONS**

*Lake Superior (5th floor)*

Over 3 billion people today are underinsured or uninsured; the majority of them live in poverty. They are also the most vulnerable in society, but because of their precarious situation, they also have strong communities, working together and helping each other in times of hardship.

This session looks at the potential for inclusive mutual insurance in these communities and how ICMIF can utilize the support and capacity of its established members to deliver solutions.

Chaired by

**Sabbir Patel**, Senior Vice-President, Emerging Markets, ICMIF

Panellists

**Kumar Shailabh**, Executive Director, Uplift Mutuals (India)

**Julio José (Yoy) Banzon**, Member of the Board of Trustees, CARD MRI (The Philippines)

**Andrea Keenan**, Senior Managing Director - Industry Relations, A.M. Best (USA)

15.00 - 15.30

Coffee break

15.30 - 17.00

Plenary session

### **GLOBAL TRENDS: OUR SECTOR'S PLEDGES**

The reach of regulation is widening; regional and global influences are shaping the cooperative/mutual insurance sector - even if they do not always understand it. It is our sector's responsibility to deliver the right messages to the right external stakeholders so that they can help our sector make its mark on the world.

Chaired by

**Peter Hunt**, Managing Partner, Mutuo (UK)

Panellists

**Melina Morrison**, CEO, Business Council of Co-operatives and Mutuals (Australia)

**Hilde Vernailen**, Chair of the Management Committee, P&V Group (Belgium)

**Georgina Díaz Sánchez**, General Manager, Sociedad de Seguros de Vida del Magisterio Nacional (Costa Rica)

**Stéphane Cossé**, Director of Public Affairs, COVEA (France)

**Marc Bell**, Chief Executive, Benenden (UK)

**Liz Green**, Senior Vice-President, External Relations, ICMIF



# CONFERENCE AGENDA

## FRIDAY 9 OCTOBER 2015: CONFERENCE DAY THREE MORE THAN INSURANCE: WHAT DIFFERENCE DOES BEING A COOPERATIVE/MUTUAL MAKE?

ICMIF members stand out from the crowd. The cooperative/mutual business model has inherent characteristics which can provide points of differentiation: equitable market conduct, fair pricing, good governance, risk reduction and social contribution. The way in which these elements are managed and communicated effectively when engaging with different external stakeholders can offer a sustainable competitive advantage.

TIME	SESSION DETAILS
09.00 - 10.30	<p>Plenary session <b>WINNING THE HEARTS AND MINDS OF TOMORROW'S CUSTOMERS</b></p> <p>As consumer behaviours change, as generation Y becomes a more important user of insurance, and as digital technologies change our way of doing business, cooperative/mutual insurers need to respond in the way they develop services, products and communications. What are the opportunities for our businesses and how do we balance the need to personalize against the need to standardize?</p> <p>Chaired by <b>Bill McKinney</b>, Vice-President, Strategy &amp; Long Term Development Management, Thrivent Financial (USA)</p> <p>Guest speakers <b>Holly Ransom</b>, 2014 Co-Chair G20 Youth (Y20) Summit and CEO, Emergent Solutions (Australia) <b>Steve Garrity</b>, CTO and Founder, Hearsay Social (USA)</p> <p>Panellists <b>Matthew White</b>, Human Resources Generalist, The Co-operators (Canada) <b>Jens Bærentsen</b>, CEO, Alka (Denmark) <b>Kumar Shailabh</b>, Executive Director, Uplift Mutuals (India)</p>
10.30 - 11.00	Coffee break
11.00 - 12.30	<p>Plenary session <b>PROMOTING OUR DIFFERENCE</b></p> <p>In highly saturated, fragmented or competitive markets, making an impact can be the greatest marketing challenge for cooperative/mutual insurers. Opportunities to improve our sector's reputation have been identified: how can individual firms contribute? ICMIF members discuss their experiences in successfully becoming more than "just another insurer".</p> <p>Chaired by <b>Liz Green</b>, Senior Vice-President, External Relations, ICMIF</p> <p>Panellists <b>Jim Glossat</b>, CEO, Capricorn Mutual (Australia) <b>Grzegorz Buczkowski</b>, CEO, TUW SKOK (Poland) <b>Mike Jackson</b>, Chief Executive, PPS (South Africa) <b>Romana Abdin</b>, Chief Executive, Simplyhealth (UK)</p>
12.30 - 14.00	Lunch



14.00 - 15.00

Parallel session A

### **DIGITAL AGE: RISK OR OPPORTUNITY?**

*Great Lakes Ballroom (4th floor)*

Technological tools and big data may be crucial for capturing new markets, but they also pose strategic and financial risks. How can cooperative/mutual insurers invest wisely to harness the power of these technologies and give maximum business benefits to our business?

Chaired by

**Rob Wesseling**, Executive Vice-President and COO, P&C Operations, The Co-operators (Canada)

Guest speaker

**Monica Woodley**, Editorial Director, Thought Leadership, The Economist Group (UK)

Panellists

**Roberto Castro Hiraldo**, President, Cooperativa de Seguros Múltiples (Puerto Rico)

**Gina Fusco**, Director of Strategy & Marketing, NFU Mutual (UK)

Parallel session B

### **RAISING CAPITAL TO REACH NEW MARKETS**

*Lake Superior (5th floor)*

Raising capital for business growth or specific business projects continues to be a key challenge for cooperative/mutual businesses. What are the latest solutions for our sector?

Chaired by

**Clive O'Connell**, Partner, Goldberg Segalla (UK)

Panellists

**Charles Goldie**, CEO, PartnerRe Global (Switzerland)

**Daniel Grieger**, Managing Partner and Head of Private Debt, Twelve Capital (Switzerland)

**Peter Hunt**, Managing Partner, Mutuo (UK)

15.00 - 15.30

Coffee break

15.30 - 16.55

Plenary session

### **CONTRIBUTING TO A NEW WORLD**

A panel of guest speakers and ICMIF members' CEOs consider the future for a stronger cooperative/mutual insurance sector within the context of a more resilient world. What are the key learnings from the Conference; how can we be seen as leaders in building greater socio-economic stability; how do we create a stable platform for cooperative/mutual insurers to operate on; what could our organizations look like in a more risk-resilient world?

Chaired by

**Rowan Douglas**, CEO Capital, Science & Policy Practice, and Chairman, Willis Research Network, Willis Group (UK)

Keynote presentation

**Margareta Wahlström**, Special Representative of the Secretary-General For Disaster Risk Reduction, United Nations Office for Disaster Risk Reduction (Switzerland)

Panellists

**Ruth Soto**, General Manager, Cooperativa Nacional de Seguros (Dominican Republic)

**Tamotsu Shozui**, President of the Board of Directors, Zenkyoren (Japan)

**Chris Black**, Chief Executive, FMG (New Zealand)

**Admarie Marcelo**, Vice President and COO, CLIMBS (The Philippines)

**Sebastian von Dahlen**, Chairman, G-SIIs Analysts Working Group (G-AWG), International Association of Insurance Supervisors (Switzerland)

16.55 - 17.00

### **CLOSING SESSION**

Concluding remarks and announcement of ICMIF Biennial Conference 2017