

European Forum on Claims Management for the Insurance Industry

8th – 9th of September, 2014

Frankfurt, Germany



Discover the latest trends in Insurance Claims aiming for High Efficiency and Cost Effectiveness which directly relates to Customer Satisfaction

Le **MERIDIEN**
PARKHOTEL FRANKFURT

In the Chair:

Oliver Netz
Senior Claims Officer Germany, Austria,
Switzerland

AIG
Germany

Speaker Panel:

Lionel Doguet
Head of Property & Casualty
Fraud

AXA
France

Oliver Netz
Senior Claims Officer Germany,
Austria, Switzerland

AIG
Germany

Danijela Ziser
Claims Expert, Vice President
Swiss Re

Matthew von Brockdorff
Deputy Managing Director
Atlas Insurance PCC Ltd

Dieter Pscheidl
Representative to the European
Union
Austrian Insurance
Association (VVO)

Laura Agopyan
Managing Director
InterEurope AG

Sara Landini
Associate Professor
University of Florence

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Topics to be addressed:

- Analysis of **Solvency II Directive** from European Union
- Impacts of **Trade sanctions** on (re) insurance compliance
- International Claims
- **Transformation program**
- Lean approach to control **Claims costs & expenses**
- Company reputation along with **Customer retention & Client satisfaction**
- Juridical aspect of **Complaints management- Eiopa guidelines**
- Costly **Whiplash & other Bodily Injury Claims** handling
- Pros and cons of **Social media** on Company reputation
- Role of **Data Analytics** and **Telematics** in Claims Processing

Benefits of attending:

- Meeting selected **Senior decision-makers** from **Claims management divisions** of global leading **Insurance companies**
- Learning from selected examples and **Practical approach**
- Knowledge and experience **Exchange**
- Direct **Networking** with industry decision makers in a **Business** friendly environment



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8th of September

Conference Day One

Le MERIDIEN
PARKHOTEL FRANKFURT

8:30 Registration & Welcome Coffee

9:00 Opening Address from the Chairman
Oliver Netz
Senior Claims Officer - Germany, Switzerland, Austria
AIG, Germany

REGULATIONS & GUIDELINES

9:10 Regulatory update from Brussels

- Protection or processing of personal data?
- New (compulsory) insurance cover - new claims?
- Outsourcing of claims handling under Solvency II

Dieter Pscheidl

Representative to the European Union
Austrian Insurance Association (VVO), Austria

9:50 EU and FUEDI loss adjusting & high volume claims services

- FUEDI - the European federation of loss adjusting experts associations for the property & casualty market
- EU recognition of the loss adjusting expert & claims services in the value chain (Solvency & Insurance Mediation Directive)
- EU Freedom of Services, Consumer Protection, Contract Certainty
- EU Natural Catastrophe surge & EU loss adjusting services - mutual recognition

Mark Vos

Vice-President
The European Federation of Loss Adjusting Experts (FUEDI), Netherlands

10:30 Coffee & Networking Break

INTERNATIONAL CLAIMS HANDLING

11:00 Cross border road traffic accidents and other International Insurance Claims

- Performance and Quality management, customer satisfaction in complex international legal contexts
- Defining, developing and combining skills for effective international claims teams
- Process, organization and technology in the cross border cooperation
- Managing international High Value Claims: the impact of legal know how, negotiation skills and transparent communication
- Fraud detection and prevention: integrated international cooperation, data transfer, managing specific skills, data protection

Laura Agopyan

Managing Director
InterEurope AG, Italy

11:40 Benefits from Claims Transformation Program in an International context

- International relations
- Global claims management challenges

Oliver Netz

Senior Claims Officer - Germany, Switzerland, Austria
AIG, Germany

12:20 Lunch Break

13:20 Coffee and Networking Break

14:00 Education in claims and importance in TCF concept (Treat Client Fairly)

- Ensure a proper claims handling through human approach of handler
- Transforming claims experience in best selling tool
- Improving company image and retention by Net Promoter Score in claims

Madalin Rosu

Board Member

Omniasig Vienna Insurance Group (VIG), Romania

FRAUDULENT CLAIMS

14:40 Identify & prevent Fraudulent claims

- Holistic approach to fraud management
- Identify & prevent Fraudulent claims

Roland B. Wörner

Global Head of Counter Fraud - General Insurance Claims
Zurich Insurance, Switzerland

15:20 Coffee and Networking Break

16:00 Trade Sanctions and Claims Management

- The current regime(s) of international Trade Sanctions
- Impact on a (re-) insurance compliance organization
- Claims Handling with a view to Trade Sanctions: Status-Quo and Benchmarking

Dr. Thomas Ullrich

Head of Legal & Claims
R+V Re, Germany

CLIENTS SATISFACTION & CUSTOMER RETENTION

16:40 Panel Discussion

Pros and cons of Social media on Customer retention

- Brand recognition
- Increasing sales
- Better claims services and acquiring loyal customer base
- Bringing Innovation by being accessible to the customers' voices
- Enhancing communication between Customer & Insurance

Led by:

Madalin Rosu
Board Member
Omniasig VIG, Romania

Matthew von Brockdorff
Deputy Managing Director
Atlas Insurance PCC, Malta

Laura Agopyan
Managing Director
InterEurope AG, Italy

17:20 Closing Remarks from the Chair & Wrap up of Day One

17:40

18:40 Cocktail Reception

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9th of September
Conference Day Two

Le MERIDIEN
PARKHOTEL FRANKFURT

8:30 Registration & Welcome Coffee

9:00 Opening Address from the Chairman
Oliver Netz
Senior Claims Officer - Germany, Switzerland, Austria
AIG, Germany

OVERVIEW FROM SPECIFIC SECTORS

9:10 **Property & Casualty Fraud Business Transformation-The key challenges**

- Process: 4 key steps (Detection, Triage, Investigation, Decision) along with Real-time detection
- Tools: Basic alerts and Holistic approach
- Organization: Centralization & Specialization as Key Levers and Overview of the main roles
- Skill set focus: Desk Investigator/Data analyst and new practices like Network analysis

Lionel Doguet
Head of Property & Casualty Fraud
AXA, France

Case Study

9:50 **Optimising Motor claims management - Implementation of a new system**

- Principles and topics
- Lean approach on optimisation of processes
- Focus on customer service
- Controlling Claims costs & expenses
- Reporting and Data Analysis

Matthew von Brockdorff
Deputy Managing Director
Atlas Insurance PCC, Malta

10:30 **Business Card Exchange and Coffee Break**
Opportunity for the participants to share their contact information with each other dedicated specifically to strengthen business connections with the industry peers

11:00 **Claims Management in a catastrophic scenario**

- How catastrophic events developed during last years?
- Are insurers ready to face climate changes with same speed as climate develop?
- Short overview over the most deadly natural disaster
- Difference between human catastrophic event and natural catastrophic event
- Is Marketing during natural catastrophe events cynic or realistic?

Madalin Rosu
Board Member
Omiasig Vienna Insurance Group (VIG), Romania

FUTURE OF INSURANCE CLAIMS SECTOR

11:40 **Panel Discussion**

Visions for the future of the Non Life Insurance sector

- In- or outsourcing of claims handling?
- Opportunities and limits of automation in claims handling
- Role of Data Analytics and Telematics in Claims Processing
- Claims Fraud Management Today & Tomorrow
- The challenge to execute a worldwide counter fraud strategy
- Latest developments of the sector

Led by:

Dieter Pscheidl
Representative to the European Union
Austrian Insurance Association (VVO), Austria
Roland B. Wörner
Global Head of Counter Fraud - General Insurance Claims
Zurich Insurance, Switzerland

Oliver Netz
Senior Claims Officer - Germany, Switzerland, Austria
AIG, Germany

James Dalton
Assistant Director, Head of Motor & Liability
Association of British Insurers (ABI), UK

12:20 Lunch Break

13:20 Coffee and Networking Break

CLAIMS HANDLING COSTS & EXPENSES

14:00 **Whiplash and other Bodily Injury Claims**

- Personal injury claims – biggest cost to the industry leading to premium increases
- Whiplash is the biggest cost driving up the prices of motor insurance in the United Kingdom
- Would independent medical panels reduce whiplash fraud?
- Developing an accreditation framework for practitioners preparing medical reports for whiplash claims

James Dalton
Assistant Director, Head of Motor & Liability
Association of British Insurers (ABI), United Kingdom

14:40 Coffee and Networking Break

15:20 **Handling Complaints Management - Juridical Aspect**

- Eiopa Guidelines on Handling Complaints Management
- Handling Complaints Management Function and Corporate Governance
- Handling Complaints Management, Conducts Codes and Soft Law

Sara Landini
Associate Professor
University of Florence - Department Juridical science, Italy

16:00 **Making claims management effective and profitable**

- Facing the "Moment of Truth"
- Turning the seemingly least effective process into a profitable one - a true challenge

Danijela Ziser
Claims Expert, Vice President
Swiss Re, Germany

16:40 Closing Remarks from the Chair & Wrap up of Day Two