



InsurTech North 2020

**BEANFIELD CENTRE
NOV 9-10, 2020 TORONTO**

**WHERE THE RUBBER
HITS THE ROAD**



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Expert Panels

Hear from experts on what's hot, what's not, and where investment dollars are going! Learn from leading insurers that have embraced innovation and are sharing the good, the bad...and so much more!

Interactive Breakout Session **NEW!**

This ice-breaker kick-off gives attendees a chance to reinvent certain aspects of the insurtech/incumbent space in a session all about reconstruction for the greater good.

Expo & Marketplace

Attending insurtechs can get a table at the expo! Come to our marketplace for one-on-one meetings. Tell us who you want to meet and we'll help you arrange a date through the event networking app, Brella!

Wolf Pack

Witness InsurTech North's Startup Pitch Competition. See which startup is strong enough to run with the pack!



InsurTech North 2020 Where the Rubber Hits the Road

Where insurance leaders and innovators meet to create opportunity and growth

InsurTech North is a forum for insurers, reinsurers, brokers, MGAs, digital leaders, InsurTechs, entrepreneurs and venture capitalists. This year's conference theme, "Where the Rubber Hits the Road", centres on a riveting program on such relevant topics as how the insurance workforce will work with technology in the future, top cross-ecosystem challenges worth reconstructing, which friction points can be solved by technology in the customer insurance experience, augmented intelligence and AI, the customer journey, combatting 'Bro Culture', regulation trends and much more!

InsurTech North provides actionable takeaways for all attendees through four distinct features of the 2020 conference that are integral to this year's stellar agenda: expert panel discussions, an interactive pan-ecosystem breakout session, a networking Expo and Marketplace, and the annual InsurTech North Wolf Pack Startup Pitch Competition. The agenda is designed to drive insurance technology innovation, opportunity and learning to assist decision makers in the life/health and P&C industries.

Over USD \$6.37 billion was invested in insurtech in 2019, indicating a growing need for the industry to congregate and hold important discussions. Join the conversation and connect with forward-thinking experts in all key sectors important to profitable long-term growth at InsurTech North!



2020 Advisory Committee

Mukul Ahuja

Partner, Strategy & Artificial Intelligence, Financial Services & Insurance Leader, Omnia Ai, Deloitte

Jan Arp

Managing Partner, Holt Accelerator

Joel Baker

President and CEO, MSA Research

Sue Britton

CEO & Founder, FinTech Growth Syndicate

Aly Dhalla

CEO & Co-Founder, Finaeo

Stephen Goldstein

VP, Client eXperience Lead, RGAX

Nicole Gunderson

Managing Director, Global Insurance Accelerator

Blake Hill

Vice President, Business Insurance Development, dacadoo

Keegan Iles

Partner, National Insurance Consulting Leader, PwC

Alice Keung

Chief Transformation Officer, Economical Insurance

Laviva Mazhar

Associate, Luge Capital

Caroline Mills-White

SVP, Global Head of Auto Practice Group, National Director Personal Lines and Affinity, Aon

Abhay Raman

Chief Security Officer, Sun Life Financial

Parna Sabet-Stephenson

Partner, Gowling WLG

Daniel Sinclair

Vice President, Corporate Development, The Co-operators

Paul Winston

Principal, IE Advisory



Agenda Monday, November 9th

8:45 AM ❄️ Welcome Address



Emcee
Sue Britton
CEO & Founder,
Fintech Growth Syndicate

9:00 AM ❄️ InsurTech: Where We Are and Where We Are Going

Leading participants in InsurTech in Canada and around the world will discuss the evolution and growth of InsurTech from the perspectives of a Canadian life and health insurer, a Canadian property and casualty insurer, a Canadian start-up in InsurTech and a global insurance accelerator.

Learn what these participants are doing in InsurTech in Canada and around the globe. Consider what is happening in disruptive InsurTech technologies and collaboration. Be inspired by their thoughts on opportunities and the future of InsurTech. Hear their insights for start-ups looking for funding.



Moderator
Nancy Carroll
Partner, Head, National
Insurance and
Reinsurance Practices,
McCarthy Tetrault LLP



Xavier Debane
VP, Enterprise Strategy &
Transformation,
Manulife



Nicole Gunderson
Managing Director,
Global Insurance Accelerator



Ian Jeffrey
Co-founder and CEO,
Breathe Life



Justin Smith-Lorenzetti
Principal,
Intact Ventures

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InsurTech North



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Agenda Monday, November 9th

Facilitating Innovation Through Principles-Based Regulation - A Conversation ❄️ 10:00 AM

Join Tim Bzowey, EVP, Auto Insurance Products, and Jordan Solway, EVP, Legal and Enforcement, as they discuss FSRA's shift to principles-based regulation, what it means for the future of innovation in insurance, and how the FSRA team is creating a regulatory environment that will make it easier to do business in Ontario and facilitate consumer choice. Tim and Jordan will also break down FSRA's first year achievements and what's ahead in FSRA's pursuit of regulatory excellence.



Moderator

Parna Sabet-Stephenson

Partner,
Gowling WLG



Tim Bzowey

EVP, Auto Insurance Products,
Financial Services Regulatory
Authority, Ontario



Jordan Solway

EVP, Legal & Enforcement,
Financial Services Regulatory
Authority, Ontario

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Networking Break ❄️ 10:30 AM

Deconstructing Key Issues Across the Ecosystem ❄️ 11:00 AM

Led by several facilitators, this interactive session is an opportunity for delegates to deconstruct one of four challenges facing the insurtech community and collaborate for solutions that will ultimately provide greater communal success. Each of the four groups will work with a set of facilitators and conclude with brief presentations from each group back to the room.



Jan Arp

Managing Partner,
Holt Accelerator



Maor Amar

Managing Partner,
Impression Ventures



Aly Dhalla

CEO & Co-Founder,
Finaeo



Roland Chan

Founder & CEO,
FindBob



Blake Hill

Vice President, Insurance
Business Development,
dacadoo



Tim Bzowey

EVP, Auto Insurance Products,
Financial Services Regulatory
Authority of Ontario



Jordan Solway

EVP, Legal & Enforcement,
Financial Services Regulatory
Authority of Ontario



Agenda Monday, November 9th

12:30 PM  Lunch

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1:30 PM Augmented Intelligence and AI - Moving Towards a New Age Working With Technology

While we are still quite far from applications of ‘autonomous intelligence’ in the market, where machines can make complex human-like decisions and execute on them without intervention, there has been significant evolution beyond the use of ‘assisted intelligence’ in the form of task-based automation and simple chatbots. One thing is clear - we have now entered what is called the “Age of With,” where organizations are harnessing the power of augmenting – not replacing - human intelligence to identify unique advantages through the application of analytics and AI to enhance human productivity and ingenuity. Think humans with machines, data with actions, actuaries with data science.

The results of these investments are insights that become smartly automated, insights that become action-oriented, and relevant information getting into the right hands at the right moment. This is what we mean when we talk about augmented intelligence. Join Mukul Ahuja, Partner and FSI Leader, Omnia AI at Deloitte, as he moderates a thought-provoking panel discussion with industry leaders across P&C, L&H and insurtech(s) exploring the emergent view in the “Age of With”.



Moderator

Mukul Ahuja

Partner, Strategy & Artificial Intelligence, Financial Services & Insurance Leader, Omnia AI, Deloitte



Charles Dugas

Insurance Solutions Lead, Element AI



Carl Lambert

Chief Data and Analytics Officer, The Co-operators



Abhay Raman

Chief Security Officer, Sun Life Financial



Jane Wang

CEO, Optimity

2:15 PM  Networking Break



Agenda Monday, November 9th



Startup Pitch Competition ❄️ 2:45 PM

Qualifying Life/Health and P&C insurtechs perfect their pitch and take on InsurTech North's Wolf Pack in this year's pitch competition. The Wolf Pack will put the startups through

their paces and draw out the best. See which startup shows they are strong enough to run with the pack, and maybe even lead the industry forward!



Pack Leader

Keegan Iles

Partner, National Insurance
Consulting Leader,
PwC



Chris Forrest

Senior Manager,
Innovation Strategy,
Monitor Deloitte



Stephen Goldstein

Vice President,
Client eXperience Lead,
RGAX



Danielle Graham

Investment Principal,
Dream Maker Ventures



Laviva Mazhar

Associate,
Luge Capital

Expo & Marketplace ❄️ 4:15 - 6:15 PM

Connect with conference attendees and industry-leading companies at the InsurTech North Expo and Marketplace! Private conversations open doors to future deals and opportunities. Meet with exhibiting insurtechs or participate by registering two or more delegates to get a booth (space permitting). Visit our website for more details on Expo eligibility.

You can also participate in speed-date style networking! Join a table of like-minded participants to hone in on a particular area of interest. Powered by an innovative event networking app, Brella, attendees will be able to easily connect with others at the event, match up, schedule networking meetings, take notes from meaningful conversations, and more!

includes Cocktail Hour starting at 5:15 PM



Agenda Tuesday, November 10th

7:45 AM  Breakfast

8:45 AM  Key Touchpoints in the Customer Journey

Key touchpoints in a customer journey are critical moments when a customer interacts with parts of your business and its offerings e.g. your product, service or brand. This can occur before, during and after the experience of a product or service. The touchpoints in the journey include those directly managed by your organization as well as those influenced outside the organization. Find out more on industry leaders' innovative approaches and solutions to deliver enriched customer experience at these precious moments on the customer journey map.



Moderator

Alice Keung

Chief Transformation Officer,
Economical Insurance



Carolyn Beatty

Vice President of
Customer Experience,
Sonnet Insurance



Bryan Padgette

Senior Vice President,
Sureify



John Knotek

CEO,
ClearPay

9:30 AM  Combatting 'Bro Culture' in the Tech Space - A Conversation

Bro culture, sexual harassment, misogyny and male dominance have plagued the tech industry since the creation of the wheel. Have we not learned our collective lesson? Leaning in only goes so far. What should be done by both men and women to overcome it? Join Sue Britton, CEO and Founder of FinTech Growth Syndicate in conversation with Davinia Chew who will courageously share her personal and painful experiences in tech with us to help others.



Emcee

Sue Britton

CEO & Founder,
Fintech Growth Syndicate



Davinia Chew

Host,
Allegedly

10:15 AM  Networking Break

Agenda Tuesday, November 10th

Are InsurTechs All They Are Stacked Up to Be? ❄️ 10:45 AM

Early fears that the insurtech movement would result in significant disruption of the marketplace and leave incumbent insurers in the dust have not yet been realized. Our panel will examine the reality today and why the full-stack model has not caught on in insurance to the degree it has in the FinTech sector, or even other countries. Panelists will also provide a framework for analyzing the growth, financial performance and prospects of leading full-stack InsurTechs



Moderator
Paul Winston
Principal,
IE Advisory



Adrian Jones
Deputy CEO of P&C Partners
in charge of Ventures &
Strategic Partnerships,
SCOR



Jackson Mueller
Associate Director,
FinTech Program,
Centre for Financial Markets,
Milken Institute



Denese Ross
Managing Partner,
DRC Consulting

A Candid Conversation on Co-Creation - How to Win by Working Together ❄️ 11:45 AM

Co-creation is at the centre of innovation. To succeed, incumbents and startups will have to partner with each other to solve problems faster and at scale more than they could individually.

While tons of opportunity exists and the collaborations can be fruitful, the journey to partnership can be full of pitfalls, fears and unknowns.

In this session, we will start with a “skit” that showcases a typical interaction between a large company and startup, followed by a fireside chat between Apollo Insurance (the startup) and Berkley Canada (the incumbent) to discuss their real-life successful partnership and how others can learn from both their wins and challenges.



Co-Moderator
Aly Dhalla
CEO and Co-Founder,
Finaeo



Co-Moderator
Stephen Goldstein
VP, Client eXperience Lead,
RGAX



Jeff McCann
Founder & CEO,
Apollo Insurance



Alexandra Spence
Director of Marketing
& Operations,
Berkley Canada



Agenda Tuesday, November 10th

12:15 PM ❄️ Closing Remarks



Joel Baker

President & CEO,
MSA Research



Emcee
Sue Britton

CEO & Founder,
Fintech Growth Syndicate

12:30 PM ❄️ Lunch

1:00 PM ❄️ Expo & Marketplace

Connect with conference attendees and industry-leading companies at the InsurTech North Expo and Marketplace! Private conversations open doors to future deals and opportunities. Meet with exhibiting insurtechs or participate by registering two or more delegates to get a booth (space permitting). Visit our website for more details on Expo eligibility.

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3:30 PM ❄️ InsurTech North Ends

Become a Sponsor of InsurTech North



Become part of this exciting two-day event where industry meets innovators, disruptors and future partners. Attract opportunity for your organization at this premier event. You might even meet a unicorn!

For more information, or to become a sponsor, please contact Laura Viau at laura.viau@msaresearch.com or +1 416-368-0777 x25





Accommodation

InsurTech North has reserved a block of rooms at Hotel X in Toronto. This luxury hotel is located across the street from the Beanfield Centre for quick access to and from the conference.

The hotel offers rooms with breath-taking views of Toronto's skyline and waterfront, complimentary high-speed Wi-Fi, access to their fitness centre and more. Hotel X is a 5 minute drive from Billy Bishop Airport and a 30 minute drive from Pearson International Airport.

Hotel X Toronto
111 Princes' Boulevard
Toronto, Ontario, M6K 3C3, Canada
Phone: +1 647-943-9300

Venue

InsurTech North will be held at the Beanfield Centre located on the grounds of Exhibition Place on the Lake Ontario waterfront.

Formerly the Automotive Building, the 160,000 square foot facility preserves its historical aspects and features 100% green power from renewable sources.

Beanfield Centre is accessible by car, public and regional transit. Please plan to arrive early if you are driving as parking will be busy with other events on the grounds. Public transportation is recommended.

Beanfield Centre
105 Princes' Boulevard
Toronto, Ontario, M6K 3C3, Canada
Phone: +1 416-263-3000





Register Online

REGISTER.INSURTECHNORTH.COM

| | |
|-------------------------------------|-------|
| Individual Delegates | \$899 |
| InsurTechs/Accelerators/Incubators* | \$499 |

*At least half of your staff involved in R&D/Innovation

Registration Details:

All fees are in Canadian dollars

Registration includes access to all sessions, workshops, Expo & Marketplace, Wolf Pack Startup Pitch competition, social breaks, breakfast, lunches, and cocktail reception.

Accommodation is not included in the registration fee.

Dress code: Business casual

Credit card and cheque payments are accepted.
If you have any questions please contact
Laura Viau at laura.viau@msaresearch.com
or **+1 416-368-0777 x25**.

Cancellation Policy:

Cancellation fee of \$125 +HST applies per delegate.

No refunds after **October 9th, 2020**.

Substitutions allowed at any time.

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a part of the conversation!



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