



InsurTech North 2021

April 22-23
VIRTUAL CONFERENCE

WHERE THE RUBBER

HITS THE ROAD



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Expert Panels

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

Wolf Pack

Witness InsurTech North's Startup Pitch Competition. Five InsurTechs pitch it out in front of our panel of esteemed Wolf Pack judges. See which startup is strong enough to run with the pack!

Networking & Virtual 1:1 Meetings

Connect with conference attendees and industry-leading companies. Book one-on-one video meetings with other attendees through the event platform Brella!

InsurTech Spotlight **NEW!**

New on our virtual platform! Get to know the insurtechs in attendance. Qualifying insurtechs will have the option to host a virtual booth. Attendees will be able to easily view them all in one convenient location. Please visit our website for more details: www.insurtechnorth.com/insurtech-spotlight

Interactive Breakout Session **NEW!**

This session will give attendees a chance to reinvent certain aspects of the insurtech/incumbent space in a session all about reconstruction for the greater good.



InsurTech North 2021 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, claims, regulation trends, open banking and much more!

InsurTech North provides actionable takeaways for all attendees through four distinct features of the 2021 virtual conference that are integral to this year's stellar agenda: expert panel discussions, an interactive pan-ecosystem breakout session, live video 1:1 networking with other attendees, 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.

\$7.1 billion USD was invested in insurtech in 2020, 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!



2021 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

Blake Hill

Vice President, Business Insurance
Development,
dacadoo

Keegan Iles

Partner, National Insurance
Consulting Leader,
PwC

Alice Keung

Most recently Chief
Transformation Officer,
Economical Insurance

Laviva Mazhar

Associate,
Luge Capital

Abhay Raman

Chief Security Officer,
Sun Life Financial

Parna Sabet-Stephenson

Partner,
Gowling WLG

Daniel Sinclair

VP, Corporate Development,
Co-Head Co-operators Corporate
Venture Fund, The Co-operators

Paul Winston

Principal,
IE Advisory

Agenda Thursday, April 22nd - ALL TIMES IN EST

8:30 AM ❄️ Welcome Address by Joel Baker

8:45 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 with global operations, a Canadian start-up in InsurTech and a global insurance accelerator that fosters innovation in the insurance sector. 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



Ian Jeffrey

Co-founder and CEO, Breathe Life



Peggy Klingel

Director, Startup Engagement, Allstate Insurance



James Vogtle

Global Chief Client Centricity & Innovation Officer, Manulife

9:45 AM ❄️ Break/Private Meeting Time

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

Join Tim Bzowey and Jordan Solway 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 early 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

ALL TIMES IN EST - Agenda Thursday, April 22nd

Break/Private Meeting Time ❄ 10:30 AM

Deconstructing Key Issues Across the Ecosystem ❄ 10:45 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.

Capital



Jan Arp

Managing Partner,
Holt Accelerator



Maor Amar

Managing Partner,
Impression Ventures

Regulatory/Gov



Tim Bzowey

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



Jordan Solway

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

Startups



Aly Dhalla

CEO & Co-Founder,
Finaeo



Roland Chan

Founder & CEO,
FindBob

Incumbent



Blake Hill

Vice President, Insurance
Business Development,
dacadoo



Louise Morsi

Vice President, Enterprise
Data, Finance,
Economic Insurance

Session Introduction ❄ 10:45 AM

Ecosystem Breakouts ❄ 11:00 AM

Ecosystem Presentations ❄ 11:45 AM

Agenda Thursday, April 22nd - ALL TIMES IN EST

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InsurTech North



All sessions and networking delivered via Brella, our conference platform.

12:15 PM ❄ Break/Private Meeting Time

1:15 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



Clément Brunet

VP, Business Intelligence and Chief Data and Analytics Officer, The Co-operators



Abhay Raman

Chief Security Officer, Sun Life Financial



Jane Wang

CEO, Optimity

2:00 PM ❄ Break/Private Meeting Time

ALL TIMES IN EST - **Agenda** Thursday, April 22nd



Startup Pitch Competition ❄️ 2:30 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



Stephen Goldstein

Vice President,
Client eXperience Lead,
RGAX



Danielle Graham

Venture Partner,
ArchAngel Network
of Funds



Laviva Mazhar

Associate,
Luge Capital



Daniel Sinclair

VP, Corporate Development,
Co-Head, Co-operators Corporate
Venture Fund

Private Meeting Time ❄️ 4:00 PM

Agenda Friday, April 23rd - ALL TIMES IN EST

8:00 AM ❄️ Private Meeting Time

8:30 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
Most recently Chief Transformation Officer, Economical Insurance



Marcus Lepkowski
AVP, Digital Solutions, Sonnet Insurance



Patrick Viau
Chief Client Officer, Breathe Life



Cong-Rong Xie
VP, Technology for Individual Customer & Advisor Network, Canada Life

9:15 AM ❄️ Break/Private Meeting Time

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If you have any questions please contact Laura Viau at:
laura.viau@msaresearch.com or **+1 416-368-9001**.

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Cancellation Policy:

Cancellation fee of \$50

+HST applies per delegate, no refunds after April 1, 2021. Substitutions allowed at any time.

ALL TIMES IN EST - Agenda Friday, April 23rd

Concurrent A: Claims, The 800 Pound Gorilla - Ripe for Tech ❄️ 9:30 AM

As anyone involved in the P&C sector knows, the claim function is the proverbial 800lb gorilla given its outsized impact on the overall performance of carriers. As distribution through digital platforms continues to heat up, a strong claim experience will be key in driving customer value and inspiring brand loyalty. Efficiencies in the claim function can also improve the overall performance of insurance companies. Our esteemed panel will discuss the current claims tech landscape, innovations that are here and those that are on the horizon for the auto, homeowner and commercial sectors of the market.



Moderator
Laviva Mazhar
Associate,
Luge Capital



Hans Reidl
SVP, Claims,
Economical Insurance



Kevin Reilley
CEO,
Westhill Global



Deb Zawisza
Vice President of Research and
Consulting, Novarica

Concurrent B: Connected Health - It's More Than Steps ❄️ 9:30 AM

One bright spot in 2020 was the coming together of many individuals to support others in times of need, including corporations evolving to include a "We Care" element of support for both employees and customers. At the same time, the adoption of digital tools to support health and wellbeing accelerated into the mainstream. These changes are here to stay and, when combined, create an opportunity for corporations to step forward with a "We Care" strategy that goes beyond PR statements. Connected Health is the opportunity to bring holistic health and wellbeing solutions to your customers and employees in an individualized and personalized way. Connected Health is much more than steps, physical activity, and health questionnaires! To learn more about the Connect Health strategy, a truly holistic approach to health & wellbeing, and delivering on the "We Care" promise, hear from leading experts from an Insurer, Reinsurer, and Technology provider.



Moderator
Blake Hill
Vice President, Insurance,
dacadoo



Baltej Gill
AVP, Member Experience,
Foresters Financial



Kelvyn Young
Global Head, Life & Health
Partnerships, Swiss Re

Break/Private Meeting Time ❄️ 10:15 AM

Agenda Friday, April 23rd - ALL TIMES IN EST

10:45 AM Concurrent A: Are You Ready for Open Banking?

Open Banking is quickly moving ahead in Canada in a uniquely Canadian hybrid model where regulators will set the rules and industry will implement what is needed. If you aren't familiar with Open Banking and not sure why it's a topic at this event, it's a global movement that is implemented in the UK, Europe, Australia, Brazil and the US, and is predicted to be coming to Canada in the next 12 months. It will require banks to share financial data, that a consumer or small business requests to be shared, with an accredited third party. That could be an InsurTech, FinTech or a software company or tech giant. The insurance market in Canada should see this as a major opportunity for growth and product innovation, and an indication of what is coming to your industry when it shifts beyond banking, to all areas of finance. This session will discuss how innovators could start thinking about those opportunities.



Moderator
Sue Britton
CEO and Founder,
FinTech Growth Syndicate



Steven Boms
Executive Director, Financial
Data and Technology
Association (FDATA)



Anna Foat
Director, Global Digital
Transformation Officer,
Sun Life Financial



Danish Yusuf
CEO and Founder,
Zensurance

10:45 AM Concurrent B: Insuring the Future of Mobility

As ridesharing, carsharing, and autonomous vehicles increasingly replace traditional models of automotive transportation, insurers must rethink their role in the mobility ecosystem and their relationship to drivers, owners, and vehicles. Join us for a practical exploration of the customer behaviours, products, channels and stakeholders shaping the new mobility ecosystem and its implications for the insurance industry.



Moderator
Ryan Spinner
Head of Mobility,
Liberty Mutual Canada



Katie DeGraaf
Head of Products and Telematics,
OnStar Insurance,
General Motors



Sabina Martin
Senior Manager, Product,
GEOTAB



Fernand Vartanian
General Counsel,
Onlia

ALL TIMES IN EST - **Agenda** Friday, April 23rd

Break/Private Meeting Time ❄ 11:30 AM

Update from The Digital Insurer ❄ 11:45 AM

Join Hugh Terry, founder of The Digital Insurer, for an update from his unique perspective. Topics he will touch on include:



Hugh Terry

Founder,
The Digital Insurer

- Trends accelerating digital transformation
- TDI's InsurTech Directory and Maps and analysis
- Demand and need to accelerate digital culture and reskill using L&D on digital insurance

A Candid Conversation on Co-Creation ❄ 12:05 PM
- How to Win by Working Together

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 and CEO,
Apollo



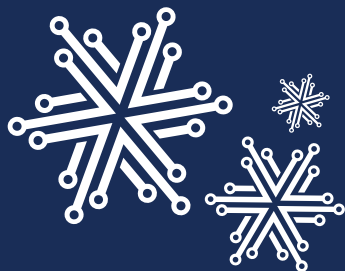
Alexandra Spence

AVP, Distribution,
Berkley Canada

Closing Remarks by Joel Baker ❄ 12:35 PM

Private Meeting Time ❄ 12:45 PM

InsurTech North Concludes ❄ 5:00 PM



Register Online for just
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MEET TO CREATE OPPORTUNITY & GROWTH