

AGENDA AT A GLANCE

09.00- 09.30
MEET AND GREET: INTRODUCTIONS

WORKSHOP ROOM ONE

WORKSHOP ROOM TWO

09.30- 10.15
Experiencing a **MAJOR AI INTEGRATION JOURNEY** within a pivotal internal department

09.30- 10.15
Discussing **DIGITIZATION PRIORITIES** & transformation programs- what we cannot afford to ignore

10.15- 11.00
Identifying **AI INNOVATION** wrapped into an optimized insurance claims journey

10.15- 11.00
Creating a **DIGITALLY ENABLED INSURANCE ECOSYSTEM** that aligns with industry demand and customer expectations

REFRESHMENT BREAK

11.30- 12.15
DRIVING INSURER PROFITABILITY through AI integration and novel approaches to risk analysis

11.30- 12.15
Cultivating total **DATA-LITERACY ACROSS TEAMS** and departments to become a truly data-centric organization

12.15- 13.00
BUILDING DIGITAL WORKFORCES and empowering internal talent through AI and automation value-adds

12.15- 13.00
AUTOMATING THE CONVERSION OF ANALOGUE FEATURES in customers' lives into actionable data structures

LUNCH BREAK

14.00- 14.45
THE ROLE OF GEN-AI in furthering insurer-customer relationships, fostering engagement, trust and education

14.00- 14.45
Deploy **INCREASED GRANULAR RISK ANALYSIS**; customers' profiles, behaviors and touchpoints

14.45- 15.30
The unwritten future that we barely dare say aloud- what's your take on **WHERE AI WILL TAKE US?**

14.45- 15.30
TRANSITIONING TO TRULY COLLABORATIVE entities that can bring in and remove partnerships to suit current needs

REFRESHMENT BREAK

16.00- 16.30
NEXT STEPS AND CONCLUSIONS