



7TH LATIN AMERICAN

Retail Insurance

Summit 2018

Conference Day One Tuesday 16 October 2018

- 08.00 Registration**
08.15 Meet & Greet

- 08.45 Chairman's Opening Address**
Carlos Alejandro Belloni, Chief Operating Officer, Swiss Medical Group;
Former Chief Operating Officer, LATAM, Zurich

MARKET OVERVIEW: WHERE ARE WE NOW?

- 08.50 Latin American Mass Market Insurance Snapshot**
Carlos Alejandro Belloni, Chief Operating Officer, Swiss Medical Group; Former Chief Operating Officer, LATAM, Zurich
- 09.40 The CEOs' Vision – From Strategy to Investment Plans to Implementation**
David Colmenares Spence, Chief Executive Officer, Allianz Colombia

BUILDING COLLABORATIVE RELATIONSHIPS

- 10.20 Speed Networking**
This is a highly popular, efficient and invigorating networking session!
- Introduce yourself, exchange business cards and agree to meet later with other LatAm mass market experts of interest to you
 - Make it swift, keep it going
 - Make as many new connections as possible before the bell rings!
 - You'll meet more people than you typically would
- 10.50 Coffee and Networking Break**

THE REGULATORY EVOLVING BACKDROP

- 11.05 Upcoming Regulations – What's Expected & How to Be Prepared**
Pedro Felipe Iñiguez, Chief Legal Officer, Consorcio Financiero S.A.

INNOVATION AND CHANGE MANAGEMENT

- 11.40 Digital Attitude in Insurance**
Antonio Guzmán, President, In Motion/GIT
- 12.10 Change Management – Driving Culture Change in the New Digital Era**
Victor Feldmann Gonzalez, Chief Distribution Officer (CDO), Seguros Monterrey New York Life
Raquel Rodriguez, Head of Personal Lines for International Business, ASSA Compañía de Seguros
- 12.50 Changing the Standard for the Survey & Adjustment of Massive Claims**
Fernando Varas, Vice-Director Regional, Latam, Crawford Affinity

English and Spanish simultaneous interpretation available





13.20 Networking Lunch

THE DISTRIBUTION LANDSCAPE

Traditional Distribution Alliances – Beyond Innovation and Disruption

14.20 Bank-Assurance Activity Between Traditional Sales Channels and New Digital Sales Channels

Luis Eduardo Cuellar Pulido, Vicepresidente de Estrategia y Transformación Digital, BNP Paribas Cardif

14.50 Mass Insurance Distribution Through Brokers

Eduardo Pitombeira, VP Affinity & Digital, Latin America, Argo Group
Roberto Uhl, Manager, Digital Channels, Argo Group

Transformational Distribution Partnerships – Models Best Aligned with the Emerging “Digital Customer”

15.30 Case Study – Another Way of Innovating Motor Products – Lessons from a Messed up Experience

Santiago Bustillos, Chief Underwriting Officer, Boliviana Ciacruz de Seguros y Reaseguros

16.05 Coffee and Networking Break

16.25 Roundtable Interactive Discussions

Hear about & share real “war stories” from the front!

- A series of debates and in-depth discussions in roundtable format on the challenges and opportunities of the Latin American Retail Insurance market.
- You and your fellow attendees will be able to attend a maximum of 3 roundtables (one on Day One and two on Day 2)
- Topics include:

- 1. Disruptive Distribution Strategies Using Mobile Technology**
- 2. Online Banking Impact on the Mass Insurance**
- 3. Bancassurance the Match Made in Heaven – How to Now Take this Relationship to the Next Level**
- 4. Meeting Millennials’ Demand for Self-Service, Mobility and Flexibility**
- 5. The Changing Role of the Agent / Broker**
- 6. Filling the Talent Gap that Will Drive Digital Market Transformation**

17.15 Chairman’s Closing Remarks and End of Day One

Carlos Alejandro Belloni, Chief Operating Officer, Swiss Medical Group;
Former Chief Operating Officer, LATAM, Zurich

17.20 Networking Drinks Reception



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Day Two Wednesday 17 October 2018

08.00 Registration

08.30 Meet & Greet

09.00 Chairman's Opening Address

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Former Chief Operating Officer, LATAM, Zurich

CUSTOMERS, INNOVATION & REAL VALUE STRATEGIES

09.05 Transforming a "Traditional Sales Focused Strategy" into a New "Customers and Shareholders Value Strategy"

Mario Roberto Traverso, Former Senior Vice President Sales and Strategy LATAM, MetLife

09.45 How Consumers Are Driving Innovation in the Mass Insurance Market

Andres Mendoza, Insurance Technical Vice President, Colmena Seguros

10.25 Coffee and Networking Break

10.45 Mass Insurance and Technology Convergence

José Manuel Mercado, Head TMT Industry Latin America, Willis Towers Watson Group

11.20 Panel Discussion – Digital Platforms to Optimize Customer Engagement and Claims Management

Marc Ver Straate, Vice President Business Development, Optum Global
Mario Roberto Traverso, Former Senior Vice President Sales and Strategy LATAM, MetLife
Thiago Henrique, Soares Regional Head of Analytics, Latin América, Chubb

DATA ANALYTICS IN PRACTICE

12.00 Using Data Analytics in Practice – Insight-Driven Customer Experiences and Offers to Customers that Need Insurance Products the Most

Thiago Henrique, Soares Regional Head of Analytics, Latin América, Chubb

12.40 Networking Lunch

13.45 Roundtable Interactive Discussions - 2nd & 3rd Rotations of Roundtables of Day 1
Hear about & share real "war stories" from the front!

13.45 – 14.30– 2nd Rotation

14.35 – 15.20 – 3rd Rotation

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4. **Meeting Millennials' Demand for Self-Service, Mobility and Flexibility**
5. **The Changing Role of the Agent / Broker**
6. **Filling the Talent Gap that Will Drive Digital Market Transformation**

15.20 Coffee and Networking Break

AUTOMATION & CONNECTIVITY

15.40 Smart Automation Processes – Accelerating Connectivity & Profitability

Abhishek Breja, Former Vice President (Corporate): Head of Transformation, Global Delivery and Artificial Intelligence, Assurant

ECOSYSTEM FOR THE FUTURE

16.20 Building an Industry Ecosystem for the Future

Juan Marquez, Head of Partnerships, QBE Insurance

SEGMAS 2019 LAUNCH – NEW YEAR, NEW US

17.00 Draw of a SegMas 2019 Complimentary Entry Pass & Revelation of SegMas New Look

- SegMas new logo will be revealed onsite and exclusively to you
- SegMas 2019 date will be announced

17.10 Chairman's Closing Remarks and End of Conference

Carlos Alejandro Belloni, Chief Operating Officer, Swiss Medical Group;
Former Chief Operating Officer, LATAM, Zurich