

PROGRAM

Monday 25 February 2019, Sydney

Session	Speakers and chairs
<p>Registration Tea and coffee served on arrival</p>	
<p>Welcome and opening address</p>	<p>Martin Fahy, Chief Executive Officer, ASFA</p>
<p>Session 1 Global disruption and innovation - learning from international best practice Challenging insurance environments are not unique to Australia and much can be learnt by looking at best practices around the world. How can our industry leverage the development and innovation seen in other parts of the world to get back on track? Through reflections on the dramatic change occurring across this global insurance industry, this session will provide you fresh insights into what can be done to deliver an engaging and seamless customer experience and to allow your business to realise its transformational potential.</p>	<p>Steve O’Hearn, Global Head of Insurance, PwC</p>
<p>Session 2 Unpacking the Royal Commission While some pundits suggest group insurance in superannuation has been mortally wounded, it may well become even more important as retail providers deal with the final report from the Royal Commission. What is without doubt, however, is that the Royal Commission has signalled the need for super and insurance to take a strong look at the way it operates and to establish a new benchmark around community expectations. This session will delve into the major takeaways from the Hayne report and explore the implications for fund insurance design. It will also address how the insurance in super Voluntary Code of Practice might be able to solve the issues raised without additional regulation, and how the code might change as a result.</p>	<p>Anne Clarke, Chief Counsel and Risk Officer, TAL</p> <p>Jenni Baxter, Executive General Manager – Insurance, Rice Warner</p> <p>More speakers to be confirmed</p> <p>Chair: Martin Fahy, Chief Executive Officer, ASFA</p>

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<p>Session 3 Time to define The introduction of standard definitions in relation to Total Permanent Disability (TPD) insurance will have major implications for insurance in superannuation. To help your fund prepare, this session will answer fundamental questions such as:</p> <ul style="list-style-type: none"> • What would this mean for risk, underwriting, the member experience and competition in the industry? • Just how broad are the current definitions, are they too subjective, and what is the impact of having different definitions? • Is legislation necessary to effect an industry-wide standard? • What would the implications be for trust deeds? • How could the transition issues be managed? 	<p>Lisa-Marie McKechnie, Partner, Mills Oakley</p> <p>Chris Porter, Executive Manager Operations, MTAA Super</p> <p>Chair: Glen McCrea, Deputy CEO and Chief Policy Officer, ASFA</p>
<p>Session 4 Code and claims, data and disclosure The Royal Commission shone a spotlight on less-than-optimal claims handling, along with errors of process and judgment.</p> <p>To highlight the inherent difficulties in claims handling, session attendees will be asked to vote on whether they would or wouldn't pay claims – based on real-life examples where the data would suggest one response but human intervention made an exception. The results are likely to surprise.</p> <p>Clearly, there's an opportunity to better meet community expectations and ensure genuine claims are paid by improving the claims handling process. But what is the best way for the industry to move forward?</p> <p>This session explore how 'codable' the claims handling process is to assess whether the Code can deliver what's required. It will also examine the quality of claims handling data and systems to determine if they are up to the task, and how these work alongside human judgment. As part of this, the session will touch on current behavioural science around training people to do the right thing.</p>	<p>Hugh Miller, Principal, Taylor Fry</p> <p>Gerard Kerr, Head of Life Insurance, ANZ Wealth/One Path</p>

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<p>Session 5 Looking after the most vulnerable The Royal Commission heard difficult evidence on the impact of life insurance and TPD claims handling with an expectation that the industry needs to do better on communicating with and looking after our most vulnerable members.</p> <p>This session will provide some global insights into the real experiences of community groups and their interaction with and perception of the industry.</p>	<p>Part A: A personal experience</p> <p>Stacey Copas, author of <i>How to be Resilient</i></p> <p>Part B: The industry perspective</p> <p>Sue Freeman, Senior Consultant, Finity Consulting</p> <p>Stephanie Phillips, Group Chief Insurance Officer, AIA Australia</p> <p>Chair: Jeremy Duffield, Chair and Co-Founder, SuperEd</p>
<p>Session 6 The need to engage While the Protecting your Super package appears to be stalled, the areas it targets – such as insurance for young people, those with low balance accounts and those with duplicate accounts – should remain areas of concern for the industry.</p> <p>Insurance design is one way for funds to address these issues, but the other side of the coin is engagement.</p> <p>In the smartphone age, attention spans are ever more reduced, so how can the industry overcome the communication and engagement barrier? How have other industries won over their audiences? What are some specific strategies for the 25 and under member cohort to keep them attuned to the benefits of insurance within super?</p> <p>This session will also look recent changes to the health insurance industry (the introduction of Bronze, Silver and Gold to differentiate hospital cover), to identify learnings that can be applied to our industry.</p>	<p>Chris Powell, Managing Director and CEO, Integrity Life</p> <p>Johann Ponnampalam, Founder, Decision Design</p> <p>Andrew Gill, Managing Director, Pacific Life Re</p> <p>Chair: Penny Paré, Manager, Insurance, Sunsuper</p>