



## PROGRAM

Tuesday 27 February 2018, Sofitel Sydney Wentworth

Time	Session	Speakers
9.00am	<b>Registration</b> Tea and coffee served on arrival.	
9.30 – 9.40am	<b>Welcome and opening address</b>	Nicolette Rubinsztein, member, ASFA Super System Design Council and Non-executive Director, UniSuper (including chair of Insurance Committee), OnePath Insurance, Class Limited and SuperEd
9.40 – 11.15am	<p><b>Session 1</b> <b>The future of insurance</b> The big picture</p> <ul style="list-style-type: none"> <li>• What are the challenges?</li> <li>• Assets v liabilities, are the returns worth it?</li> <li>• How important is re-insurance?</li> <li>• Global insights on the developments of life insurance</li> </ul> <p>A member perspective</p> <ul style="list-style-type: none"> <li>• How are organisations informing and educating their members?</li> <li>• How are they supporting them when a claim needs to be made?</li> <li>• How are processes being streamlined?</li> <li>• What's changing in your product offering?</li> </ul>	<p>Bernhard Kotanko, Senior Partner, McKinsey &amp; Company (HK)</p> <p>Tyson Johnston, Client Strategy and Solutions Director, Pacific Life Re</p> <p>Gerard Kerr, Head of Life Insurance, ANZ Wealth</p> <p>Keristi Price, Manager, Insurance, Sunsuper</p> <p><b>Chair:</b> Tom Gordon, Technical Partnership Manager, AIA Australia</p>
11.15 – 11.45am	<b>Morning tea</b>	
11.45am – 12.55pm	<p><b>Session 2</b> <b>Insurance and innovation</b></p> <ul style="list-style-type: none"> <li>• How is technology impacting on service delivery?</li> <li>• Is Insurtech here to stay?</li> <li>• Is the human interface still necessary?</li> <li>• What are the constraints?</li> </ul>	<p>Suzanne Smith, Chief Customer Officer, Group Insurance, MLC Life Insurance</p> <p>Bonnie Thorn, Head of Digital, MetLife Australia</p> <p>Dan Taylor, General Manager, Innovation, TAL</p> <p><b>Chair:</b> John Burke, Head of Strategic Engagements, Bravura Solutions</p>
12.55 – 1.45pm	<b>Networking lunch</b>	



<p>1.45 – 3.15pm</p>	<p><b>Session 3</b>  <b>Insurance in Super Code of Practice</b>                  The Insurance in Superannuation Voluntary Code of Practice was recently released following a rigorous development process by consumer advocates, super funds and insurers.</p> <p>The reaction has ranged from the code being a positive and long awaited first step in improving consumer outcomes to some calling for more.</p> <p>This session will provide a pragmatic and robust conversation uncovering what is in store for super fund members as we move towards implementation of the code.</p> <p>Join our expert panel as they discuss their views of the code, the first such code for the super industry.</p>	<p>Michael Clancy, Chief Executive Officer, Qantas Super</p> <p>Natalie Binns, Head of Insurance Solutions, REST Industry Super</p> <p>Sarah Phillips, Public Policy Consultant, Phillips Advisory</p> <p>John Berrill, Partner, Berrill &amp; Watson</p> <p>Alan Kirkland, Chief Executive Officer, Choice</p> <p>Alice Uribe, Journalist, Australian Financial Review</p> <p><b>Chair:</b>                  Martin Fahy, Chief Executive Officer, ASFA</p>
<p>3.15 – 3.35pm</p>	<p><b>Afternoon tea</b></p>	
<p>3.35 – 4.25pm</p>	<p><b>Session 4</b>  <b>Insurance in super, the regulators – what do they think?</b></p> <ul style="list-style-type: none"> <li>• What’s the regulator’s view of the progress made by the ISWG and the resulting Code of Practice?</li> <li>• What steps have APRA and ASIC taken to address issues of concern?</li> <li>• How does insurance in super fit into the compliance plans of APRA and ASIC?</li> </ul>	<p>Helen Rowell, Deputy Chairman, APRA</p> <p>Peter Kell, Deputy Chairman, ASIC</p> <p><b>Chair:</b>                  Glen McCrea, Chief Policy Officer, ASFA</p>
<p>4.25 – 4.40pm</p>	<p><b>Wrap up and thanks</b></p>	
<p>4.40 – 5.10pm</p>	<p><b>Networking drinks</b>                  Ballroom Foyer</p>	