

IAC ANNUAL
CONFERENCE
PROGRAMME
 JUNE 2nd – 4th, 2024

42nd ANNUAL CARIBBEAN
 INSURANCE
 CONFERENCE **2024**

Beyond Policies:
 Insurance in the Digital Age

GRAND FIESTA AMERICANA CORAL BEACH RESORT, CANCUN, MEXICO

Diamond



BUSINESS-DRIVEN INNOVATION

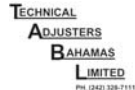
Gold



Silver



Bronze



Supporter Sponsor



Saturday, June 1st

12.00 – 4.00 p.m.

Registration

Sunday, June 2nd

9.00 a.m. – 3.00 p.m.

Registration

12.00 noon

Booths Open

6.30 p.m. – 7.30 p.m.

Opening Ceremony

7.30 p.m. – 9.30 p.m.

Cocktail Reception

Monday, June 3rd

8:00 a.m.

Registration

9:00 a.m. – 10.15 a.m.

Keynote Session
Sustainability Beyond Policies

Dr. Keith Nurse

President, College of Science, Technology and
Applied Arts - Trinidad and Tobago

10.15 a.m. – 10.30 a.m.

Coffee Break

10.30 a.m. – 11.30 a.m.

Panel Discussion

The Impact of Climate Change in the Caribbean

The current and future impact of global warming on extreme events such as hurricanes, droughts and floods is concerning and fraught with uncertainty. However, this should not dissuade us from

leveraging the expertise of our geoscientists and catastrophe models to understand the potential impacts and inform business decisions. In this presentation / panel, we will explore how Caribbean hurricanes are changing in a warming world and what this means for reinsurance design, portfolio steering, risk selection, and capital provisioning. This presentation aims to demonstrate the value of Climate Analytics to members of the C-suite, underwriters, catastrophe analysts, actuaries and risk managers, as they navigate an evolving risk landscape.

Isaac Anthony

Chief Executive Officer
CCRIF SPC

Dean Romany

President
Guardian General Insurance Limited

Junaid Seria

Head of Catastrophe Analytics
Gallagher Re

Filip Sramel

Regional Director
Gallagher Re

Jeff Waters

Associate Director – Product Manager
Moody's RMS

11.30 a.m. – 12:30p.m.

Roundtable

Charting the Course: Crafting a Sustainable Insurance Roadmap for the Digital Age in the Caribbean

This panel discussion title encapsulates the essence of the task at hand for the Insurance Association of the Caribbean. It suggests a forward-looking, strategic approach to addressing sustainability challenges within the insurance industry, emphasizing the importance of innovation in product development and investment practices. The inclusion of “Digital Age” ties back to the conference’s overarching theme, highlighting the role of technology and digital transformation in achieving these sustainability goals.

Dr. John Charlery

Executive Director

The UWI Global Institute for Climate-Smart and Resilient Development (GICSRD)

Dr. Axel Kravatsky

Chairman and Principal Consultant

Syntegra

Dr. Colin Young

Executive Director

Caribbean Climate Change Community Centre

Patrick Ward

President

Insurance Association of the Caribbean

12.30 p.m. - 12:45 p.m.

Sponsored Segment

Future Forward: AI Strategies for Insurers in a Changing Financial Landscape

BDO will explore the real-life opportunities for AI to help insurance organizations mitigate risk in an

12:45 p.m.

1.45 p.m. – 2:45 p.m.

evolving financial landscape, but also to unlock new growth opportunities and operating models that customers have come to expect from their financial services providers. We'll dive into how it's redefining risk assessment and customer experience, offering insights into practical applications and the competitive edge that AI technologies provide.

Daryl Senick

Partner and National Insurance Leader
BDO

LUNCH

Building Caribbean Resilience to Natural Disasters Through CCRIF Risk Modelling Innovation

The session will explore the role that parametric insurance is playing in not only financially protecting economies but also as a climate change adaptation strategy. It will seek to showcase how CCRIF SPC (formerly the Caribbean Catastrophe Risk Insurance Facility) which was established as the world's first multi-country sovereign risk pool has successfully demonstrated the use of parametric insurance in providing quick liquidity to governments to meet their most pressing needs following a natural disaster and has received global recognition from policy makers, development partners and scientists for its innovation. Today CCRIF has developed its own risk models specific to the Caribbean (and Central America which it also serves) and continues to innovate by using its base models to develop products for a wide range of perils and sectors such as electric utilities, water, fisheries, drought, agriculture and others. Finally, the

session will also show how CCRIF's model loss information is being used to support other trigger-based solutions and how it is emerging as a key tool for risk analysis for the Caribbean as the region seeks to build resilience to climate change.

Isaac Anthony

Chief Executive Officer
CCRIF SPC

2:45 p.m – 3:45 p.m.

Roundtable – Hosted by Equisoft – Diamond Sponsor Presentation

Achieving Strategic Objectives through Machine Learning in Administration Systems: Insights and Applications

This session focuses on leveraging Machine Learning (ML) & Data Visualization within back-office systems to achieve strategic business goals. We delve into ML practices, technological applications, and real-world use cases, showcasing its potential to optimize operations, enhance customer experiences, and meet key business objectives. Attendees will gain actionable insights to effectively harness ML & data visualization, empowering them to innovate, streamline processes, and drive growth in the insurance industry.

Ghassan Karam

Director, Core Insurance Solutions

Leslie Lee Fook

Director - AI, Analytics, & Automation
Incus Services

3:45 p.m. - 4:45 p.m.

Sponsored Session

Digital Interface among Insurers, Adjusters, Broker and Insured – Is there a better way?

The main function of Insurance, indemnifying an Insured after a loss, is too often marred by misconceptions, wrong expectations and even friction at times. A better understanding and delineation of the different respective roles almost always leads to a more cordial process even if differences exist during the exercise of resolving claims.

Roland Riviere

Sr. Executive General Adjuster
Sedgwick

Tuesday, June 4th

9:00 a.m. – 10.30 a.m.

Navigating IFRS, AI and Other Disruptors - What Keeps a Regulator up at Night

In the fast-paced world of insurance, banking and global capital markets, regulators face a myriad of challenges in becoming subject matter experts, maintaining oversight and ensuring compliance amidst constant disruption. This session delves into the intricacies of navigating International Financial Reporting Standards (IFRS), the integration of artificial intelligence (AI) and digital currencies and cybersecurity, to mention a few, into financial systems, and other disruptive forces that keep regulators awake at night. Participants

will gain valuable insights into the key concerns, strategies, and considerations that shape regulatory decision-making in an era of rapid technological advancement and evolving regulatory landscapes. Join us for a thought-provoking discussion on the critical issues at the intersection of IFRS, AI, evolving currencies and cybercrime, and regulatory oversight, and discover how regulators are adapting to meet the challenges of tomorrow.

Dr. Warrick Ward

Chief Executive Officer
Financial Services Commission, Barbados

Mr. Raymond Knight

Senior Director, Insurance
Financial Services Commission, Jamaica

Moderator – Musa Ibrahim

Managing Director
TATIL and TATIL LIFE

10.30 a.m. – 10.45 a.m.

Coffee Break

10.45 a.m. – 11.45 a.m.

Roundtable - Cyber Wars – Cyber Security Strategies in the Digital Insurance Landscape

In this session, we delve into the evolving cyber threats facing the insurance industry and explore effective strategies to safeguard digital assets. Industry experts will discuss the latest trends, emerging threats, and innovative cybersecurity solutions tailored to the unique challenges of the digital insurance landscape. Join us to gain valuable insights and practical strategies to strengthen your organization's cyber defences in

11:45 a.m. – 12:45 p.m.

the face of escalating cyber risks.

Ronald Blitstein

Former Group Chief Information Officer
Sagicor Financial Company

Ian Galt

Group Chief Information Officer
ANSA McAL Limited

Moderator – Roger Balkissoon

Director- Head of Brokerage
Aon Risk Solutions (Cayman) Ltd.

Roundtable

The Future of Health Insurance - Is Health Insurance Dead?

Sapna Chatlani

VP Group and Health Benefits
Colina

Constance Hoo

VP Employee Benefits Administration
Guardian Life Ltd. Jamaica

Paul Inniss

Executive Vice President and General Manager
Sagicor Life Inc, Barbados

12:45 p.m.

LUNCH

1:45 p.m. – 2:45 p.m.

SPONSORED SESSION

Driving Digital to Reach Your Finish Line

Technology that enhances the customer experience, resulting in faster and increased customer acquisitions, streamlined processes thru increased automation resulting in revenue growth revenue... That is the promise of digital. Transformation from legacy technology fosters agility, scalability and improved user experiences that can accelerate your business forward. Hear two real-world examples from Republic Life and Guardian Group on how they're meeting their growth objectives with digital innovation:

*Building the customer experience (Republic Life)
A truly digital customer acquisition process
Attracting customers with a seamless user experience
Ensuring trust for a secure experience*

Jennifer Smith

VP of Life Product Strategy
Sapiens

Robert Soverall

Managing Director
Republic Life Insurance Company

2:45 p.m. - 3:45 p.m.

Crafting Trust in the Digital Era: Insights from Insurance Consumer Trends and Executive Perspectives

As the Caribbean Insurance Conference draws to a close, join us for a compelling session that unpacks the theme of "Beyond Policies: Insurance in the Digital Age" through a lens of trust and authenticity. Drawing on insights from recent LIMRA reports,

we'll examine the shifting landscape of insurance consumer behavior and executive priorities in a digital world, including how insurance companies are leveraging digital channels to meet evolving consumer needs while preserving the vital human connection. We will also cover key takeaways on how companies are enhancing brand perception, improving retention rates, and staying ahead in the digital age.

Marcelo Assunção

Regional CEO
Latin America and The Caribbean
LIMRA and LOMA

3:45 p.m.

IAC AGM

7.30 p.m.

**CIC Closing Party
Entertainment**

Thank You

