



Learning & Development Conference

Welcome to the 2019 Sussex and North Downs Regional Conference. Today's event promises to deliver a great day of professional development and networking with your fellow members and professionals. An outline of the event's agenda is detailed below and you can read more about the sessions overleaf.

Please let us know what you think of the event by completing the online feedback form via the link sent to you afterwards. We would welcome constructive feedback on how to make the event as useful as possible to our delegates. Your CPD certificate will be available to download after you have submitted your feedback.

We hope you have a fantastic day.

Agenda

08.45 – 09.30	Registration, refreshments and networking
09.30 – 09.35	Welcome <i>Gabriella Hobart, Zurich, & North Downs Insurance Institute President</i>
09.35 – 10.25	Drones – Everything you need to know! <i>Tom Chamberlain, Underwriting Manager Aerospace & General Aviation & Tony Avery, Senior Underwriter General Aviation, Allianz Global Corporate & Specialty</i>
10.25 – 11.15	Making hay when the wind blows - A lesson on camouflaged fraud <i>Malcolm Hyde, Executive Director, The Chartered Institute of Loss Adjusters</i>
11.15 – 11.30	Refreshment Break
11.30 – 12.20	Predicting the future – How to drive successful innovation within insurance <i>Matt Churchill, Head of Futures, Hiscox UK</i>
12.20 – 13.05	Networking Lunch
13.05 – 13.55	How have cyber insurance and the exposures evolved over time? <i>Adam Marks, Development Underwriter – Cyber, Hiscox UK</i>
13.55 – 14.00	5 minute stretch break
14.00 – 14.50	Escape of water – The hidden peril <i>Paul Redington, Regional Major Loss Property Claims Manager, Zurich</i>
14.50 – 15.05	Refreshment Break
15.05 – 15.55	Risk management in the space industry <i>Morten Pahle, Managing Director, Aesir Space</i>

15.55 – 16.00	Closing address <i>Neal Hallett, Hallett Wealth Management & Deputy President, Insurance Institute of Sussex</i>
16.00	Conference closes



Session Content Outlines and Learning Objectives

Drones – Everything you need to know!

The presentation will take a look at the drone market and which industries are already using this technology. It will cover the insurance aspect and the risks associated with drones, including an analysis of airport disruption and close calls with air traffic. It will finish off looking at some realistic claim scenarios and what the future could hold for the industry.

By the end of this session, delegates will be able to:

- explain the terminology and technology related to drones and how they are used in today's industry
- describe the regulation which applies to drones and their pilots
- explain and understand the risks and perils that this new technology created
- understand the specific risks relating to airports and air traffic
- describe the insurance coverage available and how this is rated by insurance companies
- understand the potential claims which could happen within this sector

Making hay when the wind blows - A lesson on camouflaged fraud

Fraud – hidden in plain sight. This session will raise awareness that fraud can be present in any claim irrespective of the peril or the participants. It will also highlight the fact that in some cases the insurers still have a financial liability irrespective of the fraud. There will be an opportunity to consider the difference between fraud and exaggeration.

Finally as the case in question is a historic case there will be review of how this might be handled differently today.

By the end of this session, delegates will:

- know how to identify fraud
- understand the benefits of Broker/Insurer and Loss Adjuster communication
- understand the importance of attention to detail
- know how to spot claim exaggeration

Predicting the future – How to drive successful innovation within insurance

The world is changing faster than ever, and the insurance industry is ripe for disruption. By understanding applicable global trends and technologies, and finding ways of embedding these in to our organisations, we ensure we can deliver the needs of our future customers while remaining relevant and competitive.

By the end of this session, delegates will be able to:

- identify three prominent trends in insurance innovation
- understand the role that personalisation can play in successful digital engagements
- cite examples of how Artificial Intelligence can be applied to insurance
- explain what robotic process automation (RPA) means

- give examples of how aggregated data can be used by brokers and insurers
- understand three ways of driving successful innovation through a company

How have cyber insurance and the exposures evolved over time?

Consider this statistic: one in three small businesses has fallen victim to cyber crime. This session will provide an overview of cyber exposures, how to simplify and discuss with clients, as well as the cover provided by a typical cyber insurance policy and additional services provided.

By the end of this session, delegates will be able to:

- explain how cyber insurance cover has evolved since its emergence
- recognise the basic cyber-related exposures facing businesses
- describe what cover a typical cyber insurance policy could include
- understand what additional services a cyber insurance policy could include

Escape of water – The hidden peril

Escape of water doesn't attract the headlines like fire, flood or explosion, with its effects often hidden behind closed doors. However it impacts tens of thousands of customers each year, often displacing families and disrupting businesses. The talk will explore the reasons why it costs insurers £2million per day, and what is being done to stem the flow of losses and reduce the impact on both household and commercial premiums.

By the end of this session, delegates will be able to:

- better understand the impact of the peril on the UK property insurance market
- determine the principal causes of escape of water and the reasons for both high frequency and cost
- be familiar with the actions being taken in the UK market to combat the issue, including the emergence of technological solutions

Risk management in the space industry

A brief introduction to how satellites and launchers work, how they are manufactured and operated and the business plan underlying the manufacturers, operators and downstream service providers, followed by a discussion of risk management within the space industry, its specific requirements and challenges and the recent and current market status.

By the end of this session, delegates should be able to:

- have a better understanding of the contribution of the space insurance industry to the worldwide space industry
- understand the major insurance covers typically offered by the space insurance market
- have a basic understanding of how the space market placement process and potential claims process work
- be aware of the major actors in terms of clients, brokers and insurers

Thank you to our conference sponsor, Zurich.





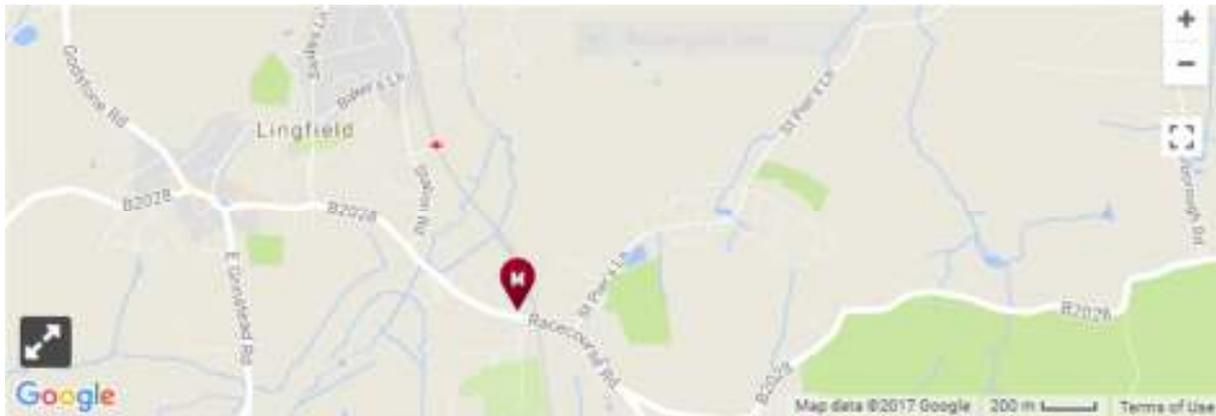
Learning & Development Conference

Date

Thursday 17 October 2019

Location

The Pavilion Suite
Lingfield Park Resort
Racecourse Road
Lingfield
RH7 6PQ



Travel & Car Parking

If you are arriving by car, please use the Marriott Hotel and Country Club entrance. Free car parking is available on-site and there are over 2,000 spaces. No permits or vehicle registration details are required.

If you are travelling by train, Lingfield station is on the line between London Victoria or London Bridge and East Grinstead. The venue is part of Lingfield Park Marriott Hotel and Country Club and the walking distance is 0.8 miles via Station Road and Racecourse Road. Alternatively there is a slightly shorter route. Just walk off the end of the station platform (side with trains going towards London) and follow the path through the park, then cross over the main road to reach the venue's back gate. The gate will be open for us and will be marked.

There are no taxis outside the station so should you prefer to travel by taxi, the local firm is Lingfield Taxis on 01342 835835.

We will be taking photographs throughout this event which may be used on our website and social media to promote the activities of the Insurance Institutes of Sussex and North Downs. If you do not wish your picture to be taken or used in this way, please make sure you let the organisers know when you arrive.

Refreshments

Tea, coffee and juice will be available during the refreshment breaks. A buffet lunch will also be provided.

If you have any special dietary requirements or any other particular needs that were not stated on your booking form or advised to Susan Stamp subsequently, please contact secretary@sussexcii.org.uk to discuss your requirements.

Wi-Fi & Dress Code

Free Wi-Fi will be available to all delegates and the code will be advised on the day.

Please wear business attire.

Conference Chairs

Gabriella Hobart (morning)	Zurich & North Downs President
Neal Hallett (afternoon)	Hallett Wealth Management & Sussex Deputy President

Conference Organisers

Phil Bristow	Nsure Chartered Insurance Brokers	Sussex
Gabriella Hobart	Zurich	North Downs
Susan Stamp	IIS Secretary/Programme Coordinator	Sussex

Conference Speakers

Tom Chamberlain & Tony Avery	Allianz Global Corporate & Specialty
Malcolm Hyde	The Chartered Institute of Loss Adjusters
Matt Churchill	Hiscox UK
Adam Marks	Hiscox UK
Paul Redington	Zurich
Morten Pahle	Aesir Space

Conference Sponsor:

