




European
Insurance
Forum
2018

The background of the slide is a composite image. On the left, there is a photograph of a historic stone building, identified as Trinity College Dublin, with several windows and a classical facade. On the right, there is a photograph of the interior of a large, modern auditorium with rows of grey seats. A large, dark blue diagonal shape separates the two images, running from the top right towards the bottom left.

Crafting an Industry for a Modern Vision

24 October 2018
Trinity College Dublin

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[Index]

- 4 / Welcome to EIF2018 - **Kevin Thompson, CEO, Insurance Ireland**
- 5 / Conference Sub-Committee & Team
- 6 / Conference Info
- 7 / Keynote Speaker - **Jeremy Rifkin**
- 9 / Visit to Book of Kells, Old Library & Cocktail Reception
- 10 / To Truly Innovate, We Must Always Challenge Beliefs - **Ryan Shanks, Accenture**
- 13 / Gala Dinner
- 15 / Insuring a Successful Future - **Darren Maher, Matheson**
- 16 / EIF2019
- 19 / Talent in Insurance - **Valarie Daunt, Deloitte**
- 21 / Brexit: What's new for the Irish Insurance Industry -
Laura Mulleady, A&L Goodbody
- 23 / Annual lunch 2019
- 26 / Insurance in Ireland at the Centre of the Drive to Craft an Industry for a Modern Vision -
Anthony Brennan, President, Insurance Ireland
- 27 / Sponsors
- 28 / Programme
- 30 / Exhibitors
- 31 / Supporting Sponsors
- 32 / Speakers
- 38 / CPD



Welcome to EIF2018

Dear Delegate

You are very welcome to this year's European Insurance Forum (EIF). We are delighted you are able to attend our landmark annual conference and that it is being hosted in the heart of Dublin in Trinity College.

As with every EIF conference since its inception nearly 20 years ago, we will consider the major issues and trends internationally in re/insurance and what they mean for your business. EIF has developed a reputation for its strategic assessments of trends in regulation, taxation, politics and technology. In this regard, we are very pleased to say this will be our largest hosting of EIF to date and we will have an expanded agenda which will cover general and life insurance in the context of wider industry opportunities and challenges.

This year's theme is *Crafting an Industry for a Modern Vision* and it speaks to the need for all sectors of insurance to work towards fulfilling the industry's potential. You will hear contributions from international and domestic thought leaders who shape our industry and the environment in which it operates. As a first this year, we will have a panel with the Chairs of all of Insurance Ireland's Councils, who will provide a perspective on the industry in Ireland and its role internationally. They will also highlight the many advantages of Ireland as a location for international insurance business.

At Insurance Ireland, we take great pride in our representation of the insurance industry through thought-provoking events and solution-focused advocacy supports for the sector. This year, our mandate increased as we opened a European office to provide more effective representation on key policy files internationally.

This move reflects the growing interconnectedness of the industry in which EIF provides a forum for industry engagement, the shared consideration and assessment of key trends and their influence on risk business. In addition, the larger attendance and expanded remit of EIF increases its value as a networking opportunity for senior executives, and this continues to grow every year.

There are many people to thank for helping make this event happen, not least our members and our sponsors, and we would like to thank them for their continued support.

As your hosts for the event, my Insurance Ireland colleagues and I look forward to meeting you and we hope you enjoy the agenda and the President's Gala Dinner.

[Kevin Thompson]
CEO, Insurance Ireland

[Conference sub-committee & team]



[John Armstrong]
Head of Actuarial,
Allianz Worldwide Partners



[Una Coleman]
Training, Education & Conference
Manager, Insurance Ireland



[Caroline Doory]
Propositions Manager in
Aviva Life & Pensions



[Tom Doran]
Head of Marketing, Hannover Re
(Ireland) DAC



[Laura Farrell]
Chief Membership Engagement
Officer, Insurance Ireland



[Siobhan Fay]
Claims and Operations Director,
Liberty Insurance DAC



[Nessa Feehan]
Membership Executive,
Insurance Ireland



[Paula Hodson]
Director of Education and
Development, The Insurance
Institute



[Karina Lynch]
CEO, Scottish Re (Dublin) DAC



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Chief Risk Officer, Athora Ireland



[Vyara Panova]
Senior Finance Manager, SCOR
Global Life Reinsurance Ireland DAC

[Conference Info]

Stay in touch //



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[Charging your devices]

There are sockets at each seat in the theatre where you can recharge your devices. Remember to bring your plug-in charger.



[Feedback Form]

Your feedback is invaluable and important for the continued success of the European Insurance Forum. We will send out an electronic feedback form after the conference. We would much appreciate it if you would spend a few minutes completing it. Your observations and thoughts on future topics are critical to our planning process.



[Lunch]

Lunch is kindly sponsored by KPMG. It will be a buffet in the Dining Hall. Tea, coffee and deserts will be served back in the conference concourse.



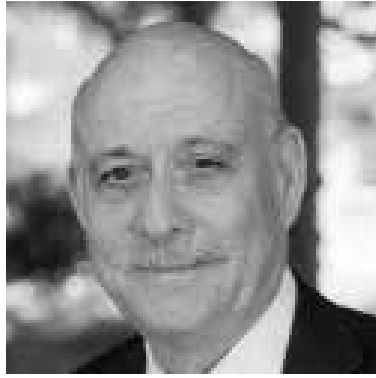
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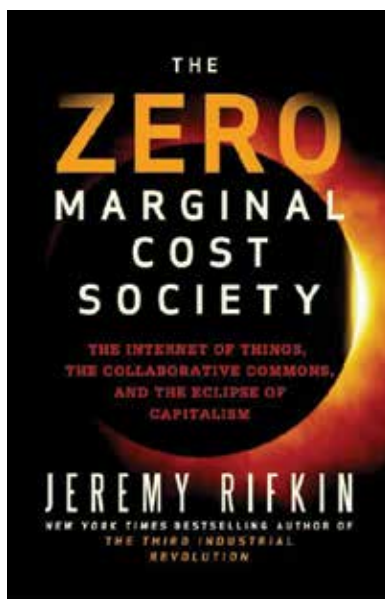


[Jeremy Rifkin]

Keynote Speaker

Jeremy Rifkin is an author, economic and social theorist, advisor to the European Union and Heads of State, and President of the Foundation on Economic Trends. He is the author of 20 bestselling books about the impact of scientific and technological changes on the economy, the workforce, society, and the environment. His books have been translated into more than 35 languages. Jeremy Rifkin has been an

advisor to the leadership of the European Union since 2000. He has advised three presidents of the European Commission – Romano Prodi, Jose Manuel Barroso, and the current President, Jean-Claude Juncker – as well as the European Parliament, and numerous EU heads of state, including Germany's Angela Merkel, on the ushering in of a smart green Third Industrial Revolution economy.



Jeremy will be signing copies of his book “The Zero Marginal Cost Society” at the conference. We will have a limited number available on the day.

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The conference will be followed by a tour of the Book of Kells and the Old Library and our cocktail reception.

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To Truly Innovate, We Must Always Challenge Beliefs



A lack of clarity about the future is not an excuse for inaction, it is a call to be courageous and innovate, says [Ryan Shanks, Director, Accenture's The Dock](#).

In 2018, disruption is certainly nothing new.

In fact, the concept of 'disruptive innovation' has been something of a buzzword since it was coined in 1995 by Harvard Business School professor, Clayton Christensen, where he described a process whereby a new idea and market entrant takes hold of a market, eventually displacing established competitors.

We've seen it with some of the world's largest organisations like Amazon and Google, as well as with more recent companies such as Tesla and Uber—all of which have forced entire industries to change direction.

Because of the high barriers to entry for new entrants and a host of other factors, insurers have, to date, faced low levels of disruption compared to incumbents in other industries.

However, this looks set to change.

There are several trends impacting the industry including:

- / risks being transformed by the advent of new technologies including the Internet of Things, connected and increasingly autonomous cars, cyber risks, changing customer behaviours and man-made climate change;
- / risk modelling and underwriting are being transformed by new technologies including big

data, machine learning and API economy, which increasingly allows for real time, personalised risk analysis and pricing;

- / regulations becoming more and more complex and imposing new constraints - for example, solvency, regulation improvements and Insurance Distribution Directives.

New competition is also beginning to emerge, and this is coming from diverse players such as insurtechs, but also car manufacturers, established distributors such as IKEA and online giants including Apple and Amazon.

To explore this disruption further, Accenture created a Disruptability Index. As part of this, we analysed 3,269 companies, across 20 industries, and looked at 15 contributing variables. This showed that insurance is the 4th most susceptible to future disruption out of the 20 industries analysed; however, current levels of disruption are low, leaving insurers complacent.

Our research shows that while 93 percent of executives across industries say they know their industry will be disrupted at some point in the next five years, only 20 percent feel they're highly prepared to address it. Further, insurance leaders today often think disruption is beyond their control.

Why aren't insurers more prepared? The reasons vary, from unwarranted optimism about their current business models, to pressures on performance in the near-term, to a lack of tools to support strategic decision-making.



But what I think it mostly comes down to is making the time to think more than 6-12 months ahead, making space to experiment with new ideas, and a focus on new talent.

This is what The Dock provides to the insurance sector and beyond.

In a nutshell, The Dock is a global multi-disciplinary, research and innovation hub – we invent new products and services to bring to clients. We're located in Dublin and are a 300-strong team of designers, strategists, developers and experts in artificial intelligence, advanced analytics, internet of things, blockchain, security and mixed reality. At the heart of The Dock, we run a broad range of cross-industry R&D projects that bring together our multi-disciplinary teams. We are incubating and scaling new products and services and innovating with clients to bring new and emerging technologies to life, while helping them to apply these innovations to their businesses, today.

Our clients come to the Dock seeking inspiration and support for their own innovation journeys. The Dock offers them first-hand experience of how Accenture executes its own innovation agenda and experience a living example of innovation at work.

But in order to set-up The Dock, we at Accenture had to continuously challenge our own beliefs to embrace innovation. We continue to challenge our own beliefs every day and encourage our clients to do the same.

We have created an ambitious new model for innovation founded on three principles:

1. Multi-Disciplinary

We, as humans, have new technology coming at us all the time. In our everyday lives, we have many personas, you're a patient, a citizen, a consumer, a worker, and unless that technology is designed from a human-out perspective creating meaningful services and experiences for us, it's nothing more than noise. As a corporation, it also needs to be clear how an innovation contributes value to your customer and your bottom line.

2. The second principle is Multi-Industry

We are seeing an emerging pattern when disruption is happening on the fringes of industries – take a simple example, Airbnb, this could be described

as a solution in the hospitality industry or as a technology platform ... but it's both.

3. The third principle is Partnerships

When everything is moving so fast, no one group of people has all the answers. So, we see collaboration as key; for us that means collaboration with our clients, with universities and with start-ups.

In the last 18 months since establishing ourselves, we've had nearly 200 client engagements, and I'd like to share some of what we've learned from speaking to companies across all industries, specifically when it comes to what's holding them back.

The most important thing to acknowledge is that everyone is facing the same challenges, and many of these challenges centre around commonly held beliefs. To really be innovative, we must let these beliefs fade away.


The first step in an innovation journey is perceived as being exceptionally difficult. A lack of confidence and knowledge, coupled with the perceived complexity of innovation, often stops businesses from embarking on a new journey.

Businesses often feel they need to approach their challenges in traditional ways. This makes innovative outcomes highly unlikely. In addition, leaders fear vulnerability and losing control they tend to believe they should act like they know more than they do. Often, it's the systems that hold companies back – be it the siloed structure of the organisation, its legacy systems, the prevailing culture or external factors many leaders struggle to take responsibility for their own change agenda.

It's important to realise that innovation is not just about the skills you have now, it's about your adaptability – your ability to continually scan the environment and reinvent yourself. And to reinvent means to constantly challenge our beliefs to open to the new.

[Ryan Shanks]

Director of Accenture's The Dock, a multidisciplinary research and incubation hub based in Dublin's Silicon Docks



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Insurance Ireland's President's Gala Dinner

Dining Hall, Trinity College, Dublin
24 October at 7pm

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Timings for the evening

7:00pm: Dinner

7:10pm: Welcome address

7:20pm: Dinner served

11:00pm: Finish

Cash bar open until late

Entertainment

Watch out for **Shane Black** as he mingles amongst the crowd with his magic of the mind, a unique blend of magic, mind reading and psychological illusions up close.

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Insuring a Successful Future

Brexit has tested the ability of the various European financial services centres outside of London to attract new investment from global insurers. Ireland has been on the short list of many UK insurers seeking to establish a subsidiary in an EU Member State in advance of Brexit. As a firm, we have been fortunate to be involved in a significant number of these projects. While Ireland will undoubtedly win its fair share of investment from global insurers, a number of potential investors who had considered Ireland have decided to establish a new insurer elsewhere.

Although it was always likely that insurers would decide to establish subsidiaries in different EU member states, it seems to us that despite the gains Ireland will make, Brexit represents something of a missed opportunity for the local insurance market. This was a once in a lifetime opportunity to substantially grow the industry and to create a hub that would have been the natural home for global insurers in the EU for years to come.

It is important at this stage that the relevant stakeholders take stock of what Ireland has to offer as an investment location for global insurers and assess why this opportunity has not been fully grasped. Although there are many and varied reasons why an insurer may choose to establish in one country over another, in our experience the single most important factor in this decision is the insurer's perception of the local regulator.

The importance of a strong and prudent regulator cannot be underestimated and a healthy tension must naturally exist between regulated entities and their competent regulatory authority. The Central Bank's reputation as a robust and respected regulator has been a significant factor

in the development of Ireland's financial services industry to date. However, a regulator should also be agile in responding to change and open to new challenges and opportunities in order to maintain a stable base of industry participants and to attract new participants. This will in turn help to foster competition and innovation in the market. Since the vote for Brexit, financial regulators in other EU member states which were perceived as having fewer strengths than Ireland have increased their levels of agility and competitiveness. This has been noticed by the global insurance industry and has helped our competitors to attract investment.

The removal of the CBI's legislative mandate to engage in promotion, and the manner in which this has been interpreted in practice has impacted on its engagement with applicants. This can be contrasted with the approach taken in practice by other regulators. To reflect the importance of competitiveness and innovation to the stability and long term health of the financial system and Irish economy, consideration should be given to clarifying the CBI's mandate in legislation.

The impact and opportunities of Brexit will not end on 29 March 2019. Ireland should take steps now to build on its existing strengths and to respond to new approaches that have been adopted by its competitors.

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A black and white photograph of a large stadium, likely Croke Park, with a blue geometric overlay. The text "[EIF2019]" is centered over the image.

[EIF2019]

As an industry we respond to the demands of an ever changing world.
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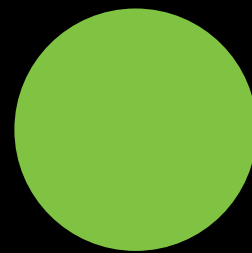
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Talent in Insurance

In today's rapidly transforming world, the only constant is change. Companies who are unable to adjust to the pace of change while adapting to disruptive innovation leave themselves vulnerable. The insurance industry is no different, facing disruption from an industry and technology perspective, ranging from the emergence of insurtech, increased regulation, changing demographics and talent models¹.

The Challenges for Insurers and Talent

Scarcity of talent: Are insurers attracting the right type of employee to navigate the ever changing landscape? With only 4% of millennials expressing a desire to work in the insurance sector, attracting and retaining talent will undeniably be a major challenge for insurers.

Data as a talent opportunity: The use of people analytics is growing rapidly, creating new opportunities to optimise the workforce. With just 6% of insurance companies utilising people analytics as an integral part of business, many insurers could be missing the opportunity to gain insights into talent, further supporting their talent decisions.

Need for innovation and new skills: HR have a critical role in supporting organisations attract and retain multi-generational talent with skills in technology and data science. Yet, with just 13.65% of insurance organisations expected to significantly invest in HR over the next 12-18 months, HR may struggle to meet this need.

The Future of Talent in Insurance

Technology advancements and demographic shifts are changing the nature of work, creating a need for a new generation of talent to deliver value within the industry. Where do you begin? You can start by;

Building Leaders of the Future: Leadership is consistently rated as a top human capital priority²

For companies, focused action must be taken to identify, retain and develop digitally savvy and people centric leaders. Insurers that are ready to tackle this challenge and consistently invest in skills needed for future leaders will have a powerful resource at their disposal. Strategically, organisations need to:

- / Develop future leadership skills such as creative thinking, digital skills and emotional intelligence and resilience.
- / Transition from the traditional hierarchal organisational structure, to a more fluid and flexible one.

Reframing the Employee Value Proposition:

Financial rewards are the most important aspect for millennials when choosing to work for an organisation, closely followed by flexibility and a positive workplace culture³. Insurers need to change the way the industry is viewed and build awareness of the attractions that the sector has to offer. Additionally, their focus should be to:

- / Understand the needs of employee's and reframe the employee value proposition to explicitly state and meet those needs.
- / Create a desirable culture aligned to the organisational strategy and purpose.

Leveraging the Workforce Ecosystem

As alternative work arrangements gain popularity, along with the scarcity of talent, insurers must position themselves to utilise non-traditional, or contingent, employees, including contractors, temporary workers, AI and automation. To achieve this, organisations must:

- / Develop a workforce plan to strategically understand future workforce needs.
- / Understand financial implications of workforce ecosystem, and work with leaders to understand potential benefits.

The future of work has arrived, and companies should embrace this disruptive opportunity, and rethink how they attract, retain and manage talent. Those who are unable to adjust to the pace of change leave themselves vulnerable in an ever changing environment.

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¹ 2018 Insurance Outlook, Shifting strategies to compete in a cutting-edge future, Deloitte (2017)

² Global Human Capital Trends, Deloitte (2018)

³ 2018 Millennial Survey, Deloitte (2018)

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Brexit: What's New for the Irish Insurance Industry

Background

With six months to go, uncertainty remains on some of the key terms on which the UK will leave the EU. The core issue of the Irish border remains unresolved. At the time of writing, in early September 2018, there are indications that a withdrawal deal can be reached in the next two months. Nonetheless, the threat of a no-deal Brexit remains significant.

This article reflects on two of the more recent developments on the road to Brexit that are of particular relevance to Irish insurers and the industry that supports them:

- / **Post Brexit access for Irish insurers to the UK market**
- / **The extent of influx of UK insurers to Ireland**

Post Brexit access to the UK market

Irish insurers will no longer be able to carry on insurance business in the UK after 29 March 2019 ("exit day"), unless the unresolved aspects of the withdrawal agreement are settled and the agreement is then ratified in all EU Member States.

UK regulators have recognised the risk of an unsuccessful outcome to the withdrawal agreement and the resulting lacuna for inwards passporting EEA insurers that fail to obtain the necessary UK authorisation by exit day. They intend to allow passporting insurers to avail of a temporary permissions and recognition regime that will expire three years after exit day.

The online process for seeking temporary permissions is expected to start in January 2019, with the notification window closing before exit day. The likely effect of a temporary permission will be that availing insurers can continue to carry out business exactly as before pending full authorisation. Firms whose applications for full

authorisation are unsuccessful ahead of the three year cut-off will have their temporary permissions cancelled by the FCA. It is possible that there will be provision for them to wind down their UK regulated activities after that date, but the form and timing for doing so is as yet uncertain.

It remains to be seen whether EIOPA will reciprocate with any sort of temporary permissions regime, which could be adopted in Member States wishing to reciprocate.

How has Ireland fared with Brexit movers?

An A.M. Best report published at the end of June set out where many UK insurers had landed in terms of a chosen post-Brexit EU domicile. At that time, 11 life or non-life insurers had formally announced for Ireland; nine head offices and two third country branches. Not a bad result but perhaps not quite the success that those who see Brexit as a great opportunity for the Irish insurance industry would have hoped for.

A number of additional insurers have applied to the CBI for authorisation and intend announcing later in the year. A&L Goodbody is working with several of these, as well as with a number of Irish insurers whose operations will be significantly expanded, following intra-group UK Part VII transfers.

The crisis years resulted in a number of insurer exits and so the re-balancing effect of Brexit will be welcomed by many.

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/ˈnē,am/



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Insurance in Ireland at the Centre of the Drive to Craft an Industry for a Modern Vision

As Insurance Ireland's President for 2018/2019, it is my very great pleasure to welcome you to the European Insurance Forum (EIF).

EIF is Insurance Ireland's flagship event and has become an influential industry forum for consideration of the key trends shaping the future of insurance both in Ireland and internationally.

Ireland is an established global hub for the international insurance industry with the Irish cross border sector writing business into more than 110 countries with more than 25 million customers. The industry employs approximately 28,000 people directly and indirectly, and half of the world's top 20 insurance and reinsurance companies have a presence here.

In this environment, EIF provides a thought-provoking agenda each year that captures the critical issues in the sector, from economic and technological developments, to the interplay of political, regulatory and consumer trends.

Today's agenda is no different. From the opening keynote on insurance in the context of a consumer and societal revolution, to the panel discussion on human capital, through to technology and the future of conduct risk through the regulator's eyes, the agenda offers broad perspectives that will frame the industry's response to these business-critical issues.

As Insurance Ireland's President, I am particularly encouraged by the agenda's focus on audience participation and input. Conferences thrive on feedback and debate and I encourage you all, as

strategic thinkers, to offer your insights as the day unfolds.

I would like to thank our conference speakers, participants and sponsors. In particular I would like to thank Derville Rowland, Director General (Financial Conduct) at the Central Bank of Ireland, and all those who travelled from overseas, including Jeremy Rifkin.

I also hope you gain from the conference a sense of how Insurance Ireland works to advance the industry's position and carry its message with stakeholders. In line with wider industry and geopolitical developments, Insurance Ireland has refocused its strategic positioning by opening a European office this year and hiring a Head of International Insurance and European Affairs. As well as reflecting the scale of the industry in Ireland, this move reflects a commitment by the sector in Ireland to be an active and constructive stakeholder in key European and international debates on the future of the industry.

Finally, I very much look forward to welcoming you all to the President's Gala Dinner later this evening. This event will round off the conference schedule and will afford us the opportunity to display our hospitality as a means of thanking you for attending.

I hope you enjoy the day and all the conference has to offer.

[Anthony Brennan]
Insurance Ireland President

[Thank you to our Sponsors]



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[Silver]

Matheson

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 **ATHORA**

[Cocktail reception]

KPMG

[Lunch]

[europeaninsuranceforum.com]

[Programme]

Wednesday 24 October 2018

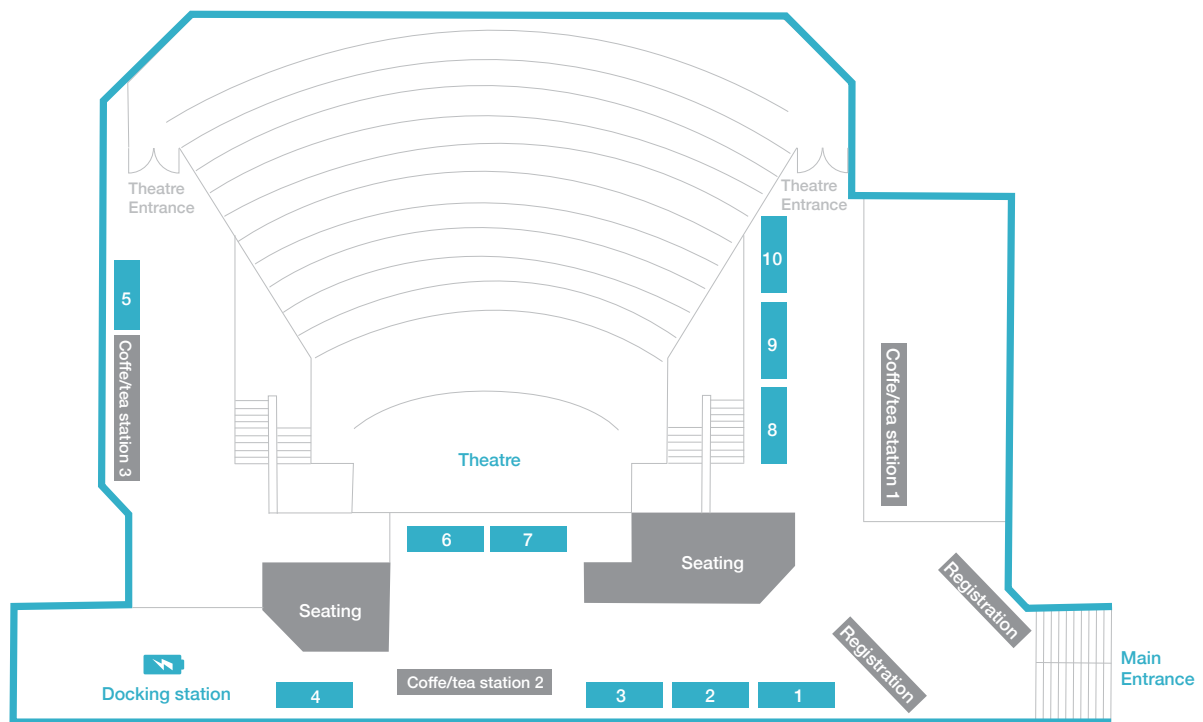
8:00 - 9:00	Registration & networking refreshments	Sponsored by: RGA
9:00 - 9:10	Opening remarks & welcome	Kevin Thompson, CEO, Insurance Ireland
9:10 - 9:30	Industry keynote	<p>“Insurance on the sidelines of a consumer and societal revolution” Barry O'Dwyer, Head of UK, Standard Life Aberdeen</p> <p>Barry will reflect on the changes we are seeing in people's behaviours, especially when it comes to retirement, and how Standard Life Aberdeen has adapted to meet the changing behaviours of their clients, including the recent sale of the Life & Pensions business to The Phoenix Group. With the proposed introduction of auto enrolment in Ireland, he will reflect on the experience in the UK and finally he will look at the changes we will see in the advice market that might just make it a savings revolution.</p>
9:35 - 10:20	Making innovation real in insurance	<p>Emerging technologies and innovations are beginning to transform the insurance landscape as they enable new ways to measure, control, and price risk, engage with customers, reduce cost, improve efficiency, and expand insurability. Accenture will lead this session with a presentation followed by a panel discussion.</p> <p>Accenture will lead this session with a presentation followed by a panel discussion.</p> <p>Innovation introduction Ryan Shanks, Director at The Dock, Accenture's global multidisciplinary research and incubation hub.</p> <p>Brona Magee, Deputy CEO, Head of Global Markets, SCOR Global Life Deeksha Joshi, Managing Director in Corporate Strategy and Research at Liberty Mutual Insurance Fergal Collins, CEO, Aon Centre for Innovation and Analytics (ACIA) Ryan Shanks, Director at The Dock, Accenture's global multidisciplinary research and incubation hub Moderator, Paul Pierotti, Head of Applied Intelligence, Accenture Ireland</p>
10:20 - 10:50	COFFEE BREAK	Sponsored by: WILLIAM FRY
10:50 - 11:25	Human Capital, the Most Overlooked Asset Class: trends, challenges and opportunities	<p>Claudine Macartney, Executive Vice President & Chief Human Resources Officer AIG, USA, Jenny Minogue, Organisational Psychologist – Insurance Supervision at Central Bank of Ireland Vanessa Hartley, LCS Director, Google, Germany Moderator, Valarie Daunt, Partner – Human Capital, Consulting, Deloitte</p>
11:25 - 11:40	A cross Atlantic view	Don Forgeron , President and CEO of IBC (Insurance Bureau of Canada)
11:40 - 12:10	Shifting gears to fundamental transformation of the insurance industry	<p>Connected-car technologies are being adopted quickly; according to research by the automotive consultancy Secured By Design (SBD), they are expected to become standard in automobiles by 2020, at the latest. There are a growing number of players in the connected car ecosystem: car manufacturers, telecommunications firms, sensor and chip manufacturers, digital-platform giants like Amazon and Uber, academic institutions, standards-making bodies AND insurance companies. This session will review how this evolving ecosystem will disrupt the insurance industry and whether there are opportunities to unlock new sources of profit.</p> <p>Claudius Leibfritz, CEO Allianz Automotive Dr. Barry Sheehan, Lecturer, risk management and insurance, the Kemmy Business School, University of Limerick</p>

[Programme]

Wednesday 24 October 2018

12:10 - 12:45	Insurance Ireland Council Chairs Panel	<p>Ann Kelleher, CEO, Ark Life Assurance Co dac</p> <p>Aidan Holton, Insurance Ireland International Council Chair and Monument Group</p> <p>Debbie O'Hare, CEO, Hannover Re, Ireland</p> <p>Donal Clancy, Executive Director, MD Laya Healthcare</p> <p>John Quinlan, CEO, Aviva Ireland</p> <p>Moderator, James Grennan, Head of A&L Goodbody's Insurance Group</p>
13:00 - 14:10	BUFFET LUNCH	<p>Dining Hall, Trinity College</p> <p>Sponsored by: </p>
14:15 - 15:00	Global Leader keynote: A history of the future – the world in 2025	<p>Jeremy Rifkin, consultant and advisor to governments and the EU and political and societal commentary, will examine emerging trends in science and technology, and their impacts on the environment, the economy, culture, and society.</p>
15:00 - 15:20	Rapid technology developments and conduct risk – what does the future look like through the Regulator's eyes	<p>Derville Rowland, Director General (Financial Conduct), Central Bank of Ireland</p>
15:20 - 15:50	COFFEE BREAK	<p>Sponsored by: </p>
15:50 - 16:30	Regulation of an innovative insurance market	<p>William Vidonja, Head of conduct of business, Insurance Europe</p> <p>Don Forgeron, President and CEO of IBC (Insurance Bureau of Canada)</p> <p>Rory Moloney, CEO Aon Global Risk Consulting</p> <p>Timothy Shakesby, Team Leader of the Conduct of Business Oversight, EIOPA</p> <p>Moderator: Florian Wimber, Head of European Affairs and International Insurance, Insurance Ireland</p>
16:35 - 17:15	Leaders Panel - review and wrap-up	<p>Anthony Brennan, President, Insurance Ireland and CEO, Zurich Ireland</p> <p>Stephen Cross, CEO Everest Insurance Ireland dac</p> <p>Henrik Matsen, Group Head of Balance Sheet at Athora Holding Ltd</p> <p>Michelle Moore, General Manager, Chaucer Ireland, Plc</p> <p>Moderator, Darren Maher, Partner and Head of the Financial Institutions Group, Matheson</p>
17:15 - 17:20	Closing remarks from Kevin Thompson, CEO, Insurance Ireland	<p>Post conference entertainment</p>
17:30 - 18:50	Private tour of the Book of Kells and the Old Library and a cocktail reception	<p>Sponsored by: </p>
19:00 - 23:00	Insurance Ireland's President's Gala Dinner	<p>Dining Hall, Trinity College</p> <p>Sponsored by: </p>

[Exhibitors EIF2018]



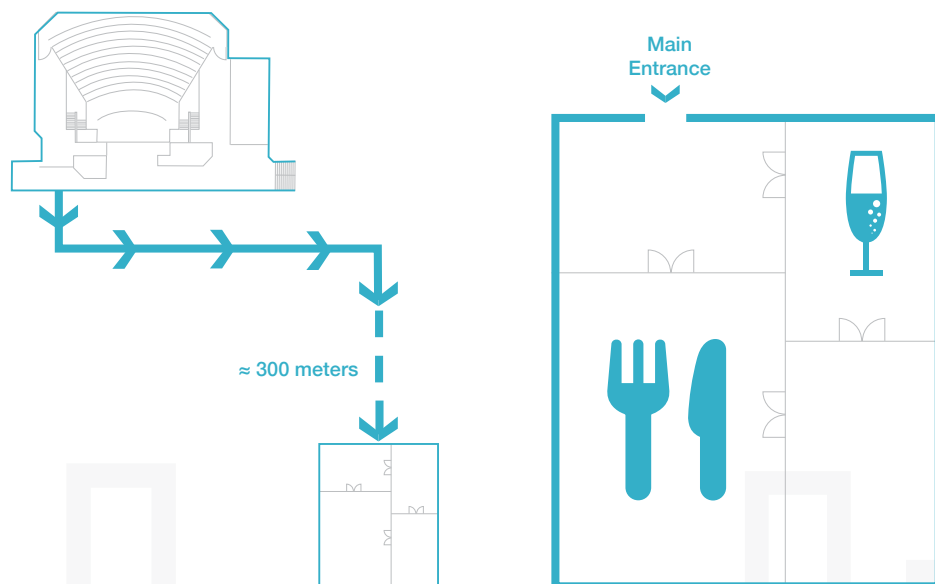
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|---------------|------------------------|
| 1 / Accenture | 6 / Matheson |
| 2 / Amundi | 7 / PartnerRe |
| 3 / Tenenable | 8 / Neam |
| 4 / Schroders | 9 / Deloitte |
| 5 / Lloyds | 10 / Insurance Ireland |

Some of our exhibitors will be running competitions throughout the day with some great prizes. Drop by to be in with a chance to win.

Thank you to all our exhibitors @EIF2018



[Dining Hall, Trinity College Dublin]



[Thank you to our Supporting Sponsors]

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[Speakers 2018]



[Anthony Brennan]
President, Insurance Ireland and
CEO, Zurich Ireland

Anthony is a Fellow of the Society of Actuaries in Ireland. With Zurich since 1985, Anthony has 30 years practical experience in managing Finance, IT and Operations in one of Ireland's most successful life insurance companies. In July 2016 Anthony was appointed to the position of CEO, Zurich Ireland - responsible for both Life and General Insurance businesses in Ireland. As CEO, Anthony has been responsible for Zurich's continued growth in Ireland and other key European markets including Germany and Italy



[Dónal Clancy]
Executive Director, Managing
Director, Laya Healthcare

Dónal joined BUPA Ireland in 1996 at the start-up phase of Bupa in Ireland. His career history with BUPA Ireland includes Director for Customer Service, IT Director and Operations Director and he also served as Director for Customer Service & Operations for BUPA, UK. In December 2011, Dónal steered the business through a management-led buyout culminating in the launch of laya healthcare on May 14th, 2012. The strength and depth of laya healthcare's team was credited in January 2015 with the sale of laya healthcare to international insurance organisation AIG.



[Fergal Collins]
Chief Executive Officer, Aon Centre
for Innovation and Analytics (ACIA)

Fergal is the Chief Executive Officer of the Aon Centre for Innovation and Analytics in Dublin and Krakow, part of Aon's global Data & Analytic Services group. Fergal joined the ACIA in 2009; he manages corporate direction and strategy for the ACIA, with a focus on capturing the full potential of Aon's data and analytics for both colleagues and clients. He is also responsible for driving integration across Aon's three ACIA locations (Dublin, Krakow and Singapore) and the broader Aon team, and for building collaborative partnerships with the ACIA's diverse stakeholder groups. Fergal holds a PhD in Genetics from the Queen's University, Belfast and a BSc in Biotechnology from the National University of Ireland, Galway.



[Stephen Cross]
CEO, Everest Insurance Ireland, dac

Stephen is the CEO and CUO of Everest's newly formed insurance operations in Ireland with responsibility for identifying and securing talent across underwriting, operations, technology, finance, governance and compliance. Stephen joined Everest in 2017 after 16 years with Aon. Prior to Aon, Stephen spent 10 years with International Risk Management Group which was a privately held global advisor in the complex risk management space and led the sale of IRMG to Aon in 2001. Stephen is a Fellow of The Chartered Insurance Institute (FCII), a Chartered Insurer (CI), and Associate in Risk Management (ARM) and has a C.Dip in Accounting & Finance (C.Dip.A.F). He successfully completed the Advanced Management Program in Harvard University in 2006.



[Valarie Daunt]
Partner - Human Capital,
Consulting, Deloitte

Valarie leads the Human Capital practice in Ireland. She has spent over 15 years delivering human capital solutions to clients in both public and private sectors both as a practitioner in the role of HRD with an international bank and as a Consultant. She has responsibility for the provision of advisory services to a broad range of the firm's national and international clients and specialises in advising both private and public companies on all aspects of Human Capital.



[Don Forgeron]
President and CEO of IBC
(Insurance Bureau of Canada)

Don is the President and CEO of IBC (Insurance Bureau of Canada) since 2009. He spent more than 25 years in the P&C industry and previously worked for Alberta's Department of Environment and the National Research Council in Nova Scotia. As President and CEO, Don works with the Canadian government and key stakeholders to build a strong, stable P&C industry and a stronger and safer Canada. Don is active internationally on behalf of Canada's P&C industry to provide input to international regulatory bodies. He is a founding member of the Global Federation of Insurance Associations and leads an international working group focused on disruption.

[Speakers 2018]



[James Grennan]
Head of A&L Goodbody's
Insurance Group

James is Head of A&L Goodbody's Insurance Group. His practice embraces all aspects of insurance law and regulation including the set up and authorisation of insurers, ongoing regulation, the provision of cross-border services, sale and purchase of insurance companies and businesses, captive insurance, authorisation and regulation of insurance intermediaries, contracts, regulatory investigations and enforcement actions and statutory compensation schemes. He played a major role in the A&L Goodbody legal team that advised the Department of Finance on the establishment of the Irish Financial Regulator. He was also instrumental in having Irish law amended to facilitate the operations of life insurers in the IFSC and in drafting other legislation to address insurance industry concerns.



[Vanessa Hartley]
LCS Director, Google, Germany

Vanessa joined Google in 2014 leading the UK's Retail and Agency functions, working with some of the world's largest global brands to develop their retail transformation strategy. She joined Google Germany in 2018 leading as the Director for Germany overseeing the German Operation. Before joining Google, she spent 10 years working in Financial Services and was the Commercial Director for GloHealth and previously Group Marketing Director for Aviva Ireland. Previous to that she held various Marketing and Product Management leadership roles in Telecoms and Consultancy.



[Aidan Holton]
Insurance Ireland International
Council Chair and Monument Group

Aidan has worked for over 30 years in the insurance sector, with a broad range of domestic and international experience. He started his career with Irish Life, where he originally trained as an accountant: he was appointed as Group CFO in Aviva Ireland in 2008. In 2013 he joined the Board of New Ireland Assurance Company as an Independent Non-Exec Director, and in 2014 was appointed CEO of SCOR Global Life Reinsurance in Ireland. He recently joined Monument Insurance, owned by Monument Re Limited – a Bermuda based reinsurer established to operate as an asset intensive reinsurer and acquirer in Europe. Aidan is Chair of Insurance Ireland's International Council.



[Dr. Declan Jackson]
Director of Government Affairs,
Insurance Ireland

Declan is the Director of Government Affairs with Insurance Ireland, a post he has held since 2015. Insurance Ireland is the Voice of insurance in Ireland and represents insurance, reinsurance and captive companies who write business in the life, non-life, health and international sectors both in Ireland and throughout the world from an Irish base. Prior to Insurance Ireland Declan's background was trade associations and politics. Declan holds an MBA from UCD Michael Smurfit Graduate Business School and a PhD from the University of Limerick.



[Deeksha Joshi]
Managing Director in Corporate
Strategy and Research at Liberty
Mutual Insurance

Deeksha spends her time researching disruptive trends, technologies and trying to understand the future of risk. At Liberty, she helps think through and solve strategic and operational challenges in response to new trends and opportunities in the insurance industry. Before joining Liberty, she was an Executive at Strategy and Transformation group within Accenture's management consulting organisation and led large transformation projects. She received an MBA from Darden School of Business, Virginia and her Bachelors in Engineering from NSIT, Delhi. She has a passion for sharing her thoughts via blogging and supporting local Boston startups and girls in STEAM initiatives.



[Ann Kelleher]
Insurance Ireland Life Council Chair,
CEO, Ark Life

Ann has been CEO of Ark Life since 2012, now a closed book and part of the Swiss Re Group since 2016. Prior to Ark Life, Ann was Operations Director in Aviva Ireland Life and Pensions and prior to that she spent a number of years with Bank of Ireland's life and pensions subsidiary where she held roles in Operations, HR and Legal. Ann is Chair of the Life Council of Insurance Ireland. A UCD law graduate and a qualified solicitor, Ann also has an MSC in Business Administration from Trinity and is a Chartered Director with the Institute of Directors.

[Speakers 2018]



[Dr. Claudius Leibfritz]
CEO, Allianz Automotive

Claudius joined the Board of Allianz Worldwide Partners in 2016. In addition to his role as CEO of Automotive business, he is responsible for the DACH and SEE region. In 2015, he held the position of CEO of both Allianz Global Assistance for DACH & SEE and Allianz Handwerker Services, from Allianz Global Assistance: as Group Director of Operations and Networks he was responsible for all global operations and successfully implemented complex global transformation programs and efficiency initiatives. He spent 10 years with the Boston Consulting Group where he led various international projects. Claudius holds a PhD in Finance from the University of Berne, Switzerland and a Master's degree from Tübingen University, Germany.



[Claudine Macartney]
Executive Vice President and Chief Human Resources Officer, AIG (USA)

Claudine is a member of the Executive Leadership Team and has been with AIG since 1997. Claudine oversees the alignment of the company's business, global human resources and people strategy for nearly 50,000 employees in more than 80 countries. Previously, Claudine was Senior Vice President of Human Capital Planning and Business Partner Practice responsible for developing a senior leadership pipeline. She led the advancement of AIG's performance management agenda and the expansion of the career-development and training platforms. Claudine is a frequent speaker on diversity and inclusion, people analytics, emotional intelligence, and building resilient, winning cultures. She holds a B.A. in Political Science from Stockton University.



[Brona Magee]
Deputy CEO, Head of Global Markets, SCOR Global Life

Brona is Deputy CEO, Head of Global Markets, SCOR Global Life and a member of the Group's Executive Committee. She is responsible for Client Solutions and the development of a suite of innovative solutions for clients around the world. Brona also has responsibility for overseeing the implementation of SCOR Global Life's strategy across all regions. Brona was General Manager for Transamerica International Reinsurance Ireland, which was acquired by SCOR in 2011 at which time she became CFO for SCOR Global Life Reinsurance Ireland before moving to the U.S. to take the position of CFO – SCOR Global Life Americas. Brona returned to Ireland to the position of Chief Actuary, SCOR Global Life. She is a Fellow of the Society of Actuaries in Ireland.



[Darren Maher]
Partner, Matheson

Darren is a partner and Head of the Financial Institutions Group at Matheson. He has advised a wide range of leading domestic and international financial institutions on all aspects of financial services law and regulation including establishment and authorisation, development and distribution of products, compliance, corporate governance and re-organisations including cross-border mergers, schemes of arrangement, portfolio transfers and M&As. Darren frequently publishes articles in financial services publications and is co-author of the Irish chapter of PLC's Cross-border Insurance and Reinsurance Handbook, Law Business Research's Insurance and Reinsurance Law Review, and co-contributor to ICLG's Guide to Insurance and Reinsurance. Darren lectures at the Law Society of Ireland and the Insurance Institute of Ireland.



[Henrik Matsen]
Group Head of Balance Sheet at Athora Holding Ltd.

Henrik is Group Head of Balance Sheet Management at Athora and is responsible for reinsurance, capital and the group balance sheet. He is a Member of the Athora Life Re Ltd. and Athora Ireland plc Boards of Directors. He was one of the co-founders of RMR Advisors Ltd, a firm providing insurance related advisory services to Apollo, Athene and their affiliates. RMR Advisors was acquired by Athene in 2016, and formed the beginning of what is today Athora. Prior to that, Henrik worked at UBS in its Financial Institutions Group Investment Banking division, and in FICC Structuring. Henrik holds a BSc degree from the Norwegian School of Economics & Business Administration (NHH) in Bergen, Norway.



[Jenny Minogue]
Organisational Psychologist, Central Bank of Ireland

Jenny joined the Central Bank of Ireland, the Irish Regulator, in 2014 and prior to this, worked for five years in the field of Applied Behaviour Analysis. Having held roles in the Consumer Protection and HR Directorates, Jenny moved to the Insurance Supervision Directorate in 2016 to focus on bringing behaviour and culture into the scope of supervision and developing practical tools that can be used to gain an insight into the prevailing behaviours and culture in firms and for these tools to complement existing supervisory practices. Jenny is a Chartered Organisational Psychologist with the Psychological Society of Ireland and holds a BSc in Psychology, MSc in Marketing and a MSc in Work and Organisational Psychology.

[Speakers 2018]



[Rory Moloney]
CEO Aon Global Risk Consulting

Rory is the Chief Executive Officer for Aon's Risk Consulting business globally. He also serves as a member of the board of Aon's Global Center for Innovation and Analytics. He began his career in the global broking sector and subsequently in international captive management. Rory's core areas of expertise are in Strategic Risk Consulting including Risk Finance, Captives, Analytics, ERM and Cyber Risk where he has played a leading role in the design and implementation of preferred risk solutions for our multinational clients in Europe, Middle East, Asia and the Americas.



[Michelle Moore]
General Manager,
Chaucer Ireland, Plc

Michelle joined Chaucer in 2016 to lead their newly established Dublin based insurer. With over 20 years of experience in the international insurance and reinsurance industry, Michelle most recently served as Managing Director and Chief Operating Officer of Markel Europe plc. Previously, she spent a number of years working in the London and Bermuda insurance markets. Having graduated from Dublin City University with a Bachelor of Arts Degree and a Masters in Business Studies, she joined PwC where she completed her accounting qualifications. Michelle is a Fellow of the Institute of Chartered Accountants in Ireland.



[Barry O'Dwyer]
Head of UK, Standard Life Aberdeen

Barry began his career at Standard Life in 1988. He trained as an actuary and held a number of senior management positions in both the UK and Ireland. He was Managing Director, Marketing of the Standard Life UK business when he left in 2007 to join HBOS. He moved to Prudential in 2009 and was Deputy Chief Executive of their UK & Europe business when he left in 2013 to return to Standard Life. From March 2017, Barry was CEO of the pensions and savings businesses within Standard Life Aberdeen. Following the completion of the sale of Standard Life Assurance to Phoenix Group, Barry now leads Standard Life Aberdeen's UK region and is a non-executive director of Phoenix Group.



[Debbie O'Hare]
Chief Executive Officer,
Hannover Re, Ireland

Debbie is Chief Executive Officer of Hannover Re (Ireland) DAC, a composite reinsurance subsidiary of the Hannover Re Group. She is a qualified Chartered Accountant and has a BSc in Mathematics from Warwick University. Debbie has over 25 years' experience in the (re)insurance industry working in Ireland, the UK and Sweden. She is Chair of the DIMA Council of Insurance Ireland, a member of the Insurance Ireland Inclusion Committee and a supporter of the 30% Club.



[Paul Pierotti]
Head of Applied Intelligence,
Accenture, Ireland

Paul is a Managing Director in Accenture Digital and leads Accenture Applied Intelligence in Ireland. Paul has over 20 years of consulting experience across Financial Services including insurance, Health and Public Service, and Communications and High Tech. He specialises in designing and integrating Advanced Analytics services to transform performance with a particular focus on fraud management, customer retention, healthcare management, credit risk and process automation. Paul's client list covers Government, Healthcare, Financial Services, Telecoms and Energy. Paul is a regular speaker at industry conferences and a frequent contributor in the media. Paul graduated from University of Strathclyde with a degree in Mathematics and MSc in Industrial Mathematics.



[John Quinlan]
Chief Executive Officer, Aviva Ireland

John is CEO of Aviva Ireland since November 2016 and joined Aviva in 2013 as General Insurance Managing Director in 2013. John has worked in Financial Services since graduating from University College Dublin in the late 1980s. Having started in Finance, John then moved to Mergers & Acquisitions, Sales & Marketing and Executive Management in organisations such as GE, Allianz, and RSA on the Insurance Company side and AJG & AON on the Insurance Broking side. John holds a Bachelor of Commerce from University College Dublin and is Certified Insurance Director and has participated in the GE Development Programme.

[Speakers 2018]



[Jeremy Rifkin]

Author, Economic and Social Theorist, Advisor to the European Union and Heads of State, and President of the Foundation on Economic Trends

Jeremy is an American economic and social theorist, writer, public speaker, political advisor, and activist. He is the author of 20 bestselling books about the impact of scientific and technological changes on the economy, the workforce, society, and the environment. He has been an advisor to the leadership of the European Union since 2000. Jeremy is ranked 123 in the WorldPost / HuffingtonPost 2015 global survey (prepared at Massachusetts Institute of Technology) of "The World's Most Influential Voices" and is listed among the top 10 most influential economic thinkers. Since 1995, Jeremy has lectured at the Wharton School's Executive Education Program at the University of Pennsylvania where he instructs CEOs and senior management on transitioning their business operations into sustainable economies.



[Derville Rowland]

Director General (Financial Conduct), Central Bank of Ireland

Derville was appointed Director General (Financial Conduct), the Central Bank of Ireland (CBI) in September 2017 and is responsible for consumer protection, securities and markets supervision, enforcement and policy and risk. Derville is a member of the European Securities and Market Authority (ESMA). Previously, Derville was the Director of Enforcement in the CBI, where she established and developed the Enforcement Directorate. Derville is a qualified barrister having been called to the bar in 1996 (Inns of Court School of Law; Inner Temple) and subsequently in 2003 (Kings Inns Dublin).



[Timothy Shakesby]

Team Leader of the Conduct of Business Oversight, EIOPA

Tim joined the European Insurance and Occupational Pensions Authority (EIOPA) in December 2013 as Principal Expert on Financial Innovation. He leads EIOPA's Conduct of Business Oversight team. He previously led work on complex investment products, including chairing the joint European Supervisory Authority (ESA) work under the Packaged Retail and Insurance-based Investment Products (PRIIPs) Regulation. Prior to EIOPA he was seconded to the European Commission for five years, where he worked on asset management and consumer protection issues, including on UCITS and developing frameworks for investment funds focused on growth and sustainability goals. He started his regulatory career as a policy advisor on retail market issues at the UK Financial Services Authority (FSA).



[Ryan Shanks]

Director, The Dock, Accenture's Centre for Innovation

Ryan is Director of The Dock, Accenture's global multidisciplinary research and incubation hub. He has been instrumental in driving The Dock's global vision and growth, providing leadership in strategy and solving business challenges. In a career spanning over 20 years with Accenture, Ryan is a global thought leader who has been on the front line of innovation across multiple countries and industries. Ryan believes that change happens at the intersection of technology, design and commercial innovation. After numerous global talks and publications, he now brings his expertise in the future of work and human/robot collaboration to The Dock. His current research topic is 'how to scale and make innovation real' for our clients.



[Dr. Barry Sheehan]

Lecturer, risk management and insurance, the Kemmy Business School, University of Limerick

Barry lectures in risk management and insurance in the Kemmy Business School at the University of Limerick (UL). He has a professional background in actuarial science and his research exploits machine-learning techniques to estimate the changing risk profile produced by emerging technologies. He is a contributing member of Emerging Risk Group (ERG) at UL which has a long established expertise in insurance and risk management. Barry is a member of two EU H2020 research projects related to semi-autonomous vehicles: VI-DAS (<http://vi-das.eu/>) and Cloud-LSVA (<http://cloud-lsva.eu/>).



[Kevin Thompson]

CEO of Insurance Ireland

Kevin is the CEO of Insurance Ireland. He previously worked as a consultant helping organisation devise and implement change programs. He was CEO of Alico Life International and held senior executive positions in Allianz Worldwide Care, Citigroup & Lincoln Financial, working in Ireland and the UK. Kevin holds a Dip Sports Psychology and a MSc Management Practice in Strategy & Transformation from University College Cork and received executive training in leadership and strategic management at the University of Pennsylvania – The Wharton School. He received a "Record of Achievement Award" from the Insurance Institute of Ireland and the Tony Dromgoole Award of Distinction from the Irish Management Institute. Kevin is a Certified Insurance Director from the Insurance Institute of Ireland.



[William Vidonja]
Head of conduct of business,
Insurance Europe

William is head of the conduct of business department at Insurance Europe and contributes to the global and European debates on legal and consumer protection issues, including insurance distribution, data protection, digitalisation, contract law, competition issues and financial education. He is a member of the employers' delegation of the Insurance Sectoral Social Dialogue Committee (ISSDC). He joined Insurance Europe as a trainee in 2002. After his traineeship he was appointed as deputy manager of the insurance of the person department before moving to the conduct of business department. William is a French national and holds a law degree from the University of Paris XII.



[Florian Wimber]
Head of European Affairs
and International Insurance,
Insurance Ireland

Florian joined Insurance Ireland in April 2018 as Head of European Affairs and International Insurance. Prior to this he spent 15 months advising the Ministry of Economy and Finance of the Kingdom of Cambodia on insurance and social protection policy. He began his career at the German Insurance Association, GDV, where he held various positions both in Brussels and Berlin including Deputy Head of the European Office. During his time at GDV, Florian coordinated the association's policies on Solvency II and financial services regulation at European level. Florian holds a Masters in Economics from the University of Cologne and Trinity College Dublin.



Thank You.
To all of our
speakers

[CPD 2018]

At the time of going to print, EIF2018 was awaiting confirmation of CPD awards. Please check our website for updates.

Below are some general notes on CPD. Please check with your home country accrediting body to determine whether CPD points are available for the conference. In the instance where self certification is required you can contact: [Nessa Feehan](mailto:nessa.feehan@insuranceireland.eu) tel: +353 (0)1 6447789 or at nessa.feehan@insuranceireland.eu to acquire proof of attendance, presentation slides (where available) and/or a copy of the conference agenda. Presentation slides will be available after the conference.

Institute of Banking / ACOI (Association of Compliance Officers in Ireland) At the time of going to print, EIF2018 was awaiting confirmation of CPD awards. Please check our website for updates.

CPD points for attendance at EIF2018 will be awarded by the **Insurance Institute of Ireland**. Please check our website for details.

SELF-CERTIFIED ACCREDITATION

The bodies listed below allow self-certification and may give accreditation for your attendance at EIF2018. It is important to note that none of the bodies listed have accredited or approved the European Insurance Forum.

ACCA (Association of Chartered Certified Accountants)

This is a self-managed accreditation whereby 1 hour = 1 unit.

Members of ACCA should go to accaglobal.com/gb/en/member/cpd/managing-your-cpd.html

Chartered Accountants Ireland Members of Chartered Accountants Ireland are required to self-certify and they are assessed on a case by case basis.

CII (Chartered Insurance Institute) Members of Chartered Insurance Institute are required to self-certify and they are assessed on a case by case basis.

Law Society of Ireland Members of the Law Society of Ireland are required to self-certify. Full details on how to apply are outlined here lawsociety.ie/Solicitors/Practising/CPD-Scheme/2018-cycle/

LIA (Life Insurance Association) Members are required to self-certify and supply presentations.

Society of Actuaries in Ireland Members of the Society of Actuaries in Ireland are required to self-certify.

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