

2016 Life Insurance Conference - Program

Tuesday 15 March	6:30pm-7:00pm	Dinner Drinks – Ivy Ballroom, Sydney	
	7:00pm-10:00pm	Dinner – Ivy Ballroom, Sydney	
Wednesday 16 March	8:15am-8:55am	Registration	
	9:00am-9:15am	Conference Welcome	Sally Loane, CEO Financial Services Council
	9:15am-10:00am	Life Insurance – A disrupted industry? Life insurance is at the centre of a perfect storm in Australia. The dynamics that our industry took for granted are in a state of flux—be it value chain disruption, the convergence of insurance products, interest rates or competitive tensions. This session hears from those at the forefront with tips on how to make your business resilient.	(Chair) Alexis George, Managing Director - Insurance, ANZ Wealth - Simon Swanson, Managing Director, ClearView - Roland Slee, Managing Director Asia Pacific, Bravura Solutions - TBC
	10:00am-10:45am	Managing Change Looking at the industry landscape for 2016	(Chair) Helen Troup, Managing Director, CommInsure - John Trowbridge, Chair, Life Insurance Advice Working Group - Geoff Summerhayes, Member, APRA - Peter Kell, Deputy Chair, ASIC
	10:45am-11:00am	Morning Tea	
	11:00am-11:45am	Lifting consumer outcomes with a Code of Practice Preview the new Life Insurance Code of Practice and hear how it will lift industry standards and deliver real consumer benefits. Our panel of experts explain how the Code will be implemented through underwriting, claims and complaints processes.	(Chair) Andrew Bragg, Director of Policy, FSC - Brett Clark, Managing Director, TAL Life - Vicki Mullen, General Manager Consumer Relations and Market Development, ICA - Alexandra Kelly, Solicitor, Financial Rights Legal Centre
	11:45am-12:30pm	Behavioural Economics Capitalising on behavioural insights to improve the customer experience, increase interaction and improve marketing	(Chair) Sarah Phillips, Policy Consultant, Life Insurance, FSC - Rocky Scopelliti, Global Industry Executive – Banking, Finance & Insurance, Telstra - Alex King, Director, NSW Government Behavioural Insights Unit - Renae Smith, Chief Marketing Officer, AIA Australia
	12:30pm-1:15pm	Lunch	
	1:15pm-2:00pm	Helping consumers requiring additional support How life insurers can support their workforce to deliver best practice service quality for customers who require additional support in buying, underwriting and claims phases.	(Chair) Anna Hopley, Head of Ethics & Compliance, Australia, Metlife - Paul Clitheroe, Financial Literacy Australia - Alya Gordon, Lawyer, Indigenous Outreach Program, ASIC - TBC

1:15pm-2:00pm	Making Big Data work for you What are the big data and analytics ramifications for adopters and for current valuation and pricing models?	1. (Chair) Steve Psichalos , Partner, EYC3 2. David Hackett, Executive General Manager Insurance, MLC & NAB Wealth 3. Adam Driussi, CEO, Quantum 4. TBC
2:05pm-2:50pm	Why longevity products should be the new black Despite a ballooning retirement age population, the Australian annuity market remains subdued. This session hears from experts about what the longevity products of tomorrow need to look like and what can be learned from abroad.	1. (Chair) Tim Bailey, CEO, Life and Investments, Zurich 2. Brian Benari, Managing Director and CEO, Challenger 3. Darren Wickham, General Manager – Group Life Product and Pricing, TAL Life 4. TBC
2:05pm-2:50pm	Mental Health How can life insurance companies ensure best practice of dealing with applicants and claimants with mental health issues?	1. (Chair) Sally Loane, CEO, FSC 2. Allan Fels, Chair, National Mental Health Commission and Professorial Fellow, University of Melbourne 3. Deanne Stewart, CEO, Metlife Insurance Ltd 4. Dr Dielle Felman, Director, Work Life Well
2:55pm-3:40pm	Future of Advice in Life Insurance The life insurance industry and advice in life insurance is subject to considerable impeding regulatory and market changes. What does the future of advice in life insurance look like in the face of all these changes?	1. (Chair) Bianca Richardson, Senior Policy Manager, FSC 2. Rod Bristow, Managing Director, Infocus Wealth Management 3. Scott Moffitt, Head of Life Insurance , BTFG 4. Suzanne Haddan, Managing Director and Representative, BFG Financials Services
2:55pm-3:40pm	Group Insurance How to ensure group insurance is sustainable in the long term?	1. (Chair) TBC 2. Jason Sommer, Executive General Manager, Products, Projects & Technical Services, SunSuper 3. Darryl Pereira, Partner, Turks Legal 4. Jenny Oliver, TAL Group Insurance
3:40pm-3:55pm	Afternoon Tea	
3:55pm-4:40pm	Where to from here? Our panel of life insurance experts draws from the day's sessions to predict the future of the industry, incorporating changes in technology, business models, and customer relationships.	1. (Chair) Sally Loane, CEO, FSC 2. Martin Blake, Chairman of KPMG New South Wales, Head of Insurance for Australia 3. TBC 4. TBC
4:40pm-4:50pm	Closing Comments	Brett Clark, Managing Director and CEO, TAL Life