

New Technologies Conference 2022

Insurance in 2030 – A future powered by technology and artificial intelligence

Co-organised with AIA Group

5 May

Virtual

Agenda (times in CET)

Conference moderation by *Isabelle Flückiger*, Director New Technologies & Data, The Geneva Association

Thursday, 5 May

13:00–13:05

Welcome remarks

Jad Ariss, Managing Director, The Geneva Association

13:05–13:15

Opening address

Lee Yuan Siong, Group Chief Executive and President, AIA Group

13:15–13:20

Introduction and housekeeping

Isabelle Flückiger, Director New Technologies & Data, The Geneva Association

13:20–13:45

Keynote speech: Transforming Healthcare Delivery and Health Insurance through Technology

Jonathan Broomberg, Chief Executive Officer, Amplify Health

Unprecedented innovations in technology are transforming how individuals, corporates, payers and providers experience and manage health insurance and healthcare delivery, improving outcomes for stakeholders across the value chain. Health insurers require new, technology-driven strategies, capabilities and partners to keep pace with and benefit from these changes. Jonathan Broomberg expanded on the shifts underway and how insurance companies can capitalise on the opportunities they offer.

13:45–13:50

Break

13:50–14:50

Panel 1: How Do We Extend Health Insurance to More People Using Digitalisation?

Moderator: *Bernhard Kotanko*, Senior Partner, McKinsey & Company

Panellists:

- *Axel Baur*, Deputy Chief Executive Officer, Amplify Health
- *Sirma Boshnakova*, Member of the Board of Management, Allianz SE
- *Patrick Conway*, Chief Executive Officer, Optum Care Solutions

The COVID-19 crisis has accelerated digitalisation and brought care closer to home for millions of people worldwide. But the developments we have witnessed over the past two years are just the tip of the iceberg; if used effectively across the health insurance

ecosystem, technology could help to improve the design of services and extend them to more people. This panel discussed the skills that will be required to support the transformation of healthcare management and delivery and health insurance, drawing on international perspectives from the U.S., Europe and Asia.

14:50–14:55

Break

14:55–15:55

Panel 2: Using Data Responsibly for Innovation– How can insurers strike the right balance?

Moderator: **Biswa Misra**, Group Chief Technology Officer, AIA Group

Panellists:

- **Chaouki Boutharouite**, Head of AI Governance and Thought Leadership, AXA
- **Meryem Duygun**, AVIVA Chair in Risk and Insurance & Professor, Nottingham University
- **Adrien Lebegue**, General Manager & Head of Strategy, ZhongAn Group
- **Girish Nayak**, Chief Customer Service, Operations and Technology, ICICI Lombard

New possibilities in data collection, analysis and usage are allowing insurers to offer risk prevention and mitigation services as well as adjusted premiums to their customers based on more granular risk and behavioural profiles. However, this is also bringing up questions about the responsible use of data in insurance. This panel discussed how insurers can continue to foster innovation without compromising customer trust by using data fairly and transparently.

15:55–16:00

Closing remarks

Isabelle Flückiger, Director New Technologies and Data, The Geneva Association