National Insurance Conference of Canada



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Insurance Business CANADA

NICC 2019

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Sean Murphy
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Monica Ningen
President & CEO, Canada & English Caribbean, Swiss Re

David Sloan
President & CEO,
Aon Canada Inc.

Bob Tisdale
President & COO,
Pembridge Insurance Company

Welcome to NICC 2019

As President and CEO of MSA Research Inc. and the National Insurance Conference of Canada (NICC), I'd like to personally invite you to the 2019 NICC to be held September 22-24, 2019 at Le Centre Sheraton in beautiful Montréal, Québec. NICC continues its proud tradition as Canada's pre-eminent insurance conference with an outstanding agenda and networking opportunities.

The agenda that you see in this brochure is a testament to the dedication and input of our esteemed Advisory Committee and many others in the industry. We open NICC 2019 with a sweeping keynote presentation by renowned historian and author, Adam Tooze, whose recent book is 'Crashed', a masterful account of the financial crisis and the implications for today's world beset by populism, political & economic turmoil and uncertainty. As *The Economist* summed up his book, "the patient is in remission, not cured."

From the wide view, we focus in on our industry, both globally and locally across many sessions and expert speakers; we end the 2019 NICC with a keynote by Jaime Watt on the eve of Canada's pivotal election.

In 2019, we're getting truly interactive with NICC's new Discussion Groups. Be in the room where you make it happen. Choose two out of six discussion groups to suit your interest, led by expert discussion leaders across a curated selection of key topics.

I invite you to review the impressive agenda for yourself to see what's in store. As always, we also recognize the importance of networking – so we have provided ample opportunities for you to meet your colleagues and have those important discussions and jovial banter. All in all, the 2019 NICC is exactly where you, as an insurance executive, will want to be.

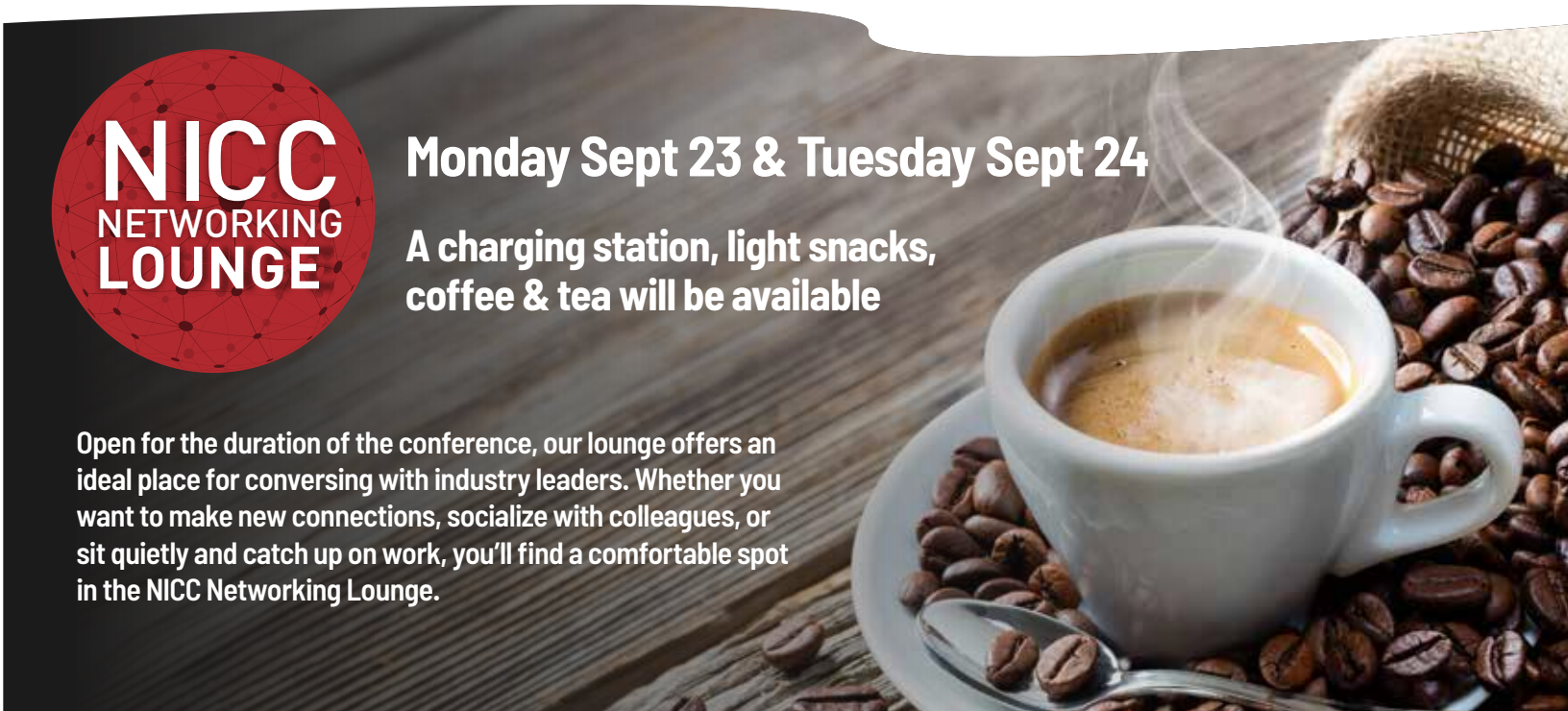


My very best,

Joel Baker
President and CEO, NICC
and MSA Research Inc.

Who Should Attend NICC

- Insurance company CEOs, Chief Agents & Senior Executives
- Policymakers
- Brokers
- Regulators
- Industry Professionals
- Risk Managers
- Analysts
- Investors



NICC NETWORKING LOUNGE

Monday Sept 23 & Tuesday Sept 24

A charging station, light snacks, coffee & tea will be available

Open for the duration of the conference, our lounge offers an ideal place for conversing with industry leaders. Whether you want to make new connections, socialize with colleagues, or sit quietly and catch up on work, you'll find a comfortable spot in the NICC Networking Lounge.

Agenda Sunday September 22nd 2019

11:00 • DAS / HSB BI&I - NICC 2019 Golf Tournament

Club de Golf de l'Ile de Montréal - for tournament information, see PG 12

15:00 • Conference Registration Opens

Le Centre Sheraton Montréal

17:45
19:00 • Cocktail Reception & Welcome Address



John E. Sununu

Former U.S. Senator and Member of the Council of Lloyd's

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Agenda Monday September 23rd 2019

07:30
08:30 • Breakfast

Sponsored by Willis Re

08:45
09:00 • Welcome, Acknowledgements and Intro Address



Joel Baker

President and CEO, NICC and MSA Research Inc.



Alister Campbell

President and CEO, PACICC and NICC 2019 Emcee

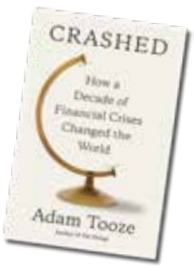
09:00
10:00 • Crashed: How a Decade of Financial Crises Changed the World

Adam Tooze

Shelby Cullom Davis Chair of History, Columbia University and Author of 'CRASHED, How a Decade of Financial Crises Changed the World'



Adam Tooze, is a prize-winning historian, writer and commentator. He combines deep historical expertise with up to date economic analysis to answer questions about current and future political power and economical shifts that could be used to navigate in our dynamic contemporary world. Adam's new book, Crashed: How A Decade of Financial Crises Changed the World, was called, according to the Financial Times, a "monumental narrative history" of the financial crisis of 2008 and its global aftermath.



Agenda Monday September 23rd 2019

Sponsored by DBRS

Networking Break 10:00 – 10:30

Concurrent Session A 10:30 – 11:30

World Economic Forum - Global Risks Report 2019

Per Børge Brende, President, World Economic Forum: "The world is facing a growing number of complex and interconnected challenges—from slowing global growth and persistent economic inequality to climate change, geopolitical tensions and the accelerating pace of the Fourth Industrial Revolution. In isolation, these are daunting challenges; faced simultaneously, we will struggle if we do not work together. There has never been a more pressing need for a collaborative and multi-stakeholder approach to shared global problems." This thought will be the focus of Mr. Wittenberg's talk.



Alex Wittenberg

Executive Director, Marsh & McLennan Insights
Partner, Oliver Wyman Group

Concurrent Session B 10:30 – 11:30

Auto - Misfiring on All Cylinders. What Can be Done?

Like a musician out of tune, a misfiring car just does not sound right. Today we are misfiring in every jurisdiction in Canada on automobile insurance. No one is happy. Not consumers, regulators, politicians, brokers nor insurance companies. It is time for a tune up! Join moderator, Bob Tisdale, and panel as they look for solutions to get things running smoothly again.



Moderator
Bob Tisdale

President and COO,
Pembridge Insurance Company



Flavio Battilana

COO,
CSN Collision Centres



David Marshall

Author - 'Fair Benefits Fairly Delivered: A Review of the Auto Insurance System in Ontario'



Liam McFarlane

Partner,
EY

Agenda Monday September 23rd 2019

11:45
13:30

Insurance 2020: Setting Our Sights on Success

Don Forgeron, President & CEO of the Insurance Bureau of Canada, explores and explains five pressing issues facing our industry – and makes some bold predictions about what to expect over the next 18 months.



Don Forgeron
President and CEO,
IBC

Sponsored by

IBC BAC Insurance Bureau of Canada / Bureau d'assurance du Canada

13:45
15:00

Growing the Market/Growing the Pie

The goal of this panel is to discuss and explore the insurance industry's historical struggle to innovate new products and new distribution platforms. In the space of evolving competition, how will we ensure that the insurance and reinsurance industry remains relevant for the next hundred years? Where will the insurance industry's new competitors, challenges, etc. emerge from? How will we respond and evolve?



Moderator
Matt Wolfe
Senior Vice President,
Aon



Saad Mered
CEO,
Zurich Canada



Monica Ningen
President and CEO, Canada and English Caribbean,
Swiss Re



Andrew Steen
President,
Berkley Canada

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Discussion Group Sessions

The focused discussion group format is new for NICC in 2019. The purpose is to engage delegates to actively participate in the discussion topic at hand and encourage learning, collaboration and problem solving. Your NICC Discussion Group leader will set the stage with brief but poignant and provocative opening remarks opening the door to lively, thought provoking discussion.

Discussion groups A-F take place in TWO SEGMENTS from **15:00pm – 15:45pm** and then again from **16:00pm – 16:45pm** with the Networking Break in between (attendees will change groups after the break time).

A New Resolution - Refreshing the PACICC Model

PACICC is a unique and critical component of the Canadian P&C insurance sector – an industry-funded and industry-led insolvency resolution authority. While celebrating its 30th anniversary in 2019, PACICC is working to ensure it is ready to manage the new challenges of a consolidating industry facing greater threats from climate-change fuelled natural catastrophe, as well as the risks associated with a major earthquake in BC or QC. Key topics will include the evolving governance model of PACICC, possible changes to coverage and claims limits, as well as updates on the industry dialogue with the Government of Canada regarding earthquake insurance.



Alister Campbell

President and CEO,
PACICC



Grant Kelly

Vice President, Regulatory Affairs and Financial Analysis, and Chief Economist,
PACICC

B Finding a New Equilibrium: The New World of Claims Management

Our world depends on insurance for everything from planes, to buildings, to automobiles and much much more. The industry is under pressure to provide great claims service, in response to the contract of insurance. The challenge is to coordinate all parties to deliver on the ever-changing customer expectations in an effective and efficient manner. This panel will dive into a lively discussion about how we can move and remove the roadblocks for a New World of Claims Management.



Patti Kernaghan

President and CEO,
Kernaghan Adjusters



Tim Guernsey

Vice President,
Commercial Claims,
Economical Mutual



Stephan Roy

National Director,
Disaster Restoration,
ServiceMaster of Canada Ltd.

Agenda Monday September 23rd 2019

C Auto 201: Getting Under the Hood!

Expect a lively conversation from this group as our morning auto session panelists shift gears – and seats! – from their earlier session "Misfiring on all Cylinders: What Can be Done?", to a revved up diagnostic of the industry's most problematic moving parts. With a severe case of knock, ping and run-on, companies grapple with politics around pricing, changing consumer preferences, and product design constraints. This moderated panel intends to let the pistons fire as they roll up their sleeves and get under the hood.



Carol Jardine

President,
Canadian P&C Operations,
Wawanesa



Flavio Battilana

COO,
CSN Collision Centres



David Marshall

Author - 'Fair Benefits Fairly Delivered: A Review of the Auto Insurance System in Ontario'



Liam McFarlane

Partner,
EY

D Creating Diversity at the Senior Level

It is widely known that, in the Canadian insurance industry, especially in commercial lines, there is a diversity deficit at the most senior levels: Gender, Ethnic, Sexual Orientation etc. This is true both at the carrier and broker levels and is not a sustainable model going into the third decade of the millennia. How do we do we attract and retain diverse talent at the C-Suite level? What are the impediments and how do we overcome them?



Nicole Bonnie

Diversity Coach and CEO,
Ontario Association of Children's Aid Societies



Angelique Magi

National VP, Transportation and Strategic Initiatives,
Guarantee Company of North America

E The OSFI Reinsurance Discussion Paper Improv

OSFI's 2018 discussion paper, proposing amendments to its current reinsurance framework, is being met with mixed reviews by the insurance and reinsurance industries in Canada. Join us in what promises to be a lively, and largely impromptu, interactive discussion about the proposed changes and their implications, not only for any given insurer or reinsurer, but also to the health and resilience of the overall insurance and reinsurance market in Canada.



Jonathan Stephenson

Managing Director,
Guy Carpenter



Joseph El-Sayegh

President and CEO,
SCOR Canada Reinsurance



Jonathan Turner

SVP and CFO, Swiss Re,
and Chair, Reinsurance Taskforce

F Specialty Lines and Surety - What's Going On?

Specialty Lines and Surety are also growing in complexity, regulations and legislation have changed, government spending is as uncertain as ever, and the speed of business is lightning quick. Meanwhile, customer expectations have become more sophisticated and elevated across all Specialty Lines. So how is the insurance industry keeping up - or are we - and what are the expectations in the next ten years? Let's discuss and see how we're going to be ready to exceed them.



Alex Campbell

Vice President, Surety,
Western Canada,
Intact



Janik Lachance

Vice President, Eastern Canada
Financial Lines Manager,
Chubb



Louis-Martin Richer

Senior Vice President,
National and International
Practices in Engineering,
Construction and Surety,
Marsh Canada

Networking Break • 3:45 4:00

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Discussion Groups A-F Repeat • 4:00 4:45

Monday, September 23rd

Evening Gala Dinner

You are cordially invited to join us for an elegant evening of great food and conversation at the 2019 NICC Evening Gala Dinner!

****This event is black tie optional.***

6:30 PM - Cocktail Reception

Gala Cocktail sponsored by AON Empower Results®

Gala Wine sponsored by Deloitte.

7:30 PM - Gala Dinner *co-sponsored by* GUY CARPENTER & Munich RE

Agenda Tuesday September 24th 2019

07:00 – 08:30 **Breakfast** Sponsored by AXIS

08:30 – 09:45 **Encouraging Innovation: Breaking the Regulatory Logjams**

Consumers deserve services that better suit their needs and insurers want to deliver, but outdated rules and regulations are stifling the industry's ability to innovate. Smarter regulations can create a more consumer-friendly environment while relaxing the restrictions on insurers. Hear from Canadian regulators on their plans to break the regulatory logjams and learn about best practices.



Moderator
Don Forgeron
President and CEO,
IBC



Tim Bzowey
Executive Vice President,
Auto/Insurance Products,
FSRA



Conor Donaldson
Head of Implementation,
IAIS



Louis Gagnon
President, Canadian Operations,
Intact Financial Corp.

Agenda Tuesday September 24th 2019

Global Economic Outlook

09:45
10:30

According to the IMF, we are facing a weakening global expansion going into 2020 partly because of tariffs, weaker demand and elevated sovereign and financial risks. According to the Conference Board of Canada, the Canadian economy has been driven by robust household spending, rising home prices and debt. But chickens have a habit of coming home to roost. Join Jerome Jean Haegeli as he takes us on a journey through Swiss Re's global economic outlook through the prism of our industry. Q&A will be encouraged.



Jérôme Jean Haegeli

Group Chief Economist,
Swiss Re

Networking Break

10:30
11:00

Sponsored by DBRS

Emerging Issues and Regulatory Hot Topics - An Interactive Discussion

11:00
12:00

Join us for a fast-paced discussion of legal and regulatory hot topics affecting the industry. The session will address a wide array of topics, including InsurTech, cyber security, FSRA, reinsurance, and developments on the market conduct front. This is designed to be interactive - your input will be encouraged.



Stuart Carruthers

Partner,
Stikeman



Koker Christensen

Partner,
Fasken



Jill McCutcheon

Partner,
Torys

Agenda Tuesday September 24th 2019

12:00
13:30

Closing Lunch: Canada at a Crossroads

Luncheon Keynote Address presented by Jaime Watt, Executive Chairman of Navigator Ltd., Canada's leading high-stakes public strategy and communications firm. Jaime will address the Canadian political landscape on the eve of the 2019 federal elections amid a turbulent economic and geo-political landscape. Following his remarks, Jaime will sit down for a chat with NICC emcee Alister Campbell and take audience questions. You won't want to miss this.



Jaime Watt

Executive Chairman,
Navigator Ltd.

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13:30

Conference Wrap-Up



Marilyn Horrick

Executive Vice President and COO,
MSA Research Inc.

DAS/HSB BI&I

NICC 2019 Golf Tournament

Club de Golf de l'Ile de Montréal - Sunday, Sept. 22nd

Tournament Fee: $100/person
Premium Golf Club Rental fee: $50/person (reserved in advance)
Departure from Sheraton: 9:30 am
Return to Sheraton: 4 pm
Foursome Scramble: 11 am Shot Gun Start

Tournament Package includes transportation to and from the course, green fees, power carts, boxed lunch, 2 beverages, taxes and gratuities!

WIN
$15,000
NICC presents our **Hole-in-One Tournament** sponsored by
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WOMEN IN INSURANCE CANCER CRUSADE

Since 2008, WICC has had the distinct honour of being chosen as the charity of choice by the National Insurance Conference of Canada. In this capacity, NICC has made sizeable annual donations in lieu of speakers' gifts and, with the support from delegates across the country, WICC has hosted conference-based silent auctions and raffles, raising an 11-year NICC total of **$174,818 in support of cancer research and awareness**. In 2018, WICC awarded MSA Research the Lew Dunn Award for their passionate and unwavering support and annual fundraising conducted at NICC.

WICC is extremely proud to participate at the 2019 NICC in Montréal and welcomes your show of support once again. Please contact Maryse Bosse at Maryse.Bosse@aig.com regarding silent auction contributions.

WICC was formed in 1996 to mobilize the Canadian insurance industry in the fight against cancer by focusing on cancer research, support and education. **Over $16.5 million has been raised across Canada** and the funds have been donated to the Canadian Cancer Society in direct support of cancer research projects and community initiatives.

NATIONAL INSURANCE CONFERENCE OF CANADA



NICC Facts

Registration desk opens at 3:00 pm on Sunday, September 22nd and remains open for the duration of the conference. Conference concludes at 1:30pm on Tuesday, September 23rd.

Dress Code: Business attire, Black Tie optional for Gala Dinner

Entry to all business sessions and social functions are restricted to registered attendees and social guests. All attendees are required to wear badges.

Accommodation is not included in the registration fee and must be booked separately. NICC has reserved a block of rooms at Le Centre Sheraton. This rate applies September 18th through September 27th, 2019. Last day to book the conference rate is Tuesday, September 3rd.

Please go to: **www.niccanada.com/hotel** to reserve your room. If making reservations by phone, be sure to mention you are with the NICC to receive the group rate.

Le Centre Sheraton Montréal Hotel
1201 Blvd. René-Lévesque W,
Montréal, Québec, H3B 2L7, Canada
Phone: **+1 (800) 325-3535**

Please Note: speakers and agenda are subject to change without notice due to circumstances beyond our control.



Printed May 2019 - please check our website for updates on speakers, sponsors & other news: **www.niccanada.com**