

WHERE INDUSTRY LEADERS MEET

2014



NATIONAL INSURANCE CONFERENCE OF CANADA

September 21 - 23, 2014

The Westin Ottawa

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NICC 2014

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site www.niccanada.com



As President & CEO of the National Insurance Conference of Canada (NICC), I'd like to personally invite you to our eighth annual NICC to be held September 21 to 23, 2014 at the Ottawa Westin Hotel in the heart of our country's capital.

At the time of writing, the industry is still reeling from the relentless barrage of catastrophes in 2013, bracing itself for more in 2014 on the heels of a very harsh winter. The industry is also facing extreme pressure on the auto front – especially in Ontario with the government mandated rated rollbacks. Commercial and reinsurance rates have yet to firm up making it ever tougher for insurers to deliver underwriting profits.

The NICC is focused on looking ahead and this year's event is no different. We have eye opening sessions on the future of distribution, evolving reinsurance models and the prospect for ILS in Canada, views on flood mapping and the management of nuclear risk, and almost as dangerous, the outlook for Ontario auto. We are rounding out this year's NICC with powerful sessions on claim settlement lessons learned from recent cats, an in-depth session on the important small commercial sector, the federal and provincial regulatory outlooks and an outstanding global economic outlook by David Rosenberg who many of you will remember from the 2010 NICC in Montreal.

With so much on our minds, it is as important as ever for our industry to come together in one forum to discuss the critical challenges that we face.

As you know, the NICC is this very forum: the place where senior industry executives meet to address the many diverse and complex issues facing the Canadian property and casualty insurance sector. Whether you are an insurance or reinsurance company executive, a broker, a regulator, a risk-manager or an industry partner, the NICC is designed with you in mind.

I'm delighted to announce that Amanda Lang, anchor of CBC's The Lang and O'Leary Exchange, is back as our emcee this year and that our closing keynote will be Diane Francis, an American-Canadian award winning columnist, bestselling author, journalist and entrepreneur. Her speech is going to focus on her recent book 'Merger of the Century: Why Canada and America Should Become One Country'. You be the judge.

As you have come to expect, the approaching 2014 NICC will feature top-tier speakers, panels and keynotes covering the issues that matter most to you. It has been assembled through the guidance and invaluable assistance of our NICC senior Advisory Committee (see page on left), the input of other industry leaders, and valuable feedback from last year's delegates.

There will also be lots of opportunity for you to socialize and network: a pre-conference golf tournament at The Marshes Golf Club; cocktail receptions; a top-notch spouse/social guest program, and our outstanding gala dinner featuring a show you will not want to miss. All in all, the NICC is exactly where insurance executives like you will want to be.

I look forward to seeing you there.

My very best,
Joel Baker
CEO, MSA Research

NICC 2014 SCHEDULE

Who Should Attend

- Insurance company CEO's, Chief Agents and Senior Executives
- Brokers
- Risk Managers
- Regulators
- Analysts
- Industry professionals
- Investors

NICC 2014 is accredited by RIBO:
6.5 hours **Management** and 2 hours **Technical**

SUNDAY, SEPTEMBER 21, 2014

2014 **Technology** Sponsored by CGI

Conference Registration Opens 9:00am

2014 Deutsche Asset & Wealth Management NICC Golf Tournament
at The Marshes Golf Club - Kanata
Tournament begins at 11:00am
(Golf registration required.)



6:00-7:30pm **Opening Cocktail Reception**, Sponsored by Lloyd's

Welcome address: Vincent Vandendael,
Director, International Markets, Lloyd's



MONDAY, SEPTEMBER 22, 2014

7:30-9:00am **Breakfast** Sponsored by Aon Benfield



Welcome and Acknowledgements 9:00-9:10 am

Joel Baker, NICC President & CEO

Intro Address 9:10-9:20am

Amanda Lang, 2014 NICC M.C.



NICC 2014 SCHEDULE

Distribution Models of the Future 9:25-10:40am



Moderated by:
George Cooke,
President,
Martello Associates
Consulting

Panelists:



Randy Carroll,
CEO,
IBAO



Stéphane Morency,
Senior Vice President,
Development & Commercial
Lines, Desjardins General
Insurance Group



Doug Stephens,
World's Foremost
Retail Futurist



Vincent Vandendael,
Director,
International Markets,
Lloyd's

The world of distribution is in flux, if not under assault. Look no further than the publishing industry, the travel agency industry and other retail channels that have seen their worlds overturned by technology and innovation. Is the insurance industry immune from these forces? Obviously not. But what's not obvious is what the future of insurance distribution will look like in 5, 10 and 15 years from now. Will the lines between the channels blur? How will technology, product changes and evolving marketing techniques reshape the industry? That, among other things, is what this highly qualified panel is charged with answering. This session will be a real eye-opener.

10:40-11:00am **Networking Break**

Global Economic Outlook 11:00-11:45am



David Rosenberg last addressed the NICC in 2010 during the nasty deleveraging cycle in the U.S. and the effects of the financial crisis on Canada and the world. Four years on, the U.S. appears in much stronger shape as does Canada. Will the U.S. engine carry the day? Will interest rates rise tamely? Will inflation rear its head? Are we re-entering bubble territory? What can insurers/reinsurers expect going into 2015? All shall be revealed.

Speaker: David Rosenberg,
Chief Economist & Strategist,
Gluskin Sheff + Associates

12:00-1:45pm **Lunch and Presentation** Sponsored by the IBC



Luncheon Speaker:
Don Forgeron
President & CEO,
Insurance Bureau of Canada

The Unending Challenges To Our Leadership

In a Canada besieged by natural disasters and amidst the threat of even more, Canada's insurance industry must pick and choose the problems it can realistically solve. What works? What gets top billing? And why? Don Forgeron, president and CEO of Insurance Bureau of Canada, explores these questions and more in his annual luncheon appearance at NICC.

Early Afternoon Concurrent Sessions

Evolving Reinsurance Models and How They Serve Primary Buyers 1:45-2:45pm



Moderated by:
Peter Hearn,
Chairman,
Willis Re

Panelists:



Dr. Peter Röder,
Member of the
Board of Management,
Munich Re



Eric Smith,
President & CEO,
Swiss Re America

The global reinsurance industry is undergoing a period of intense change as a range of different factors converge to challenge the traditional reinsurer model. What does this mean for the primary buyers and how will the new emerging reinsurance models help to provide real added value to primary buyers and their original policyholders? How will reinsurers manage this period of transformation to ensure that they provide sustainable support to their clients? Join two Global Heavyweights for a lively discussion. Audience Q&A will be encouraged.

What's Up With Small Commercial? 1:45-2:45pm



Moderated by:
Paul MacDonald,
VP Operations,
SGI Canada

Panelists:



Yousry Bissada,
President & CEO,
Kanetix Ltd.



Clinton D'Souza,
Product Manager,
Insurance Information
Services, CGI



Anna McCrindell,
VP, Commercial
Insurance Solutions,
Gore Mutual



Catherine Swift,
Chair, Canadian
Federation of
Independent Business
(CFIB)

Proportionally, Canada has twice as many small commercial enterprises as the U.S. and yet the Canadian insurance industry does not have a clear and coordinated view of this business. How do we define small commercial? How profitable is it? What is the distribution model of the future for small commercial? Can you afford to ignore it? Using an audience interactive format, a diverse panel of industry experts will provide their insights into these and other questions surrounding this critically important element of the Canadian Commercial Insurance market.

2:45-3:15pm **Networking Break** Sponsored by Interactive Intelligence

NICC 2014 SCHEDULE

Late Afternoon Concurrent Sessions

Claim Settlement in Cat Scenarios - Lessons Learned 3:15-4:30pm



Moderated by:
Pat Van Bakel,
President & CEO,
Crawford Canada

Panelists:



Jeremy Bowler,
Global Senior Director,
Insurance,
J.D. Power



Gord Enders,
President,
IBAA 2013-2014 *and*
President,
Direct-Line Insurance



Louis Heroux,
Deputy SVP, Claims
Intact Financial
Corporation



Ellen Roseman,
Business Columnist,
Toronto Star

Join a dynamic panel of consumer and industry experts in what promises to be a lively and engaging discussion focused on the policyholder experience in catastrophe claim situations. Policyholder expectations contrasted with policyholder experience can have deep and lasting impacts on your brand in either a positive or negative way. Our panel of experts will tackle current and relevant topics facing our industry related to catastrophic events through the ever changing and evolving lens of the policyholders we insure, as well as a look into the future in anticipation of how those consumer expectations may change in years to come.

Where Is Canada at With ILS? 3:15-4:30pm



Moderated by:
Robert McDowell,
Partner,
Fasken Martineau

Panelists:



Michael Brisebois,
CFO,
TD Insurance



James Lee,
Director, Debt &
Solutions Coverage,
DB Securities Inc.



Brent Poliquin,
Senior Manager, ILS,
AIR Worldwide



Michael Stahel,
Partner, LGT Insurance-
Linked Strategies, LGT
Capital Management

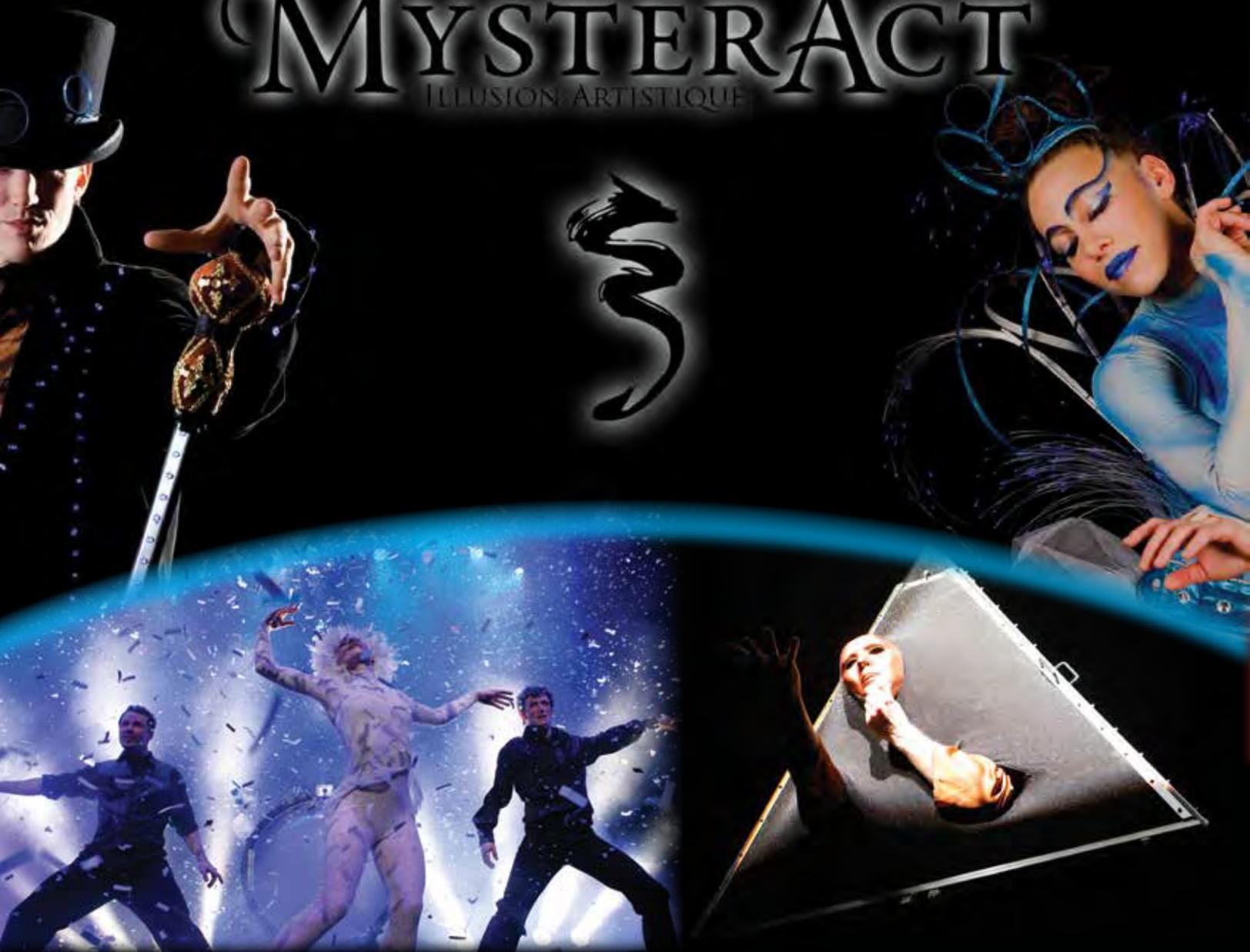
2013 was the year that Insurance-Linked Securities (ILS) really took the stage in the global reinsurance arena. ILS such as cat bonds encroached on the traditional reinsurance market in a meaningful way, especially in the US market. In 2013 we also saw several multinationals issue ILS that cover their Canadian risk, primarily EQ, as part of a larger program. At time of writing, however, we haven't yet seen a pure-play Canadian ILS. Is this about to change? Will the combination of convergence in pricing, very large primary companies and elevated cat risk tip the balance and usher ILS in to the Canadian market? Join this esteemed panel of experts to find out where we are at.

End of Monday Sessions

NICC Gala Evening - September 22, 2014

MYSTERACT

ILLUSION ARTISTIQUE



MysterAct, The Perfect Illusion!

Specialized in illusion shows, visual and interactive magic, MysterAct stuns and amazes audiences every time with skill and class. An innovative team of artists standing out internationally due to brilliant theatrical performances, costumes, choreographies and colourful special effects. Unique, MysterAct is an explosion of originality, creativity and emotion.

MysterAct ... A new experience in magic !

6:30-8:00pm

Cocktail Reception

Sponsored by Standard & Poor's

8:00pm

Gala Dinner

Co-sponsored by Guy Carpenter and Munich Re Canada

Dinner Wine

Sponsored by PricewaterhouseCoopers

Gala Entertainment

Sponsored by AIR Worldwide



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, and with the support from delegates across the country, WICC has hosted conference based silent auctions and raffles, raising over \$92,000 in support of cancer research and awareness. WICC is extremely proud to have been chosen to participate at the 2014 NICC Conference in Ottawa, Ontario and welcomes your show of support once again.

Delegates interested in contributing silent auction or raffle donations are asked to contact Sylvie Tremblay at sylvie.tremblay@crowco.ca.

About WICC: WICC was formed in 1996 to mobilize the Canadian insurance industry in the fight against cancer by focusing on cancer research, support and education. Since inception, over \$6 million has been raised across Canada with 100% of funds donated to the Canadian Cancer Society in direct support of much needed cancer research projects.

NICC 2014 SCHEDULE

TUESDAY, SEPTEMBER 23, 2014

7:30-8:30am **Breakfast** Sponsored by JLT Re

Federal and Provincial Regulatory Outlook 8:30-9:15am



Koker Christensen,
Partner,
Fasken Martineau



Gordon Goodman,
Partner,
Cassels Brock & Blackwell LLP



Jill McCutcheon,
Partner,
Borden Ladner Gervais LLP

Speakers:

The second day of the 2014 NICC will kick off with a discussion of key regulatory issues affecting insurers, reinsurers, brokers and consumers. The session will cover federal and provincial issues and will touch on governance, risk management, capital and market conduct. The format of this session will be interactive. Audience participation will be encouraged.

NICC 2014 SCHEDULE

Early Morning Concurrent Sessions

Taking the Pulse - Where Are We At With Auto Insurance? Ontario, Alberta and Atlantic 9:30-10:30am



Moderated by:
Bob Tisdale,
President & COO,
Pembridge Insurance
Company

Panelists:



Barb Addie,
Principal,
Baron Insurance
Services



Barb Sulzenko-Laurie,
Vice President,
Policy Development,
IBC

There is one cardinal rule that has served industry veterans well: never be optimistic about the outlook for auto insurance. By September 2014, it is expected that more than half of the mandated 15% auto rate rollback in Ontario will be behind us. Is there a “least-worst” outcome for the industry from this adventure in policy folly? With TPL-Claims costs again on the march across the country, is there a solution in sight this time? With the reformed Premiums Regulation in Alberta and product enhancements largely completed in the Atlantic provinces, has stability finally arrived in those markets? What is it about the politics of auto insurance that keeps us always, ‘hoping for the best, expecting the worst’?

Lessons from Fukushima - Nuclear Risk in Canada 9:30-10:30am



Moderated by:
Colleen DeMerchant,
General Manager,
Nuclear Insurance
Association of Canada

Panelists:



Terry Jamieson,
VP, Technical Support
Branch, Canadian
Nuclear Safety
Commission



Dave McCauley,
Director of Uranium &
Radioactive Waste Division,
Natural Resources Canada



Frank Saunders,
Vice President, Nuclear
Oversight & Regulatory
Affairs,
Bruce Power

Future energy demand is one of the most critical infrastructure components facing developing and developed nations today. Coupled with the issue of global climate change, the security of energy sources that are both sustainable and reliable makes nuclear power an attractive choice. Recent events in Japan casts a shadow on the nuclear industry; our panel of Canadian nuclear risk experts will provide an update and understanding on Fukushima, as well as insights into the Canadian nuclear program and important new opportunities in store for insuring nuclear liability.

10:30-11:00am **Networking Break** Sponsored by Carfax

Late Morning Concurrent Sessions

All Over the Map - Understanding The Ins and Outs of Flood Mapping 11:00am-12:15pm



Moderated by:
Paul Kovacs,
Executive Director,
Insurance Institute for
Catastrophic Loss Reduction

Panelists:



Scott Edelman,
Senior Vice President,
AECOM



Caspar Honegger,
Expert Flood, VP,
Group Underwriting,
Swiss Re

Overland flooding is the most common natural peril in Canada, accounting for more than one third of the events recorded in the government of Canada's disaster database. Flooding last June in Southern Alberta resulted in an estimated \$6 billion in damage, the largest insured and uninsured loss on record. Reliable, comprehensive and up-to-date risk maps provide the foundation for managing the risk of flood damage. Quality maps are essential for government regulations to keep people and property out of harms way, and to direct investments in flood defense infrastructure. Quality maps are also important if private insurance is eventually to be offered to homeowners. This session will explore the current state of flood mapping in Canada and elsewhere.

Dispute Resolution in the Commercial Insurance and Reinsurance Industries 11:00am-12:15pm



Moderated by:
Mary Jane Stitt,
Independent Counsel,
Mediator & Arbitrator,
Mary Jane Stitt
Professional Corp.

Panelists:



Robert Lewin,
Partner,
Stroock & Stroock
& Lavan LLP



Lorelie Masters,
Partner,
Perkins Coie LLP



Bernard McNulty,
VP Underwriting,
Global Specialty Lines,
RSA Canada



Jordan Solway,
General Counsel,
Travelers Canada

Resolving disputes in an efficient, predictable and expeditious manner is an important need of the insurance and reinsurance industry. Whether it is in the context of a class action, a reinsurance dispute or a coverage issue involving a commercial policy, the industry is a large and important consumer of alternative dispute resolution services such as arbitration and mediation. However, knowing which mechanism to use and who to pick to resolve your dispute is as important as the choice of the counsel to represent you. This panel features veteran insurance industry executives and legal counsel with extensive experience in the mediation and arbitration of commercial insurance and reinsurance disputes. The panel will explore the current state of dispute resolution in the insurance and reinsurance industry and provide valuable insight based on their experience and from multiple perspectives on strategies to resolve your dispute in a more effective way and preserve business relationships.

End of Late Morning Concurrent Sessions

NICC 2014 SCHEDULE

12:15-1:45pm **Closing Lunch** Sponsored by the CIP Society



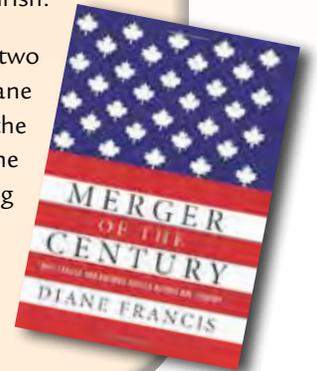
Keynote Luncheon Speaker:
Diane Francis,
Award-winning columnist and
bestselling author

Merger of the Century. Why Canada and America Should Become One Country.

No two nations in the world are as integrated, economically and socially, as are the United States and Canada. We share geography, values and the largest unprotected border in the world. Regardless of this close friendship, our two countries are on a slow-motion collision course—with each other and with the rest of the world. While we wrestle with internal political gridlock and fiscal challenges and clash over border problems, the economies of the larger world change and flourish.

Rather than continuing on this road to mutual decline, our two nations should chart a new course. Bestselling author Diane Francis proposes a simple and obvious solution: What if the United States and Canada merged into one country? Diane Francis' address will be a controversial and thought provoking close to the 2014 NICC and one you will not want to miss!

Social Guests Welcome



1:45pm **Conference Wrap Up** **Joel Baker**, NICC President & CEO

Conference Concludes

2014 Deutsche Asset & Wealth Management - NICC Golf Tournament

The Marshes Golf Club, Sunday, September 21, 2014



Deutsche Asset
& Wealth Management



Located in the heart of Silicon Valley North, The Marshes features a breathtaking course design, gentle streams and crystal-blue lakes weaving through modern towers of glass and steel—all against the distant backdrop of the Gattineau Hills.

With as many as five tee decks per hole, The Marshes' will challenge and reward golfers of every caliber. The course design recognized that the landscape presented a number of nooks and crannies ideally suited for par 3's. As a result, The Marshes features a somewhat unusual balance of six par-three, six par-four and six par-five holes.



Tournament package includes:

- Transportation to and from The Marshes
- Green fees & power carts
- Boxed lunch & 2 beverages
- Taxes and gratuities

Tournament Fee:

\$100 per person

Premium Golf Club Rental fee
(must be reserved in advance):

\$50 per person

Foursome Scramble 11am Shot Gun Start

Westin departure: 9:45am and 10:00am

The Marshes departure back to Westin: 4:30pm



Hole In One

The NICC is excited to present our Hole-in-One tournament, proudly sponsored by Aviva.

The prize is worth \$15,000.
Good luck, golfers!

