

# WHERE INDUSTRY LEADERS MEET

# 2017



## NATIONAL INSURANCE CONFERENCE OF CANADA

October 1-3

Québec City Convention Centre

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# NICC 2017

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*President & CEO,*  
Crawford & Company (Canada) Inc.



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**@NICC\_Canada**

Follow the conversation: **#NICC2017**



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 2017 NICC to be held October 1-3, 2017 in picturesque Québec City.

As you have come to expect, the 2017 NICC continues its proud tradition as Canada's pre-eminent insurance conference with an outstanding agenda and networking opportunities.

We are delighted to have Amanda Lang back as our emcee. The agenda is loaded with exceptional speakers and panels on topics as diverse as straight talk from global risk managers, straight talk from millennials, an outstanding global leaders' panel, post mortems on the Fort Mac catastrophe, a public policy debate on flood insurance and underinsurance, The C-Suite vs. Analytics, Drones and sensors as industry tools, the auto insurance state of the union and the InsurTech revolution.

To top it all off, you will hear from four powerful keynotes: Vincent Vandendael of Lloyd's, Neville Henderson of OSFI, the futurist and FinTech CEO of Moven, Brett King, and one of Canada's most recognizable media executives, Kirstine Stewart, Chief Strategy Officer of the content discovery platform, Diplay.

We all owe a great debt of thanks to the 2017 NICC Advisory Committee for shaping this remarkable agenda.

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: the golf tournament, the cocktail reception and the breaks. In addition, the NICC networking lounge is always available and, of course, the highlight will be the Gala Evening on Monday.

All in all, the 2017 NICC is exactly where you as an insurance executive will want to be.

I look forward to seeing you there!

My very best,

**Joel Baker**

*CEO, MSA Research*

## Who Should Attend

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

NICC 2017 is accredited by RIBO 8.5 hours Management

# NICC 2017 SCHEDULE

SUNDAY, OCTOBER 1, 2017

**Conference Registration Opens 3:00pm**



**Opening Cocktail Reception 5:45-7:00pm**  
Sponsored by Lloyd's

**Welcome address:** Vincent Vandendael,  
Chief Commercial Officer, Lloyd's



MONDAY, OCTOBER 2, 2017



**2017 WIFI** Sponsored by Kanetix

**Breakfast 7:00-8:45am**  
Sponsored by Willis Re



**Welcome and Acknowledgements 9:00-9:15am**

**Joel Baker**  
CEO, MSA Research Inc.

**Intro Address**

**Amanda Lang**  
2017 NICC Conference Emcee



**The View from OSFI 9:15-10:00am**



Join us for a fireside chat with OSFI's Assistant Superintendent, Insurance Supervision, Neville Henderson. Mr. Henderson will share his insights into OSFI's view of the P&C industry and share updates on regulatory initiatives both in Canada and globally. Mr. Henderson will respond to audience questions at the end of the chat.

**Speaker:**

**Neville Henderson**  
Assistant Superintendent,  
Insurance Supervision Sector,  
OSFI

**Networking Break 10:00-10:30am**  
Sponsored by DBRS

## MORNING CONCURRENT SESSIONS

### Straight Talk Commercial: Global Risk Manager View 10:30-11:30am

Moderator:



**Rohan Dixon**  
EVP, Chief  
Broking Officer,  
Aon Canada

Panelists



**Franck Baron**  
Chairman,  
Pan-Asia Risk & Insurance,  
Management Association  
(PARIMA)



**Darius Delon**  
Past Chair of  
RIMS Canada  
Council



**Richard Roberts**  
Director, Risk Management  
and Employee Benefits,  
Ensign-Bickford  
Industries Inc. (EBI)

The issues that today's corporate risk and insurance managers deal with every day have changed. The world moves fast but sometimes insurance doesn't. What do risk professionals expect from intermediaries and from the carriers? Is the industry as it is structured today nimble and responsive enough to respond to current business demands or will it be left in the dust as InsurTech, retention, captives and other innovative solutions erode the role of the traditional markets? Join this outspoken panel to find out.

### Straight Talk Personal: Consumer Focus - Millennials Discuss Insurance From Their Perspective 10:30-11:30am

Moderator:



**Andrew Lo**  
President & COO  
Kanetix Ltd.

Panelists



**Stéphane Morency**  
SVP, Development &  
Client Solutions,  
Desjardins General  
Insurance Group



**Taryn Mason**  
Student,  
Smith School of Business,  
Queen's University



**Audrey Dépault**  
National Manager,  
The Climate Reality  
Project Canada

Personal lines ain't what they used to be especially when it comes to younger consumers. Car and home ownership patterns are changing, buying habits and expectations are starkly different from what baby boomers and even Gen-Xers are used to. Join this panel to hear the straight goods from two young emissaries and innovative industry players. Responding correctly to evolving consumer needs is vital to the viability of the industry.



**Keynote Speaker:**

**Brett King**

Founder & CEO, Moven

**Lunch and Presentation 11:45-1:30pm** Sponsored by IBC

### Augmented: Life in the Smart Lane

The internet and smartphone are just the latest in a 250 year long cycle of disruption that has continuously changed the way we live, the way we work and the way we interact.

Join us and hear Brett King, global bestselling author and futurist, discuss how the coming Augmented Age promises a level of disruption, behavioral shifts and changes that are unparalleled in our history.

# NICC 2017 SCHEDULE

## Global Leaders' Panel 1:45-3:00pm

Moderator:

Panelists



**Brad Kading**  
President & CEO,  
Association of  
Bermuda Insurers and  
Reinsurers



**Albert Benchimol**  
President & CEO,  
Axis Capital



**Victor Peignet**  
CEO,  
SCOR Global P&C



**Christopher L. Peirce**  
EVP & President,  
Global Specialty,  
Liberty Mutual



**Maurice Tulloch**  
CEO International  
Insurance,  
Aviva

NICC's global leaders' panel is always a highlight. This year's panel features two primary companies, a reinsurer and a hybrid company that writes both insurance and reinsurance – brought together with an outstanding moderator. Not a shrinking violet among them. Prepare for a lively discussion. Audience Q&A will be encouraged.

**Networking Break 3:00-3:30pm**  
Sponsored by SCM

## AFTERNOON CONCURRENT SESSIONS

### Did We Get It Right? A Realistic View of the Industry's Performance in Fort McMurray 3:30-4:30pm

Moderator:

Panelists



**Bill Adams**  
Vice President,  
Western & Pacific,  
IBC



**Reid Fiest**  
Alberta Correspondent,  
Global National News



**Erin O'Neill**  
Operations Manager,  
Recovery Task Force,  
Regional Municipality  
of Wood Buffalo



**Shane Schreiber**  
Managing Director,  
Alberta Emergency  
Management Agency



**Mike Van Elsberg**  
Deputy Senior VP,  
Claims West,  
Intact Financial  
Corporation

Are we getting it right in Fort McMurray? Four perspectives on our industry's response.

For 18 months, the Canadian P&C insurance industry has been responding to the largest disaster in its history. What have we done well to help those affected rebuild their lives? And what has gone wrong? Finally, what can we do better for our customers next time? Hear from a local government official, emergency management expert, a claims specialist and a journalist on the industry response so far.

## C-Suite vs. Analytics & Business Intelligence vs. Cultural Shift 3:30-4:30pm

Moderator:



**Heather Masterson**  
President & CEO,  
Travelers Canada

Panelists



**Cindy Forbes**  
Executive VP & Chief  
Analytics Officer,  
Manulife



**Erika Schurr**  
Chief Actuary,  
Travelers Canada



**Margaret Resce Milkint**  
Managing Partner,  
The Jacobson Group

This session aims to close the gap between business objectives being held in the analytics and business intelligence teams in contrast to business goals and cultural impact. It will focus on listing common objectives, suggestions on ways to drive future interactions and tools to deliver on holistic business-based outcomes. It will also focus on the human element of people and what exists today vs our tomorrow state in the evolving marketplace.

Topics for discussion include:

- How to tell whether or not your organization is ready for disruption - Opportunities, threats and obstacles attributed to the traditional model vs emerging models
- Best practice benchmarking metrics to gauge your company's progress with analytics vs. the industry
- Can analytics practices in other financial service sectors be useful predictors of adoption in the P&C insurance industry?
- In addition to CEO support, where in the organization – and how – can you generate more support for analytics and technology adoption?
- What tactics and strategies you can employ to broaden such adoption across the enterprise?
- What changing skill set/business acumen will be required and what cultural shift will be necessary for organizations to not just survive but thrive in the new world?

## SPECIALTY SESSION

## Drones and Sensors - A Tool for the Industry 4:30-5:30pm

Moderator:



**Pat Van Bakel**  
President & CEO,  
Crawford & Company  
(Canada)

Panelists



**Dan Burton**  
CEO/Co-Founder,  
DroneBase



**Kevin Koenig**  
Global Data and Analytics  
Insurance Leader,  
EY



**Brendan Smyth**  
SVP, Product Manager,  
Liberty Mutual

Leveraging sensors, drones, automation and robotics in insurance underwriting and claims management is in its infancy. Insurers around the world are harnessing these technologies in innovative ways already. Find out how from this outstanding panel.



## NICC Networking Lounge

Monday Oct 2 and Tuesday Oct 3

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

Recharge yourself and your devices at the same time with the NICC charging station.

Light snacks, coffee and tea will be available.

*Networking is a big part of why you come to the NICC year after year*



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 a total of \$144,539 in support of cancer research and awareness. WICC is extremely proud to have been chosen to participate at the 2017 NICC Conference in Quebec City and welcomes your show of support once again.

Delegates interested in contributing silent auction or raffle donations are asked to contact Julie Richard by email at [julie.richard@genre.com](mailto:julie.richard@genre.com).

**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 and the funds have been donated to the Canadian Cancer Society in direct support of many of their cancer research projects and community initiatives.

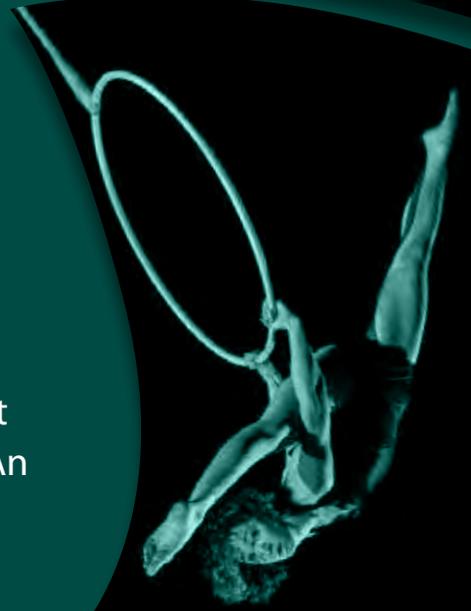
# 2017 Cirque de NICC

Monday, Oct 2



Inspired by the tradition of busking and the contemporary circus, this is a show where you can meet charming characters performing outstanding, acrobatic performances that will take your breath away. An amazing mix of high energy, circus skills and comedy!

While performing captivating aerial dances, nothing can stop these crazy acrobats!



**6:30pm** **Cocktail Reception** sponsored by Aon Benfield

**7:30pm** **Gaia Dinner**  
co-sponsored by Guy Carpenter and Munich Re

**Dinner Wine** sponsored by PwC

**Entertainment** sponsored by Deloitte

# NICC 2017 SCHEDULE

TUESDAY, OCTOBER 3, 2017

**Breakfast 7:00-8:30am**  
Sponsored by JLT Re

**Where Water Meets Underinsurance: Canadian Flood Risk - A Public Policy Imperative 8:45-10:15am**

Moderator:



**Dr. Blair Feltmate**  
Head, Intact Centre  
on Climate Adaptation,  
University of Waterloo

Panelists



**Gord Enders**  
President,  
Direct-Line Insurance



**Lee Spencer**  
Assistant Deputy Minister,  
Emergency Management and  
Public Safety Division



**Craig Stewart**  
Vice President,  
Federal Affairs,  
IBC



**Alain Thibault**  
Industry Expert and  
Former CEO

Several insurers now offer flood coverage to their customers. What options are currently available and are consumers purchasing the product? What technical and commercial challenges are there? Do consumers want flood coverage and how easy is it to sell? Two years from now, where does the panel see flood insurance going? And what role do governments play in creating resilient communities by educating consumers, mitigating risk and supporting those consumers at highest risk of flooding?

**Networking Break 10:15-10:45am**  
Sponsored by DBRS

## MORNING CONCURRENT SESSIONS

**Canadian Auto - State of the Union 10:45am-12:00pm**

Moderator:



**David Simpson**  
President & CEO,  
Facility Association

Panelists



**Patrick Barbeau**  
SVP Claims,  
Intact Financial Corp.



**Patrick Déry**  
Superintendent,  
Solvency,  
AMF



**Bob Tisdale**  
President & COO,  
Pembroke Insurance Co.

Join this panel of senior leaders from the industry and the regulatory community for a fast-paced, quick hitting update on auto insurance from across Canada. The panel will provide perspectives on the issues that are front and centre in each major jurisdiction as well as current and forward-looking issues that span the country. A question and answer session will be encouraged.

## InsurTech - Evolution or Revolution? 10:45am-12:00pm

Moderator:

Panelists



**James Colaço**  
Partner,  
Monitor Deloitte,  
Insurance Practice,  
Deloitte LLP



**Tim Attia**  
CEO,  
Slice Labs Inc.



**Daniel Mirkovic**  
President & CEO,  
Square One  
Insurance Services



**Eric Stevenson**  
Superintendent,  
Client Services and  
Distribution Oversight,  
AMF



**Jacqueline LeSage Krause**  
Managing Director,  
Munich Re (Group) /  
Hartford Steam Boiler

InsurTech is here to stay. But is it friend or foe to the incumbent industry? How will the regulatory framework adapt? How far up the insurance food chain will InsurTech go... personal lines property, personal auto, small commercial, mid-market, risk-managed, reinsurance? We will discuss InsurTech's disruptive potential, highlighting implications for intermediaries and traditional players while drawing lessons from banking and FinTech. Q&A will be encouraged.

## Closing Lunch 12:00-1:30pm

Sponsored by the CIP Society



**Keynote Speaker**  
**Kirstine Stewart**  
CSO, Diply

## Leadership Amid Continuous Innovation: Beyond the Buzzwords

Kirstine Stewart is one of Canada's most recognized media executives with a front row seat at Twitter, CBC, and now Chief Strategy Officer at Diply, one of the fastest growing social platforms in the world. Kirstine has 'walked the walk' in terms of leadership amid technological upheaval.

A conversation with Amanda Lang and audience Q&A will follow her address. Kirstine is sure to provide a thought-provoking close to the 2017 NICC that you will not want to miss.

Social guests are welcome to attend.

**Conference Wrap Up** 1:30pm **Joel Baker**, CEO, MSA Research Inc.

# REGISTER NOW

And save a \$150 per delegate by signing up three or more.



## NATIONAL INSURANCE CONFERENCE OF CANADA

October 1-3, 2017 - Québec City Convention Centre

# Register Online

## www.niccanada.com

Registration fees include access to all sessions, breakfasts, lunches, cocktail receptions and the gala dinner.

Online registration payable by credit card or cheque.

### Registration:

*(all prices are in Canadian dollars, plus applicable taxes)*

	By May 31	From June 1
Individual Delegates	\$1,549 ea.	\$1,699 ea.
Three or more delegates	\$1,399 ea.	\$1,549 ea.

### Social Guest Option:

Conference Fee	\$249 ea.
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*(includes all meals and cocktail receptions)*

### Cancellation Policy:

Cancellation fee of C\$150 + tax applies per delegate no refunds after August 31, 2017. Substitutions allowed at any time.

**Questions? Please contact Laura Viau at  
laura.viau@msaresearch.com or (416) 368-0777**

Visit [www.niccanada.com](http://www.niccanada.com) for more details

Vous pouvez télécharger la version française de cette brochure sur le site  
[www.niccanada.com/fr](http://www.niccanada.com/fr)

### NICC Fast Facts

Registration desk opens at 3:00pm on Sunday, October 1st.

Conference officially concludes at 1:30pm on Tuesday, October 3rd.

Dress Code: Business attire

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 the Hilton Québec. See hotel information below to reserve your room at the NICC conference rate.



### Hilton Québec

1100 Rene Levesque East,  
Québec City, QC, G1R 4P3, Canada  
Phone: **+1(418) 647-2411**

Please go to: [www.niccanada.com/hotel](http://www.niccanada.com/hotel)  
to reserve your room.

If making reservations by phone be sure  
to mention you are attending the NICC 2017  
to receive the group rate.

For more information on the NICC 2017  
please visit: [www.niccanada.com](http://www.niccanada.com)