



NATIONAL INSURANCE CONFERENCE OF CANADA

OCTOBER 10TH-12TH, 2018

HILTON LAC-LEAMY GATINEAU, QUEBEC

2018

REGISTER TODAY:
NICCANADA.COM

COME EARLY FOR INSURTECH NORTH



THE COMPANION CONFERENCE TO NICC, DETAILS INSIDE

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NICC 2018

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MSA Research Inc.

Stéphan Bernatchez

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Guy Carpenter Canada

Nick Creatura

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CNA Canada

Bob Fitzgerald

CEO,
SCM Insurance Services

Don Forgeron

President & CEO,
Insurance Bureau of Canada

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Russ Lewis

Senior Vice President & Chief Agent,
Everest Re Group

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COO,
Northbridge Financial Corporation

Heidi Sevcik

President & CEO,
Gore Mutual Insurance

Jonathan Stephenson

EVP,
Aon Canada

Welcome to **NICC** 2018

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 12th annual NICC to be held October 10-12, 2018 at the beautiful Hilton Lac-Leamy in Gatineau, Quebec, just across the river from the nation's capital.

Now in its twelfth year, the NICC continues its proud tradition as Canada's pre-eminent insurance conference with an outstanding agenda and networking opportunities.

This year we are delighted to welcome Alister Campbell, a true industry virtuoso, to take the helm as our emcee. Alister also provided me and our esteemed advisory committee with valuable input that helped make this year's agenda especially outstanding. We are also pleased to welcome back OSFI's Superintendent of Financial Institutions, Jeremy Rudin, in an opening fireside chat with Alister.

As the global insurance industry is undergoing seismic change, driven by technology, demography and economics, NICC 2018 will

be addressing these changes through a three-segment series of sessions called "The Journey".

But wait, there's more... much more, as you would expect from the NICC. 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, both the 2018 NICC and its new companion conference, InsurTech North are exactly where you, as an insurance executive, will want to be.

My very best,
Joel Baker
CEO, MSA Research



Who Should Attend NICC

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



COME EARLY TO NICC 2018 TO CHECK OUT ITS NEW COMPANION CONFERENCE, INSURTECH NORTH

**SAVE
\$200**

By registering for both NICC & InsurTech North at www.niccanada.com

InsurTech North, a forum for digital leaders, entrepreneurs and venture capitalists in the property and casualty (P&C) and life/health insurance space

INSURTECH NORTH 2018 FEATURES

Expert panel discussions, a two-day Marketplace where delegates can speed-date and a unique Wolf Pack startup competition. For agenda details, see our ad on page 12 or visit www.insurtechnorth.com

Agenda Wednesday October 10th 2018

10:00 • DAS / HSB BI&I - NICC 2018 Golf Tournament

For rates, times, and prizes see our ad on page 10

15:00 • Conference Registration Opens

17:45 • Cocktail Reception & Welcome Address

19:00

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Sean Murphy

President,
Lloyd's Canada Inc.

LLOYD'S

Agenda Thursday October 11th 2018

07:30 • Breakfast

08:45

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WillisRe

09:00 • Welcome, Acknowledgements and Intro Address

09:15



Joel Baker

President & CEO
NICC



Alister Campbell

2018 NICC
Conference Emcee

09:15 • Fireside Chat

10:00

Jeremy Rudin

Superintendent of Financial
Institutions,
OSFI



Alister Campbell will engage OSFI Superintendent, Jeremy Rudin, in conversation covering issues that are top of mind to insurers and reinsurers operating in Canada. Topics will include the environment for insurers, OSFI initiatives, global regulatory developments and other areas of concern. Mr. Rudin will respond to questions at the end of the fireside chat.

10:00 • Networking Break

10:30

Sponsored by



THE JOURNEY PART I

A

10:30
11:30

Distribution - The Times They Are A'Changin' - Blurred Lines

This first session in 'The Journey' series deals with the value propositions presented by emerging distribution models. How disruptive are their models? Where is value being added? And how are they seeking to reconcile the aspiration for direct-to-customer sales with the complexity of our insurance products? Finally, what will Canadian personal lines distribution look like in five years? Audience participation will be encouraged.



Moderator

Paul Jackson

Chief Marketing and Distribution Officer,
Gore Mutual



Thomas Accardo

Co-Founder,
Brokerlift Inc.



Dario Battista

President and CEO,
isure insurance inc.



Matthew Turack

President,
CAA Insurance and Orion Insurance

CONCURRENT SESSION

B

Advocating for a Society-Wide Response to Climate Change

The P&C insurance industry has long been an advocate of mitigation and adaptation strategies to reduce the impact of climate change. The industry is working with the federal, provincial and municipal governments, and other

organizations such as the Canadian Red Cross. Insurance itself is not sufficient; governments and non-profits have a role in a 'whole of society' approach to reduce risks for Canadians. And raising awareness of Canadians to the escalating risk we all face must be key; leveraging that awareness to drive personal and community action is vital.



Moderator

Aaron Sutherland

Vice-President, Pacific,
IBC



Monica Ningen

President & CEO,
Canada and English Caribbean,
Swiss Re



David McGown

Senior Vice-President,
Strategic Initiatives,
IBC



Rebecca Denlinger

Deputy Minister, Emergency Management BC, Ministry of Public Safety and Solicitor General, Province of British Columbia



Jean-Philippe Tizi

Chief of Canadian Operations,
Canadian Red Cross

Agenda Thursday October 11th 2018

11:45 • Lunch and Presentation: The Future of Insurance

13:30

Hear about the disruptive forces and tech-driven consumer behaviour that's shaping the future of insurance. This keynote will give an overview of the regulatory changes needed to deliver more value to consumers and to ensure today's insurers succeed tomorrow. Prepare yourself and your company for this bold new world.



Don Forgeron

President & CEO,
IBC

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13:45 • Global Leaders' Panel

15:00

The NICC 2018 Global Leaders' Panel promises to be particularly engaging. Global developments in the insurance arena always have a direct and immediate impact in the Canadian market, both on the primary and reinsurance side. Technology, CAT losses, M&A, global regulatory developments and emerging risks will be among the crucial topics discussed by this highly esteemed panel.



Moderator
Michael Reynolds

Global CEO,
JLT Re



David Brosnan

CEO,
CNA Hardy



John Bender

CEO,
Allied World Re



John Doucette

President & CEO,
Reinsurance,
Everest Re

15:00 • Networking Break

15:30

Sponsored by



THE JOURNEY PART II **A** 15:30
16:30

Transformation: I Robot Personal Lines Version

Personal lines underwriting in a world of big data analytics, telematics and linked databases has already shifted a long way from the traditional insurance world of bespoke underwriting by seasoned professionals. Now with Artificial Intelligence and automated attendants becoming common components of more and more B2B and B2C interactions, what is the future for underwriters and underwriting processes in Canadian personal lines? Will there still be a role for humans?



Moderator
Alister Campbell
2018 NICC
Conference Emcee



Sherif Gemayel
Founder & President,
Sharp Insurance



Paul Johnstone
Senior Vice President,
Chubb Canada



Paul MacDonald
Executive Vice President,
Personal Insurance,
Economical Insurance

CONCURRENT SESSION **B**

Closing the Commercial Coverage Gaps: What are they and what can be done about them?

Commercial insurance is constantly evolving. Looking forward, the nature of risk and related exposures challenge even the most innovative in our industry. From cyber and unethical behaviour, thru D&O and beyond, demands on our industry have never been greater and the financial risks higher. Today we want to explore this ever-changing landscape. We will identify gaps and more importantly, discuss what can, and is, being done in the marketplace. We will do this from three perspectives across the insurance value chain: the challenge from the brokers' point of view in dealing with underwriters who, in term, must get reinsurers on side. This session will appeal to those in the commercial space as well as executives wanting to understand what leaders in the industry are doing to solve for these gaps.



Moderator
Bob Fitzgerald
CEO,
SCM Insurance Services



Karen Barkley
President,
Markel Canada



Gary Hirst
President & CEO,
CHES Special Risk Inc.



Rissa Revlin
CEO,
DAS Legal Protection Inc.

Agenda Thursday October 11th 2018

16:30
17:30

● **SPECIALTY SESSION**

The Merits of a (Re)Insurance Blockchain Consortium to the Canadian Market

Blockchain has become ubiquitous; articles proliferate on social media, presentations abound at technology conferences, and the major news networks dramatize the daily volatility of cryptocurrencies. Is it hype or the beginning of a new world order? Insurance solutions are popping up south of the border and in Europe, consortiums have been formed within the global financial sector, and some prominent Canadians have been at the forefront of blockchain innovation. For better or worse, Canadian insurers have been slow to follow. Is it time for Canadian (re) insurers to work together en masse to explore benefits for the industry?



Moderator
Chris Van Kooten
Managing Director,
Guy Carpenter



James Colaço
Partner, Monitor Deloitte,
Insurance Practice,
Deloitte



Susan Joseph
North America
Representative,
B3i



Elizabeth Sprinkel
Board of Directors Member,
RiskBlock Alliance

WESTERN CASINO

THURSDAY, OCTOBER 11
in the Ballroom

Grab your cowboy hats and join us at the NICC saloon and casino! Bring your gold and try your luck! Plaid is encouraged but jeans are mandatory.

Cocktail Reception 6:30-7:30pm
Sponsored by Aon

Dinner 7:30pm
Co-sponsored by Guy Carpenter and Munich Re

Dinner Wine
Sponsored by PwC

Entertainment
Sponsored by Deloitte

Casino Prizes
Sponsored by Element AI



Breakfast ● 07:00
08:45



Emerging Issues and Regulatory Hot Topics - An Interactive Discussion ● 09:00
10:15

We kick off the second day of the 2018 NICC with a fast-paced hot topics discussion of regulatory issues and legal developments facing the industry and consumers. The session will be interactive and address a wide array of topics ranging from InsurTech, cyber risk, issues on the CCIR and OSFI radar, as well as those of market conduct regulators, governance, ORSA, capital management, and as much we can squeeze in. Your input will be encouraged.



Stuart Carruthers

Partner,
Stikeman



Koker Christensen

Partner,
Fasken



Jill McCutcheon

Partner,
Torys

Networking Break ● 10:15
10:45



THE JOURNEY PART III ● 10:45
Protection: Traditional Reins vs. Capital Markets ● 12:00

Join Aon's Matt Wolfe in deep conversation with Artemis founder, Steve Evans. This final chapter of 'The Journey' series will tackle the rapidly-evolving global reinsurance and alternative capital arenas as the industry prepares to enter the final renewal season of the decade. The conversation promises to be lively, and the audience will be encouraged to participate.



Steve Evans

Owner & Editor-in-Chief,
Artemis.bm and
ReinsuranceNe.ws



Matt Wolfe

Senior Vice President,
Aon Canada Inc.

DAS / HSB BI&I - NICC 2018 Golf Tournament



Munich RE 



The Marshes Golf Club, Wed, Oct 10 2018

Tournament Fee: **\$100/person**
Premium Golf Club Rental Fee: **\$50/person**
(must be reserved in advance)
Foursome Scramble 10am Shot Gun Start
Hilton departure: 8:45am and 9:00am
Return to Hilton: 3:30pm

Tournament Package Includes
Transportation to & 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



SIGN UP
WHEN YOU REGISTER
FOR NICC 2018
NICCANADA.COM



NICC
NETWORKING
LOUNGE

Thursday Oct 11 & Friday Oct 12

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 with work, you'll find a comfortable spot in the NICC Networking Lounge.

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



Agenda Friday October 12th 2018

CONCURRENT SESSION B 10:45
12:00

Recruiting and Nurturing Emerging Talent

As we look to a disrupted future in our industry, nothing is more important than attracting, retaining and developing the next generation of insurance professionals. At the same time, a new crop of emerging talent are breaking into top management and leadership roles across each of our organizations. How are they equipped to navigate the future of insurance? What are the key strategies companies can employ to balance the crucial 'talent gap' objective... knowing that those who do it best will have secured a sustainable competitive advantage?



Moderator
Dónal Corcoran
Executive Vice President,
AIG Canada



Gordon Frost
Partner, Country Leader,
Canada Career Business,
Mercer



Natalie Ho
Head of Global
Marketing and Brand
eXperience,
RGAX



Frédéricke Lecomte
Client Service Manager,
BFL Canada

Closing Lunch: Mental Health in the Workplace ● 12:00 13:30

Rupert Duchesne recently retired from Aimia Inc (TSX:AIM) where he was the founding Chief Executive and a Director, and grew the company to be the global leader in loyalty marketing and data-analytics. As co-chair for MindsMatter, CivicAction's Mental Health in the Workplace initiative, Rupert is using his business and leadership acumen to help champion the importance of companies caring about their employees' well-being as a whole. Too often mental 'ill' health is looked upon as a 'problem child' in the workplace, and with 500,000+ employed Canadians unable to work due to mental health problems weekly, Rupert brings both compassion and a deep understanding of the strong business case for supporting mental health in the workplace.



Rupert Duchesne
Board Member, Brain Canada Foundation;
and Former Group Chief Executive,
Aimia Inc.

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Conference Wrap-Up ● 13:30

Conference Wrap-Up with Joel Baker, President & CEO, NICC

Conference



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2018



InsurTech North

Oct 9th & 10th 2018

HILTON
LAC-LEAMY,
GATINEAU, QC

Where Insurance Leaders & Innovators Meet to Create Opportunity & Growth

InsurTech North provides attendees with an essential avenue to connect with experts in all key sectors important to profitable long-term growth – incumbents, entrepreneurs, venture capitalists, incubators, regulators and advisors. Come to InsurTech North to make deals, learn from others, and build relationships with peers and colleagues.

InsurTech North runs back-to-back with the **National Insurance Conference of Canada (NICC) at the Hilton.**

InsurTech North Oct 9-10 ❄️ NICC Oct 10-12 ❄️ Register for both & save \$200



WOLF PACK

Witness InsurTech North's Startup Pitch Competition. Industry insiders put forth the best of their den. See which startup is strong enough to run with the pack.



MARKETPLACE

Tell us who you want to meet and we'll arrange a date! Private conversations open doors to future opportunities. Join a table where like-minded participants meet to hone in on areas of interest.



EXPERT PANELS

- State of the Union – Where Are Things Going?
- Integration With Incumbents – Breaking Cultural Logjams
- Regulatory/PolicyMaker Roundtable – Can Regulators Keep Pace?

Register for both NICC and InsurTech North at: www.niccanada.com

Where Industry Leaders Meet

Register Online

[WWW.NICCANADA.COM](http://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)

	Fee
Individual delegates	\$1,699 ea.
Three or more delegates	\$1,549 ea.
Add InsurTech North and save \$200 (Regular)	\$899 ea. \$699 ea.
Add InsurTech North and save \$600 (InsurTechs/Accelerators/Incubators)*	\$899 ea. \$299 ea.

*At least 50% of FTE involved in R&D/Innovation

Golf Tournament:

Golf Registration Fee \$100 ea.

Golf Club Rental Fee \$50 ea.
must be reserved in advance

Social Guest Option:

Social guest registration applies only to a spouse or partner attending the conference in a social capacity; it does not include professionals working in the industry. Social guest registration allows for food and beverage access only and does not include attendance to any business sessions.

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

Cancellation Policy: Cancellation fee of C\$150 + tax applies per delegate. No refunds after September 7, 2018. Substitutions allowed at any time.

Questions? Please contact Laura Viau at
laura.viau@msaresearch.com or (416) 368-0777 x25

Visit www.niccanada.com for more details

NICC 2018 is accredited by RIBO
9 hours Management

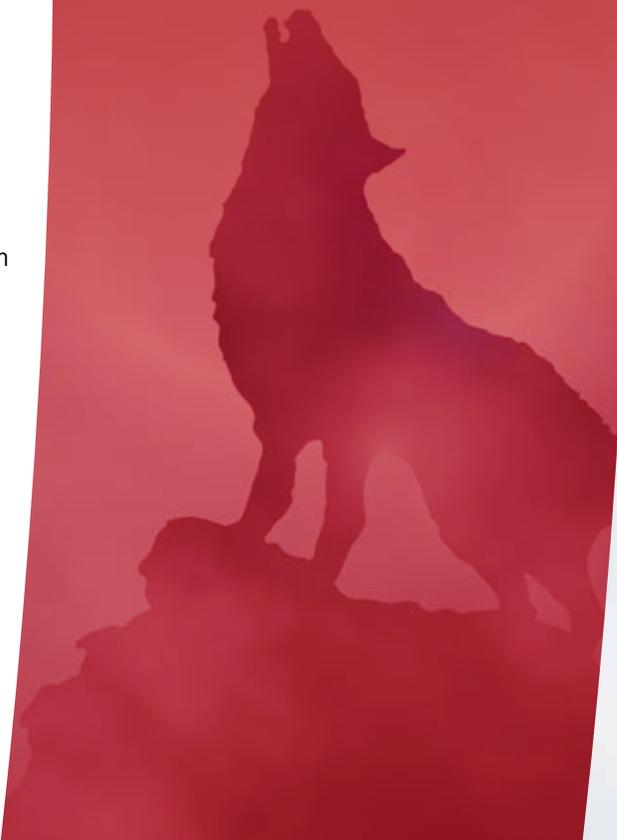
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AND COME EARLY TO



**Register for both
NICC & InsurTech North at
www.niccanada.com
& save \$200**





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 \$161,681 in support of cancer research and awareness.** WICC is extremely proud to participate at the 2018 NICC Conference in Gatineau and welcomes your show of support once again.

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 \$6 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 3:00pm on Wednesday, October 10th.

Conference concludes at 1:30pm on Friday, October 12th.

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 Lac-Leamy. See hotel information to reserve your room at the NICC conference rate.

Hilton Lac-Leamy

3, Boulevard du Casino,
Gatineau-Ottawa, Quebec, J8Y 6X4, Canada
Phone: **+1-819-790-6444**

Please go to: www.niccanada.com/hotel to reserve your room.

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

