



# NATIONAL INSURANCE CONFERENCE OF CANADA

OCTOBER 10<sup>TH</sup>-12<sup>TH</sup>, 2018

HILTON LAC-LEAMY GATINEAU, QUEBEC

---

2018

REGISTER TODAY:  
**NICCANADA.COM**

COME EARLY FOR INSURTECH NORTH



THE COMPANION CONFERENCE TO NICC, DETAILS INSIDE

# NICC 2018 Sponsors

## Platinum Sponsors



Join the conversation on Twitter  
 @NICC\_Canada #NICC2018

## Gold Sponsors



## Silver Sponsors



## Media Sponsors



### NICC 2018

Advisory Committee Members

#### Joel Baker

President & CEO,  
MSA Research Inc.

#### Stéphan Bernatchez

President,  
Fort Assurances Avantages Sociaux

#### Donald Callahan

President & CEO,  
Guy Carpenter Canada

#### Nick Creatura

President & CEO,  
CNA Canada

#### Bob Fitzgerald

CEO,  
SCM Insurance Services

#### Don Forgeron

President & CEO,  
Insurance Bureau of Canada

#### Peter Hohman

President & CEO,  
Insurance Institute of Canada

#### Russ Lewis

Senior Vice President & Chief Agent,  
Everest Re Group

#### Lambert Morvan

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](http://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](http://www.insurtechnorth.com)

# Agenda Wednesday October 10<sup>th</sup> 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

Sponsored by



**Sean Murphy**

President,  
Lloyd's Canada Inc.



# Agenda Thursday October 11<sup>th</sup> 2018

07:30 • Breakfast

08:45

Sponsored by



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**

Superintendant 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 11<sup>th</sup> 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

Sponsored by



### 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 11<sup>th</sup> 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](http://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 12<sup>th</sup> 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.

Sponsored by



## Conference Wrap-Up ● 13:30

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

Conference



Sponsored by



# 2018



**InsurTech  
North**

**Oct 9<sup>TH</sup> & 10<sup>TH</sup>  
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](http://www.niccanada.com)



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](http://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.

