



# Insurance frontiers: Here to horizon

November 28, 2019 | KPMG's 2019 Insurance Conference

## Morning agenda

Time	Topic	Description
<b>07:30 – 08:30</b>	<b>Registration and breakfast</b>	
<b>08:30 – 08:45</b>	Opening remarks with <b>Elio Luongo</b> , CEO, KPMG in Canada	
<b>08:45 – 09:30</b>	<b>Plenary 1:</b> In conversation with the next gen of insurance professionals and customers	Shifts in values and means among today's generations have drastically changed the way people live their lives; and naturally, insurers are being pressured to follow suit. How do we as insurers foster loyalty and trust among customers in an age where brand recognition and integrity is everything? How do we confidently transform to meet the needs of next gen customers?
<b>09:30 – 10:15</b>	<b>Plenary 2:</b> An industry perspective on preparing for climate-related financial disclosures	Regulators and investors are paying increasing attention to the impact that climate-related risks have on the insurance industry. Learn about the Task Force on Climate-Related Financial Disclosure (TCFD) and how your peers in the industry are preparing for its recommendations, including governance, strategy, and underwriting risk considerations. Also hear how institutional investors are using scenario analysis and carbon footprinting to address climate risk in their portfolios.
<b>10:15 – 11:00</b>	<b>Plenary 3:</b> How open data sharing will open a new frontier for insurers	Open banking has landed in various jurisdictions internationally, and is about to hit the Canadian financial landscape. Get a primer on open banking and how the insurance industry can prepare for the challenges and rewards that come with open data sharing.
<b>11:00 – 11:30</b>	<b>Networking break</b>	
<b>11:30 – 12:15</b>	<b>Breakout 1a:</b> Claims system modernization and transformation: Lessons learned	As the Insurance industry seeks improvements in customer service, efficiency and productivity, no area is more important than Claims. As part of this session, KPMG and TD Insurance professionals will discuss their journey of optimizing systems and their use by business users.
	<b>Breakout 1b:</b> Tax reimaged	In this session we will explore the impact of technology on the tax function and how organizations can effectively evolve for the future – topics will include prioritization of initiatives, challenges and opportunities along the digital transformation journey, resource allocation, management of tax reporting and risk, and the relationship of the tax function with other departments and executive leadership.
	<b>Breakout 1c:</b> IFRS 17: Keeping pace to the finish	Insurers within Canada and globally are working towards adoption of IFRS 17 and 9. Come hear the latest from KPMG professionals about what's changed, what's expected to change and how Canadian insurers are dealing with the uncertainty as they work toward an effective date of January 1, 2022.

## Afternoon agenda

Time	Topic	Description
12:15 – 02:00	<b>Lunch and keynote:</b> Exploring the art of the possible with The Knowledge Society	The world's most valuable resource is not money, gold, or oil - it's people. The next generation of activators are here to help us solve the insurance industry's most pressing problems by exploring the art of the possible with blockchain, data prediction and processing.
02:00 – 02:45	<b>Breakout 2a:</b> Finance of the future	There have been significant shifts in the demands of the finance function – from monitoring historical performance to being a partner to the business. The finance function now has greater opportunity to drive future decision making and help execute strategy, maximizing growth and profitability.
	<b>Breakout 2b:</b> M&A trends in the insurance sector	This session will cover a brief recap of the M&A activity across the insurance space in Canada in 2019, highlight recent trends and drivers of M&A transactions, and will discuss the future outlook for continued M&A activity in 2020.
	<b>Breakout 2c:</b> Directors session: You've been hacked – now what: A cyber scenario	It happened. You knew it was coming. You've read all about how your competitors were hit, but what you read made it sound like they didn't know what they were doing. You want to know what you need to do to protect yourself, who should be involved, and lessons learned.
02:45 – 03:00	<b>Networking break</b>	
03:00 – 03:45	<b>Plenary 4:</b> Mind the gap: Women leaders in insurance	Curious to learn how female executives overcame career challenges and found balance to rise to the top of their industry? Hear from women executives in Financial Services on their career progression, professional failures, successes and more.
03:45 – 04:30	<b>Plenary 5:</b> Fireside chat with Neville Henderson, Assistant Superintendent, Insurance Supervision Sector, OSFI	Regulations are having a profound impact on the future of the insurance industry. In this session, Chris Cornell from KPMG in Canada sits down with OSFI's Neville Henderson to discuss many timely topics including views on the key trends that will impact the regulatory framework for Canadian insurance companies, both now and in the future.
04:30 – 04:45	Closing remarks with <b>Chris Cornell</b> , Insurance Sector Leader, KPMG in Canada	
04:45 – 05:30	<b>Networking reception</b>	

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