

# **Travel Insurance Conference 2018**

**Choosing the right travel companion: travel insurance in  
a changing world**

**Tuesday 9th October 2018  
ABI, One America Square, 17 Crosswall, London, EC3N 2LB**

13:00	<b>Registration</b>
13:20	<b>Welcome</b>
	Mark Shepherd, Assistant Director, Head of Property, Commercial & Specialist Lines, ABI
13:25	<b>Introduction</b>
	Huw Evans, Director General, ABI
	<b>THE CHANGING WORLD OF TRAVEL</b>
13:40	<b>Keynote Address One: The UK traveller in a changing world</b>
	Harriett Baldwin MP, Minister of State for Africa, Foreign and Commonwealth Office
14:10	<b>Plenary Panel One: What's the role of insurance in the changing world of travel?</b>
	<ul style="list-style-type: none"> <li>• How are traveller's habits changing and what do they want from their insurance?</li> <li>• Are travellers more at risk when travelling and do they know it?</li> <li>• Do changing travel trends demand a change in insurance products?</li> <li>• How can insurers work with government and other stakeholders to make sure travellers have adequate protection?</li> </ul> <p>Chair: Mark Shepherd, Assistant Director, Head of Property, Commercial &amp; Specialist Lines, ABI</p> <p>Panel:</p> <ul style="list-style-type: none"> <li>• David Allen, Underwriting Strategy Manager, Direct Line Group</li> <li>• Katherine Atkinson, Chief Executive, Safer Tourism Foundation</li> <li>• Julia Longbottom, Director of Consular Services, Foreign &amp; Commonwealth Office</li> <li>• Simon Powell, Chief Executive Officer, TransferTravel.com</li> </ul>
15:00	<b>Networking Break</b>
	<b>CHALLENGES FACING TRAVEL INSURERS</b>
15:30	<b>Keynote Address Two: Customer understanding of the need for the right travel insurance</b>
	Caroline Wayman, Chief Ombudsman and Chief Executive, Financial Ombudsman Service
16:00	<b>Plenary Panel Two: How can insurers help customers find the right travel insurance?</b>
	<ul style="list-style-type: none"> <li>• How can insurers improve understanding of travel insurance cover?</li> <li>• Is it now easier or harder for travellers to find the insurance they need to travel?</li> <li>• How do we make it easier for customers to find the right insurance?</li> <li>• How is the provision of travel insurance changing?</li> <li>• What's the role of medical screening in insurance?</li> </ul> <p>Chair: Charlie Campbell, Senior Policy Adviser, Protection, Health and Travel, ABI</p> <p>Panel:</p> <ul style="list-style-type: none"> <li>• Dr Paul Beven, Managing Director, Verisk Risk Rating</li> <li>• Kate Huét, Chair, Association of Travel Insurance Intermediaries</li> <li>• Leonora Miles, Policy Manager (Financial Services), Macmillan Cancer Support</li> <li>• Nel Mooy, Head of Travel, Personal Intermediary &amp; Corporate Partnerships, AXA Insurance</li> </ul>
16:50	<b>Concluding speech and Close</b>
	Mark Shepherd, Assistant Director, Head of Property, Commercial & Specialist Lines, ABI
16:55	<b>Networking drinks reception</b>