

Building a resilient future for the UK's property insurance market

Wednesday 12th June 2019

ABI, One America Square, 17 Crosswall, London, EC3N 2LB

Property insurance underpins the resilience of millions of households and businesses across the UK, paying out almost £13 million per day to customers when the worst occurs. However, the built environment and the way we use it are changing, as are the associated risks. It is vital that the industry understands current and future risks relating to fire safety, climate change and the changing pace of construction, and manages and adapts to this shifting landscape.

With the Government committing to building over 300,000 homes a year by the mid-2020s, completing an in-depth review of building regulations and encouraging innovation through modern methods of construction, it is integral that the UK property insurance market articulates what good looks like. Similarly, the way consumers behave and engage with insurance is changing, driven by digitisation and consumer demands and needs. With an evolving regulatory landscape, fast-paced technological change and innovation, insurers must continue to adapt to meet customers' demands.

The ABI's 2019 property conference will bring together senior representatives from insurers, government, the construction industry and the wider property industry. Attendees will have the opportunity to discuss the challenges facing the property owners and builders, the role of insurance and innovative construction, and the increasing hazards facing today's buildings. How new initiatives and technologies will enable the sector to evolve and improve levels of resilience, and what this will all mean for UK property insurers in the future, will also be on the agenda.

13:00	Registration and Networking
13:30	Welcome and Introduction
	James Dalton, Director, General Insurance Policy, ABI
13:45	Keynote Address One: The value of flood defences in building a resilient UK
	Dermot Kehoe, Communications and Transition Director, Flood Re
14:10	Panel One - Ensuring a resilient built environment in a changing world
	<p>The built environment and the way we use it are changing, as are the associated risks. This session will discuss the current and future risks relating to fire safety, climate change and flooding, the changing pace of construction, and the need for innovation, management and adaptation to this shifting landscape.</p> <p>Chair: Laura Hughes, Manager, General Insurance, ABI</p> <ul style="list-style-type: none"> • Kathryn Brown, Head of Adaptation, Committee on Climate Change • Mark Farmer, CEO, Cast Consultancy • Alex Green, Assistant Director, Development and Sustainability, British Property Federation • Stephen Norman, Borough Commander, Barking & Dagenham, London Fire Brigade • Allison Whittington, Head of Housing, Zurich Municipal
15:00	Networking Break
15:30	Keynote Address Two
	Scott Corfe, Chief Economist, Social Market Foundation
16:00	Panel Two – Reputational issues facing property insurers
	<p>This session will discuss some of the major reputational issues facing the property insurance industry. What should the industry be considering, how can digital help? What measures need to be taken to ensure that property insurance is available and accessible for all?</p> <p>Chair: Anthony Wright, Assistant Director, Head of Communications, ABI</p> <ul style="list-style-type: none"> • Greg Beales, Director of Communications, Policy & Campaigns, Shelter • Christina Govier, Banking and Insurance Advocate, Surviving Economic Abuse • John Quinlan, Ombudsman, Financial Ombudsman Service • Mark Shepherd, Assistant Director, Head of General Insurance, ABI
16:50	Closing remarks
	James Dalton, Director, General Insurance Policy, ABI
16:55	Networking drinks reception