

The end of the road? Motor insurance in the 2020s and beyond

Wednesday 4th and Thursday 5th November 2020

Webinar

The first webinar of the ABI's virtual motor insurance conference will explore the major trends emerging (in the short and medium term) of COVID-19, including the human and business impact on insurers and the wider automotive sector. It will invite predictions for the long-term trajectory for the industry, from risk and customers to products and processes. Participants will engage in a detailed discussion about current and emerging trends & disruptions will impact on the industry, including the impact of the UK's departure from the EU and within the context of the recent case of *Lewis v Tindale*.

The second webinar of the ABI's virtual motor insurance conference will consider how the insurance sector can evolve to fit consumers' need for multimodality, and discuss the regulatory implications of and challenges to providing multimodal transport solutions and associated insurance products. Participants will also explore how insurers can maximise the benefits of connectivity to provide new products and services that can improve customer retention and satisfaction.

Where are we now and what does the future hold for motor insurers?

Wednesday 4th November 2020

| | |
|-------|--|
| 10:20 | Registration |
| 10:25 | Welcome |
| | Huw Evans, Director General, ABI |
| 10:30 | Keynote Address One |
| | Rachel Maclean MP, Parliamentary Under Secretary of State, Department for Transport |
| 10:45 | Plenary Panel: Coronavirus and its impact on the industry |
| | <p>The panel session will explore the major trends emerging (in the short and medium term) of COVID-19, including the human and business impact on insurers and the wider automotive sector. It will invite predictions for the long-term trajectory for the industry, from risk and customers to products and processes. There will also be an opportunity to discuss temporary and permanent changes to supply chains and product design.</p> <p>Chair: Laura Hughes, Manager, General Insurance, ABI</p> <ul style="list-style-type: none">• Martin Milliner, GI Claims Director, LV=• Mark Shepherd, Assistant Director, Head of General Insurance, ABI• Jane Pocock, Managing Director, UK & Ireland, Copart UK Limited |
| 11:15 | Keynote Address Two and Q&A |
| | Dominic Clayden, CEO, Motor Insurers' Bureau |
| 11:40 | Closing remarks |
| | James Dalton, Director of General Insurance Policy, ABI |
| 11:45 | End of webinar |

The latest tech trends and how motor insurers will need to evolve

Thursday 5th November 2020

| | |
|-------|--|
| 10:25 | Registration |
| 10:30 | Welcome |
| | James Dalton, Director of General Insurance Policy, ABI |
| 10:35 | Keynote Address |
| | Jim Holder, Editorial Director, What Car? |
| 10:55 | Panel session: Mobility as a Service |
| | <p>This session will consider how the insurance sector can evolve to fit users' need for multimodality, while also serving the needs of the service providers. It will also examine how insurance products can accommodate the multimodality aspect of transit that is distinctive of Mobility as a Service (MaaS). There will further be an opportunity to discuss the regulatory implications of and challenges to providing multimodal transport solutions and associated insurance products.</p> <p>Chair: Laura Hughes, Manager, General Insurance, ABI</p> <ul style="list-style-type: none"> • Stuart Sandell, Assistant Vice President, Sales UK & Ireland, Enterprise Rent-A-Car • Peter Allchorne, Partner, DACB • Jon Dye, Director of Underwriting, Motor, QBE European Operations |
| 11:25 | Panel session: The connected customer: vehicle communications and data ethics |
| | <p>This session will explore some applications of connectivity and how they impact the customer journey, and insurers' understanding and pricing of risk. Panellists will discuss how insurers can maximise the benefits of connectivity to provide new products and services that can improve customer retention and satisfaction. There will also be an opportunity to debate what new B2C roles vehicle connectivity can create for the insurance business and what effect this will have on branding and customer behaviour.</p> <p>Chair: Alexandra H-C Borgnis, Head of Motor Underwriting, LV= GI</p> <ul style="list-style-type: none"> • Jonathan Hewett, Chief Executive, Thatcham Research • Srikanth Chander Madani, Industry Advocate, Worldwide Financial Services, Microsoft Corporation • David Williams, Managing Director, Underwriting and Technical Services, AXA Insurance |
| 11:55 | Closing remarks |
| | James Dalton, Director of General Insurance Policy, ABI |
| 12:00 | End of conference |