



Annual Conference 2022

Tuesday 22nd February 2022
etc Venues - 155 Bishopsgate, London, EC2M 3YD

The ABI Annual Conference 2022 will be the standout insurance event of the year, bringing industry leaders, politicians and regulators together to debate the major issues affecting the insurance and long-term savings industry.

08:15	Registration & networking
08:55	Scheduled fire alarm test
09:00	Welcome
	Louise Minchin, Broadcaster and Journalist
09:05	Introduction
	Barry O'Dwyer, Group Chief Executive Officer, Royal London and President of the ABI
09:20	Keynote Address One
	<i>TBC</i>
09:45	Morning Panel Session: Strategic and reputational challenges for Insurance and Long-Term Savings in 2022
	<p>Almost two years on from the start of the pandemic, this panel will discuss crucial questions about the state of our sector, the challenges it faces and the ongoing opportunities to rebuild consumer trust and support the efforts in building back from the crisis.</p> <p>Panellists will examine how far the industry has progressed in its efforts to tackle the reputation issues that came to the forefront during the crisis, as well as considering our role in supporting the economic recovery, particularly against the backdrop of net zero targets and the green finance agenda.</p> <p>From Solvency II reform, to pensions dashboards, GI pricing and productive finance, the panel will also take stock of the initiatives and reforms that our sector has prioritised to support society to rebuild and thrive in a post-covid landscape and discuss whether we are on track to fulfil our role in supporting the levelling up agenda.</p> <p>The panel will also discuss key milestones expected from the regulators and government in 2022, including the next steps in the Future Regulatory Framework and the proposed Consumer Duty.</p> <p><u>Speakers:</u></p> <p>Chair: Louise Minchin, Broadcaster and Journalist</p> <ul style="list-style-type: none">• Katy Balls, Deputy Political Editor at The Spectator• Barry O'Dwyer, Group Chief Executive Officer, Royal London and President of the ABI• Adam Winslow, CEO UK & Ireland General Insurance, Aviva

10:35	Keynote Address Two: Preparing for future unprecedented events: cyber risk
	Jamie Bartlett, Presenter, The Missing Cryptoqueen and Author, The Dark Net
11:05	Networking Break
11:35	Morning Breakout Sessions (In-person only)
	<p>Breakout A: Is general insurance living through a perfect storm?</p> <p>With hardening markets across many product lines, challenging reinsurance markets, and preparations for a once in a generation regulatory change on pricing, it could be said that the general insurance market is living through a perfect storm. Looking ahead to 2022 and the changes on the horizon, might the tide be about to turn? Or will the grave impacts of climate change, an ongoing pandemic, and the threat of many other headline-making loss events, such as a large-scale cyber-attack, mean that this is a state of play to get used to? This lively panel debate will consider the overall state of the general insurance market, what routes there are to a more stable market, whether we should expect this period of instability to continue, and seek to answer if general insurance is living through a perfect storm or not?</p> <p>Format: Debate</p> <p>Speakers:</p> <p>Chair: James Dalton, Director, General Insurance Policy, ABI</p> <ul style="list-style-type: none"> • James Daley, Managing Director, Fairer Finance • Catherine Dixon, Chief Underwriting Officer, Allianz Commercial • Julie Page, CEO, Aon UK • Jason Richards, CEO, UK&I, Swiss Re <p>Breakout B: ‘What’s in it for me’: How will insurance change when customers control all of their health data?</p> <p>It’s 2030. Customers have direct control over their health data and can share it with third parties at the tap of a phone. Protection and health insurers no longer need to ask GPs for medical records to validate their health profile – they can ask customers to share their health data with them directly. A new relationship of trust will be born.</p> <p>But will this create new barriers across insurance markets? Or will it create opportunities to transform how insurers are able to use that health data to partner with customers protect and support their health?</p> <p>This session will peek into the future. It will assume the realisation of an NHS Digital Transformation that allows for patient-controlled data, with a Dragon’s Den consumer panel judging the potential insurance products of the future.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Avi Mehra, IBM <p>Format: Product pitch</p> <p>Breakout C: A data-driven UK: what does the new digital direction mean for insurance and long-term savings providers and their customers?</p> <p>There are significant changes ahead for the UK data landscape, its legal framework, and its regulatory regime. The UK Government has launched its National Data Strategy and made proposals for a new direction for data while the FCA is investing more than £120m over three</p>

	<p>years to become a data-led regulator. The CMA, the ICO and Ofcom are working together in the Digital Regulatory Cooperation Forum on their approach to digital and online services to support regulatory coordination.</p> <p>But what do all these changes mean for insurance and long-term savings companies and their customers? How can firms make the most of data's many opportunities whilst ensuring they protect their customers and can operate in a competitive global marketplace?</p> <p>This session brings together a wide range of perspectives to discuss the driving force of data, changes to the UK's data, legal and regulatory environment and the impact on insurance and long-term savings providers and their customers.</p> <p>Format: Presentation followed by panel discussion</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Presentation: Ian Phoenix, Director of Digital & Intelligence, Financial Conduct Authority • Rachel Lam, Ombudsman Leader, Financial Ombudsman Service • Tom Reynolds, Chief Economist, ICO
12:20	Networking Lunch
13:20	Director General Session
	Hannah Gurga, Director General, ABI
13:50	Afternoon Panel Session: Building the workforce of the future: are you ready?
	<p>In a year of many challenges and changes for our sector, now - more than ever - it is vital that the insurance and long-term savings industry has a workforce that is diverse, inclusive, and fit for the future. We need to act now so that our sector can attract, include, progress and retain the widest possible talent pool and better reflect the customers we serve.</p> <p>To be a great employer, we must ensure that we are leading the way in diversity and inclusion, improving ethnic and socio-economic diversity, reducing the gender seniority gap, supporting our employees' mental health, and championing flexible working. We have the potential to be a sector where people can truly thrive, bring their whole selves to work, and establish long, fruitful careers. This is the right thing to do, for both employers and the industry. With greater diversity also comes greater innovation and productivity – and we cannot afford to be left behind.</p> <p>This panel will debate the actions that are urgently needed to ensure that we are the sector of choice for candidates and that we are doing everything we can to include and progress diverse talent. Campaigns like Making Flexible Work are just the start – we have a long way to go and not much time to get there.</p> <p>Join us for this insightful discussion on what that journey could look like for you and others across the industry.</p> <p>Speakers:</p> <p>Chair: Louise Minchin, Broadcaster and Journalist</p> <ul style="list-style-type: none"> • Zaheer Ahmad, GSK • Tim Bailey, UK CEO, Zurich • Richard Iferenta, KPMG UK • Cristina Nestares, UK CEO, Admiral Group
14:40	Afternoon Breakout Sessions (In-person only)

Breakout D: The green transition: the role of General Insurers in helping society adapt to a low-carbon economy

Addressing the impacts of climate changes means fundamental reforms to key sectors in the economy. Meeting the UK's Carbon Budget target of a 78% reduction in CO2 emissions by 2035 will require considerable investment across the economy, including c£0.8trn on energy efficiency in buildings and 30,000 new electric vehicle charge points needed each year to meet the 2030 date for phasing out sales of non-EV vehicles. This session will look at how this rapid transformation will impact insurance markets, exploring both how the sector will have to evolve its products and practices and where insurers can drive this by incentivising behavioural change and working collaboratively with customers and the sector's supply chain.

Format: Case studies followed by panel Q&A

Speakers:

Chair: Louise Minchin, Broadcaster and Journalist

- Andy Bord, CEO, Flood Re
- Gill Nowell, Head of EV, LV= General Insurance
- Alastair Smith, Direct Line Group
- Jeremy Ward, Lloyds Banking Group

Breakout E: Financial resilience in the long-term savings journey: what are the crunch points and how can the industry help?

The pandemic has made us re-evaluate financial security, with many people able to save more, and many others in desperate circumstances. Regulators are looking again at the pensions customer journey, the importance of cash savings and investments alongside pensions is more firmly recognised. Digital and personalised customer communications, with pension information combined with other financial data, can play a transformative role in helping savers understand and improve their own wellbeing. But does this go far enough in helping customers build and then draw upon their financial resilience?

This session will hear how financially secure our customers really are; where the crunch points are in the customer journey when resilience is needed most; what communications and customer service can do to promote resilience; how to increase the availability of support to customers, particularly at retirement, and whether radical policy changes such as early access in financial hardship would enable better outcomes for customers.

Format: Presentation followed by panel discussion

Speakers:

Chair: Yvonne Braun, Director of Policy, Long-Term Savings and Protection, ABI

- Presentation: Sarah Pritchard, Executive Director of Supervision, Policy & Competition – Markets, Financial Conduct Authority
- Iona Bain, Financial Journalist and Broadcaster, Young Money Agency
- Richard Edes, TPR

Breakout F: The green transition: unleashing our sector's assets for sustainable growth

Climate change is rightly at the top of the agenda for ministers, regulators and the insurance and long-term savings industry alike. The imperative for policymakers is to increase the level of funding available for new infrastructure and technology that can help reduce and mitigate the impact of climate change, while more broadly refashioning the UK economy towards sustainable, long-term growth. Independent analysis suggests that ABI members could support

up to one-third of the circa. £2.7 trillion of investment in infrastructure and energy transformation required to meet the UK's Net Zero targets over the next thirty years.

A key factor in influencing the assets that insurers choose to hold is prudential regulation. With HM Treasury's Solvency II and Future Regulatory Framework (FRF) Reviews well under way, the insurance and long-term savings industry faces a once in a generation opportunity to consider how a more appropriate regulatory regime and framework could enable firms to redirect a greater portion of their more than £2 trillion in investments towards green assets.

Format: Presentation followed by panel discussion

Speakers:

- Charlotte Gerken, Executive Director, Insurance Supervision, Bank of England
- Steve Waygood, Chief Responsible Investment Officer, Aviva Investors

15:25	Networking Break
15:55	In Conversation with Paul Farmer and Alastair Campbell
	Chair: Paul Farmer, CEO, Mind Alastair Campbell, Journalist and Mind Ambassador
16:25	Keynote Address Four
	Ed Balls, Broadcaster, Writer and Economist
16:55	Concluding Remarks
	Louise Minchin, Broadcaster and Journalist
17:00	Close of the conference, followed by networking drinks