

Annual Conference 2025 – Draft agenda

Date: Thursday 27 February 2025

09:00 – 17:00

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| 08:00 | <p>Registration opens – Networking in Pickwick</p> <p>VIP CEO & Chairs Lounge – Gielgud Suite</p> |
| 09:00-09:10 (10 mins) | <p>Welcome from Louise Minchin, broadcaster and journalist</p> <p>Introduction from Ken Norgrove, Deputy President, ABI</p> |
| 09:10-09:15 (5 mins) | <p>ABI brand video – C&M team</p> |
| 09:15 – 09:55 (40 mins) | <p><u>Keynote Address One</u> – The Customer-Centric Revolution: Are You Ready? (Churchill main room)</p> <p>Fireside Chat - Greg Jackson CBE, CEO Octopus Energy and Chira Barua, CEO - Scottish Widows and CEO - Insurance, Pensions & Investments, Lloyd’s Banking Group</p> |
| 09:55-10:15 (20 mins) | <p><u>Keynote Address Two – AI and Cyber</u> (Churchill main room)</p> <p>Dr Stephanie Hare, researcher, broadcaster and author</p> |
| 10:15-10:55 (40 mins) | <p>Morning Plenary: Trusted by Customers (Churchill main room)</p> <p>General Insurance</p> <p>We’re All in This Together - Promoting access to affordable insurance through partnerships</p> <p>The session would focus on how insurers are tackling the challenges associated with both increasing risks and costs and what that means for access to affordable insurance cover. There will be a strong focus on the industry’s role in building resilience and protecting / supporting customers, including how we use partnerships to do this.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Ken Norgrove, Deputy President, ABI • Melissa Collett, CEO, Insurtech UK • Susan Dreksler, Partner, KPMG • Laura Evans, Chief Actuary, Flood Re • Colm Holmes, CEO, Allianz UK |
| 10:55-11.25 (30 mins) | <p>30 min Networking break (Pickwick)</p> <p>VIP CEO & Chairs Lounge – Gielgud Suite</p> |

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| 11:30 (40 mins) | Breakout sessions one – TRUSTED BY CUSTOMERS |
| | <p>Breakout A: Regulation – Churchill main room</p> <p>Growing Pains – how regulators and industry can work together to address the challenges to growth and competitiveness</p> <p>This session will explore the fiscal situation needed in the UK to remain internationally competitive and support growth. It will look at how the UK financial services regulators are meeting their secondary objectives on competitiveness and growth and how the insurance sector can work with the regulators to do more. We will also look at what the FCA and PRA is doing to support incumbent firms to help them innovation, such as with their sandboxes, and the review of the FCA their handbook. Finally, we will discuss how the Investment Delivery Forum and announcements made at the UK’s recent International Investment Summit will further support growth in the UK.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Chair: Charlotte Wightwick, Assistant Director, Head of Conduct Regulation, ABI • Matt Brewis – Director of Insurance, FCA • Philippa Herz, CFO, OneFamily • Shoib Khan, Director of Insurance Supervision, Bank of England • Dan Scholey, CCO, Moneyhub <p>Breakout B: Health & Protection – Burton breakout room</p> <p>A Game of Health – How insurers are using technology to help consumers lead healthier lives</p> <p>Panellists would be invited to discuss the increasing use of technology to deliver health promotion, prevention and care as part of insurance health benefits. The number of wellbeing Apps, virtual GPs, fitness trackers are every increasing and evolving.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Chair: Rebecca Ward, Head of Health and Protection, ABI • Chris Carroll, CEO, BUPA Insurance • Jeremy Chadwick, Client Lead Partner, KPMG • Sarah Hughes, CEO, Mind • Rhiannon Lambert, Registered Nutritionist, Rhitrition • Dr Katie Tyron, Commercial Director for Health, Vitality |

Breakout C: Long-Term Savings – Olivier breakout room

Securing Financial Futures: Enhancing retirement incomes through innovative risk-sharing products

Enhancing the retirement incomes of savers is a crucial challenge for the long-term savings industry. This breakout session will delve into the current landscape and future of savings products that incorporate risk-sharing mechanisms. The panel will explain and contrast how these innovative products function, highlight the benefits they offer to savers, and share views on the market's future prospects.

Speakers confirmed so far:

- Chair: Hetty Ahern, Head of Long-Term Savings Policy, ABI
- Claire Altman, MD Individual Retirement, The Phoenix Group
- John Canavan, Head of DC Later Life Policy, Department for Work and Pensions
- Kavi Mylador, Retirement Income Director – Retail, Just Group
- William Pritchett, Managing Director - Global Retirement Services Lead, Accenture
- Paul Waters, Head of DC Markets, Hymans Robertson

Breakout D – Albert breakout room

Chasing the algorithm – Harnessing the power of social media

The session will have three panellists, ranging from influencers to those in the Financial Services sphere, and will help delegates gain insight into how their companies; can work with influencers, decide whether to ditch Twitter, take up Threads, or head to TikTok, and the merit of employee advocacy and Executive profiling.

Speakers confirmed so far:

- Chair: Rosie Trousdell, Digital Campaigns Manager, ABI
- Claer Barrett, Consumer Editor, Financial Times
- Simmy Kaur Verdi, Senior Social Media Manager, PensionBee
- Timi Merriman-Johnson, DipFA and Online Financial Educator, Mr MoneyJar
- Oliver Mott, Head of Social Media, Starling Bank

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| 12:10 (60 mins) | Networking lunch (Pickwick room) Exhibition Stands, interactive elements outside and in Pickwick VIP Lounge closed, encouraging C-Suite to network Private roundtable with TBC – invite only (NEW) |
| 13:10 (5 mins) | Welcome back – Louise Minchin |
| 13:15 – 13:45 (30 mins) | Thought Leadership Piece – WPI Economic – Hannah Gurga – Churchill main room |

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| | <p>Speakers:</p> <ul style="list-style-type: none"> • Chair: Hannah Gurga, Director General, ABI • Joe Ahern, Policy Director, WPI Economics • Tracy Blackwell CBE, CEO, Pension Insurance Corporation • Owen Morris, Managing Director, Personal lines, Aviva • Paul Schreier, CEO, Simplyhealth |
| 13:45 (40 mins) | <p>Afternoon Plenary Session One: <u>Shape an effective market</u> (Churchill main room) LTS</p> <p>Savings Adequacy & Longevity: Preparing for the Long Haul</p> <p>As our society ages, ensuring that more people can achieve a secure and comfortable retirement is a critical challenge for both the government and the long-term savings industry. This panel will delve into potential policies and strategies for enhancing savings adequacy in an ageing population. Key topics for discussion will include the impacts of increases in longevity on savers, policy interventions to support secure retirements, and the changing meaning of ageing.</p> <p>Speakers confirmed so far:</p> <ul style="list-style-type: none"> • Chair: Yvonne Braun OBE, Director of Policy, Long Term Savings, Health & Protection, ABI • Clive Bolton, CEO, M&G Life Insurance • Paul Farmer, CEO, AGE UK • Michele Golunska, Managing Director, Wealth and Advice, Aviva • Professor Debora Price, Professor of Social Gerontology, University of Manchester |
| 14:25 (5 mins) | <p>5 minutes movement</p> |
| 14:30 (40 mins) | <p>Breakout Sessions Two – <u>Shape an effective market</u></p> <p><u>Breakout E: General Insurance – Burton breakout room</u></p> <p>Risky Business - How is insurance supporting business to grow from SME to mid-corporate?</p> <p>This panel session will delve into the essential risk management support and services that the insurance industry provides for SMEs and mid-corporate businesses. It will explore how risk transfer needs evolve into comprehensive risk management capabilities as businesses grow and the critical role insurers play in assisting business to manage a wide range of business risks and enhance governance and compliance frameworks. It will also look at the evolving landscape of risk management in the context of increased geopolitical risks, climate change considerations and the adoption of new technologies.</p> <p>Speakers confirmed so far:</p> <ul style="list-style-type: none"> • Chair: Nick Hankin, CUO, QBE • Neil Galjaard, Managing Director UK, Markel |

- Julia Graham, CEO, Airmic
- Sarah Stanford, CEO, Aspen UK

Breakout F: AI-X: Driving customer value, experience and trust through AI - KPMG exclusive breakout – Albert breakout room

This session will explore how AI is changing the dynamic of customer engagement between general insurers, broker and intermediaries and the insured - the end customer. This will cover how intelligent and generative capabilities are being applied to provide systemic empathy to acquisition and servicing across the lifecycle of the insured, strong support and management of customer vulnerability, and rapid and preventive complaints handling, turning detractors into advocates. It will centre of trust - in capability and data, colleagues, and, ultimately, customers.

Speakers:

- Dr Leanne Allen, Partner, UK Head of AI, KPMG
- John Middlemiss, Head of Customer Strategy, Financial Services, KPMG
- Katie Sullivan, Customer Strategy, Insurance, KPMG

Breakout G: Talent – Churchill main room

Mind the (talent) gap - How to make our industry a better place to work and attract talent

The current geopolitical unrest, growing cost of living, and the increasing need to prioritise sustainability in the supply chain all have an impact on jobs, according to research from the World Economic Forum. And to stay competitive, workers need to be vigilant about upskilling and adapting to shifting job responsibilities all in the context of the reputational hurdles our sector and wider financial services face. This panel will explore how creating an inclusive environment, where individuals feel safe to voice ideas and challenge existing views, can drive innovation and attract top talent.

Speakers confirmed so far:

- Chair: Deepak Jobanputra, ABI DEI Board sub-group Chair and Vitality CSO
- Craig Dickson, CEO, DAC Beachcroft
- Claire Tunley, Chief Executive, Financial Services Skills Commission
- Nick Turner, Group Chief Executive, NFU Mutual

Breakout H: Open for business - Unlocking pension investment in UK plc – Olivier breakout room

This year marks the first year of Solvency UK, with much discussion around how the prudential regulation reforms can unlock UK pension investment in the UK – with the insurance sector pledging to invest £100bn in UK productive assets over the course of 10 years. The Investment Delivery Forum has been set up to help meet this pledge. At the same time, the Pension Investment Review aims to create megafunds in DC pensions, with the scale and capability to invest in a wide range of asset classes that can deliver better long-term returns for savers, including investment in the UK.

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| | <p>This panel will explore how insurers and pension providers are investing in the UK, what barriers they face, and how we can work with the new government to catalyse investment, with initiatives such as the National Wealth Fund, GB Energy, LIFTS and the British Growth Partnership.</p> <p>Speakers confirmed so far:</p> <ul style="list-style-type: none"> • Chair: David Otudeko, Interim Director of Regulation, ABI • Kevin Doran, Chief Investment Officer, Scottish Widows / Lloyds Banking Group Plc • Steve Penketh, Advisor to the CEO, Green Finance Institute • Shelley de Souza, Director, Banking and Investments, National Wealth Fund |
| 15:10 (20 mins) | <p>Afternoon networking break – grab and go coffee (Pickwick room)</p> <p>VIP CEO & Chairs Lounge – Gielgud Suite</p> |
| 15:30-16:05 (35 mins) | <p>Afternoon Plenary Session Two: Invested in people and planet (Churchill main room) H&P Stayin’ Alive - Role of insurance in creating healthier, happier and more productive workplaces</p> <p>This session will explore the root causes of economic inactivity due to ill health, potential responses and the role that insurance can play as part of the solution.</p> <p>The UK is faced with an urgent need to improve workplace health to drive productivity and take forward the Government’s mission of securing economic growth.</p> <p>The Office for National Statistics show that 2.8 million working age people are out of work due to long term ill health. Findings from the recent IPPR cross-party Commission on Health and Prosperity paint an even bleaker picture if we fail to address this. If current trends continue, they predict that economic inactivity due to sickness could hit 4.3 million by the end of this parliament.</p> <p>The Government is focused on delivery of its Five Missions with a particular focus on delivering growth. New approaches are being sought to shape government work on economic inactivity, tackling the root causes for people remaining out of work such as poor physical and mental health.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Chair: Louise Minchin, broadcaster and journalist • Diane Lightfoot, CEO, Business Disability Forum • Sacha Romanovitch OBE, Chair, Commission for Healthier Working Lives • Mark Till, CEO, Unum UK |
| 16:05-16:35 (30 mins) | <p>Keynote Four – Change Makers Panel (Churchill main room)</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Chair: Philippa Handyside, General Counsel, ABI • Joeli Brierly, Founder, Pregnant then Screwed • Lee Castleton OBE, Electrical engineer and Former SPMR |

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| | <ul style="list-style-type: none">Audley English MBE |
| 16:35 | Highlights reel (filmed throughout the day) |
| 16:40 | Concluding remarks – Louise Minchin (Churchill main room) |
| 16:45 | Conference ends |