

# 3<sup>RD</sup> ANNUAL INTELLIGENT INSURANCE SUMMIT

27-28 NOVEMBER 2025

HOTEL RIU PLAZA | BERLIN, GERMANY

Register Now & Save €300

## SPEAKER LINE-UP



**Hanbing Ma**  
Head of Innovation &  
Digital Transformation  
ERGO Group

**ERGO**



**Lorenzo Buonocore**  
Strategy & Transformation  
Director  
Allianz Spain

**Allianz**



**Marcin Tyrański**  
IT Strategy and Data  
Platform Department  
Director, IT Tribe Lead  
UNIQA Poland

**UNIQA**



**Javier Llorente González**  
Managing Director.  
International Head  
of Claims Solutions  
Marsh

**Marsh**



**Sophie Meiklejohn**  
Head of Strategy Implementation  
and Innovation - Claims  
Howden

**HOWDEN**



**Finnian Emson**  
AI Solution Lead  
Zurich Insurance

**ZURICH**



**Neil Bullivant**  
Head of AXA Group Chief  
Underwriting Office  
Transformation & Operations  
AXA

**AXA**



**Gustavo Martin  
Morcuende**  
Head of Data Platform  
MAPFRE

**MAPFRE**



**Neha Pandey**  
Data Lead - Claims &  
Customer Operations  
Direct Line Group

**Direct Line  
Group**



**Nicholas Dias**  
Director of Digital  
Development  
Gallagher

**Gallagher**



**Samuel Obute**  
Associate Director  
- Innovation & Development  
within Aerospace  
WTW

**wtw**



**Graeme Stuart**  
Director of Product  
Management  
Aflac

**Aflac**

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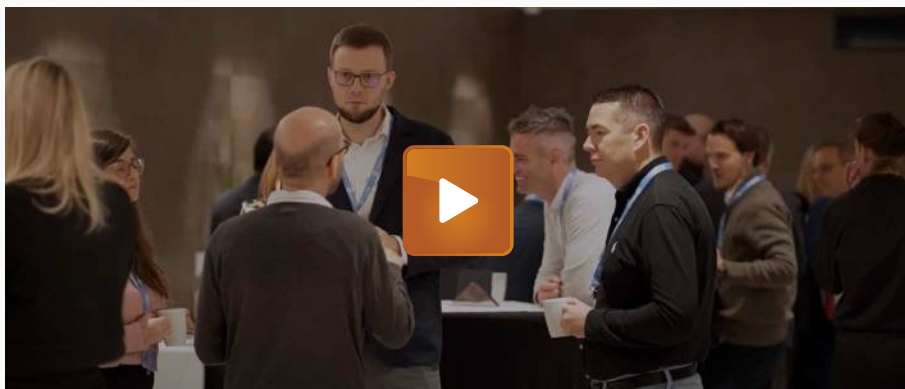
**Register Now & Save €300**

We are pleased to announce the launch of the **3rd Annual Intelligent Insurance Summit**, that will take place on **27-28 November** in **Berlin, Germany**. This edition will focus on big data management and analysis tools, predictive analytics and real-time data streams, generative and agentic AI, and much more. This industry event will explore the latest innovations and trends shaping the future of insurance, focusing on transformative intelligent technology solutions for all business functions including underwriting, risk, claims, fraud, distribution and customer engagement. The event will provide practical insights and solutions for precise decision-making whilst streamlining processes and operations in order to boost competitiveness and minimize risk. Join global insurers, reinsurers, brokers, technology leaders, and strategists to network, exchange ideas, and gain actionable strategies for building the intelligent insurance business of tomorrow!

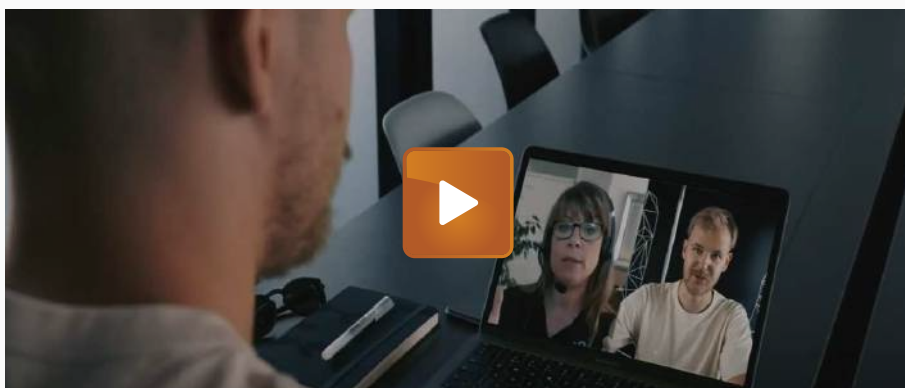
## Key Practical Learning Points

- Leveraging Real-Time Data and Predictive Analytics for Agile Risk Evaluation and Dynamic Underwriting
- Boosting Efficiency and Accuracy Across the Claims Lifecycle Through Intelligent
- Implementing Dynamic and Precision Pricing Strategies Using AI and Behavioral Insights
- Strengthening Fraud Detection and Investigation Capabilities With AI-Powered Analytics
- Modernizing Data Architecture to Enable Intelligent Data Collection, Governance, and Usage at Scale
- Establishing a Robust AI Governance Framework Across Insurance Operations
- Delivering Hyper-Personalized Customer Experiences Through Advanced AI and Predictive Modeling
- Enhancing Distribution Strategies with Intelligent Automation and Targeted Analytics
- Elevating Customer Satisfaction Through Next-Generation Digital Technologies and Services

## Take A Look At Our Previous Edition



## Explore Our Hybrid Event Experience



## Venue

### HOTEL RIU PLAZA BERLIN



**Martin-Luther-Straße 1, 10777 Berlin, Germany**  
**hotel.plazaberlin@riu.com | +49 30 2809000**

## Who Should Attend

The summit will gather Directors, VPs, Heads, Managers and other insurance professionals with the following expertise:

- Emerging Technologies
- Data Analytics and Business Intelligence
- Artificial Intelligence and Machine Learning
- Risk Management and Compliance
- Claims Management and Policy Administration
- Customer Experience and Insights
- Data Governance and Architecture
- ESG Strategy and EU Taxonomy Alignment
- Valuation and Appraisal
- Actuarial Science and Modelling
- Underwriting and Pricing Strategy
- Fraud Detection and Investigation
- & Others!



**X 12+ Industry Case Studies**




**X 20+ Hours of networking:**

forge new professional contacts during numerous networking breaks between sessions & during the special Networking Dinner on Day 1



**X 100+ Pages of the Post-Summit Materials**

documentation package available upon demand\*

08:30 Check-In and Welcome Coffee 

09:00 Opening Address from the Chair

09:10 "Breaking the Ice" Speed Networking Session

Meet your colleagues, exchange business cards and have a maximum number of 1-on-1 talks in a short amount of time! Our Speed Networking session will help you to form those initial relationships early, find out who is facing the same challenges as you and get a nice preview of what a longer conversation could bring!

## CLAIMS TRANSFORMATION & OPERATIONAL EXCELLENCE

09:50 AVAILABLE SPONSORSHIP SLOT



### Unlocking Business Value with Intelligent Data Management

Big data is only as valuable as the insights you can extract from it. This session will dive into how insurers are leveraging sophisticated data management platforms to improve risk evaluation, streamline operations, and deliver tailored experiences to customers. Attendees will hear about practical approaches and emerging technologies that turn complex datasets into powerful business assets.

10:30 Case Study: 


### Driving Strategic Transformation in a Legacy Industry

- Exploring the critical role of people in driving successful transformation, emphasizing the importance of culture, mindset shifts alongside technology adoption and ensuring people are supported through the change with a clear change management roadmap.
- Addressing common challenges and resistance encountered during digital transformation, particularly in legacy industries, and offer strategies to foster engagement and buy-in from teams.
- Discussing the strategic integration of AI to enhance productivity while minimizing low value-added workload, ensuring a balanced approach that values human input.
- Nurturing a future-ready mindset within organizations, encouraging adaptability and continuous learning to thrive in an evolving digital landscape.

**Neil Bullivant**

Head of AXA Group Chief Underwriting  
Office Transformation & Operations  
AXA



11:10 Morning Coffee and Networking Break 

11:40 Case Study: 

### Boosting Efficiencies and Accuracy Across the Claims Lifecycle through Intelligent Systems

In today's data-rich insurance landscape, the claims function is undergoing rapid transformation. Join this session to explore how Howden is leveraging intelligent systems to drive step-change improvements in claims operations — enhancing accuracy, increasing speed, and reducing operational friction.

**Sophie Meiklejohn**

Head of Strategy Implementation  
and Innovation – Claims  
Howden



12:20 Case Study: 

### Empowering the Claims Function with Data-led Architecture, Cloud-native Analytics & Generative AI \*

Discover how Direct Line Group is transforming claims through a data-first strategy, cloud-native analytics, and emerging generative AI tools. Neha will share how her team is streamlining operations, improving decision-making, and building a modern, inclusive data culture—paving the way for smarter, faster, and more resilient claims management.

**Neha Pandey**

Data Lead - Claims & Customer Operations  
Direct Line Group



13:00 Business Lunch 

## EMPOWERING INSURANCE WITH INTELLIGENT AUTOMATION

14:00 Case Study: 

### AI is HERE! What Should I Do?

- Introduction: AI in insurance – Why Now?
- Opportunities: Where AI can add value (an underwriting/broker viewpoint but applicable to several functions)
- Risks and Challenges
- What should you do – sharing some practical steps?

**Samuel Obute**

Associate Director – Innovation &  
Development within Aerospace  
WTW



14:40 Case Study: 


### Balancing Autonomy and Data Governance in Corporate Environments

In the talk, we explore how MAPFRE is building a Data Platform that balances user autonomy with strong governance requirements. By treating the platform as a product, we've created reusable, secure, and easy-to-use components that enable teams to build data products independently. Governance is integrated transparently, allowing agility without compromising compliance. This has required deep cross-functional collaboration and a cultural shift, embracing the principle of "shift-left governance" from the data's origin onward.

**Gustavo Martin Morcuende**

Head of Data Platform  
MAPFRE



15:20 Afternoon Tea and Networking Break 

15:40 Case Study: 

### Leveraging AI to Enhance Operational Efficiency in Insurance \*

This session would explore how Zurich Insurance is utilizing AI to streamline operations, improve decision-making processes, and enhance customer experiences. Topics could include the implementation of AI in underwriting, claims processing, and customer service, as well as the challenges and successes encountered along the way.

**Finnian Emson**

AI Solution Lead  
Zurich Insurance



16:20 PANEL DISCUSSION 

### From Silos to Synergy - Operationalizing AI and Data Strategy Across Insurance Functions

Insurers are investing heavily in AI and data capabilities—but turning that investment into real, cross-functional value remains a challenge. This panel brings together leaders in underwriting, claims, customer operations, and data platforms to explore how to align enterprise data strategies with business outcomes. Topics will include breaking down data silos, building AI-ready infrastructure, balancing governance with agility, and fostering a data-driven culture. Expect practical insights on what's working, what's not, and where the industry is headed next.

17:00 Chair's Closing Remarks and End of Day One

18:00 Networking Dinner 

\* TBC



08:30 Check-In and Welcome Coffee ☎

09:00 Day Two Opening Remarks from the Chair

## FUTURE-PROOFING INSURANCE: INNOVATION, IMPACT & INTELLIGENT GROWTH

09:10 AVAILABLE SPONSORSHIP SLOT



### Driving Sustainable Insurance: ESG Solutions for Risk and Opportunity

Big data is only as valuable as the insights you can extract from it. This session will dive into how insurers are leveraging sophisticated data management platforms to improve risk evaluation, streamline operations, and deliver tailored experiences to customers. Attendees will hear about practical approaches and emerging technologies that turn complex datasets into powerful business assets.

09:50 Case Study: 🔍

### Scaling Innovation, but HOW?

Why is it essential to scale innovation? Innovation is creating value from ideas! The key difference between innovation and invention lies in implementation and scaling. Without scaling, there's no innovation. How can we achieve that? Hanbing will share with you her experiences, provide some examples and summarize the key success factors of the digitalization journey of ERGO.

**Hanbing Ma**

Head of Innovation & Digital Transformation  
ERGO Group



10:30 Morning Coffee and Networking Break ☕

11:00 Case Study: 🔍

### Process Re-Design and Productivity Tools in Underwriting and Sales

- Increasing productivity using all levels from process re-design, mining, automation, and AI to create value
- How to match productivity gains with actual P&L impacts
- Create employee wellbeing leveraging productivity to tilt workforce mix

**Lorenzo Buonocore**

Strategy & Transformation Director  
Allianz Spain



11:40 Case Study: 🔍

### Innovating the Specialty Insurance Experience: A Digital Transformation Journey \*

Discover how Gallagher is revolutionizing the specialty insurance sector through a strategic digital transformation. This session will explore the development and implementation of a cloud-native, data-driven insurance management platform that streamlines the entire broking lifecycle—from inquiry and quotation to policy issuance, claims, and settlement—while enhancing client engagement through a secure, self-service portal. Gain insights into the challenges and successes encountered in integrating this solution and the impact it has on modernizing specialty insurance.

**Nicholas Dias**

Director of Digital Development  
Gallagher



12:20 FIRESIDE CHAT 🔥

### Dynamic & Precision Pricing - The Future of Insurance Pricing Strategy

As customer expectations rise and data capabilities grow, traditional pricing models are no longer enough. Join this fireside chat to explore how insurers are embracing dynamic and precision pricing—leveraging real-time data, behavioral insights, and AI-driven models to fine-tune risk selection and deliver fairer, more personalized pricing. Hear real-world perspectives on implementation challenges, regulatory considerations, and how to balance agility with accuracy in an increasingly competitive marketplace.

13:00 Business Lunch 🍽

14:00 Case Study: 🔍

### Optimizing Claims Management for the Digital Age

As claims become a key differentiator in the insurance value chain, modernizing claims operations is more critical than ever. This session will explore how Marsh is transforming traditional claims management by embedding automation, intelligent triage, and real-time analytics into the core of its processes. Learn how digital tools are driving efficiency, accuracy, and customer satisfaction at scale—while maintaining compliance and operational control. Learn practical insights from leading international programs and highlight what it takes to deliver measurable impact in a complex, high-volume claims environment.

**Javier Llorente González**

Managing Director, International  
Head of Claims Solutions  
Marsh



14:30 Case Study: 🔍

### Data Platforms Transformation Program at UNIQA Poland

As data becomes the cornerstone of strategic decision-making, insurers must evolve their platforms to meet growing business demands. This session will explore how UNIQA Poland is executing its Data Platforms Transformation Program—redesigning its architecture to support scalable analytics, real-time insights, and AI readiness. Learn how the organization is overcoming legacy challenges, driving data democratization, and aligning IT and business through a unified data vision.

**Marcin Tyrański**

IT Strategy and Data Platform  
Department Director, IT Tribe Lead  
UNIQA Poland



15:00 Case Study: 🔍

### Turning Insight into Impact: Leveraging Customer Data to Drive Product Strategy \*

In an era where customer expectations are evolving rapidly, data-driven product development has never been more critical. This session will explore how Aflac is harnessing real-time customer insights to inform its product roadmap, enhance relevance, and accelerate innovation. Learn how product teams are translating feedback, behavioral data, and market signals into actionable strategies that better serve policyholders and create a more agile, responsive product ecosystem. Gain practical takeaways for embedding customer-centric thinking into every stage of the product lifecycle.

**Graeme Stuart**

Director of Product Management  
Aflac



15:30 Chair's Closing Remarks and End of Summit

\* TBC

# REGISTRATION FORM

3RD ANNUAL INTELLIGENT INSURANCE SUMMIT | 27-28 NOVEMBER 2025 | BERLIN, GERMANY

## Delegate Pass

- 2-Days Summit + Workshop
- Interactive Focus Sessions
- Discussions with Industry Experts and Peers
- Complimentary Networking Dinner
- Post-Conference Documentation Package
- Delegate List

~~1395 euro~~

**1095 euro**

For registration completed  
by July 11th

Promo Code

**CLAIM300**

## Group Pass

- 2-Days Summit + Workshop
- Interactive Focus Sessions
- Discussions with Industry Experts and Peers
- Complimentary Networking Dinner
- Post-Conference Documentation Package
- Delegate List

~~1395 euro~~

**995 euro**

For registration completed  
by July 11th

Promo Code

**CLAIM400**

## Online Pass

- 2-Days Summit + Workshop
- Interactive Focus Sessions
- Discussions with Industry Experts and Peers
- Virtual Networking Opportunities
- Access to the Entire Event from the Comfort of your Home
- Possibility to Share Branded Materials with the Audience
- Post-Conference Documentation Package
- Delegate List

**699 euro**

## Branding Package

- 1 Delegate Pass
- 2-Day Access to all Summit Sessions
- Branded roll up display
- Discussions with Industry Experts and Peers
- Complimentary Networking Dinner
- Post-Conference Documentation Package
- Delegate List

Limited availability

**3499 euro**

## DELEGATES

Name:

Position:

E-mail:

Name:

Position:

E-mail:

Name:

Position:

E-mail:

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Company:

Address:

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## CONTACT DETAILS

Victoria Weber

Marketing Director

[victoria.weber@luxatiaiinternational.com](mailto:victoria.weber@luxatiaiinternational.com)

00 (420) 775 717 730

[www.luxatiaiinternational.com](http://www.luxatiaiinternational.com)