



# PROGRAMME

## Claims Professionals Conference

Un-Chartered Waters

*Navigating change through expertise*



Thursday 26th September 2024

Friday 27th September 2024



APEX HOTEL & DOUBLETREE HILTON IN BATH, UK



PROFESSIONALS IN CLAIMS MANAGEMENT



## Ticket Prices

### Member Only

Full Conference & Dinner £415.00

Day 1 Conference £295

Day 2 Conference £165

### Non-Member

Full Conference & Dinner £465.00

Day 1 Conference £345.00

Day 2 Conference £185.00

### Concession Rates\*\*

#### CII

Full Conference & Dinner £440.00

Day 1 Conference £320.00

Day 2 Conference £165.00

#### FOIL

Full Conference & Dinner £440.00

Day 1 Conference £320.00

Day 2 Conference £165.00

#### AIRMIC

Full Conference & Dinner £440.00

Day 1 Conference £320.00

Day 2 Conference £165.00

Notes:

\*\* Concession Rates given to members of the mentioned Institutes. Valid membership numbers must be provided to qualify otherwise delegates will be required to pay a top up fee to the full ticket price. If the top-up fee is not paid within a week the ticket will be cancelled and the payment received will not be refunded.



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## VENUES

### Day One

Apex Hotel, James Street West, Bath, United Kingdom, BA1 2DA

### Day Two

DoubleTree Hilton Bath, Walcot St, Bath BA1 5BJ

## GUEST HOST AND SPEAKER



### ANGELA WALKER

#### Angela Walker Reports

Angela Walker has more than 20 years experience as a News Reporter including twelve years as a Senior Journalist with BBC News. Her work has taken her across the UK and overseas including time in Russia and East Africa.

She is an accomplished programme producer and videographer and has written and produced hundreds of news and current affairs programmes.

She now runs her own media production company and hosts a current affairs podcast called Angela Walker in Conversation.



# DAY ONE

Time	Session	Speaker
9:00	Registration & Exhibition Hall Opens	
9:30	WELCOME	<b>Steven Wallace</b> <i>CILA President</i>
9:40	<b>Navigating Labour Laws</b> As the UK transitioned to a Labour government, the insurance industry faces new challenges and opportunities shaped by shifts in policy and regulatory focus. For claims professionals, understanding the implications of this political change is crucial for adapting strategies and ensuring compliance.  This session will provide an in-depth analysis of how a Labour-led government could impact the insurance landscape.	<b>James Daley</b> <i>FairerFinance</i>
10:20	<b>AI &amp; The Evolving Risk Landscape:</b> Artificial Intelligence (AI) is revolutionizing the insurance industry, bringing both unprecedented opportunities and new risks. As AI technologies become increasingly integrated into underwriting, claims processing, and customer service, insurance professionals must stay ahead of the curve to effectively manage the evolving risk landscape.  This session by eminent lawyer Damian Cleary will explore AI technology in Underwriting and in cyber risk mitigation and incident resolution.	<b>Damian Cleary</b> <i>DCTthree</i>
11:00	COFFEE BREAK	
11:30	<b>Challenges in Infrastructure</b> Rob McNeil will explore the unique risks associated with aging assets, such as increased maintenance costs, higher failure rates, and the heightened likelihood of claims, particularly in the power sector. Ben Adams will provide an engineer's perspective on the impact of time and usage on infrastructure, with a detailed case study of a power plant. He will discuss how aging can affect the integrity and efficiency of these assets, influencing both operational risks and insurance claims.	<b>Rob McNeil</b> <i>GRS</i> <b>Ben Adams</b> <i>Hawkins &amp; Associates</i>



## DAY ONE (CONT.)

Time	Session	Speaker
12:10	<p><b>When the crowd strikes: Aggregated and novel</b></p> <p>In today's interconnected world, the ripple effects of disruptions can lead to widespread and unprecedented business interruption risks. This session will explore the challenges posed by aggregated and novel risks which can rapidly escalate across borders and industries.</p>	<p><b>Angus Osbourne-White,</b> <i>Crawford Forensic Accounting Service</i></p>
13:00	<b>LUNCH</b>	
14:00	<p><b>Health &amp; Safety</b></p> <p>Presented by Polygon Group, a leader in property damage restoration, this session will delve into the critical health and safety risks that claims professionals need to consider when dealing with property damage claims. From mold exposure to structural hazards, the session will cover the most common risks encountered during restoration projects and their implications for claims management.</p>	<p><b>Emily Garnett</b> <i>Polygon Group</i></p>
14:30	<p><b>Covid Claims: where are we now?</b></p> <p>Since the FCA Test Case, there have been numerous further decisions handed down in relation to coverage, limits, aggregation, and furlough. Nicola Maher and Lauren Murphy of Edwin Coe LLP will lead you through the myriad of recent case law summarising the current position, what is happening next and whether businesses yet to make a claim or whose claims have been denied are still eligible to recover under their policies.</p>	<p><b>Nicola Maher</b> <i>Edwin Coe</i> <b>Lauren Murphy</b> <i>Edwin Coe</i></p>
15:00	<b>TEA BREAK</b>	



## DAY ONE (CONT.)

Time	Session	Speaker
15:30	<p><b>A Property Adjuster - Back and to the Future</b></p> <p>Join the Property SIG on a journey through time where they explore the evolution of a Property Adjuster! The session will focus on the changing attitudes over the years, and how policy cover and customer demands have altered to present new challenges and opportunities.</p>	<p><b>Toby Knight</b> <i>McLarens</i></p> <p><b>Paul Redington</b> Zurich</p> <p><b>Alison Unwin</b> <i>Sedgwick International</i></p> <p><b>Luke Branningan</b> Crawford &amp; Company</p>
16:15	<p><b>Beyond the Claim: The future of Loss Adjusting &amp; Claims Handling (Chaired by Angela Walker)</b></p> <p>Chaired by Angela Walker, this thought-provoking panel discussion will wrap up the day by exploring the evolving roles of loss adjusters and claims handlers. As the industry faces unprecedented changes and challenges, this session will delve into what lies ahead for professionals in these critical roles and the skills and adaptations needed to thrive in an uncertain future.</p>	<p><b>Richard Done</b> <i>Polygon Group</i></p> <p><b>Steven Smith</b> <i>Crawford &amp; Company</i></p> <p><b>James Daley</b> <i>FairerFinance</i></p> <p><b>United Against Dementia</b> TBC</p>
17:00	<b>CONFERENCE CLOSE</b>	
17:15	<b>AGM</b> (CILA Members only)	
19:00	<b>DRINKS RECEPTION</b> (Dinner attendees only)	
20:00	<p><b>DINNER</b></p> <p>Roman Bath House and Pump Rooms Three-Course Dinner</p>	
23:30	<b>CARRIAGES</b>	



# DAY TWO

Time	Session	Speaker
9:00	Registration Opens for Day Two only Attendees	
09:30	<b>WELCOME</b>	<b>CILA President</b>
9:35	<b>Unveiling High Net Worth Fraud</b> This session will delve into the intricate world of high net worth fraud, focusing on its prevalence, detection, and implications for loss adjusters. With a spotlight on art restoration, the discussion will feature case studies that illuminate the challenges and complexities of fraud in high-value assets.	<b>Alex Wakefield</b> <i>McLarens</i>  <b>Garry Slater</b> <i>Claims Consortium Group</i>  <b>Julia Stockdale</b> <i>Fine Art Restoration</i>
10:20	<b>Adjusting in Conflict Zones</b> Loss adjusting in conflict zones requires a unique set of skills and strategies due to the complex and volatile environment. This session will provide valuable insights and practical guidance for claims professionals working in or managing claims from conflict-affected areas.	<b>Tom Zagul</b> <i>Zagul Adjusters &amp; Surveyors</i>
10:45	<b>COFFEE BREAK</b>	
11:00	<b>New Technology</b> As the energy sector rapidly evolves with the integration of innovative technologies like Battery Energy Storage Systems (BESS), wind and solar power, and green hydrogen, the insurance landscape must adapt to these advancements. This session will explore the unique coverage challenges and opportunities associated with these cutting-edge technologies.	<b>Mamoon Alyah</b> <i>CEERISK</i>



## DAY TWO (CONT.)

Time	Session	Speaker
11:20	<p><b>CONSTRUCTION: PANEL DISCUSSION</b></p> <p>Join us at the close of the conference for an engaging panel discussion led by Angela Walker, focusing on the construction challenges and insurance implications of integrating new technologies into building projects. This session will bring together industry experts to debate and dissect the complexities surrounding warranties, LEG 3 developments, performance bonds, and the interplay between contractual obligations, warranties, and insurance coverage.</p>	<p><b>Chris Minter-Owen</b> <i>AON</i></p> <p><b>Kevin O'Shea</b> <i>DWF</i></p> <p><b>Mark Simmons</b> <i>McLarens</i></p> <p><b>Mamoon Alyah</b> <i>CEERISK</i></p>
12:30	<b>CLOSE OF CONFERENCE</b>	