



It is increasingly clear that it is no longer ‘business as usual’ for the insurance industry. Managements in every industry sector and every geographic area need fresh ideas and solutions to deal with the challenges of the 2020s, and this year’s Forum will focus on the issues identified in our extensive survey of industry leaders as the most critical.

AGENDA

Monday, June 8, 2020

10:30am – 12:00pm	Ambassador Meeting – invitation only
12:00pm – 1:00pm	Honors Committee Meeting – invitation only
12:00pm – 1:00pm	Leadership Luncheon Reception – invitation only RGA Leaders of Tomorrow Luncheon – invitation only
1:00pm – 2:00pm	Research Network – invitation only
1:00pm – 2:15pm	Executive Council Meeting – invitation only
2:30pm – 4:00pm	Regulator – Industry Roundtable – invitation only
4:00pm – 5:00pm	Industry Presentation – IIS Members Only
5:00pm – 7:00pm	IIS Members Welcome Reception – IIS Members Only

Tuesday, June 9, 2020

8:00am – 8:45am	Industry Breakfast Session
9:00am – 9:10am	Opening Remarks
9:10am – 9:25am	Keynote
9:25am – 9:40am	CEO Research Survey Presentation <i>The annual Institutes/IIS survey of c-suite executives from more than 50 countries uncovers their most pressing concerns. The results, which have informed the content of the Forum program,</i>

will be revealed as part of the opening ceremony to set the tone for the conference.

9:40am – 10:20am

Executive Forum: The Insurance Value Proposition Reimagined

The next generation of potential insurance buyers appears to have different, and potentially negative, attitudes about the need for insurance. This panel will discuss threats to the relevance of insurance, a lack of awareness of the impact of insurance from industry outsiders, as well as emerging opportunities for the protection of lives and property around the world.

10:20am – 10:50am

Networking Break

10:50am – 11:05am

Special Address: Resilience & Sustainability

11:05am – 11:45am

Executive Forum: Resilience & Sustainability: A necessity for future profitability

The insurance industry has been a leading contributor to building a more resilient and sustainable world, both through its own efforts and in collaboration with the public sector. This session will explore the evolving challenges that insurers use both their risk management and their investing capabilities to mitigate, and also reveal new initiatives and participants.

11:45am – 12:00pm

Shin Research Presentation:

12:00pm – 1:00pm

Luncheon Reception

1:00pm – 1:05pm

Industry Collaboration

1:05pm – 1:20pm

Special Address: Regulation

1:20pm – 2:00pm

Executive Forum: The regulators' role in closing the protection gap

As resilience and sustainability initiatives gain momentum, it is increasingly clear that regulators' and policymakers' actions can either stimulate or inhibit progress. This session, featuring both regulators and industry leaders, will examine how to address regulators' requirements while promoting insurance market development to cover more people for more perils.

2:00pm – 2:30pm

Networking Break

2:30pm – 2:45pm

Special Address: Artificial Intelligence

2:45pm – 3:25pm

Executive Forum: Artificial Intelligence

AI promises to revolutionize many if not most processes in the insurance value chain. This session will offer a unique blend of scientists, insurance entrepreneurs and rating agency leaders to provide perspective and insight.

3:25pm – 4:25pm

Lightning Round: InsurTech

This high-energy session will feature a series of select InsurTech entrepreneurs and the technology they have developed which is

designed to enhance products, streamline processes and develop efficiencies for providers.

4:25pm – 4:30pm	Summary Remarks
6:30pm – 7:00pm	Awards Cocktail Reception
7:00pm – 9:30pm	Awards Dinner
9:30pm – 10:30pm	Dessert Reception

Wednesday, June 10, 2020

8:00am – 8:45am	Industry Breakfast Session
9:00am – 9:05am	Opening Remarks
9:05am – 9:20am	Special Address: Cyber
9:20am – 10:00am	Executive Forum: Cyber <i>Thought leaders from all industry stakeholders will discuss both the formidable challenges and the growth opportunities inherent in cyber risk. Insurers will discuss data protection measures as well as the expanding coverage needs and enticing premium growth potential.</i>
10:00am – 10:30am	Networking Break
10:30am – 10:45am	Special Address: Protection Gap
10:45am – 11:25am	Executive Forum: Life & Health Protection Gap <i>A panel of experts will evaluate the role of insurance in addressing the widening protection gap that exists around basic life insurance, access to health care, retirement savings and long term care resulting from pressures of population growth, expanding lifespans and government program limitations.</i>
11:25am - 12:05am	RGA Leaders of Tomorrow Forum: Where is the industry falling short? <i>The international rising stars of the industry will present their perspective on the critical issues of the day. The expertise these young leaders have in technology, social media, environmental issues and others complements the insights of today's c-suite executives.</i>
12:05pm – 1:05pm	Luncheon Reception
1:05pm – 1:20pm	Special Address: ESG Investing – Doing Well by Doing Good
1:20pm – 2:00pm	Executive Forum: ESG Investing – Doing Well by Doing Good <i>A panel of asset managers and insurance company investment professionals will discuss the long-term benefits of an</i>

Environmental, Social and Governance investing approach and its evolution from an element of corporate social responsibility to a philosophy that can produce excellent portfolio returns.

2:00pm – 2:15pm

Special Address

2:15pm – 2:30pm

Special Address: Disruption

2:30pm – 3:10pm

Executive Forum: Disruptors that are Challenging Industry Norms: Friend or Foe?

Insurtech firms and other bold innovators have evolved from threats to disintermediate traditional insurers in the marketplace to enablers of legacy insurers who have acquired or invested in them. This panel will discuss that evolution and what comes next.

3:10pm – 3:25pm

Special Address: Futurist

3:25pm – 4:05pm

Co-presentation: Capitalizing on Tomorrow's Consumer

Today's consumers expect more. Current industry practices for customer experience must rise to the new standards set by ecommerce leaders. Hear from industry leaders on creating an optimal customer journey that builds brand loyalty through an enhanced customer experience.

4:05pm – 4:10pm

Summary Remarks

4:10pm – 4:15pm

Remarks from 2021 Global Insurance Forum Chair

4:15pm – 5:00pm

Networking Reception