

# AMICE Congress: The Art of Transformation

*Embracing change to create a brighter future*

Date: Wednesday 02 June 2021, Online

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**08.30**      **DOORS OPEN**  
*Explore the Congress network: connect with industry peers and Congress sponsors.*

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## **WELCOME**

**09:00-09:10**      **OPENING OF THE CONGRESS**  
*Christophe Ollivier, Vice President, AMICE*

### **Welcoming remarks**

*Congress Host: Sarah Goddard, Secretary General, AMICE*

*Congress Moderator: Emmanuel Djengue, Innovation Director, Europe, RGAX*

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## **THE ART OF TRANSFORMATION**

**09:10-09:40**      **KEYNOTE**  
***The world is round - in search of the post-corona future***  
*Jo Caudron, Managing Partner, Scopernia*

*Disruption takes multiple forms, leading to many channels of transformation. How do we embrace change to create a brighter future?*

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## **SUSTAINABLE TRANSFORMATION**

**09:45-10:10**      **KEYNOTE**  
***Transforming the insurance sector's sustainability agenda***  
*Butch Bacani, Programme Leader, UN Environment Programme's Principles for Sustainable Insurance Initiative*

*The UN's Principles for Sustainable Insurance (PSI) is transforming the insurance sector's sustainability agenda. How should the mutual insurance sector apply this agenda to better understand, prevent and reduce environmental, social and governance risks, and better manage opportunities to provide quality and reliable risk protection?*

**10:15-11:00**      **PANEL DISCUSSION**  
***Sustainable transformation***  
*Chair: Sarah Goddard, Secretary General, AMICE*  
*Liesbeth van der Kruit, CSR Director, Achmea*  
*Jean-Pierre Grimaud, CEO, OFI Asset Management*  
*Stefan Plessner, Founder and Managing Director, Synavision*  
*Eeva Salmenpohja, Vice President, Sustainability and Public Affairs, LocalTapiola General Mutual Insurance Company*

*Sustainability is one of the biggest transformational challenges for mutual insurers. What changes need to be brought into strategies to protect the future of our organisations?*

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**11:00-11:15**      **BREAK**  
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## **DIGITAL TRANSFORMATION**

- 11:15-11:40 **KEYNOTE**  
*Digitalisation and insurance risk*  
Fausto Parente, Executive Director, EIOPA
- 11:45-12:25 **PANEL DISCUSSION**  
*Digital transformation*  
Chair: Emmanuel Djengue, Innovation Director, Europe, RGAX  
Matt Cullina, Head of Global Insurance Business, Sontiq  
Martin Mullins, Professor of Risk and Insurance, Visiting Prof. Vicomtech Foundation, San Sebastian, Pais Vasco
- 12:30-12:45 **CASE STUDY: Oom Verzekeringen**  
*Digital transformation*  
Chantal Deen, Sales & Communication Manager, OOM Verzekeringen
- 12:45-13:00 **CASE STUDY: A.M. Best**  
*Mutual insurance: report*  
Pierre Tournier, Associate Director, Analytics, AM Best

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## 13:00-14:00 **LUNCH / NETWORKING BREAK**

### **ADDRESS**

Dr Norbert Rollinger, CEO, R+V Versicherung AG  
Invitation to the next AMICE Congress, 08-10 June 2022, Wiesbaden/Mainz, Germany

### **MUTUAL MEET UP**

- Network with peers and take part in one-to-one chats to discuss industry trends and share best practice tips
- Connect with sponsors

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## **FUTURE EUROPE**

- 14:00-14:25 **KEYNOTE**  
*An economy that works for people*  
Sirpa Pietikäinen, MEP, Member, Committee on Economic and Monetary Affairs.

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## **THE ROLE OF THE MUTUAL IN TRANSFORMING THE SOCIAL ECONOMY**

- 14:30-15:00 **FIRESIDE CHAT**  
*Building a resilient and sustainable economy*  
Ann Sommer, Founder Director, AMICE/CEO, Länsförsäkringar (retired)
- The Covid-19 crisis exposed both frailties and strengths in the social economy. What role does the mutual insurance sector play in building a resilient and sustainable economy in the post-Covid era?*

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- 15:00-15:15 **BREAK**  
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## **FUTURE TRANSFORMATIONS**

15:15-15:55

### **KEYNOTE**

#### ***The future customer***

*Iona Bain, Founder, Young Money Blog*

*The values embodied in the mutual model speak to a new generation of Europeans and new support for values-led and democratic models. How effective is the sector in getting the value message across? How do we communicate the difference between value and price to a cost-conscious consumer? How do we connect with our future customer?*

16:00-16:40

### **PANEL DISCUSSION**

#### ***Embracing change to create a brighter future***

*Chair: Richard Banks, Industry Research Director – EMEA, AM Best*

*Guillaume Allenet, Manager, Public Affairs, MAIF*

*Emmanuel Djengue, Innovation Director, Europe, RGAX*

*Víctor Meseguer, Director, Social Economy Europe*

16:45-17:30

### **KEYNOTE**

#### ***Adversity and challenges: maintaining a resilient mindset under pressure***

*Mark Pollock, Explorer, Founder & Collaborator*

*Paula Cunniffe, CEO, Strive Management*

*Sometimes we choose our challenges, sometimes our challenges choose us. What we decide to do about them is what counts. Deciding to be a competitor, a realist and a collaborator offers your people a chance of maintaining a resilient mindset under pressure.*

*Mark Pollock's keynote on adversity and challenges uses the power of active decision making to deal with challenges, regardless of where they come from, to help your people become more resilient.*

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17:30

### **CLOSING OF THE CONGRESS**

*Sarah Goddard, Secretary General, AMICE*

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17:30-18:30

### **POST CONGRESS NETWORKING**

*Network with peers and take part in one-to-one chats to discuss industry trends, best practice, and business development.*

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