AMICE Congress: The Art of Transformation

Embracing change to create a brighter future

Date: Wednesday 02 June 2021, Online

08.30  **DOORS OPEN**
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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?

11:00-11:15  **BREAK**
Explore the Congress network: connect with industry peers and Congress sponsors.
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, País 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

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

FUTURE EUROPE

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

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?

15:00-15:15 BREAK
Explore the Congress network: connect with industry peers and Congress sponsors.
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.

17:30  CLOSING OF THE CONGRESS
Sarah Goddard, Secretary General, AMICE

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.