

AMICE Congress 2018

Mutual Connections

Stockholm, 3-5 June 2018



Saturday, 2 June 2018

Arrival of delegates, free day | Clarion Hotel Sign

Sunday, 3 June 2018

14.00-18.00 Registration & information | Clarion Hotel Sign

14.00/15.00/16.00/
17.00 Shuttle bus to Skansen | Clarion Hotel Sign

14.30-17.00 **AMICE Board meeting** | Clarion Hotel Sign

18.30 Meet in hotel lobby for transfer to Skansen

19.00-22.00 Welcome reception at Skansen

Monday, 4 June 2018

08.00-18.00 Registration & information | Clarion Hotel Sign

09.00-10.30 **AMICE General Meeting** | Clarion Hotel Sign

10.30-11.00 Break

11.00-13.00 **Opening Session** | Clarion Hotel Sign

Opening of the Congress: Grzegorz **Buczowski**, President of AMICE

Welcome speech by Congress hosts:

Lars **Hallkvist**, Chairman of Länsförsäkringar AB's owner consortium

Jens **Henriksson**, CEO of Folksam

Keynote intervention: Fredrik **Reinfeldt**, Former Prime Minister of Sweden

13.00-14.00 Lunch

14.00-15.30

Session I: Trust

Trust is a vital element in the relationship between an insurer and the insured, particularly for a mutual/cooperative insurer with owner-customers. The aim of this session is to highlight trust in the **connection** to the employee, customer-owner/policyholder, the mutual and cooperative business model itself, and with society.

Moderator: Mia **Odabas**, Journalist

Expert: Carina **Lundberg Markow**, Executive Officer and Chief Strategist, Folksam Insurance Group (SE)

Panel discussion with members:

Virginia **Antonini**, Head of Sustainability, Reale Group (IT)

Bernard **De La Ossa**, Motor Services and Supplier management, Lagun Aro (ES)

Beatrice **Guéguiniat**, HR Project Manager, MAIF Group (FR)

Joost **Heideman**, CEO, Univé (NL)

Carina **Lundberg Markow**, Executive Officer and Chief Strategist, Folksam Insurance Group (SE)

15.30-16.00

Break

16.00-17.30

Session II: Collaboration

Collaboration can be a useful tool in many facets of an insurer's business. This session will look at the **connection** between mutuals and cooperatives such as joint services or joint risk-sharing, and with their customers or other partners in developing new products or services.

Moderator: Mia **Odabas**, Journalist

Case studies:

Catherine **Armand**, Chief Compliance Manager, Covéa (FR): "Intra-group cooperation to implement new legislation"

Christopher **Lohmann**, CEO, Gothaer Allgemeine Versicherung AG (DE): "#BecomingDigital - Insurance on demand made by Gothaer & Hepster"

Chris **van Toor**, Manager, Platform of Mutual Insurers (NL): "Managing our destiny - Dutch mutuality in 2025"

18.30

Meet in hotel lobby for transfer (walk & boat) to Winterviken

20.00-23.00

Gala dinner at Winterviken

Tuesday, 5 June 2018

- 08.30-15.00 Information desk | Clarion Hotel Sign
- 09.30-11.00 **Session III: Europe**
This session will look at the **connection** between consumers, their insurers and Europe. The aim of this session is to widen the debate beyond regulation and the institutions to citizens.

Moderator: Mia **Odabas**, Journalist

Panel:
Anna-Karin **Baltzari Danfors**, CEO, Swedish Consumers' Insurance Bureau
Gabriel **Bernardino**, Chairman, EIOPA
Sarah **Goddard**, AMICE Secretary General
Mark **Willetts**, Partner, Mutuo (UK)
- 11.00-11.30 Break
- 11.30-13.00 **Session IV: Future**
This session will consider the **connection** to the future, looking at opportunities in innovation, digitalisation, distribution, marketing.....

Moderator: Mia **Odabas**, Journalist

Keynote: Annika **Larsson**, Veoneer (Autoliv) (SE)

Members' innovation elevator pitch:
Susanne **Bergh**, Chief Digital Officer, Länsförsäkringar (SE)
Lars **Engvall**, Head of Futurelab, Folksam (SE)
Steve **Goossens**, Online Sales & Digital Tools, P&V Group (BE)
Catherine **Lardy**, Director for Transformation, IMA (FR)
Christoph **Rösner**, Business Consultant, Swiss Mobiliar (CH)
Jani **Tikkanen**, Director of Health Services, LocalTapiola (FI)
- 13.00-13.30 **Closing of the Congress by the President of AMICE** | Clarion Hotel Sign
Invitation to the next AMICE Congress in 2020.
- 13.30-14.30 Lunch
- 14.30-16.30 City tour of Stockholm | Departure from Clarion Hotel Sign
-