



Exceeding Expectations

Presented by LIMRA, LOMA, SOA and ACLI

April 20 – 22, 2020 • The Grand America Hotel • Salt Lake City, Utah

CONFERENCE SCHEDULE

(As of January 22, 2019 — Subject to change)

MONDAY, APRIL 20

Registration 11:00 a.m. to 6:30 p.m.

Meet and Greet 2:30 to 3:00 p.m.

Breakout Sessions 3:00 to 4:00 p.m.

- Survey Says . . . Trends in Accelerated Underwriting
- Turning Research into Awareness — The 2020 Insurance Barometer
- The Big Picture: Regulatory and Legislative Landscape in 2020
- Digital Transformation — On Track or Slowing Down?

Break 4:00 to 4:15 p.m.

Breakout Sessions 4:15 to 5:15 p.m.

- Data vs. The Actuary: Stories from the Front
- What Can Advanced Analytics Do for You?
- Rise of the Machines: Death of Risk Classes?
- How to Deliver Digital Customer Experiences Like an InsurTech: Using Legacy Modernization, APIs and Micro-services

Welcome Reception 5:15 to 5:30 p.m.

TUESDAY, APRIL 21

Continental Breakfast 7:00 to 8:00 a.m.

General Session 8:00 to 10:00 a.m.

Industry Update

David Levenson, President and Chief Executive Officer, LIMRA, LOMA, and LL Global, Inc.

Reshaping an Organization for the Changing Needs of Customers and Employees

Margaret A. Meister, FSA, MAAA, President and Chief Executive Officer,
Symetra Financial Corporation

Customer Experience Magic

Duncan Wardle, Former Head of Innovation & Creativity, Walt Disney

Refreshment Break 10:00 to 10:30 a.m.

Breakout Sessions 10:30 to 11:30 a.m.

- What Does Success Look Like in Digital Transformation?
- Engaging Customers Long Term
- How to Design a Successful Accelerated Underwriting Program
- Regulatory Compliance in an Evolving Environment:
How Regulators Are Tackling Complex Social Issues Through Underwriting Rules
- Practical Predictive Analytics — A Collaborative Approach

Luncheon 11:30 a.m. to 1:00 p.m.

Breakout Sessions 1:00 to 2:00 p.m.

- Life Insurance Product Update
- Consumer Privacy
- Customer Experience in Our Industry: What Are Companies Really Doing
and Where Is CX Going?
- How AI Is Transforming Underwriting, Marketing, Sales, and Financial Estimations
- What's the Score? Non-Medical Mortality Scores Revealed

Break 2:00 to 2:15 p.m.

Breakout Sessions 2:15 to 3:15 p.m.

- Unlocking the Power of Health and Wellness
- Artificial Intelligence — Today, Tomorrow and Beyond
- Underwriting in 2020 and Beyond: Opportunities and Challenges
Impacting Risk Selection
- Modernization of Legacy Systems — Will the Journey Ever End?
- Better Together: Reinvigorating Advisors and Brokers by Modernizing Distribution

Refreshment Break 3:15 to 3:45 p.m.

General Session 3:45 to 4:45 p.m.

I Am Extraordinary

Magie Cook, President and Chief Executive Officer, Magie Cook, LLC

WEDNESDAY, APRIL 22

Continental Breakfast 7:00 to 8:00 a.m.

General Session 8:00 to 9:00 a.m.

**Keeping Pace in a Rapidly Evolving Insurance Marketplace:
The Regulatory Perspective**

Moderator: Joyce Meyer, Executive Vice President, Government Relations, ACLI

Refreshment Break 9:00 to 9:30 a.m.

Breakout Sessions 9:30 to 10:30 a.m.

- Toward a Uniform Best Interest Standard of Care
- Understanding Life — Linking Insurance Knowledge with Ownership
- Keeping Promises — The World of Policyholder Administration
- In-Force Policy Management
- Electronic Health Records

Break 10:30 to 10:45 a.m.

Breakout Sessions 10:45 to 11:45 a.m.

- Suicide Trends and Claims Best Practices
- E-Apps, E-Delivery to E-Everything — Are We There Yet?
- Diversity and Inclusion
- So, You Think You Are a Professional Actuary

Adjournment 11:45 a.m.