



It's Everybody's Business

Presented by LIMRA and LOMA

March 31 – April 2, 2020 • Portofino Bay Hotel at Universal • Orlando, FL

CONFERENCE SCHEDULE

(As of December 11, 2019 — Subject to change)

TUESDAY, March 31

Registration 10:00 a.m. to 6:30 p.m.

New Attendee Welcome 1:00 p.m.

Welcome & Announcements 1:30 p.m.

General Session 1:35 to 2:30 p.m.

Leadership Excellence

Pat Williams, Co-founder and Senior Vice President, NBA's Orlando Magic

Break 2:30 to 2:45 p.m.

General Session 2:45 to 3:45 p.m.

Best Interest

Break 3:45 to 4:00 p.m.

General Session 4:00 to 5:00 p.m.

Roundtable Discussion Groups

Welcome Reception 5:00 to 6:30 p.m.

Informal Dinner Meet Ups 6:45 p.m.

WEDNESDAY, APRIL 1

Registration 7:00 a.m. to 5:00 p.m.

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

Welcome 8:00 to 8:15 a.m.

General Session 8:15 to 9:15 a.m.

Data Analytics In Compliance – Making the Connections

Break 9:15 to 9:45 a.m.

Breakout Sessions 9:45 to 10:45 a.m.

- The Good, Bad and Ugly of Doing Business in New York
- When the Caregiver Becomes the Criminal – Hot Topics in Senior Financial Abuse
- Operations & Compliance – Partnership for Success

Break 10:45 to 11:00 a.m.

Breakout Sessions 11:00 a.m. to 12:00 p.m.

- Learn to Soar...The Sky is the Limit When It Comes to Your Compliance Career
- Going Beyond the Rule: Monitoring Your Operation for Regulatory Requirements and Agent Activities
- “They Want What, By When?!” - Meeting Regulator Expectations
- Do You Know Your Foreign National?

Luncheon 12 p.m. to 1:15 p.m.

General Session 1:15 to 2:15 p.m.

Fraud Trends – Expected vs. Unexpected

Break 2:15 to 2:30 p.m.

Breakout Sessions 2:30 to 3:30 p.m.

- Fraud Prevention – Structure Matters
- What to Expect When You Are Expecting a Market Conduct Exam
- Ethics – Do You Practice What You Preach?
- Do You Know What Your Distribution Partners Are Up To?

Break 3:30 to 4:00 p.m.

Breakout Sessions 4:00 to 5:00 p.m.

- Consumer or Crook? Authenticating & Responding to Consumer Privacy Requests
- The Squeaky Wheel: Managing the Complaint Process
- Risky Business Keeping You Up at Night? Manage it Successfully Utilizing Your Three Lines of Defense

Informal Dinner Meet Ups 6:00 p.m.

THURSDAY, APRIL 2

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

General Session 8:15 to 9:1 a.m.

Regulatory Panel

Moderator: Larry Niland, CLU, Senior Regulatory Consultant, LIMRA

Break 9:15 to 9:45 a.m.

General Session 9:45 to 10:30 a.m.

Privacy – Managing Regulations, Meeting Customer Expectations

General Session 10:30 to 11:15 a.m.

What Are You Doing?

Adjournment 11:15 a.m.