

2022 Caribbean Insurance Conference Sponsors

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Here's what this year's sponsors are gifting!

PLATINUM SPONSOR GIVEAWAYS

Equisoft	Cocktail Reception Closing Party: Entertainment Travel Mugs Welcome Kit
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GOLD SPONSORS GIVEAWAYS

AHJ	Conference Bags
Bahamas First Cayman First NUA	Wristbands & Opening Ceremony Luggage Tags Pathway Directional Signs
Guardian Group	Conference Shirts & Wellness Challenge
J B Boda	Leather Gifts

SILVER SPONSORS GIVEAWAYS

Family Guardian	Coffee Breaks
J S Johnson	Portfolios
Royal Star	Closing Party: Dinner
Sagicor Life	Keynote Speaker, Scholarship Partner
Summit Insurance	Water Stations, Sports Bottle, Face Masks

BRONZE SPONSORS GIVEAWAYS

Aon	Registration Desk & Conference App
Insurance Management (Bahamas) Ltd	Lip Balms, Highlighters, Lunch (Monday)
IRM & Munich Re	Conference Business Centre
Gallagher Re	Notebooks
GMMI	USB Hubs
Nicklaus Children's Hospital	Delegate Listings
Sedgwick	Conference Wi-Fi
Shelter Re	Lanyards & Badges
TATIL	Portable Power Banks
Technical Adjusters Bahamas	Pens
The Insurance Commission of the Bahamas	Lunch (Tuesday)

CORPORATE SPONSORS GIVEAWAYS

Bahamas Insurance Association	Lunch (Monday)
Damco	Mobile Phone Sanitizers
Hi-Tech Health	Reusable Metal Straws
ICWI	Key Rings
McLarens	First Aid Kits
One Team Health	Lunch (Monday)
QHM	Hand Sanitizers
Redbridge	Travel Insurance
Verisk	Post-it Notes



EXHIBITORS' PROFILES



Crawford & Company® is the world's largest publicly listed independent provider of claims management and outsourcing solutions with an expansive network of global experts serving clients in more than 70 countries. We serve The Caribbean with offices in Puerto Rico and the U.S. Virgin Islands and provide claims service for all lines of business including property, casualty, auto, and marine, for both personal and commercial risk.

With one of the largest trained and credentialed field forces in the industry, Crawford is also ready to respond to natural and man-made disasters in virtually every location around the world. Our teams of adjusters are unmatched in experience and depth and supported by various ongoing innovations. We deliver industry-leading quality through a unique combination of innovation and expertise as we restore and enhance lives, businesses and communities around the globe.

For over 80 years, clients have trusted Crawford to care for their customers, allowing them to keep their focus where it belongs—on people.

More information is available at www.crawco.com



Our superpower lies in our unwavering passion for technology and customer success. With 25+ years of leadership in product engineering, enterprise modernization and digital transformation, our mission has remained constant - complete client success.

We are one of the leading insurtech companies offering technology, consultancy, and solutions for the Insurance industry. We are assisting business leaders to create greater business efficiencies, maintain compliance, improve profitability, and keeping pace with the evolving market through our technology expertise in AI, ML, Blockchain & Hyper Automation. We present ourselves as Technology Partner offering end to end solutioning in the areas of Core Insurance Systems conversions, Managed Services, Application Development & support and Digital services to our customers.

Being a technology provider to insurance companies, we understand the needs of the Insurance industry and support via our comprehensive rapid deployable solution **InsureEdge** for insurers and **BrokerEdge** for intermediaries, and other custom solutions to manage the entire value chain. Our solutions support General, Life, Health and Pensions product lines. For over two decades, we have been helping Insurance businesses create greater business value with our innovative insurance technologies, digital acumen, CRM, and mobile solutions.



BUSINESS-DRIVEN INNOVATION

Founded in 1994, Equisoft is a global provider of advanced insurance and investment digital solutions.

Recognized as a valued partner by over 250 of the world's leading financial institutions in 16 countries, Equisoft offers innovative front-end applications, extensive back-office services and unique data migration expertise.

The firm's flagship products include a SaaS policy administration solution, CRM, financial needs analysis, financial planning, asset allocation, fund and portfolio analysis, quotes and illustrations, electronic application, agency management systems, as well as customer, agent and broker portals.

Equisoft is also Oracle's largest and most experienced partner for the OIPA platform. With its business-driven approach, deep industry knowledge, innovative technology, and more than 800 experts based in Canada, USA, UK, Chile, Colombia, South Africa, India and Australia, Equisoft helps its clients tackle any challenge in this era of digital disruption.

For more information about our products and services, please visit www.equisoft.com



Hi-Tech Health's solutions are built on our exclusive Series 3000 Health Insurance Management System. Unlike off-the-shelf-packages, The Series 3000 has an unlimited array of system variables which are programmed individually to fit your organization's specific needs. Customization at this level allows the system to integrate with your existing processes, so you don't have to worry about changing the way you do business.

Introducing new software to any business can be a daunting challenge. The Series 3000 proves the exception to the rule. Our professional staff will analyze your needs, customize your system before implementation and train your staff quickly and efficiently. Once claims enter your system either manually, electronically or through scanning, the rest of the process becomes as automated as you would like it to be, minimizing the chances of human error. With virtually unlimited customization capabilities, the Series 3000 easily handles claims filed from clients around the world in any currency.

From front end enrollment and ID card processings to check printing and reporting, Hi-Tech Health will provide your company with solutions as individual as you.

Please visit us at our booth or on our website www.hi-techhealth.com to set up an online system demonstration to see exactly how we can provide your company with a secure, web-based turnkey Health Insurance Management System.

LLOYD'S

Lloyd's is the world's leading marketplace for commercial, corporate and specialty risk solutions. Through the collective intelligence and expertise of the market's underwriters and brokers, we're sharing risk to create a braver world.

The Lloyd's market offers the resources, capability and insight to develop new and innovative products for customers in any industry, on any scale, in more than 200 territories.

We're made up of more than 50 leading insurance companies, over 200 registered Lloyd's brokers and a global network of over 4,000 local coverholders. Behind the Lloyd's market is the Corporation: an independent organisation and regulator working to maintain the market's successful reputation and operation.

We're working to build solutions for the most current and prevalent threats. As Chair of the Insurance Task Force for HRH The Prince of Wales's Sustainable Markets Initiative, Lloyd's is bringing the industry together to insure the transition to net zero. Our research community is pooling expertise from across the industry to provide cutting edge insight on systemic risks from climate change to cyber security.

And through our digital-led strategy, The Future at Lloyd's, we're making it easier and cheaper to place, price and process cover in the Lloyd's market.



Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

For more details, visit www.newgensoft.com



REVA, Inc., an air ambulance company with 16 medically-configured aircraft and 2 bases throughout North America Ft. Lauderdale, FL and Schenectady, NY and base San Juan, Puerto Rico and Shannon, Ireland has completed more than 30,000 medical transports in over 70 countries. These transports include bedside-to-bedside trauma response, intensive-care connections and time-sensitive organ deliveries, as well as medical escort services.

REVA, Inc. has earned over a dozen top industry accreditations from the Department of Defense, NAAMTA, EURAMI, International Assistance Group, ARGUS Platinum and received awards including the AAMS Fixed Wing Award of Excellence, ACE Safety Award and ITIJ Air Ambulance Provider of the Year Award.



Sedgwick in 2022 is the most powerful force in adjusting and claims management in the Caribbean. Sedgwick represents the coming together of Cunningham Lindsey, Vericclaim and York under the common brand of Sedgwick to offer an unrivalled level of experience and network of offices throughout the region.

We have offices in 9 locations across the region, Sedgwick looks after our clients' interests 365 days of the year to offer our clients the support when and where they need it.

In the event of windstorm or other catastrophe, all of our offices enjoy the support of significant resources available to them from the wider Sedgwick global business.

During hurricanes Irma and Maria, we redeployed nearly 200 colleagues from 23 countries to 7 operating bases in the Caribbean to cope with those unprecedented events. This is what makes Sedgwick special, we care passionately about the needs of our clients' policyholders and go to great lengths to support them at every opportunity.

Please come and see us at our stand in the exhibition hall, we have colleagues at the conference from Puerto Rico, USVI, Trinidad, Curacao, Jamaica, Cayman, US, UK and The Netherlands - we look forward to meeting with you to talk about how we might help you.



Shift Interactive is a digital agency focused on accelerating technology enabled marketing, customer service and commerce. Our SocialHive SaaS platform connects customers and businesses on WhatsApp and all the popular Messenger services. Using conversational AI and APIs we build virtual agents that automate and integrate customers with internal teams to enhance the service experience while driving operational efficiencies.

Create Better Customer Experience

Conversational AI boosts customer satisfaction and loyalty because it provides 24/7 digital support by the virtual agent that is personalized, convenient and easy to use. An Accenture study found that 61% of consumers prefer using digital channels to check on the status of claims and that 44% would leave an insurer if it didn't have digital capabilities. So, digital interactions with customers and agents have become essential and conversational AI is the state of the art.

Improve Customer Rep Experience and Productivity

Customer reps and agents spending huge amounts of time filling out forms and just passing information back and forth between insurers and clients increases customer support costs and customer/agent frustrations. Conversational AI lets customers go straight to the insurers virtual agent with most routine queries on issues such as the due date of payments and the status of claims, freeing customer reps and agents to do other, more valuable things.

Reduce Contact Center Traffic

Any customer contact that a virtual agent can answer is one less customer interaction for the contact center to handle. Conversational AI tools also remove much of the drudgery for agents, who can focus on queries that require their expertise. Morale in the contact center goes up because reps are solving real problems for people, not just looking up routine information.

Increase Revenue

Better customer experience reduces churn. The virtual agent also reduces the number of people who drop out during the buying process, because that process happens much faster and more easily. The ongoing customer dialog with the virtual agent can help spot opportunities to upsell and cross-sell automatically alerting customer reps and agents about how to approach a client.

www.shiftinteractive.com