

# 2022 LIMRA and LOMA Canada Virtual Annual Conference



On The Right Side of Change  
May 25–26, 2022



# ON THE RIGHT SIDE OF CHANGE

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Necessity is the mother of invention, and the pandemic has been a great stimulus for innovation in insurance. It has instigated radical changes in business models and practices, provided a massive digital wake-up call, and unlocked unprecedented levels of customer experience and personalization. Today, the industry is looking fundamentally different: much more agile, secure, connected and digitally enabled.

This conference will delve into what we have learned as an industry, and how we can stay the course and sustain the pace of transformation in order to remain on the right side of change.

## AGENDA

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### WEDNESDAY, MAY 25

#### 10:00 – 10:15 AM ..... CONFERENCE OPENING REMARKS

**Brent Lemanski**

*Assistant Vice President and Executive Director, LIMRA and LOMA Canada*

#### 10:15 – 11:00 AM ..... THE COVID CATALYST: ON THE RIGHT SIDE OF DIGITAL TRANSFORMATION

**Kartik Sakthivel**

*Chief Information Officer, LIMRA and LOMA*

COVID served to accelerate an already breakneck pace of change. As an industry, we have gained new wisdom from the pandemic — about our customers, about ourselves, and about how we can continue delivering an exemplary experience in providing a sound financial future for millions around the world. Sakthivel will explore what our industry looked like heading into the pandemic, what we have learned through these two years, and what our world will look like in the next five-to-ten years.

#### 11:00 – 11:45 AM ..... 2022 CMS OUTLOOK: WE'LL GET TO OUR DESTINATION, BUT THERE WILL BE PIT STOPS ALONG THE WAY

**Macan Nia**

*Co-Chief Investment Strategist, Manulife Investment Management*

The pandemic, supply chain issues, inflation and other disruptions have impacted Canada's economy, but what lies ahead in the investment markets? Nia will unveil the *2022 Capital Market Strategy* outlook, where his organization is in the business cycle, and what that means for equity and fixed income markets this year. He will also share how you can apply this knowledge to your client conversations using tools that focus on behavioral economics.

**11:45 AM – 12:30 PM ..... DRIVING A BALANCE FOR CUSTOMERS AND EMPLOYEES THAT CAN OUTLAST COVID**

**Mark Hardy**

*Vice President, Direct Life and Health, TD Insurance*

Being a direct player with sharp digital focus has helped TD Insurance ride the wave of COVID, while providing both opportunities and challenges for its customers as well as its employees. Hardy will disclose how this model will perform moving forward, the challenges to date, and the talent required to achieve success.

**12:30 – 1:15 PM ..... THE FUTURE OF WORK IN INSURANCE**

**Darryl Wright**

*Associate Partner, Workforce Advisory Practice, EY*

**Duncan Meadows**

*Senior Manager, People Advisory Services, EY*

The pandemic has caused us to challenge and re-think where, when and how work can best get done. Insurers are striving to balance a focus on the here and now to attract and retain the people they need in a fierce talent market, while creating and transitioning to a compelling vision for work in the future. At this point, we can begin to fully reset and reimagine a more sustainable and human-centered workforce strategy. The *EY 2022 Work Reimagined Survey* results show that the pace of accelerated change in the world of work continues. Wright and Meadows will discuss how organizations are forging ahead with new approaches to health and safety, a mix of onsite and virtual work with effective hybrid working policies, and an emphasis on flexibility, productivity, career development and pay.

**1:15 – 1:20 PM ..... DAY 1 CLOSING REMARKS**

**Brent Lemanski**

*Assistant Vice President and Executive Director, LIMRA and LOMA Canada*



**THURSDAY, MAY 26**

**10:00 – 10:15 AM ..... DAY 2 OPENING REMARKS**

**Brent Lemanski**

*Assistant Vice President and Executive Director, LIMRA and LOMA Canada*

**10:15 – 11:00 AM ..... ACHIEVING SUCCESSFUL DIGITAL ENGAGEMENT**

**Scott Plummer**

*Vice President, Product Management, Vitech Systems Group*

**Barry Redfern**

*Director, Product Management, Vitech Systems Group*

Many insurers have wisely used the pandemic as an opportunity to modernize their digital user experiences by investing in advanced core systems to support tailored customer journeys. Coupled with important organizational strategy and decisive leadership, they have been able to build the infrastructure for the powerful digital engagement that today’s discerning customers have come to expect. Plummer and Redfern will describe the best practices for engaging employees throughout the benefit lifecycle from pre-enrollment to claim. They will also address utilizing advanced data and analytics to drive personalization, streamline workflows, and achieve successful digital customer interaction.

**11:00 – 11:45 AM ..... INSURANCE BANANA SKINS REPORT: KEY RISKS AND POTENTIAL IMPLICATIONS**

**Dave Harris**

*Partner, Actuarial Services, PwC Canada*

**Matthew Lawrence**

*Partner, Financial Services Consulting Group, PwC Canada*

*Insurance Banana Skins* is a unique biannual survey that examines the most urgent risks (“banana skins”) facing the global insurance sector, including COVID-19, cyber-crime, technology threats, and more. Sponsored by PricewaterhouseCoopers and conducted by the Centre for the Study of Financial Innovation, the survey also assesses the industry’s preparedness to handle these risks. Harris and Lawrence will present the results from the latest survey and highlight the key risks globally and within Canada in the next 2 to 3 years, as well as the potential implications for insurers.

**11:45 AM – 12:30 PM ..... STRONGER TODAY: WHAT THE PANDEMIC HAS TAUGHT US**

**Jennifer McGarrity**

*Vice President, Strategy and Enablement, RBC Insurance*

Over the past two years, we have all been tested like never before. The pandemic has been a master class on change and responsiveness. As we re-emerge and look towards a prosperous future for our clients, employees and communities, there are a few key learnings that stand out. McGarrity will reveal her insight on how these lessons are influencing her organization’s re-emergence and will enable sustainable success for RBC Insurance in the future.

**12:30 – 12:35 PM ..... CONFERENCE CLOSING REMARKS AND ADJOURNMENT**

**Brent Lemanski**

*Assistant Vice President and Executive Director, LIMRA and LOMA Canada*



# BIOGRAPHIES

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## **MARK HARDY**

**VICE PRESIDENT, DIRECT LIFE AND HEALTH, TD INSURANCE**

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Hardy is an insurance professional with nearly 20 years of industry experience in a wide range of roles including technology, data, strategy and product management. He is responsible for the growth of the Direct Life and Health business over the past four years, driving TD Insurance's pure direct-to-consumer strategy. Having successfully built a leading customer experience both digitally and through phone-based licensed advisors, his Direct Life and Health team strives to drive continuous innovation in service to their customers, while also being recognized by the industry for distinctions in digital capabilities and customer satisfaction. Hardy holds an MBA from the University of Toronto's Rotman School of Management, and was previously named one of LIMRA's 25 Rising Stars in Innovation.

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## **DAVE HARRIS**

**PARTNER, ACTUARIAL SERVICES PRACTICE, PwC CANADA**

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A 19-year industry veteran, Harris leads the Actuarial Services practice that spans Life, P&C and Pension. He has oversight for Appointed Actuary work, peer reviews, audit, consulting, IFRS-17 advisory, catastrophic modeling, risk modeling, pricing and analytics, deals support and regulatory filing services. Prior to joining PwC, he worked at Manulife/John Hancock, and during 2018–2021, was Chief Financial Officer and Head of Strategy for Retirement Services globally at Manulife where he had accountability for over \$400 billion in assets under management and administration. Harris is a Fellow of the Society of Actuaries and the Canadian Institute of Actuaries.

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## **MATTHEW LAWRENCE**

**PARTNER, FINANCIAL SERVICES CONSULTING GROUP, PwC CANADA**

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As a partner as well as the Life and Health Insurance sector lead, Lawrence focuses on strategy through transformation in the insurance sector. He has over 17 years of experience working with financial institutions across Canada, the US and Asia. He has led numerous engagements spanning corporate strategy, client experience, digital strategy, behavioral science, channel development, product innovation, compensation strategy, and operational due diligence.

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## **JENNIFER McGARRITY**

**VICE PRESIDENT, STRATEGY AND ENABLEMENT, RBC INSURANCE**

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With over 28 years' financial services experience, McGarrity is responsible for enabling the future of Insurance through vision and strategy, transformational initiative delivery and change management leadership building a resilient, change and future ready business and workforce. Previously, she was Vice President, Digital and Transformational Initiatives, defining her company's Insurance digital strategy. She also co-led the successful divestiture of the Home and Auto business to Aviva Canada, resulting in strong financial contributions and a unique business model and partnership that will generate enduring client value. She joined RBC Insurance in 2009 after several years in RBC's Business Financial Services and Operations areas. McGarrity is an MBA candidate at Dalhousie University. She is passionate about community service and volunteers for a local hockey association, supporting the advancement of women in sport.

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## **DUNCAN MEADOWS**

**SENIOR MANAGER, PEOPLE ADVISORY SERVICES, ERNST & YOUNG LLP**

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Meadows has been with EY for nearly 10 years, helping financial services clients in Canada, the UK and globally to reimagine their workforce and operating models. He has led numerous organization design, change management and culture projects, both in terms of strategy definition and implementation. Prior to EY, Duncan worked for AXA Insurance and held roles across strategy, claims, distribution and proposition. He earned a Management Sciences degree from Loughborough University in England.

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## **MACAN NIA**

**CO-CHIEF INVESTMENT STRATEGIST, MANULIFE INVESTMENT MANAGEMENT**

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Nia joined Manulife in 2008, and as Co-Chief Investment Strategist, he has a range of responsibilities, from market and economic analysis to investor education. He analyzes and interprets the economy and markets on behalf of Manulife Investment Management, and works with the portfolio management teams to offer clients and investment intermediaries guidance and commentary on strategies and asset allocation weightings. He is an Honors Business Administration graduate from the Richard Ivey School of Business, University of Western Ontario, and is a CFA designee.

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## **SCOTT PLUMMER**

**VICE PRESIDENT, PRODUCT MANAGEMENT, VITECH SYSTEMS GROUP**

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Plummer is accountable for driving solutions from ideation through development, as well as digital transformation strategy and execution. In addition to roles at Marsh & McLennan and Origami Risk, Plummer served 14-plus years at Guidewire, the leading provider of P&C insurance software solutions, spearheading product efforts for the company's claims management and digital policy lifecycle products.

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## **BARRY REDFERN**

**DIRECTOR, PRODUCT MANAGEMENT, VITECH SYSTEMS GROUP**

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Redfern is responsible for steering V3locity platform solutions, strategy and execution. Prior to joining Vitech, he worked at Guidewire for seven years, leading the product efforts for the firm's persona-centric digital products servicing the full insurance lifecycle. He graduated with a Science degree from the University of Limerick.

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## **KARTIK SAKTHIVEL**

**CHIEF INFORMATION OFFICER, LIMRA AND LOMA**

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Sakthivel joined LIMRA and LOMA in 2017 and is in charge of developing its information technology strategic direction. He spearheads and manages computing and information technology policies, programs and schedules for business and enterprise systems, and oversees information services to meet the organization's goals and objectives. A noted industry thought leader, he champions the use of technology to improve the organization's revenue, profitability and efficiency. His has broad industry experience, including his last role as Director of Technology at Liberty Mutual Insurance. Sakthivel earned a Master of Science in Computer Information Systems/Information Technology and an MBA from Southern New Hampshire University.

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## **DARRYL WRIGHT**

**ASSOCIATE PARTNER, WORKFORCE ADVISORY PRACTICE, ERNST & YOUNG LLP**

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Wright is EY's National Lead for Talent and Future of Work. He led its people response to COVID-19 for clients and repurposed all existing assets and services to build clients' enterprise resilience. He has extensive cross industry and international experience in human capital strategy, organization effectiveness and leadership development for global firms in banking, corporate education, consumer goods, retail, food and beverage. Prior to joining EY, he held senior executive roles, including as Chief Talent Officer for Scotiabank, Head of Organization Development and Change for a large international brewer, Global Organization Effectiveness Head for Africa's largest bank, CHRO for a prominent private equity firm, and Managing Director of a corporate executive development and consulting practice.

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At **EY**, our purpose is building a better working world. The insights and quality services we provide help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities. Through our four integrated service lines — Assurance, Advisory, Tax and Strategy and Transactions — we help our clients to capitalize on new opportunities and assess and manage risk to deliver responsible growth.



**iA Financial Group** is one of the largest insurance and wealth management groups in Canada, with operations in the United States. Founded in 1892, we are one of Canada's largest public companies. Our mission is to ensure the financial wellbeing of our clients by offering them personal insurance coverage and investment solutions to help them achieve their personal goals.



**Manulife Financial Corporation** is a leading international financial services group that helps people make their decisions easier and lives better. We provide financial advice, insurance, and wealth and asset management solutions for individuals, groups and institutions. At the end of 2021, we had more than 38,000 employees, over 119,000 agents, and thousands of distribution partners, serving over 33 million customers. At the end of 2021, we had \$1.4 trillion in assets under management and administration, and during 2021, we made \$31.8 billion in payments to our customers. Our principal operations are in Asia, Canada and the United States where we have served customers for more than 155 years.



At **PwC Canada**, our more than 7,300 partners and staff in offices across the country are committed to delivering quality in assurance, tax, consulting and deals services. PwC Canada is a member of the PwC network of firms with more than 295,000 people in 156 countries. We are a community of solvers coming together in unexpected ways, trusted by clients and the world over.



**Insurance**

**RBC Insurance** offers a wide range of life, health, home, auto, travel, wealth, annuities and reinsurance advice and solutions, as well as creditor and business insurance services, to individual, business and group clients. RBC Insurance is the brand name for the insurance operating entities of Royal Bank of Canada (RBC), Canada's biggest bank, and one of the largest in the world based on market capitalization. Among the largest Canadian bank-owned insurance organizations, RBC Insurance has approximately 2,600 employees who serve close to five million clients globally. The Canadian head office for RBC Insurance is in Mississauga, Ontario.



**TD Insurance** is part of the TD Bank Group, one of Canada's largest financial services organizations. We work in two sectors: general insurance and life and health insurance. We've earned our place as the largest direct-response home and auto insurance group and one of the top three personal home and auto insurance groups in Canada. We're also the national leader in critical illness insurance and a pioneer in affinity marketing, where we work jointly with groups to market insurance to their members.

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As a leading Canadian financial services co-operative, **Co-operators** offers multi-line insurance and investment products, services, and advice to build financial strength and security. With over \$56 billion in assets under management, we provide financial solutions and security through property and casualty insurance, life insurance, investment management, institutional asset management and brokerage operations. We are governed by member organizations, including co-operative organizations, credit union centrals and representative farm organizations.



**FastTrack** — a division of Kamine Technology Group — is the leading full-service digital transformation and automation technology provider in the life and disability insurance vertical that digitizes and automates critical elements of the claims handling and adjudication process. Our solutions and services, including our latest digital submission portals, help provide improved customer service to insurers' clients. They also improve claims staff's ability to triage and fully understand their risk management options, reduce administrative/manual work, and make comprehensive data collection and analysis possible in the claims processes. Our primary goal is to help claims professionals make consistent, repeatable, transparent, objective, and defensible benefit and employability determinations for group and individual insurers.



The **Swiss Re Group** is one of the world's leading providers of reinsurance, insurance and other forms of insurance-based risk transfer, working to make the world more resilient. We anticipate and manage risk — from natural catastrophes to climate change, from ageing populations to cyber-crime. The aim of the Swiss Re Group is to enable society to thrive and progress, creating new opportunities and solutions for our clients.



# ABOUT US

## ABOUT LIMRA

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## ABOUT LOMA

Established in 1924, LOMA provides industry knowledge, insights, connections, and solutions to help more than 700 member organizations navigate change with confidence. Visit LOMA at [www.loma.org](http://www.loma.org).

