

CONFERENCE AGENDA

November 25, 2019 • Ritz-Carlton Hotel, Toronto

8:00 – 9:00 a.m.

**Registration and Burns & Wilcox
Networking Breakfast**

9:00 – 10:00 a.m.

Opening Keynote: OPTIMISM BIAS

How often do you hear from your clients that nothing bad could ever happen to them? When selling insurance to your clients, you have no doubt encountered what renowned cognitive neuroscientist Tali Sharot describes as “the optimism bias.” Sharot, our keynote speaker, will discuss where this bias comes from, and how to compensate for it. How do you convince optimists to protect themselves against the worst things that could happen in their lives?

Speaker:

Tali Sharot, Professor of Cognitive Neuroscience, University College London

10:00 – 10:30 a.m.

Networking Break

10:30 – 12:00 p.m.

**Executive Forum: SMALL GROUP
DISCUSSIONS WITH CARRIER EXECUTIVES**

This interactive format will focus on sharing new ideas and knowledge through forward-thinking content and heightened audience engagement. Delegates are encouraged to discuss and debate critical broker/insurer issues with the top executives of a select group of insurance companies in an exclusive “think-tank” environment.

Executives:

Rowan Saunders, President and Chief Executive Officer, Economical

Steve Phillips, Chief Operating Officer, Sovereign Insurance

Josie Porto, Vice President, Ontario Region, Wawanesa Insurance

Javier Ibanez, Director, Business Development - East, Wawanesa Insurance

12:00 – 1:30 p.m.

**CAA Insurance Luncheon &
Insurance Institute Keynote Presentation
CYBER RISKS AND OPPORTUNITIES**

Paul Kovacs will present the findings of the latest Insurance Institute research on cyber risks, and mediate a panel discussion with leading experts working on the front lines in cyber risk management and security. The session will cover cyber insurance products, claims and incident response capabilities, risk prevention and mitigation, and provide delegates with knowledge and insights to better protect their clients.

Speaker:

Paul Kovacs, Founder & Executive Director, Institute for Catastrophic Loss Reduction

Panelists:

Jacqueline Detablan, Vice President - Specialty, CNA

Patrick Bourk, Principal and National Cyber Practice Leader, HUB International Ontario

Imran Ahmad, Partner, Blake, Cassels & Graydon LLP

1:30 – 1:45 p.m.

**INSURANCE AGGREGATOR:
BROKER FRIEND OR FOE?**

Brokers have long competed against aggregators for insurance consumers’ attention, and aggregators have made some inroads into broker market share. But the relationship between brokers and aggregators may not need to be as adversarial as brokers think. Justin Thouin, co-founder and CEO of LowestRates.ca, offers his thoughts on why aggregators could actually be a broker’s best friend.

Speaker:

Justin Thouin, Co-Founder & CEO, LowestRates.ca

1:45 – 2:15 p.m.

**RECRUITING TOP TALENT & MANAGING
THE FUTURE WORKFORCE**

Join us in exploring ways to think about attracting and retaining talent to your brokerage.

Moderator:

David Gambrell, Editor in Chief, Canadian Underwriter

Panelists:

Trevor Buttrum, Manager, Career Connections, Insurance Institute of Canada

Peter Morris, President, Robertson Morris

Kristin Coulombe, SVP, Human Resources, Navacord

2:15 – 2:45 p.m.

Networking Break

2:45 – 3:30 p.m.

Afternoon Keynote

WHAT THE NEXT RECESSION MEANS FOR YOU

Brokers know the impact of a global recession on insurance: When economic times are tight, clients are looking for a little bit more for a little bit less. Canada’s economy has done relatively well so far, but can it hold out in a world of U.S.-China tariff wars, Brexit, low interest rates, and upcoming electoral changes both at home and abroad? U.S. economist Charles Myers tells Canadian brokers what to expect in the future.

Sponsored by Navacord

Speaker:

Charles Myers, Founder and Chairman, Signum Global Advisors

3:30 – 4:30 p.m.

CEO Panel

Moderator:

David Gambrell, Editor in Chief, Canadian Underwriter

Panelists:

Carol Jardine, President, Canadian Property & Casualty Operations, Wawanesa

Steve Phillips, EVP & COO, Sovereign Insurance, part of The Co-operators

Rowan Saunders, President and Chief Executive Officer, Economical

4:30 p.m.

Closing Remarks, LowestRates.ca Cocktail Reception and CE Credit Verification

*Agenda subject to change

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