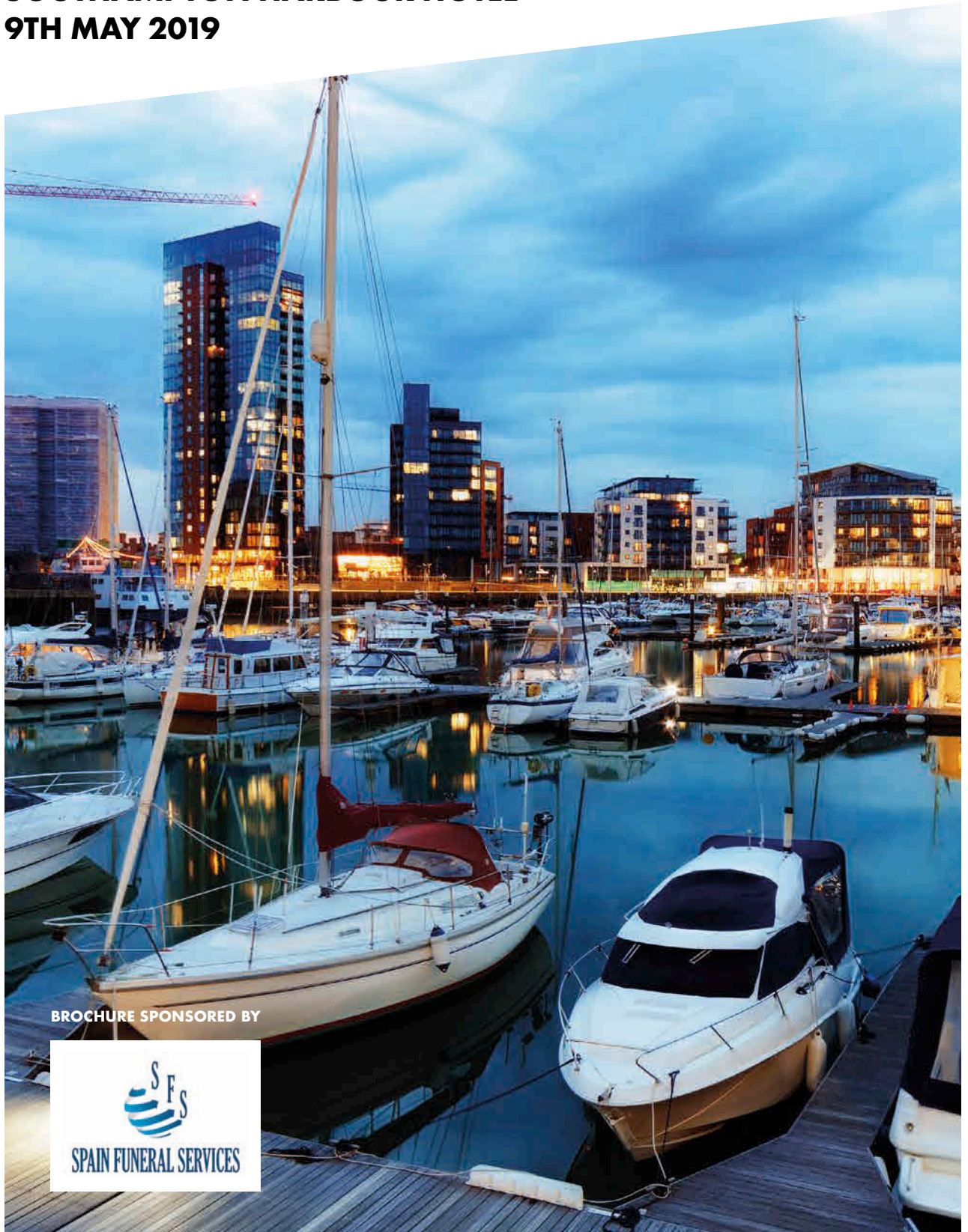




21ST ANNUAL

# UK SOUTHAMPTON

**SOUTHAMPTON HARBOUR HOTEL**  
**9TH MAY 2019**



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# HELLO EVERYONE, AND WELCOME TO THE BEAUTIFUL CITY OF SOUTHAMPTON

**Hello to all our attendees. Once again, it's my pleasure to welcome you all to ITIC UK – this year, we're delighted to be in Southampton.**

Whichever segment of our global industry you work in, be it insurance, healthcare, cost containment or insurtech, ITIC offers unparalleled opportunities for education, networking and socialising. Our aim, as always, is to offer you the best possible forum to debate the big issues facing your industry, to come up with innovative solutions – and have a bit of fun into the bargain.

This year's agenda will discuss the most pertinent topics that are keeping us all awake at night in 2019, from the potential impact of Brexit, to the challenges and opportunities presented by the cruise market, to cutting-edge innovations in technology. The modern business environment demands that participants keep their finger on the pulse of new developments, and we're here to help you do that.

On top of all that good clean educational fun, we look forward to seeing you at the welcome drinks, sponsored by New Frontier Group, and at the legendary Farewell Dinner, where you'll enjoy a three-course meal, drinks and fantastic entertainment.

Here's to a great conference!

**IAN CAMERON**  
CONFERENCE CHAIRMAN



## THANKS TO THE COMMITTEE

**Ian Latham**  
Head of Insurance Market Development, CEGA Group

**Stella Jones**  
Associate Director, Campbell Irvine Ltd

**Greg Lawson**  
Head of Travel Insurance, Collinson Group

**Kate Huet**  
Managing Director, International Travel and Healthcare Limited

**Carl Carter**  
Managing Director, Voyager Insurance

**Phil Denman**  
Managing Director, Healix Insurance Services Ltd

**Mandy Langfield**  
Assistant Editor, ITIJ





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ON!



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## ITIC SOUTHAMPTON 2019 SPONSORS

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SPAIN FUNERAL SERVICES

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International Travel & Health Insurance Journal  
OFFICIAL MEDIA PARTNER

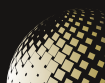


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**Mears Repatriation**



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GROUP





# WEDNESDAY

8TH MAY

18:00-  
19:00

## PRE-REGISTRATION AND WELCOME DRINK SPONSORED BY NEW FRONTIER GROUP

Collect your attendee badges ahead of the busy conference day tomorrow, and make sure you stay for a drink to catch up with familiar faces and have a chance to meet first-time ITIC attendees. With our insurtech-focused session tomorrow afternoon, there are sure to be plenty of opportunities to expand your network of insurance and technology professionals. Don't miss out! We will see you at the HarBar on the sixth floor of the Harbour Hotel for a glass of bubbles from 18:00.

NEW  
**FRONTIER**<sup>SM</sup>  
GROUP  
LEADERS IN GLOBAL MEDICAL SOLUTIONS

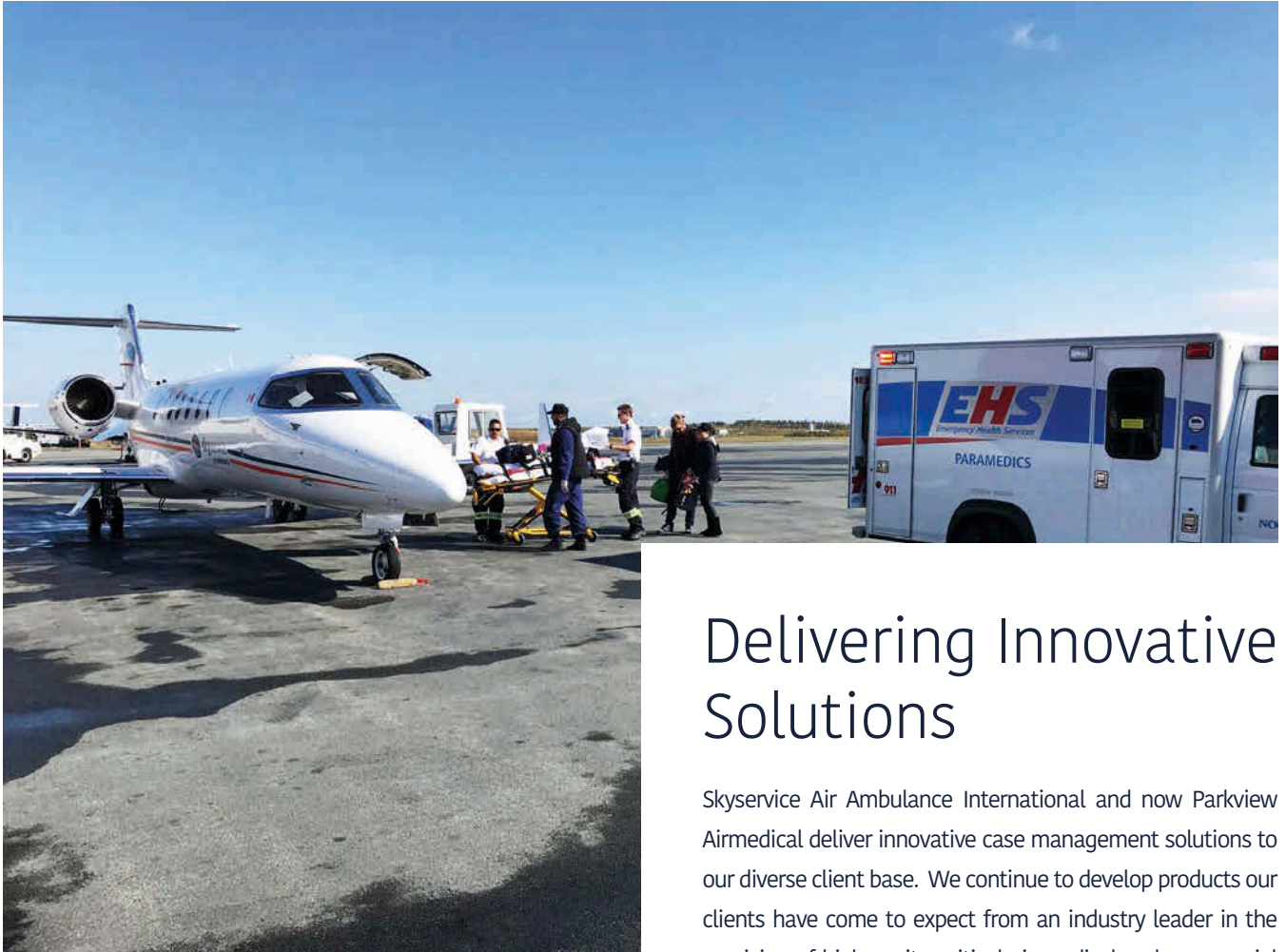
## Welcomes you to ITIC in Southampton

Wednesday 8th May 18:00 - 19:00  
HarBar on 6th, Southampton Harbour Hotel

Join us at pre-conference registration to collect your registration badge and enjoy a glass of bubbles courtesy of [New Frontier Group](#). With panoramic views of the marina, this is the perfect way to start networking at [ITIC Southampton 2019](#).



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## Delivering Innovative Solutions

Skyservice Air Ambulance International and now Parkview Airmedical deliver innovative case management solutions to our diverse client base. We continue to develop products our clients have come to expect from an industry leader in the provision of high acuity, critical air medical and commercial medical escort transport.

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The art of critical air medicine is practiced each and every day by award winning medical staff, pilots, and case management personnel who deliver our patients and clients a superior air medical transport experience.



the *art* of critical air medicine





# NETWORKING AT ITIC SOUTHAMPTON STARTS NOW



## Download

Download the latest **attendee list** and receive updates from Team ITIC with things you need to know.



## Create

Create your own schedule of **sessions** and bookmark networking events you can't miss!



## Network

Follow, **contact** and send meeting requests to the key people you need to see.



## Share

**Share** your updates and activities with fellow attendees.



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Capital Air Ambulance provides a rapid response to requests for road ambulance transfers, air ambulance flights and medical assistance 24 hours a day, 7 days a week, 365 days a year. We also provide medical escorts on commercial flights and offer medical case handling and/or translation services through our highly experienced, multilingual team.

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# THURSDAY

9TH MAY

08:30 -  
09:30

## REGISTRATION AND WELCOME COFFEE

Join our table-top exhibitors in the Needles, and Needles Foyer, for tea and coffee ahead of the first conference session.

09:30 -  
11:00

## BREXIT – IMPACT ASSESSMENT

While there remains a great deal of uncertainty about Brexit and when the UK will officially depart from the European Union, there remains a lot to be discussed. Our panelists in this session will share their insights into industry preparedness, the current situation with reciprocal health agreements, and what travel insurance and assistance companies can do to make sure contingency plans are in place. With issues at play such as reviews of coverage, the impact on pricing, communications and operations, there is much the travel insurance sector can still do to ensure it is protected from any adverse effects that Brexit may yet bring.



**Matt Francis**

Director  
KPMG



**Alisa Dolgova**

Manager, Brexit  
Association of British  
Insurers (ABI)



**Nel Mooy**

Head of Travel  
AXA Insurance

11:00 -  
11:30

## NETWORKING COFFEE BREAK

11:30 -  
13:00

## CRUISES – OPPORTUNITIES AND CHALLENGES

The expert panelists will start by identifying the main trends in the UK's cruise industry now, such as customer demographics, travel patterns and new cruise destinations that could affect the insurance needs of passengers. Insurers that provide cruise insurance need to know as much detail as possible to ensure their risk profiles are up to date and reflecting the reality of the risks their customers are taking – how do they ensure that they are charging fair premiums? Finally, the challenges of providing assistance to cruise passengers will be under the microscope – a topic that has been discussed in the past, but one where there remains work to be done.



**Nigel Lingard**

Consultant  
Cruise and Travel Industry  
Management Consultant



**Julian Kearney**

CEO  
Staysure



**Dr Lynn Gordon**

Chief Medical Officer,  
MBBCh  
CEGA

13:00 -  
14:00

## NETWORKING LUNCH

Enjoy a brief stop during ITIC UK to re-charge with lunch in the ITIC UK Networking Area – just be prepared to continue conversing with colleagues and peers!  
There is also a chance during the lunch break to meet our table-top exhibitors – don't miss this opportunity to find out more about the services on offer.

# MEET THE EXHIBITORS

CONFERENCE ROOM

## AQUARIUM SOFTWARE

Aquarium Software helps insurance companies deploy innovative digital travel insurance products quickly, cost effectively and profitably.

The company works with many of the industry's leading insurance companies. Aquarium's "insurance in the box" solution enables companies to quickly bring to market new product offerings, drive customer acquisition and retention, manage rating and risk and accurately assess and pay claims, providing the most complete, end-to-end digital insurance platform on the market.

Aquarium's scalable software platform helps insurance companies quickly identify market opportunities and roll out relevant solutions for fast and profitable growth in the travel insurance sector. Aquarium's platform is trusted to help insurance companies collect more than £12 million in pet premiums each month and to cover more than four million travellers and holidaymakers worldwide.



### REPRESENTED BY

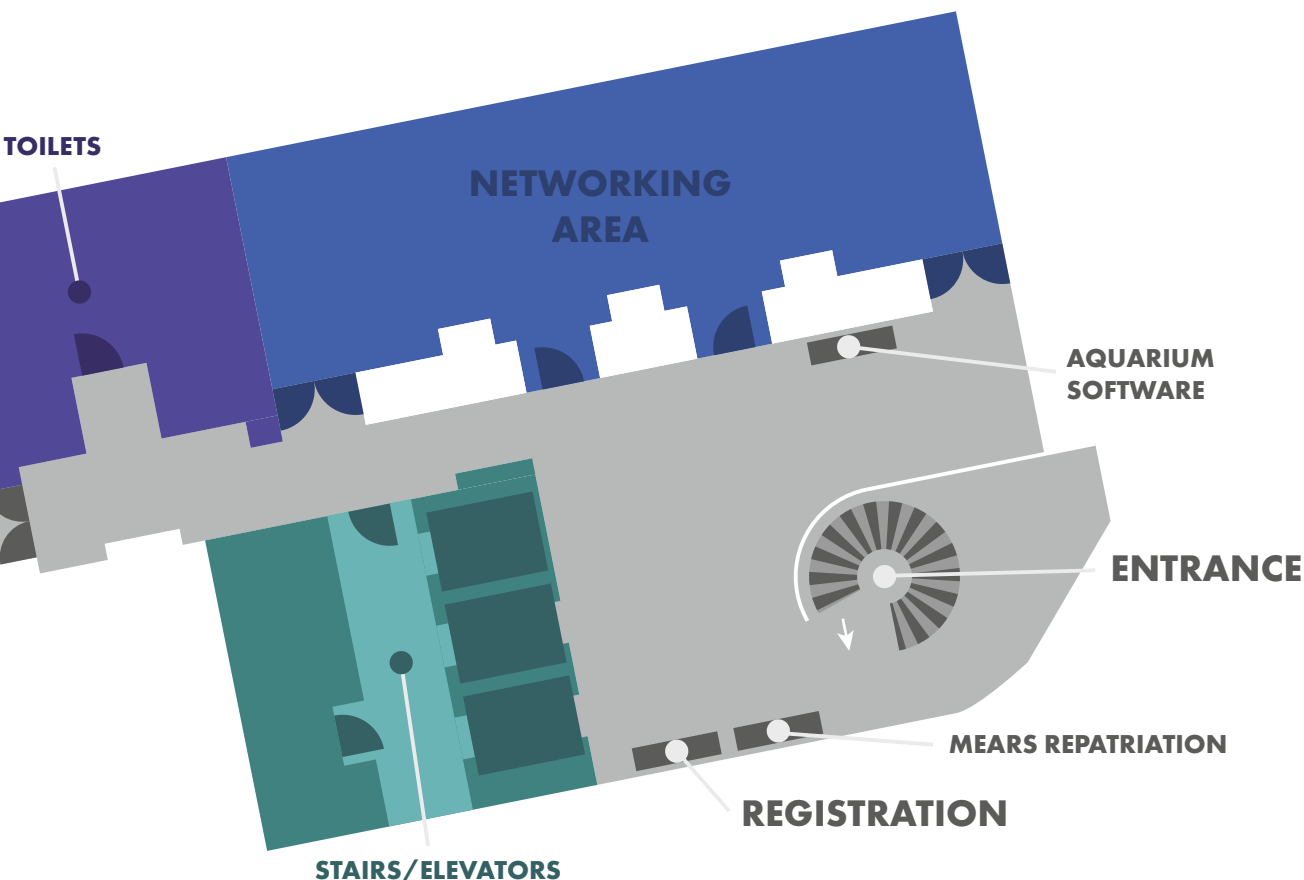


**Will Walters**

Corporate Development & Strategic Partnerships  
Aquarium Software

**"THE AQUARIUM TEAM LOOKS FORWARD TO MEETING YOU ON OUR STAND. WE WOULD LOVE THE OPPORTUNITY TO EXPLAIN HOW WE CAN HELP YOUR BUSINESS – FROM POLICY SALES THROUGH TO CLAIMS AND MEDICAL EMERGENCIES: WE'RE READY."**





## MEARS REPATRIATION

For more than twenty five years, Steven Mears and Mears Repatriation have been helping families, friends and communities repatriate their loved ones to and from countries all across the world, delivering funerals without frontiers.

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Our multilingual team can assist with repatriations to and from any country across the world. At our UK Operations Centre, we have English, Arabic, French, German, Italian, Spanish, Polish and Russian speakers. In addition we have access to skilled translators in many others.

We aspire to offer the most professional, transparent and efficient repatriation service in the industry. We appreciate that when we carry out a repatriation on your behalf we are not simply delivering an exceptional service, we are representing your business and your reputation with your client. We understand that we will only secure your repeat business if we consistently deliver against our promises.

### Mears Repatriation

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### REPRESENTED BY



**Gary Hart**

Business Development Manager  
Mears Repatriation

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14:00 -  
15:00

### ITIC INNOVATION HUB - PART 1

ITIC UK is proud to offer attendees a chance to join us in our first ever Innovation Hub – an opportunity to talk to some of the brightest and best minds in the insurtech sector and keep up to date with the latest industry developments.

Manjit Rana, Managing Director, Corporate Innovation (InsurTech) for **Rainmaking Innovation Ltd** will share with us his take on the latest developments in the insurtech space, such as partnerships that are working, and give his top tips on what insurance companies should look for when considering teaming up with an emerging technology provider.

**Pact Global** will discuss the three mega trends leading to a rise in automation and artificial intelligence using big data, cloud computing and neural networking to show how automation can assist travel insurance industry operations.



**Manjit Rana**

MD Corporate Innovation  
(InsurTech)  
Rainmaking Innovation Ltd



**Mark Seddon**

CEO  
Pact Global

15:00 -  
15:30

### NETWORKING COFFEE BREAK

15:30 -  
17:00

### ITIC INNOVATION HUB - PART 2

**Transfer Travel** will focus on how travel insurance companies that have previously been writing off cancellation claims could actually sell them on and get some of their investment back. What other opportunities might travel insurers be missing out on that technological innovation could help with?

**Babylon Health** will consider how expensive visits to the ER could be avoided through the use of telemedicine. How can users be engaged and directed to the right place using their smartphones?

**Setoo** will explain how tech platforms can be developed to make an excellent customer experience so that the insurer can offer what the customer needs at the most opportune time.



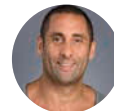
**Simon Powell**

CEO  
Transfer Travel



**Domen Gluhar**

Associate Director  
Business Development  
Babylon Health



**Ashley Abdelmoula**

MD - UK Insurance  
Operations  
Setoo

19:00 -  
22:00

### ITIC SOUTHAMPTON FAREWELL DINNER

Hosted in the Bow, make sure you take advantage of this final ITIC UK 2019 networking event. With plenty of good food and entertainment, the night is sure to be enjoyed by all! Bid farewell to all your ITIC friends the right way by joining us there.



21 ST ANNUAL

UK

*The ITIC  
Southampton  
Farewell Dinner*



Join us in the Bow  
at the Harbour Hotel at 19:00  
for dinner, drinks and entertainment



*Please bring your attendee badge for entry*







## INTERNATIONAL TRAVEL & HEALTH INSURANCE CONFERENCE SCHEDULE

Register now at [itic.co](http://itic.co)



### SOUTHAMPTON



The Harbour Hotel, Southampton

**9 MAY 2019**



### HONG KONG



Kowloon Shangri-La, Hong Kong

**17-19 JUNE 2019**



### MALTA



InterContinental Malta

**27-31 OCTOBER 2019**



### COSTA RICA



InterContinental Costa Rica

**8-10 MARCH 2020**



### DUBAI



The Oberoi, Dubai

**20-21 APRIL 2020**



**INTERNATIONAL TRAVEL & HEALTH INSURANCE CONFERENCE**