

MADRID

31 October - 4 November 2021 | Hotel Riu Plaza España





WELCOME TO ITIC GLOBAL MADRID

Dear delegate,

Well, it's so great to see you all.

The last 18 months or so has been testing for us all. 'Pandemic' was a word we all knew, but was little used. Now it's a word most of us would prefer never to hear again.

It's just great to see our industry starting to go back to work again, and for us all to gather together and discuss the most pertinent issues (as well as Covid) that are facing us today.

We have a packed agenda, with sessions on Covid, fraud, international healthcare delivery, insurtech and cost containment, amongst others. And, as always we have our regular Forums: Medical Directors, the

Provider Network, and Air Ambulance and Assistance.

Of course, ITIC wouldn't be ITIC without (Covid safe) networking. Starting with the welcome function and then the various lunches, coffee breaks and other functions, through to the awards lunch on Thursday.

I'm really looking forward to seeing and spending time with everyone over the next few days.

Have a great conference.

IAN CAMERON
CONFERENCE CHAIRMAN

MODERATORS



Ian Cameron
Conference Chairman
ITIC



Mandy Langfield
Managing Editor
ITU

THANKS TO THE COMMITTEE

Natalya Butakova

Business Development Manager, AP Companies

Brad Dance

Chief Customer Officer, TuGo

Jane Hegeler

Business Development Director, Charles Taylor

Laura Hilton

Co-founder, Fairmount International

Sebastian Kaisin

Deputy Director of Providers Headquarters Operation Area
MAPFRE Assistance

Eva Kluge

Chief Commercial Officer, Air Alliance/UNICAIR

Andrew Lee

Director of Global Assistance & Evacuation, ami
Expeditionary Health

Rory O'Gara

Operations Service Lead, Allianz Partners

Julie Remington

Director, JAR Consulting

Patrick Schomaker

Director of Sales & Marketing, European Air Ambulance

Dr Bettina Vadera

Chief Medical Advisor, AMREF Flying Doctors

Mark Van Kessel

Cost Control & Counter Fraud Manager, AXA Partners

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 <p>proud sponsor of the ITIC Crew / Hostesses and Madrid Walking Tour</p>	 <p>proud sponsor of the Conference App</p>	 <p>proud sponsor of the ITIC Note Pads and Pens</p>	 <p>proud sponsor of the New Attendees Welcome Reception and Coffee Breaks</p>

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 <p>proud sponsor of the Medical Provider of the Year Award</p>	 <p>proud sponsor of the Outstanding Industry Contribution of the Year Award</p>	 <p>proud sponsor of the Travel Insurance Product Innovation of the Year Award</p>	 <p>proud sponsor of the ITIJ Marketing Campaign of the Year Award</p>

Brief Agenda

MONDAY 1 NOVEMBER

09:15-10:15	Pre-conference coffee sponsored by ITIJ
10:30-11:00	Keynote Speaker - Pandemic preparedness
11:00-12:30	Travel insurance response to Covid-19
12:30-13:30	Lunch
13:30-15:00	Assistance, air ambulance and hospital considerations with Covid-19
15:00-15:30	Coffee Break
15:00-17:00	36th EURAMI General Assembly
17:15	Buses depart for New Attendees Welcome Reception
17:45-19:45	Buses depart for the official ITIC Madrid Welcome Reception

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.

Keeping you connected at ITIC Madrid.

WesternUnion WU Business Solutions

TUESDAY 2 NOVEMBER

09:15-09:45	Pre-conference coffee sponsored by ITIJ
10:00-11:30	Global fraud
11:30-12:00	Coffee Break
12:00-13:30	International healthcare challenges and expectations
13:30-14:30	Lunch
14:30-16:00	Medical Directors' Forum
15:30-16:00	Coffee Break

WEDNESDAY 3 NOVEMBER

09:15-09:45	Pre-conference coffee sponsored by ITIJ
10:00-11:30	Insurtech innovation and leadership
11:30-12:00	Coffee Break
12:00-13:30	Air Ambulance and Medical Assistance Forum
13:30-14:30	Lunch
14:30-16:00	Cost containment challenges and solutions
15:45-16:15	Coffee Break

THURSDAY 4 NOVEMBER

09:30-10:30	Provider Network Forum
10:00-11:00	Networking coffee break
10:30-11:00	The rising importance of thought leadership for business growth in a post-pandemic world
11:00-11:30	How can travel risk intelligence help travellers stay safe in a fast-changing risk environment?
11:30-12:00	The vital role of occupational travel health in individual and organisational resilience
14:00-16:30	ITIC Celebration Lunch and ITIJ Awards Ceremony



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1 NOVEMBER 2021

Monday



09:00 Monday at ITIC Global

17:00 The first full day of ITIC Global 2021!

Time to visit the registration desk to collect your ITIC Global attendee badge and bag. Ahead of the sessions kicking off, make your way to the networking area, where exhibitors from across all sectors of operational support are ready to meet you and get down to business.

09:15 Pre-conference coffee sponsored by ITIJ

10:15 Pick up a coffee and meet the team

ITIJ

10:30 Keynote Speaker - Pandemic preparedness

11:00 A presentation from Dr Vanya Gant, an expert in infectious diseases, who will share how, globally, we can be better prepared for the next pandemic as a result of lessons learned from the outbreak of Covid-19, including the threat of new variants and therapies for 'Long Covid'.
Is there a chance that governments will learn from this, or will we be back in global lockdowns in a few years when a new variant emerges?



DR VANYA GANT

Divisional Clinical Director for Infection
UCLH NHS Foundation Trust

11:00 Travel insurance response to Covid-19

12:30 With a better awareness of travel insurance and its benefits from consumers around the world, what has the industry done to respond to increasing customer expectations? Underwriters and insurers have worked hard to meet the needs of business and leisure travellers, and the globally mobile expatriate population, but there is more work yet to be done.



SEBASTIAN KAISIN

Head of Global Networks
MAPFRE Assistance



SASHA GAINULLIN

CEO
Battleface



MARK CARNEY

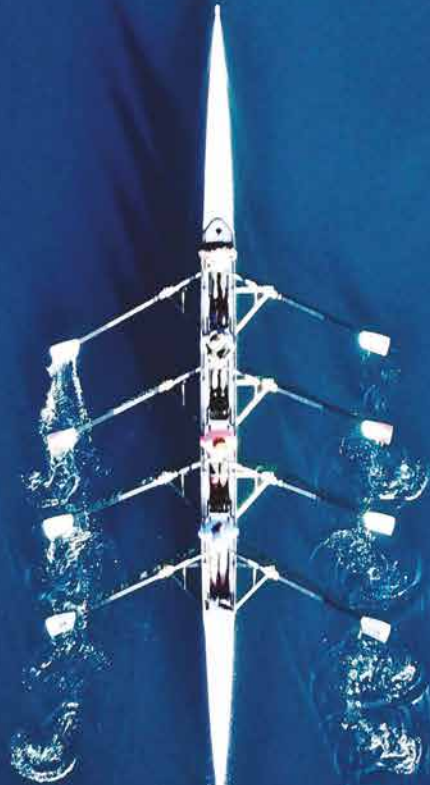
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12:30 Lunch

13:30

Time to refuel, refresh and network whilst enjoying a delicious stand-up buffet lunch hosted within the exhibition and networking areas.

13:30

Assistance, air ambulance and hospital considerations with Covid-19

15:00

Working together in a cohesive and safe manner has allowed air ambulance and assistance services to operate throughout the pandemic. But has Covid exposed weaknesses in existing medical networks, and if so, what have assistance companies done to remedy the problem? Taking a collaborative approach to problems has solved many challenges faced during Covid-19, so what has the industry learned from this approach, and how can these lessons be applied going forward?



RORY O'GARA

Operations Service Lead
Allianz Partners



DR CAI GLUSHAK

International Medical Director
AXA Assistance USA



DR SIMON FORRINGTON

Head of Standards
EURAMI



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+ beetroot + cucumber

The Falcon 900

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lime + lucuma

The Hawker 900

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+ passion fruit + maca

The Hawker 1000B

Apple + spinach + cucumber +
celery + ginger

The Citation Eagle

Pineapple + pear + coconut
water + apple + lime + spirulina

The Merlin

Lemon + ginger + honey +
echinacea + thyme

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MONDAY 1 NOVEMBER 2021

15:00

Coffee break

-

15:30

Pick up a coffee and meet the exhibitors

15:00

36th EURAMI General Assembly

-

17:00

EURAMI is delighted to welcome its members to the 36th Annual EURAMI General Assembly. This is a members-only meeting. The EURAMI Board & Office look forward to updating our members on our annual progress and developments.

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MONDAY 1 NOVEMBER 2021

17:15

Buses depart for New Attendees Welcome Reception

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Meet the ITIJ editorial and sales teams, and members of the ITIC Advisory Committee. An opportunity to meet your fellow new attendees and glean networking tips from industry stalwarts!

ITIJ

17:45

The official ITIC Madrid Welcome Reception

19:45

Join us at Finca La Casa de Monico for the official ITIC Global 2021 Welcome Reception. Situated just a 20-minute transfer from the bustling city, this Herrerian-style manor was designed in 1946 by one of the great architects of the 20th Century, Secundino Zuazo. This promises to be a spectacular event that will bring together this year's ITIC Global attendees for an enjoyable evening of face-to-face networking over drinks and canapés. Transfer buses depart from 17.45 p.m. and will depart back to Plaza España from 19.45 p.m.

Masks must be worn on transfers and social distancing should be observed during the reception.

ITIC Madrid Welcome Reception

29TH ANNUAL
ITIC GLOBAL

Join us at Finca La Casa
de Monico for the official
ITIC Global 2021
Welcome Reception.

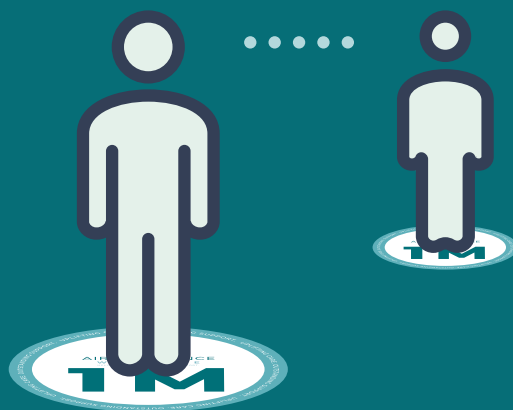
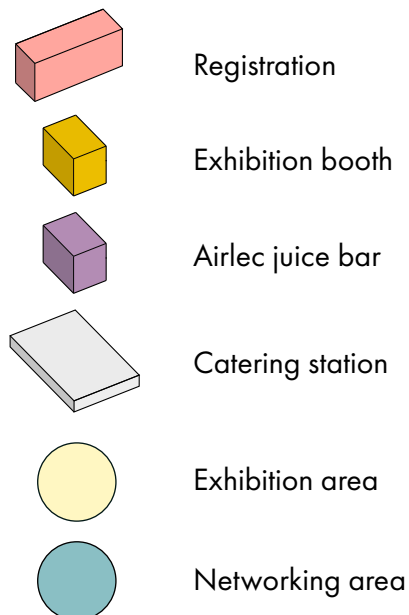
Take a moment to
reconnect as we transport
attendees to a historic
private estate for an
evening of face-to-face
networking over drinks
and canapés in an idyllic
location just outside of the
city. Masks must be worn
on transfers and social
distancing to be observed
during the reception

Transfer buses depart from 5.45 pm and will
depart back to Plaza España from 7.45 p.m.

Meet the exhibitors

KEY

- 1 UNICAIR
- 2 Redstar Aviation
- 3 Eurami
- 4 Airlec Ambulance
- 5 Telemedi
- 6 Atrium Health
- 7 Medway
- 8 ITIJ
- 9 ITIJ
- 12 Capital Air Ambulance / AMREF
- 14 VOISO
- 15 Quirónsalud
- 16 Flying Doctors Korea

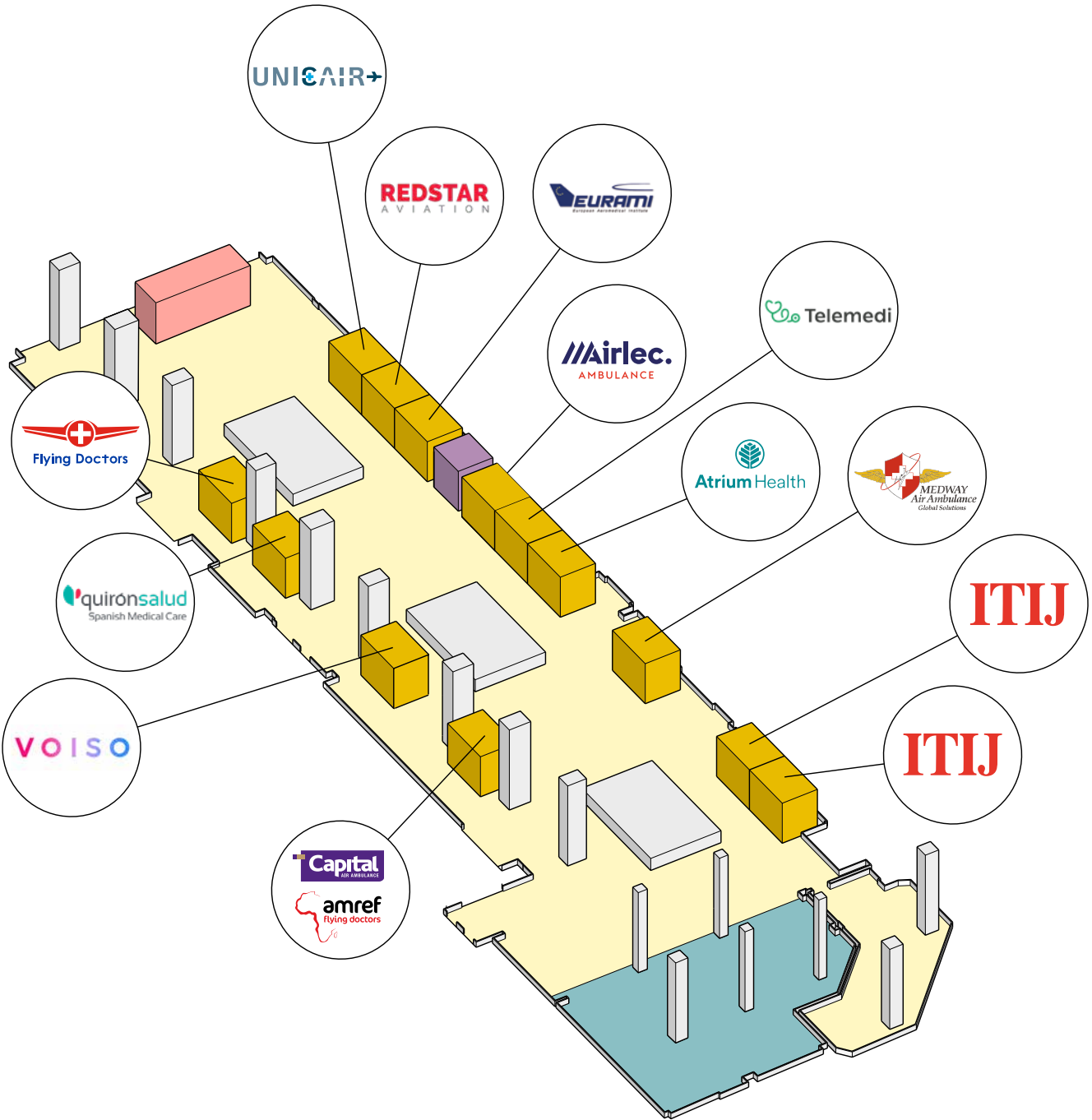


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Chinese Proverb

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2 NOVEMBER 2021

Tuesday



09:00 Tuesday at ITIC Global

16:00

Tuesday is a full day of conference sessions at ITIC Global. Get ready for experts from all sectors of the travel and health insurance industry sharing their insights in topical panel debates and interactive sessions. With plenty of time for networking built into the ITIC programme, take advantage of networking breaks to connect with suppliers exhibiting their services and key contacts. The evening is free to allow you to plan your own dinner meetings and entertainment!

09:15

Pre-conference coffee sponsored by ITIJ

09:45

Pick up a coffee and meet the team

ITIJ

5-7PM TUESDAY 2ND NOVEMBER

JOIN EUROPEAN AIR AMBULANCE TO EXPERIENCE MADRID ON FOOT!

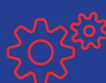
During this unique walking tour of Spain's capital city, you'll visit iconic sights including The Royal Palace, Plaza Oriente, Plaza Mayor and Puerta del Sol, as well as explore the famous Gran Via. During the tour, you'll enjoy brief stops to enjoy outstanding local tapas and traditional beverages. For those wanting to continue their evening, the tour concludes with a drink in a lovely historic bar!



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- Emergency Medical Services
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- Bond Bail
- Towing services for Rented Vehicle
- Compensation for Definitive Loss of Luggage
- Lost of Passport



*Please contact us, within the first hours of the event

10:00 Global fraud

11:30 Our panel of experts will explore fraud hotspots in the past and future. Advances in technology for insurers mean improved detection rates, and industry collaboration has offered operations staff a chance to work together to prevent attempts to defraud travel and health insurance companies and their assistance partners. But how concerned should insurers be about medical provider fraud versus fraud perpetrated by customers?



MARK STEFAN VAN KESSEL
Cost Control & Counter Fraud Manager
AXA Partners



LIONEL DOGUET
Global Head of Claims Excellence
Europ Assistance



XAVIER BÉGUÉ
Chief Compliance Officer
Europ Assistance

11:30 Coffee break

12:00 Pick up a coffee and meet the exhibitors

12:00 International healthcare challenges and expectations

13:30 Three experts will discuss what IPMI and business travellers are expecting of their insurance policies now in terms of assistance and healthcare. What digital solutions are enabling the delivery of healthcare services, and what could be delivered in the near future, which will enable better medical assistance to be given to the policyholders? Our speakers will explore initiatives being used by travel risk managers to rebuild confidence among their travelling employees about the safety of international travel, and how assistance/security companies can help with these efforts.



LLOYD FIGGINS
CEO
The Travel Risk & Incident Prevention (TRIP) Group



SIMON WORRELL
Global Medical Director
Collinson Group



SNEH KHEMKA
CEO
Simplyhealth





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13:30 Lunch

14:30

Time to refuel, refresh and network whilst enjoying a delicious stand-up buffet lunch hosted within the exhibition and networking areas.

14:30 Medical Directors' Forum

16:00

The MDF is not about great successes, but rather about identifying frustrations and failures from which the industry can learn. Challenging medical cases will be presented covering difficult air evacuations, bad outcomes with local providers, departures from evidence-based medicine and cases that challenge diagnostics and treatment skills.



MODERATOR: DR BETTINA VADERA

Chief Medical Advisor, AMREF Flying Doctors
Auditor, EURAMI
AMREF Flying Doctors



MODERATOR: DR ALEX VELDMAN

Medical Director
Jetcall/UNICAIR



DR NICOLE BOOTSMA

Medical Director
Eurocross



DR JOSEPH LELO

Medical Director
AMREF Flying Doctors



DR YANN ROUAUD

Medical Director
IMA



DR ARNAUD DEROSI

Regional Medical Director
International SOS

15:30 Coffee break

16:00

Pick up a coffee and meet the exhibitors

15:30 Visit to Clínica Universidad de Navarra – The Frontiers of Medicine

18:00

ITIC Global attendees are invited to join a tour of Clínica Universidad de Navarra's Madrid location. Dr Ana Patiño and Dr Felipe Calvo will introduce their patient-centered care model and showcase the hospital's facilities, including the proton therapy unit, before a networking cocktail to wrap up the visit. Contact Sandra Seminario Olivi to book your place.



DR FELIPE CALVO

Co-Director of the Department of Radiation Oncology
& Scientific Director of the Proton Therapy Unit
Clínica Universidad de Navarra



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3 NOVEMBER 2021

Wednesday



09:00 Wednesday at ITIC Global

17:00 Another full day of educational conference sessions with experts from the industry ready to take your questions and share their experiences operating in global travel and health insurance. More opportunities to connect with key contacts over coffee breaks and lunch.

09:15 Pre-conference coffee sponsored by ITIJ

09:45 Pick up a coffee and meet the team

ITIJ

10:00 Insurtech innovation and leadership

11:30 Are insurers ready for the next step in the digital revolution? Insurtech leaders offer insights and share the latest developments in software that will enable better reach, more accurate and personalised product development, and an enhanced customer experience.



MANJIT RANA

Managing Director
Ingenin Ltd



SUVENDU PRADHAN

Director of Insurance
Koala Insurance



RORY HARRISON

Account Executive
FintechOS



ALLAN WISHART

Product Owner
FintechOS

11:30 Coffee break

12:00 Recharge your batteries with a coffee and meet the exhibitors

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Learn more at AtriumHealth.org/GlobalHealth or call 888-327-3915.

12:00 Air Ambulance and Medical Assistance Forum

13:30 The Forum will allow open and honest discussions about lessons learned from Covid-19 missions, and examine the potential to establish standards in the transport of infectious patients that would allow for transparency for payers. Air ambulance and medical assistance companies will discuss the challenges they face, and the solutions that partners can develop.



ANDREW LEE

Director of Global Assistance &
Aeromedical Evacuation
AMI Expeditionary Healthcare



VOLKER LEMKE

Managing Director
FAI rent-a-jet AG



DR LAURENT TAYMANS

Regional Medical Director
International SOS



DR TERRY MARTIN

Consultant Medical Adviser
Aeromed GB

13:30 Lunch

14:30 Time to refuel, refresh and network whilst enjoying a delicious stand-up buffet lunch hosted within the exhibition and networking areas

14:30 Cost containment challenges and solutions

16:00 This session offers participants the opportunity to share best practice, move industry discussion forwards and develop new ideas that will enhance the cost containment services offered to insurers. Whether it's about working more effectively with cruise lines, the impact of technology on the claims management process, or how telemedicine transformed healthcare delivery during the pandemic, this session is sure to have something to pique everyone's interest.



NATALYA BUTAKOVA

Business Development Manager
AP Companies Global Solutions



PAUL WEIGELL

Strategy Director
AP Companies Global Solutions



JOHN SPEARS

VP Marketing & Business Development
Global Excel Management



ROB UPTON

Group Business Development Director
New Frontier Group

15:45 Coffee break

16:15 Pick up a coffee and meet the exhibitors



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4 NOVEMBER 2021

Thursday



09:00 Thursday at ITIC Global

16:30

Our final day at ITIC Global puts networking pride of place. Your last chance to network over coffee and catch up with your key targets before the week is over.

Industry insights are shared, with case studies from all sectors of travel and health insurance operations offering fantastic learning opportunities.

And last but by no means least, ITIC Global concludes with the Celebration Lunch and the ITIJ Awards!

09:30 Provider Network Forum

10:30

Thought leaders from healthcare providers, assistance companies and insurance companies meet to discuss the issues that affect their working relationships. The session starts with the annual Provider/Payer trivia game, and then moves into more serious territory with topics including the rebound from Covid-19, new pricing and network models, and the effect of telemedicine on the industry.

The interactive forum gives all participants a chance to contribute their ideas, point out challenges, ask questions and suggest best practices.



LAURA HILTON

Co-Founder

Fairmount International

10:00 Networking coffee break

11:00

Located on the 2nd floor foyer, your last opportunity to network over coffee and typical Spanish snacks!

10:30 The rising importance of thought leadership for business growth in a post-pandemic world

11:00

How does thought leadership drive stronger business growth?

As we continue to feel the strain of the socioeconomic shockwave sweeping the world, organisations that put customer-first expertise front and centre can win trust that will help define their success. In uncertain times, people look to thought leaders for insights and guidance on how to successfully navigate their challenges. How can creating valuable content help insurers build a meaningful relationship with their audiences, influence decision makers and build a sustainable future? Find out in this interactive session.



LORIEN NORDEN

Founder

Chimera Content Marketing Consultancy

4 NOVEMBER 2021

CELEBRATING EXCELLENCE

2021

The ITIJ Awards Ceremony

Hotel Riu Plaza España
4th November 2021

14:00 Doors open
14:15 Lunch served

Please bring your attendee badge,
this is your ticket for entry



PROUDLY SPONSORED BY



11:00

How can travel risk intelligence help travellers stay safe in a fast-changing risk environment?

11:30

In a fast-changing digital era, large and small organisations alike find themselves trapped in an increasingly unpredictable world where new and unexpected risks lie around every corner. Reducing claims and keeping travellers safe ultimately depends on an enhanced duty of care built around verified and independent travel risk information.



EMANUELE SCANSANI

Director of Partnerships & Strategic Relations
Riskline

11:30

The vital role of occupational travel health in individual and organisational resilience

12:00

People are at their most vulnerable when in unfamiliar places and under pressure to deliver. Comprehensive occupational travel health support is therefore vital for both safeguarding the health and wellbeing of your employees, and creating a more resilient organisation. From pre-travel medical screening to assess the physical, mental and emotional health of would-be travellers, through to supporting travellers who develop physical and psychiatric illnesses, and the importance of promoting general wellness and emotional wellbeing to your travelling population, this session will show you how to better support the overall health and resilience of your frequent travellers.



DR JULIANE KAUSE BSC MBBS FRCP AKC

Chief Medical Officer
ANVIL Group

14:00

ITIC Celebration Lunch and ITIJ Awards Ceremony

16:30

The ITIC Celebration Lunch closes this year's conference and plays host to the annual ITIJ Awards ceremony. Join the industry in rewarding excellence!

JOIN THE ITIC COMMUNITY

UPCOMING EVENTS



Register and get the latest updates at itic.co



11TH ANNUAL
ITIC AMERICAS

Hilton Cartagena, Colombia
5-8 MARCH 2022



22ND ANNUAL
ITIC UK

voco St David's Cardiff
28 APRIL 2022



1ST ANNUAL
ITIC MENA

The Oberoi, Dubai
8-10 MAY 2022



12TH ANNUAL
ITIC APAC

PARKROYAL on Pickering
12-15 JUNE 2022



30TH ANNUAL
ITIC GLOBAL

Hotel Grand Bretagne
23-27 OCTOBER 2022