



3rd May 2012 | The Randolph Hotel



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#iticoxford

Dear delegate

Welcome to ITIC Oxford 2012!

This year, you will notice some changes to the format of ITIC. Having listened to your feedback, we have returned to a one-day format that still retains the same quality agenda and networking opportunities, but over a shorter period of time, making it more economical on your time and budget.

The emphasis for the agenda is on innovation and education. Much more a 'pure travel insurance' feel – from how insurers can better meet consumer expectations, to developing claims expertise and much more. Technology is also a significant theme of this year's agenda, with an afternoon of sessions that are focussed on how innovations in mobile technology and software can help travel insurers to use applications in a more innovative way that will aid their ongoing development and customer base. Exploiting new technology is essential to keep companies on the cutting edge of the travel insurance industry, and it should be ingrained in a company's ethos from the top down - if you don't think you need new media, think again.

Once again, we have our 'One Night in Oxford' comedy dinner, taking place on the evening after the conference, which promises to be another hilarious outing with some of the UK's top comedians.

As always, I look forward to seeing all of you during the conference and I hope you enjoy the sessions.

Ian Cameron ITIC Chairman

Agenda at a glance

10:00 - 11:00

Keynote speech: Consumer expectations and the future for the travel sector

■ 11:00 - 11:30 - Coffee break

11:30 - 12:00 **Travel trends**

12:00 - 13:00

Burning issues within claims

■ 13:00 - 14:00 - Networking lunch

Technology and the modernisation of the travel insurance industry from four leading industry experts

14:00 - 14:30

Yesterday, today & tomorrow: a marketing update for the travel insurance industry

14:30 - 15:00

How can innovations in technology support advancements within travel insurance?

15:00 - 15:30

How the insurance industry can use social media in an innovative way

15:30 - 16:00

Utilising mobile phone technology

■ 16:00 - 16:30 - Coffee break

16:30 - 18:00

Medical screening and the impact of the Disclosure and Representations Bill

20:00 - late

'One Night In Oxford' comedy dinner

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ITIC Oxford Commitee



Julie Remmington, Director, TISN



David Vincent Travel Intermediary & Partner Underwriting Manager, AXA Insurance



Rob UptonDirector of Sales &
Marketing, CEGA
Group Services



Donna Sweetman Director, Optimum Insurance



Tricia Pearson -TietemaHead of Medical
Underwriting,
Travel Insurance
Facilities Group



Carlos Alonso Managing Director, Evolomedica



Tom Bishop Head of Travel Insurance, Direct Line Group

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Several dilemmas are often faced by travellers seeking medical care such as: obtaining same-day medical appointments, inconsistent provider hours of operation, long wait times, unnecessary testing, risk of infection acquired in the healthcare setting and excessive charges. StandbyMD specifically addresses travellers' needs by providing telephone contact with a physician and house calls for illnesses that are not life threatening. The range of services include prescription drug refills; referrals to medical specialists, chiropractors, dentists, or walk-in clinics/urgent care centres; house call visits; and fast access to emergency rooms.

Media partner



10:00 - 11:00

Keynote speech

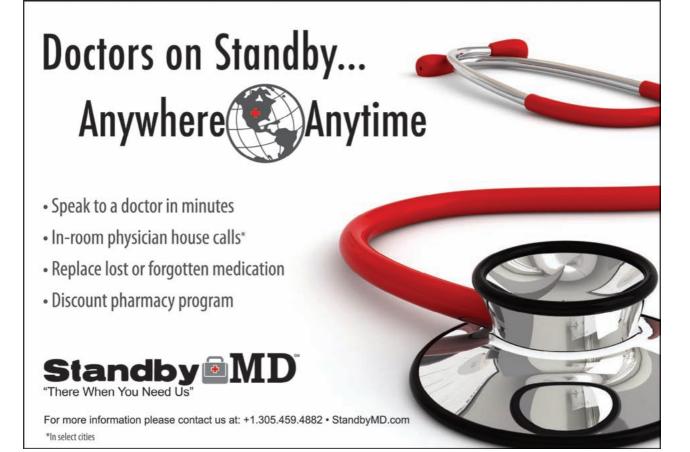
Consumer expectations and the future of the travel sector



Simon Calder Senior Travel Editor, The Independent

Simon Calder, a high-profile travel journalist who regularly appears on the BBC and other channels discussing travel trends and problems, will give delegates his views on what will happen in the travel sector in the year ahead. When the ash cloud hit in April 2010, Simon was in great demand for his knowledge and opinion on the travel insurance industry.

11:00 - 11:30 Coffee break





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11:30 - 12:00 **Travel trends**



Miles Briggs Financial Services, TULUK

Where UK holidaymakers go, claims will come. A senior representative from Tui Travel will offer delegates an insight into that company's travel statistics, which clearly show where tourists are heading, for how long, and how regularly they go there. If travel insurers and assistance companies can predict where the flow of tourists will be in coming years, it will greatly aid them in their development of policies, marketing techniques and hospital/clinic networks in such destinations.

12:00 - 13:00 **Burning issues within claims**



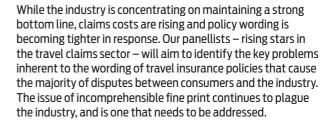
Steve Marshall, Operations Manager Claims & Medical Risk Assessment, **CEGA Group**



Adam Krum. **Customer Services** Quality & Technical Manager, **CEGA Group**



Bryony Powell. Claims & Medical Risk Assessment Team Manager, **CEGA Group**





Stuart Smerdon, Claims Operations Manager. Preferential



Wendy King. Technical Claims Manager. Travel Claims Services Innovation Leader. (part of Insure&Go)



Carol Sanderson Lifestyle Claims Technical & **AXA Insurance**



Fiona McDonald, Underwriting Director. Opera Underwriting



Gary Edmondson, Director, **AVID Insurance** Services Ltd



■ Technology and the modernisation of the travel insurance industry from four leading industry experts

14:00 - 14:30

Yesterday, today & tomorrow – a marketing update for the travel insurance industry



Steve MantonFounder,
Manton & Associates

A marketing veteran offers his knowledge, experience and expertise in the tricky world of travel insurance marketing and sales. The session will include a look at what has gone on in the past, what is working for travel insurers now, and what they should be seeking to accomplish with their marketing efforts in the coming years through new media.

14:30 - 15:00

How can innovations in technology support advancement within travel insurance?



Lance GrantSenior Vice-President, Operations & IT,
ACE European Group

The meteoric rise of smart phones and tablet computers means that almost every professional – and non-professional – traveller has the means at their disposal to keep in touch with the rest of the world, no matter where they are. Our speakers will cover how technology can support sales teams and record key client data to make better judgement around risk. The focus will be on how to make technology sophisticated yet discrete enough that it focuses on customer service delivery whilst giving the insurer its own comforts in retaining customers and making the right profit return.

15:00 - 15:30

How the insurance industry can use social media in an innovative way



James Lubbock Account Director, Fresh Networks

While the Arab Spring played out in 2011, Twitter was one of the main streams of newsfeeds that allowed the world to see what was really happening on the ground. Travellers caught up in the political unrest kept their eyes firmly on the social networking sphere to ensure they were out of the main areas danger, on the advice of their assistance companies. With mobile phone cover patchy and unpredictable, online social networking in such situations is vital for travel insurers and their partner companies. Travel insurers are also making more use of social networks for marketing purposes, and to keep the public eye on their news and views – make sure your company is keeping up with the pack by attending this session at ITIC.

INTERNATIONAL Travel Insurance Conference Bdegents

ONE NIGHT EAT, DRINK AND BE MERRY WITH IN OXFORD 3 OF THE UK'S TOP COMEDIANS

THURSDAY 3RD MAY

PRE DINNER DRINKS FROM 19.30 TO BE SEATED AT 20:00 THE BALLROOM AT THE RANDOLPH HOTEL, OXFORD

MENU
STARTER
PRAWN COCKTAIL
MAIN COURSE
CHICKEN
(NOT) IN A BASKET
DESSERT
JELLY AND ICE CREAM



COMPERE Stephen Grant

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COMEDIAN ADDY VAN DER BORGH

"BRILLIANT
NATURAL CLOWN"
THE DAILY
TELEGRAPH

"AN EXCELLENT
STAND-UP WITH
INTELLIGENCE AND WIT"
THE GUARDIAN

15:30 - 16:00 **Utilising mobile phone technology**



Maniit Rana Founder & Director. Ingenin Limited

We've all heard the phrase 'There's an app for that', and for travellers, this is often the case. From buying a travel insurance policy from the App Store to keeping track of flight information, there are now apps to keep people out of troubled areas, to keep documents stored digitally online, keep skiers safe on the slopes and much more. Travel insurers with a presence on the Android, iPhone and Blackberry app markets are reaping the benefits of their innovation, appealing to a younger market that buys almost everything online.

Our expert will offer his insights into what the mobile world looks like, just how 'smart' smart phones really are, examples of interesting mobile solutions in other industries and the potential for smart phone-based solutions for the travel insurance sector.

16:00 - 16:30 **Coffee break**

16:30 - 18:00

Medical screening and the impact of the Disclosure and Representations Bill



Judith Crawford. Policy Adviser, Regulation and Distribution, Financial Companies **Conduct Regulation** Directorate, ABI



Paul Beven Owner. Healix Group of



Krish Shastri Managing Director, InsureCancer

The full impact of the Consumer Disclosure and Representations Bill has yet to be seen. However, our panellists will seek to point out the differences it will make to travel insurers operating in the UK marketplace. At the moment, the onus lies on the customer to disclose any information they think may be relevant to the validity and price of their travel policy, but once the Bill is passed, this will become the insurer's responsibility. If you don't ask the right questions when the policy is sold, it's your fault – not the consumer's. Our experts will offer insights into the alterations to sales practices that will have to come from this sea change for the industry.

20:00 - late One Night In Oxford - ITIC Farewell Dinner



Eat, drink and be merry with three of the UK's top comedians. Compered by Stephen Grant and featuring the comedy stylings of Geoff Norcott and Addy Van Der Borgh, this is sure to be a fantastic night to bring ITIC Oxford 2012 to a close.



International Travel Insurance Conference

DATE & LOCATION

29 October - 1 November 2012 Arts Hotel, Barcelona

CONTACT

For more details please visit

http://barcelona.itic.co

Arts Hotel

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