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Brighton

16 May 2013
Hilton Metropole



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#iticlive

■ Dear delegate

Welcome to ITIC Brighton 2013

Intro...

Ian Cameron
ITIC Chairman



■ Agenda at a glance

■ 9:30 - 10:30 - **Travel trends**

■ 10:30 - 11:00 - **Networking coffee break**

■ 11:00 - 12:30

Improving travel insurance: the view from the press and public

■ 12:30 - 14:00 - **Networking lunch**

■ 12:00 - 15:00

Travel technology - creating a new experience

■ 15:00 - 15:30 - **Networking coffee break**

■ 13:30 - 17:00

Consumer Expectations, Insurance and the Ombudsman including the Consumer Insurance Act

■ 20:00 - late

One Night In Brighton! Dinner and comedy evening

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International Passenger Protection (IPP) Specialist credit underwriting agency IPP supply financial failure products for the travel and insurance industry for a range of products including Scheduled Airline Failure (SAFI) and End Supplier Failure Insurance (ESFI) all of which IPP pioneered over 22 years ago. IPP operates in over 30 countries world-wide on a co-insurance or re-insurance basis. SAFI and ESFI are seen as one of the most important sections of cover on travel policies today as providing protection for the insured and as a useful upsell for the insurer or intermediary. IPP ensures that all of its products are backed by major insurers and reinsurers rated A and above. The net worth of IPP's insurance and re-insurance panel exceeds Euro 100 billion consisting of some of the largest re-insurance and credit insurance groups in the world. Such security ensures IPP's ability to meet capacity requirements and long term continuity for all its clients.



StandbyMD 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 physician will assess the medical condition and provide treatment options. The range of services include prescription drug refills; referrals to medical specialists, chiropractors, dentists, or walk-in clinics/urgent care centers; house call visits; and fast access to emergency rooms. The programme operates around the clock, 7 days a week and is currently available in the US and selected international destinations, including Cancun. StandbyMD's physician directed healthcare program allows for proper management of the case, expediting medical attention and avoiding potentially unnecessary emergency room services.

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& Marketing,
CEGA Group
Services



Donna Sweetman
Director,
Optimum
Insurance



Tom Bishop
Head of Travel
Insurance, Direct
Line Group

Mark Somers
xx

Agenda | Thursday 16th May 2013

9:30 - 10:30 Travel Trends



Patricia Davies,
Lead Analyst,
Datamonitor
Financial Services

Miles Briggs
General Manager
Financial Services
Distribution,
TUI UK and Ireland

A travel industry expert will offer his company's views and research on where British travellers are heading. The effect of the Air Passenger Duty hike will also be evaluated, to see how this is affecting travellers' choice of destination. For travel insurers, this session offers an extra benefit from Data Monitor, which is presenting its latest research on the travel insurance purchasing habits of UK consumers. An invaluable ITIC panel session that will offer a wealth of information and analysis to delegates to aid them in developing their policies and premiums.

11:00 - 11:30 Networking coffee break



SPECIALTY EMERGENCY SERVICES



Specialty Emergency Services (SES) provides emergency response ambulances, paramedic services and medical assistance across Africa from our centrally-located base in Zambia.

- **24/7 call centre**
- **Advanced Life Support (ALS) paramedics**
- **Fully equipped road and air ambulances**
- **On-site paramedic, event or ambulance services**
- **First aid training courses**
- **Local expertise**
- **Medical Cover Plans**
- **Corporate & Individual**
- **Service provision for insurance and medical companies**

SES is a trusted, Zambian emergency service company with over twenty years of experience operating in Sub-Saharan Africa. The quality of the SES Advanced Life Support (ALS) paramedic service is of the highest standard available in the region.

As a medical cover and services provider, SES has advanced life support medical personnel and a fully equipped fleet of road and air ambulances. The medical response team is available 24 hours a day to assist patients in an emergency.

The highest medical standards are met, with paramedics are trained in Advanced Cardiac Life Support (ACLS®), Advanced Paediatric Life Support (APLS®), Advanced Trauma Life Support (ATLS®) and Aviation Medicine.

SES provide emergency evacuations and routine transfers either to local medical centres or to first grade hospitals in South Africa, as required. Patients are fully supported by our sister company in Johannesburg, MMA, who provide complete case management during hospitalisation or outpatient visits. For this reason, SES are the service providers of choice for many international insurance and healthcare providers in the region.

SES provide a swift response to reach patients, even in remote areas, via the deployment of road or air ambulances. We have a range of aircraft available, depending on the nature of illness or injury and patient's location, including King Air and Lear Jets fitted with the latest aero-medical equipment.

In addition to emergency services, SES afford members peace of mind through a range of medical cover plans. A variety of individual and corporate medical cover plans are available to meet your requirements.

SES also offer on-site paramedic and ambulance services for corporate or event purposes. We are able to conduct full medical risk assessments and assist with evacuation planning, including for remote or high risk locations such as mine sites.

We conduct first aid training courses, from basic to advanced level, which can be fully tailored to your individual or group requirements as necessary. The provision of first aid kit, medical supplies and equipment are also available to complement our other services.

SPECIALTY EMERGENCY SERVICES

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■ Agenda | Thursday 16th May 2013

■ 11:30 - 12:00

Improving travel insurance : the view from the press and public



David Vincent,
Head of Product,
AXA Insurance



Nick Trend,
Commissioning
Editor & Columnist,
Daily Telegraph



Mark Allsopp,
UK Travel
Manager, AIG

In this interactive session, questions will be asked about travel insurance products specifically, as well as the industry at large, taking to task some of the industry's most significant players. These are going to be the questions that are asked most frequently by the consumer press as well as consumers themselves – can the industry come up with the right answers? A representative from the national press will work with ITIJ to ask insurers the most pertinent questions that relate to how travel insurance is perceived by the general public, and what could be done to improve the relationship between the media and the insurance industry.



Mandy Aitchison,
Title Editor,
International Travel
Insurance Journal



Julie Constable,
Travel Technical
Underwriting
Manager, LV=

■ 12:30 - 14:00 **Networking lunch**

■ 13:30 - 15:00

Travel Technology - creating a new experience



Jacoby Thwaites,
Founder & CTO,
Ethertricity



Manjit Rana,
Founder, Ingenin
Ltd

This session will explore how insurers and their partner assistance companies can make use of a customer's mobile phone to solve travel claims problems and offer a new claims experience to customers. The rise and rise of smart phones gives insurers an opportunity that should not be missed – find out how best to add value to your travel claims process so that you can take advantage of the latest technological developments to make the claims path as smooth as possible.

■ 16:00 - 16:30 **Coffee break**

International Travel Insurance Conference Kuala Lumpur
18 - 20 June 2013 | Shangri La

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Kuala Lumpur

The agenda will include the following topics

Day 1

Malaysia – growth of travel insurance & health tourism

How do insurers select an assistance company, should they stay in-house or be outsourced?

Day 2

UAE – how have TPA's met the new regulatory requirements for health insurance and what measures were taken to provide added value to their insurance clients?

Cross border expat health insurance products

County focus Myanmar

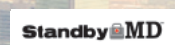
Case studies - to include fraudulent claims, air ambulance missions and international funeral arrangements

Day 3

Latest use of technology focusing on apps and smartphones

Shaping the future of travel in the Asia Pacific region.

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ASIA PACIFIC



■ Agenda | Thursday 16th May 2013

■ 15:30 - 17:00

Consumer Expectations, Insurance and the Ombudsman including the Consumer Insurance Act



Judith Crawford,
Policy Adviser,
Regulation &
Distribution,
Financial Conduct
Team, ABI

Caroline Wayman,
Principal
Ombudsman &
Legal Director,
Financial
Ombudsman
Service

The Consumer Insurance Act: an update
A representative from the Association of British Insurers (ABI) will offer ITIC delegates information about the Consumer Insurance (Disclosure and Representations) Act's implementation, and examine how well the industry has taken on the new regulation. Compliance with the new regulation, it was hoped, will mean fewer complaints to the ombudsman as fewer claims will be rejected.

Assessing claims and avoiding complaints
Travel insurers need to understand exactly what their clients are making complaints about to the Financial Ombudsman Service (FOS). By inviting a representative of the FOS onto a panel, ITIC hopes to create real debate and transparency between the industry and its ombudsman. The FOS will show delegates details of the common complaints they are still handling, while the travel insurers will also have an opportunity to voice their concerns about the ways in which such complaints are handled.

■ 19:00 - late **One Night in Brighton!** **Dinner and comedy evening**

Eat, drink and be merry with three of the UK's top comedians. Compered by John Simmit and featuring the comedy stylings of Brian Higgins and Terry Alderton, this is sure to be a fantastic night to bring ITIC Brighton 2013 to a close.



THE INTERNATIONAL TRAVEL
INSURANCE CONFERENCE PRESENTS...

ONE NIGHT IN BRIGHTON

THE REGENCY SUITE AT THE
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FROM 19.00 | BLACK TIE

THURSDAY 16TH MAY

MENU

WHAT A (S)TART!

SLOW ROASTED TOMATO, BASIL AND PARMESAN TARTLET, PESTO & TOMATO HERB SALAD

A BELLY OF LAUGHS

PORK BELLY & CIDER JUS WITH ACCOMPANIMENTS

A SUITABLY MESSY ENDING

BRIGHTON MESS WITH PINK MERINGUE

COMEDIAN

TERRY ALDERTON

**A BUNDLE OF EXPLOSIVE COMEDY ENERGY,
COMBINING IMPRESSIONS AND QUICKFIRE
STAND UP**

“YOU CAN’T CARRY ON STORMING GIGS LIKE THIS”

EDDIE IZZARD



COMEDIAN

BRIAN HIGGINS

**THE SCOTSMAN FROM LUTON HAS MADE PEOPLE
LAUGH EVERYWHERE FROM SINGAPORE TO
HONG KONG, AUSTRALIA AND THE CARIBBEAN**

“A LIVEWIRE AND SKILFUL” TIME OUT



COMPERE

JOHN SIMMIT

**HOST JOHN SIMMIT IS BEST KNOWN FOR PLAYING DIPSY
IN BBC TV’S INTERNATIONAL HIT SHOW TELETUBBIES**

“A BRAVE HARD HITTING ENTERTAINER” THE GUARDIAN



Vienna



DATE & LOCATION

4 - 7 November 2013 | Intercontinental Wien

FOR MORE DETAILS

<http://vienna.itic.co>

Follow up with the ITIC Brighton event and download photos by going to the website:

brighton.itic.co



Brighton