



International  
Travel & Health  
Insurance Conference

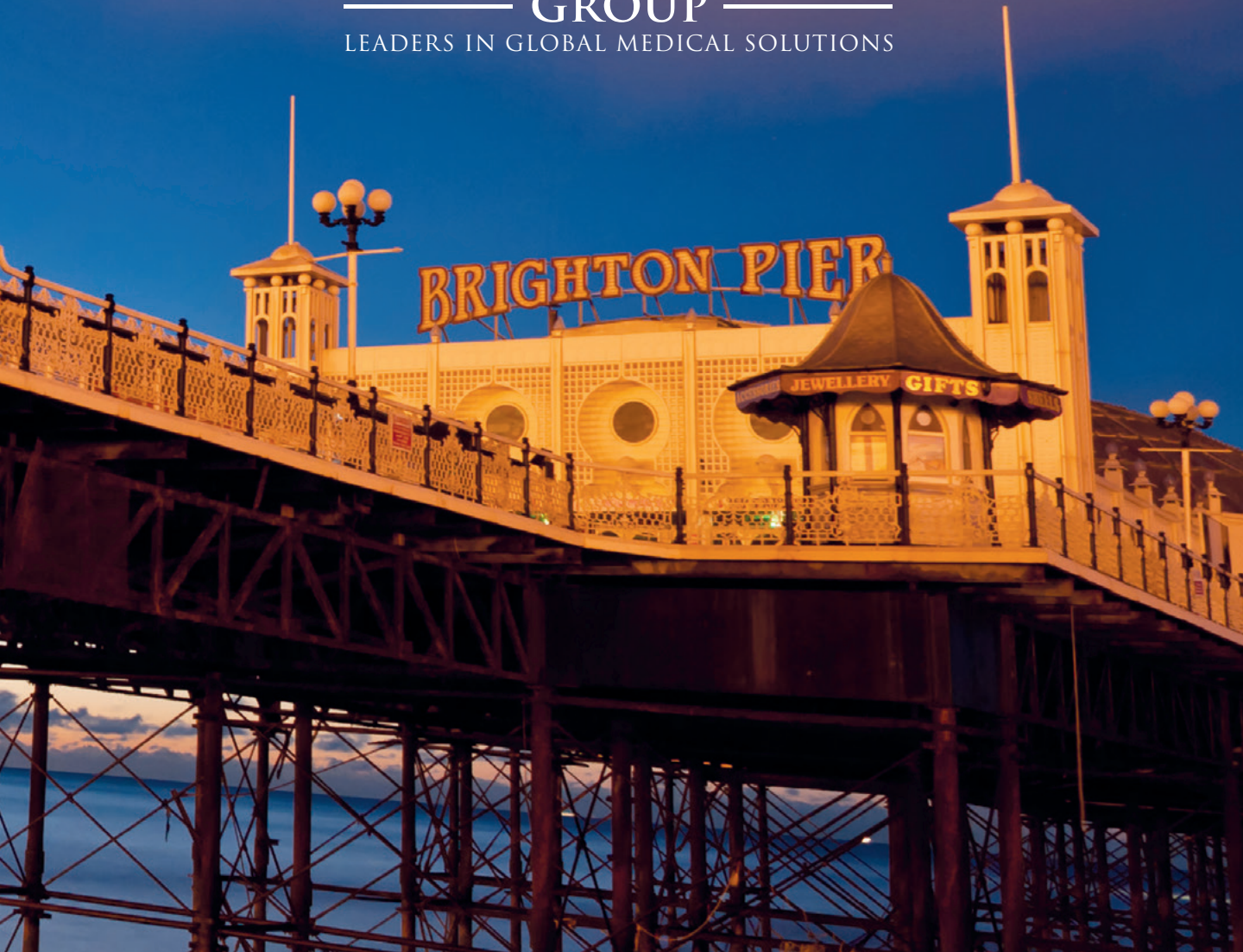
# Brighton

17-18 May 2017

Hilton Brighton Metropole

Conference brochure sponsored by

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## Dear delegate,



Good morning everyone,

Welcome to ITIC Brighton, and our 19th UK conference.

Our first session this morning addresses the word on everyone's minds at the moment – Brexit. Our keynote speaker will discuss the wider global economic impact of the UK's departure from the European Union, and then the ABI will follow up with their take on what the main issues of concern for the industry are, and how to address them.

Cover and assistance for travellers with mental health conditions is up next – a topic that is becoming more relevant each year, and if travel insurers want to meet the needs of their customers going forward, they will have to consider introducing cover for many more conditions.

After lunch, we've got a new style of conference session for you – we've got so many topics to cover this year that we couldn't include all of them in the traditional panel session format, so instead we've got a series of short speaker presentations lined up for you. The topics range from regulation to claims, and each speaker is an expert in their field.

This evening, I hope you will join us for a champagne flight onboard the British Airways i360 – it's a unique environment for a networking event, we hope you like it! The Farewell Dinner will follow at the Hilton Brighton Metropole, concluding with our One Night in Brighton comedy night featuring some of the UK's best stand-up talent.

Ian Cameron, *conference chairman*



## Thanks to the ITIC UK committee



**Donna Sweetman**  
*Director*  
Arrow Underwriting Services Ltd



**Carl Carter**  
*Director*  
Voyager Insurance Services Ltd



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



**David Vincent**  
*Travel Underwriting Manager*  
LV=



**Jon Phillips**  
*Operations Director*  
Emergency Assistance Facilities



**Mandy Langfield**  
*Title Editor*  
ITIJ



**Tom Bishop**  
*Head of Travel Insurance*  
Direct Line Group



**Mark Somers**  
*Managing Director*  
Global Response

## Thank you to all our sponsors



AGENDA *Day 1*

*Wednesday 17 May*

18:30 - 20:00 **Welcome Reception at the Royal Pavilion**



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AT THE

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JOIN FELLOW ITIC ATTENDEES FOR A GRAND RECEPTION IN THE RICH  
SURROUNDS OF THE ROYAL PAVILION - THE JEWEL IN BRIGHTON'S CROWN

~  
WEDNESDAY 17TH MAY

~  
DRINKS AND CANAPÉS FIT FOR A KING AND QUEEN FROM 18:30 - 20:00  
THE BANQUETING ROOM



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# AGENDA

Day 2

Thursday 18 May

08:30 - 09:30 **Morning registration** *outside of the Regency Suite*

08:30 - 09:30 **Welcome coffee** *inside of the Regency Suite*

➤ 09:30 - 11:00 **A post-Brexit economy**



Andrew will discuss the ‘new normal’ economy in a post-Brexit world, looking at how global economics affects Europe and the UK. As senior economic adviser at PricewaterhouseCoopers, Dr Andrew Sentance (CBE) is one of the world’s foremost financial experts. He served as an external member of the Monetary Policy Committee of the Bank of England (2006-2011), with a period of office which spanned the financial crisis, the recession that followed, and the beginnings of economic recovery. Throughout his 30-year career, Andrew has spoken and presented to a wide range of business and financial audiences on economic issues.

Alisa will address issues that the ABI considers to be most relevant to it’s members following the UK’s decision to leave the European Union. There is a lot at stake for our industry, and although it is difficult to predict the future while the government has barely begun its negotiations with European leaders, there are still preparations that can and must be made. The UK’s insurance industry must be prepared for the future, ready to adapt to be successful in a changing economic and regulatory environment.

11:00 - 11:30 **Networking coffee break** *in the Edinburgh and Gloucester Suite*



A full review of ITIC Brighton will be published in the next issue of ITIJ



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# AGENDA

➤ 11:30 - 12:30 **Cover and assistance for mental health conditions**



**Fiona Macrae**  
*Head of Client Engagement*  
tifgroup



**Jon Phillips**  
*Operations Director*  
Emergency Assistance Facilities

Fiona will begin by examining the nature of medical screening for travellers with mental health conditions in need of insurance, looking at what the company does to meet the needs of this group of travellers, which is becoming more significant with each year. Providing insurance is, of course, only the first step in the process – once they are insured, the possibility of needing emergency assistance abroad rears its head. Jon will consider the complexities of providing assistance for these travellers, giving insights into the best ways to provide the necessary help.

12:30 - 14:00 **Networking lunch served in the 1890 restaurant**



# BARCELONA

W HOTEL 5-9 NOV 2017

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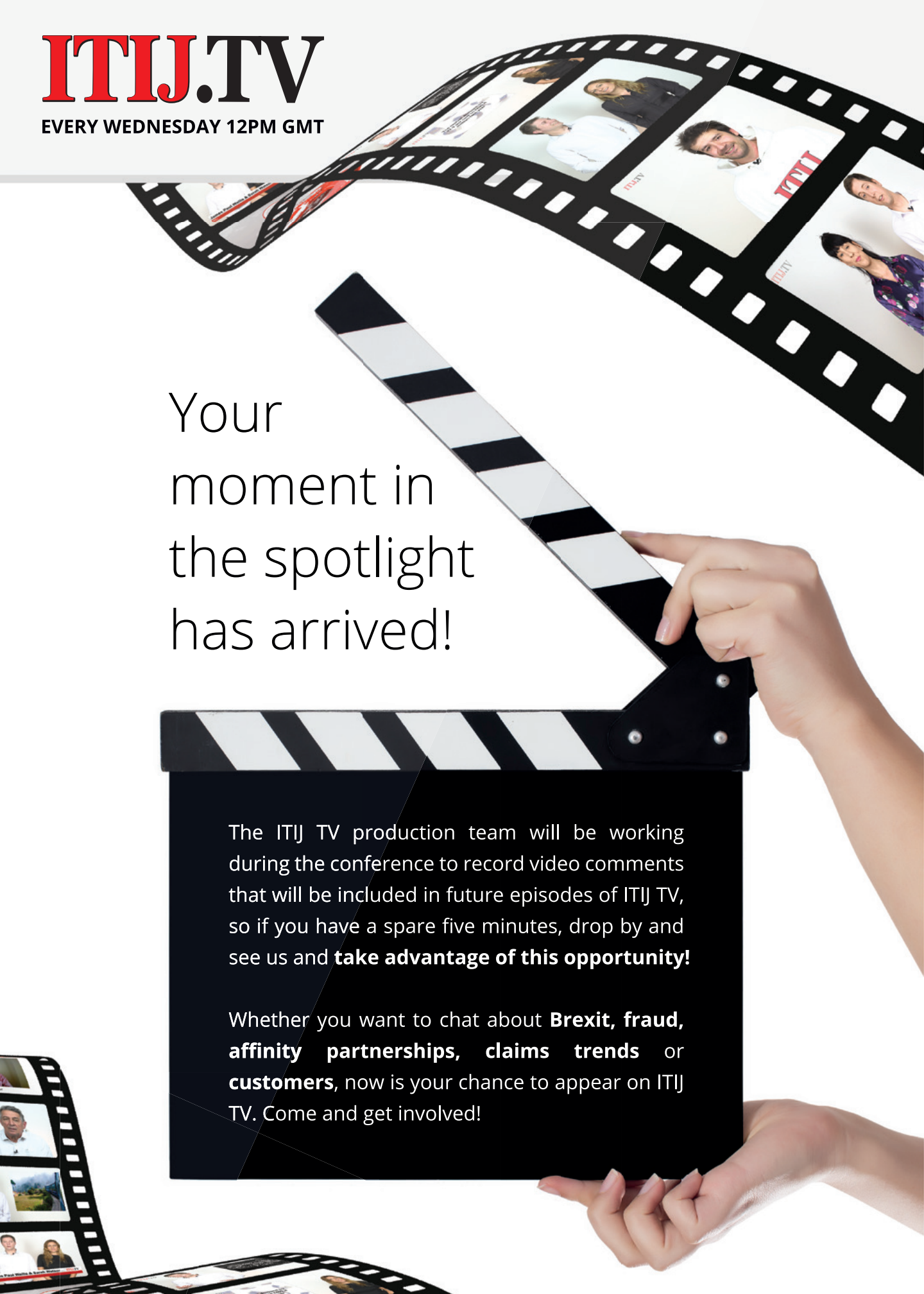
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GLOBAL ITIC

# ITIJ.TV

EVERY WEDNESDAY 12PM GMT

A hand is holding a black clapperboard with a white and black striped top bar. The clapperboard is positioned diagonally across the frame. In the background, a film strip is visible, showing various scenes of people, including a man in a white shirt and a woman in a purple dress. The film strip is curved and appears to be part of a larger production.

Your  
moment in  
the spotlight  
has arrived!

The ITIJ TV production team will be working during the conference to record video comments that will be included in future episodes of ITIJ TV, so if you have a spare five minutes, drop by and see us and **take advantage of this opportunity!**

Whether you want to chat about **Brexit, fraud, affinity partnerships, claims trends** or **customers**, now is your chance to appear on ITIJ TV. Come and get involved!



# AGENDA

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➤ 14:00 - 16:00

## High-impact discussion points

A short and snappy series of speakers who will address their niche areas of main concern at the moment, covering topics ranging from regulation to claims.



**Tom Bishop**  
*Head of Travel Insurance*  
Direct Line Group

### **The conduct and regulatory horizon**

Including discussion of the FCA Mission Statement, the Insurance Distribution Directive Implementation, and keeping travel insurance accessible to customers with serious illnesses.



**Mark Lee**  
*Partner and Head of the Travel Law Team*  
Penningtons Manches LLP

### **Impact of the Enterprise Act 2016**

A consideration of how the introduction of the 'timely payment clause' will affect travel insurers in the UK, and ways in which insurers need to manage claims so that they are complying with the new rule.



**Nel Mooy**  
*Head of Travel*  
AXA Insurance

### **Changing trends in travel claims**

This presentation will identify issues affecting travel claims, such as new regulations and travellers' changing habits. It will also look at what travel insurers can and should be doing to react to these trends, keeping in mind their bottom line, while also meeting customers' expectations and treating customers fairly.



**Ian Brown**  
*Partner*  
Trowers & Hamlin

### **The impact of the 'collateral lie' ruling**

The fact that customers can tell lies and insurers can't use that lie as a reason to decline a claim has put companies in a difficult position; but what have the real effects been of the 'collateral lie' ruling from 2016? Have insurers really seen more cases of fraudulent claims?



**Sheilah Mackie**  
*Partner*  
Blake Morgan LLP

### **General Data Protection Regulation**

The focus of this presentation will be the impact of the GDPR – an issue that has been keeping many insurers and assistance company directors awake at night! With 12 months to go until its introduction, there is still time to address your company's approach to data protection.

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16:00 - 16:30

**Networking coffee break in the Regency Suite**

# Brighton



## Take to the skies for the ITIC Brighton Farewell Dinner

Hosted at the British Airways i360

Thursday 18th May

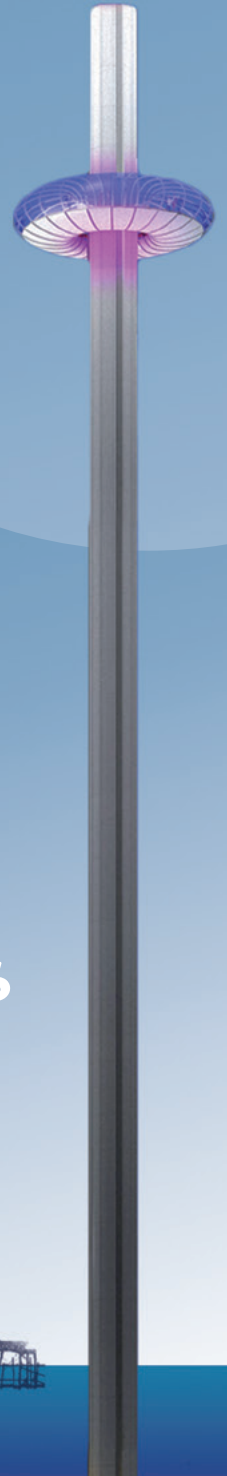
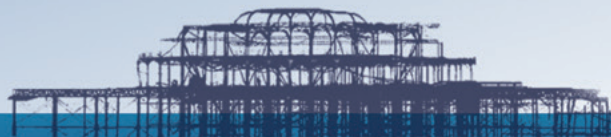
Champagne flight departs at 19:15 prompt  
Security clearance requested at 19:00

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Three-course seated dinner will follow at ground level with a  
locally sourced modern menu and a selection of wine



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# INVITES YOU TO FLY HIGH AT ITIC BRIGHTON 2017

*Join us on Thursday 18th May at the British Airways i360 for your exclusive champagne flight on the world's tallest moving observation tower.*

*As you climb higher and higher, panoramic views of Brighton unfold and chilled English sparkling wine welcomes you on board-the perfect setting for networking with the industry's most inspiring innovators. The sky's the limit.*

*The i360 is directly opposite the main entrance of the conference hotel  
Please make sure you arrive by 19:00 hrs for security clearance  
All registered attendees will receive an e-ticket*



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**Deadline for self-nominations 3 July.**



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# ITIC 2017 Conferences

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12-14th June 2017  
9th ANNUAL ASIA-PACIFIC



## BARCELONA



5-9th November 2017  
25th ANNUAL GLOBAL



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### BARCELONA

9th NOVEMBER

15th ANNUAL AWARDS

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3rd-4th May 2018  
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