



# Bristol

Marriott Royal Hotel  
3<sup>rd</sup> May 2018

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# Apply Some Factor Nifty

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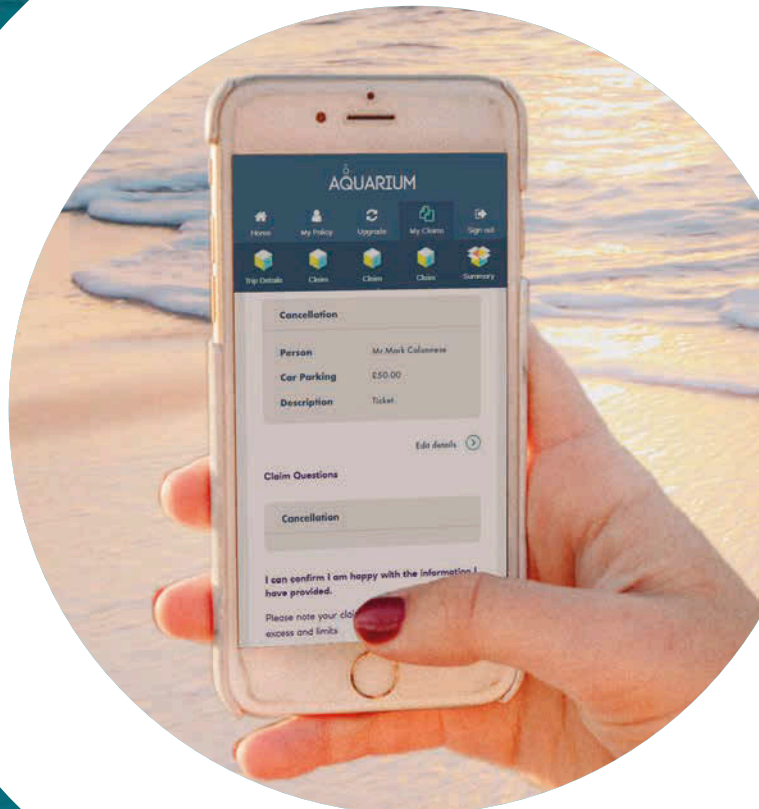
## GET SOME EXTRA SKIN IN THE GAME.

  
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Get in touch:

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## Dear Delegate

For our 20th UK conference, we've brought you to our home of Bristol! Another iconic city, steeped in maritime history, ironically this year's event is all about the industry's progress, and its future. We're starting with a debate on how travel insurance and assistance firms respond to the increasing risk of terror attacks targeting tourist hotspots, followed by a panel session discussing the progress that has been made in developing sophisticated medical screening programmes.

The afternoon's sessions are all about the power of data – if, as an industry, travel insurers can harness the data collected, and use it to develop innovative and appropriate products that meet the needs of a new generation of travellers, then the future of our sector is sure to be bright.

I look forward to speaking to you over the course of the conference.

Ian Cameron, conference chairman

## THANKS TO THE ITIC UK COMMITTEE



**Phil Denman**

*Managing Director, Healix Insurance Services Ltd*



**Stella Jones**

*Schemes Director, UK General*



**Carl Carter**

*Managing Director, Voyager Travel*



**Kate Huet**

*Managing Director, International Travel and Healthcare Limited*



**David Vincent**

*Travel and Pet Underwriting Manager, LV=*



**Greg Lawson**

*Head of Travel Insurance Insurance & Assistance, Collinson Group*



**Mandy Langfield**

*Title Editor, ITIJ*

## THANK YOU TO ALL OUR SPONSORS



**NEW FRONTIER GROUP**  
LEADERS IN GLOBAL MEDICAL SOLUTIONS

# Welcome you to ITIC in Bristol

Wednesday 3rd May 18:00 – 19:00  
Foyer of the Palm Court,  
Bristol Marriot Royal Hotel

Join us at pre-conference registration to collect your attendee badge and enjoy a glass of bubbles courtesy of New Frontier Group. The perfect way to make the most of your time out of the office and start networking.



“ To improve is to change; to be perfect is to change often.  
*Winston Churchill.* ”

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Day 1

Thursday 3 May

## 08:30 - 09:30 ITIC Bristol registration opens

Register for the conference in the ballroom foyer

## 09:30 - 11:00 Travel security risks and challenges



**Simon Calder**  
*Travel Writer, The Independent*



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



**Ted Jones**  
*CEO, Northcott Global Solutions*

Not only are travellers heading to ever more distant shores in search of adventure, but destinations previously considered 'safe' appear to be at higher risk of a terror attack than ever before. What do these customers require of their travel insurance policies when it comes to cover for such incidents, and what does this mean for underwriters, sellers and assistance companies?

## The networking breaks at ITIC Bristol are proudly sponsored by Aquarium

Aquarium Software helps travel insurers sell more policies, more profitably. Aquarium's clients are able to offer their customers a truly stand-out end-to-end digital service, from multi-channel sales through to automated claims settlement. Intelligent rules-based process automation enables significant improvements both in customer service and, operational efficiency and agility.

Aquarium's innovative digital solutions every day help keep millions of insurance and banking customers safe when away from home either on business or travelling with their loved ones.

Find out how Aquarium can help take your business to the next level. Visit us at the Conference, go to [www.aquarium-software.com/travel](http://www.aquarium-software.com/travel) or call +44(0)161 927 5620.



Representing the International Travel & Health Insurance Conference at ITIC Bristol is: Mark Colonnese, Sales & Marketing Director. Meet Mark and his team at their exhibition stand during the day.

### Message from Mark:

*"The Aquarium team are looking forward to meeting you on our stand. Please do pop by and pick up some "Factory Nifty" and if you like, we would love to explain how we can also help apply it to your business – from policy sales through to claims and medical emergency: We're ready."*

True health risk management starts with proactive assistance **before** sending your patient to the ER



Contact Global Excel at [corpinfo@globalexcel.com](mailto:corpinfo@globalexcel.com) or at **+1 819 566 8833**

Day 1 (cont.)

Thursday 3 May

11:00 - 11:30 Networking coffee break in the Kings Suite Foyer

11:30 - 13:00 Medical screening: Progress made



**Anna Sant**

*Partnership Manager - Travel Insurance Moneysupermarket Group*



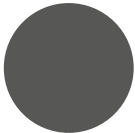
**Paul Bevan**

*Global Managing Director, Verisk Risk Rating*



**Leah Nagle**

*Ombudsman Manager, Financial Ombudsman Service*



**Sian Brightey**

*Ombudsman Leader, Financial Ombudsman Service*

The problem of under-declaration of medical conditions continues to be an issue facing the industry, and it applies to many distributors of insurance.

During this session, a representative from a major aggregator site will share insights into trends witnessed over the past year in terms of number of customers declaring pre-existing conditions, and explain the process through which such customers are taken by the site. This will be followed by a presentation from the developer of one of the medical risk rating tools used by British travel insurance consumers, who will give the audience a look at the customer journey, and how that has been refined so as to more accurately capture customer declarations about their conditions.

Finally, the Financial Ombudsman Service will offer the audience their take on what progress has been made with regards to the declarations made by customers about their pre-existing conditions, sharing information about claims declined due to non-disclosure, as well as the issue of retrospective screening and proportionate settlements.

13:00 - 14:30 Networking lunch served in the Palm Court



**REGISTER NOW**

**INTERNATIONAL TRAVEL & HEALTH INSURANCE CONFERENCES 2018 ITIC.CO**



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Day 1 (cont.)

Thursday 3 May

## 14:30 - 17:00 The Power of Data

*The value of start-ups*



**Liam Gray**  
Head of Research & Partner  
Management (InsurTech),  
Startupbootcamp

*Insights into the importance of  
customer ratings*



**Hannah Jones**  
Head of Business Development,  
Claimsrated.com

*Personalisation of products through  
data gathering*



**Billy Warner**  
Travel Underwriter, Collinson Group

*GDPR - Last minute advice for the  
unprepared*



**Dan Hyde**  
Partner - Commercial Dispute  
Resolution, Penningtons Manches  
LLP

InsurTech – the word on everyone's lips! A series of small 'bitesize' sessions during the afternoon will cover a lot of ground, from start-up disruptors upsetting the apple cart, to how online ratings can affect a customer's perception of a company, and how providers of international health services need to be sure they are storing and transmitting patient data in a compliant fashion.

*Tea and coffee will be served at the back of the  
conference room throughout the afternoon sessions*

## 19:30 - 23:00 ITIC UK Networking Dinner featuring the Faulty Towers Dining Experience

The Bristol Farewell Dinner brings the 20th ITIC UK Conference to a close with a night of fine dining, with a networking dinner evening made for connecting with other high-fliers.



ITIC UK has booked you a seat at the  
funniest restaurant in town...

# Bristol



*You are invited to*

## THE ITIC NETWORKING FAREWELL DINNER



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Sybil and Manuel  
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AGENDA



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