



FINCON 2019
20th Annual Insurance Conference
'India Insurance – Going from Teens to Twenties'
Friday, 3 May 2019 Mumbai

PROGRAM

08:45 AM – 9:50 AM	Registration for the Conference.
10:00 am – 11:00 am	Inaugural Session The Indian insurance sector has not only witnessed significant growth but has also changed significantly on many dimensions including open architecture distribution, increasing adoption of digital technologies in sales, customer service and claims settlement, new products, game changing regulations, etc. As the industry goes from teens to twenties, what will be the big themes that will impact insurance business and how the industry will change over next five years. Welcome & Theme Address by Mr. Bhargav Dasgupta , Chairman, FICCI National Committee on Insurance and Managing Director & CEO, ICICI Lombard General Insurance Company Ltd Theme Presentation on 'India Insurance – From Teens to Twenties' by Mr. Alpesh Shah , Managing Director, India, The Boston Consulting Group Inaugural Address by Dr. Subhash C Khuntia , Chairman, Insurance Regulatory and Development Authority of India (IRDAI) Vote of thanks & Closing remarks by Mr. G Murlidhar , Co-Chairman, FICCI National Committee on Insurance and Managing Director & CEO, Kotak Mahindra Life Insurance Company Ltd Session to be moderated by Ms. Jyoti Vij , Deputy Secretary General, FICCI
11:00 am – 11:30 am	Networking Break Tea/Coffee

11:30 am – 12:45 pm	Session I – Reimagining the core
	<p>Insurers are adopting digital and analytics in sales, claims and customer service. Insurers need to reimagine the core and digitize end-to-end customer journey for customer service excellence as well as for improving process speed, quality and cost. What are the imperatives and best practices for customer journey transformation.</p> <ul style="list-style-type: none"> • How are Indian insurers leveraging digitization to completely re-imagine their business processes? • How new-gen tech including digital, analytics, AI / ML, block-chain impact different functions of insurance business? • What role partnerships and creation of ecosystems will play? <p>Session moderated by Mr Pranay Mehrotra, Partner & Director, The Boston Consulting Group</p> <p>Panelists</p> <ul style="list-style-type: none"> • Mr Mayank Bathwal, Chief Executive Officer, Aditya Birla Health Insurance Company Ltd • Mr Varun Dua, Founder & CEO, Acko General Insurance Ltd • Mr S S Gopalarathnam, Managing Director, Cholamandalam MS General Insurance Company Ltd • Mr Prashant Tripathy, Managing Director & CEO, Max Life Insurance Company Ltd • Mr Ashish Vohra, Executive Director & CEO, Reliance Nippon Life Insurance Company Ltd • Mr Pushan Mahapatra, Managing Director & CEO, SBI General Insurance Company Ltd • Mr Vaibhav Kathju, India Head – Insurance Business, TransUnion CIBIL Limited
12:45 pm to 01:45 pm	Lunch break
01:45 pm – 03:00 pm	Session II – Evolving distribution dynamics
	<p>Insurance industry globally is being forced to introspect what you sell and how you sell, there is a large need for innovation in products and channels. In India, several factors have impacted the distribution dynamics in the recent past – banca open architecture, commission guidelines, new channels, products, digital distribution etc. How is distribution expected to evolve in the near future?</p> <ul style="list-style-type: none"> • What are the challenges for traditional insurers and what is expected to change? • Global insurers are increasingly leveraging partnerships / eco-systems for distribution, what can we expect in India? • What are the new channels for insurance distribution that can become significant? • Can traditional insurance products be sold through new innovative channels or what changes are needed to products?

	<p>Session moderated by Mr Aniruddha Marathe, Principal, The Boston Consulting Group</p> <p>Panelists</p> <ul style="list-style-type: none"> • Mr Tarun Chugh, Managing Director & CEO, Bajaj Allianz Life Insurance Company Ltd. • Mr Prasun Sikdar, Managing Director & CEO, Cigna TTK Health Insurance Company Ltd • Mr Vijay Kumar, CEO & Principal Officer, Go Digit General Insurance Ltd • Mr Mahesh Balasubramanian, Managing Director & CEO, Kotak Mahindra General Insurance Company Ltd • Mr Atul Sahai, Chairman & MD, New India Assurance Company Ltd • Mr Rakesh Jain, Chief Executive Officer, Reliance General Insurance Company Ltd • Mr Rishi Srivastava, Chief Executive Officer & MD, TATA AIA Life Insurance Company Ltd*
03:00 pm – 04:15 pm	Session III – Innovation for the 20s – Going beyond the core
	<p>Needs of insurance customers are continuously evolving. Digital is shaping both customer behavior as well as insurers' ability to rapidly respond with customized products and value propositions. Innovation in claims and customer service also allows potential for sustained differentiation. How should insurers accelerate innovation?</p> <ul style="list-style-type: none"> • What customers want – what innovations are likely to resonate with customers for insurance coverage and service needs? • Internationally, trends in product innovation are bringing bite-sized products, products for new insurance needs. What are the opportunities for Indian insurers? • What innovations in insurance distributions, claims and customer service could be shaping the course of insurance industry? <p>Session moderated by Mr Jitesh Shah, Partner, The Boston Consulting Group</p> <p>Panelists</p> <ul style="list-style-type: none"> • Mr Trevor Bull, Managing Director & CEO, AVIVA Life Insurance Company Ltd • Mr Roopam Asthana, Chief Executive Officer & Whole Time Director, Liberty General Insurance Company Ltd • Mr Sakate Khaitan, Senior Partner, Khaitan Legal Associate • Mr Anuj Gulati, Managing Director & CEO, Religare Health Insurance Company Ltd
04:15 pm – 05:00 pm	FICCI Insurance Awards
	<p>Celebrating the best of insurance industry with first ever FICCI Insurance awards. The awards comprise multiple categories including insurance company of the year, insurance CEO of the year, most innovative insurer, excellence in claims and</p>

	customer service, best insurance campaign, best CSR initiative, and insurance for inclusion
--	---

Awards to be given away by special guest of honor

*invited