



London Market Professionals  
**CLAIMS**  
MATTERS

## What do our customers really think about the changing claims service model?

**Date:** Tuesday 20 May 2014  
**Time:** 4.00pm  
**Venue:** America Square Conference Centre  
No.1 America Square, 17 Crosswall  
London, EC3N 2LB  
**Cost:** Free of charge\*  
**Register at** [www.Impclaimsmatters.co.uk](http://www.Impclaimsmatters.co.uk)

\* Open to all employees of insurers, brokers, Lloyd's, trade associations, third party administrators, and loss adjusters. Entry restricted due to excessive demand for all London Market Professional events.

### Agenda

- 3.45pm** Registration
- 4.00pm** Welcome from Roger Oldham  
- Founder of LMP
- 4.10pm** Keynote speech - 'A customer's perspective'
- 4.35pm** Creating Positive Customer Outcomes (PCO's)
- 5.00pm** Interactive Panel Discussion  
- 'The Market Perspective'
- 5.25pm** Conference Summary from Roger Oldham
- 5.30pm** Drinks and networking session

### Programme

**Keynote Speaker - Chris McGloin BSc FCII, Risk Manager at Invensys and Chair of AIRMIC**

Chris is a highly experienced insurance and risk management professional who started his career with the Royal Insurance Group before moving into the broking working for Sedgwick and Aon. In 2006 he took up his role at Invensys and also now assumes the role of Chairman at AIRMIC, the association for those who have a responsibility for risk management and insurance within their organisation. Members include company secretaries, finance directors, internal audit as well as risk and insurance managers.

**London Market Claims - Creating Positive Customer Outcomes (PCO's) - Ben Bolton, Gracechurch Consulting**

Gracechurch are well known in the London Market for their various activities including their comprehensive Market surveys. In this presentation, Ben will be drawing from the results of their London Market Claims Service Survey.

The presentation will reveal some of the typical traits of claims practice identified by Ben and his team and whether they benefit or disadvantage the client.

#### Panel Discussion -

Comprising senior claims executives from Insurers & Broking Houses. The panel will discuss the following:

*The changing claims handling landscape for brokers as well as for underwriters*

*Why some insurance firms decide to outsource and why some don't  
How the evolving expectations from customers is impacting internal operating models*

*What can customers expect to see from a higher percentage of outsourced claims work*

*The importance of the loss adjuster and legal adviser in the management of claims*

PLEASE FEEL FREE TO PASS THIS INVITATION ON TO A COLLEAGUE WITH AN INTEREST IN CLAIMS OR CLAIMS MANAGEMENT