



Policyholder Services & Underwriting Track Sessions

Monday, July 22

3:30 pm–4:15 pm

The Underwriter of the Future—Recruiting and Retaining the Next Generation of Underwriters

Join us for an interactive discussion about the challenges faced by our industry as an aging profession looks to refresh and enhance the image of Underwriting. Come to discuss with an HR professional how recruiting and retention efforts are evolving to meet the challenge. We will also discuss how skillsets are evolving and how those differ from the underwriting profession we grew up in. Come join our panel discussion as we cover these topics and others pertinent to our conversation.

Speaker

- *Sarah Mazzocco, Director-Human Resources, Missouri Employers Mutual*
- *James Owen, CEO, Missouri Employers Mutual*

Tuesday, July 23

9:45 am–10:30 am

Digitizing the Workers' Compensation Customer Experience—A New Framework

Workers' Compensation customers are changing, and that change comes with significant challenges for insurers. Whether your customer is the agent, the policyholder, or the claimant, today's customers have extremely high expectations of interactions with insurers based on experiences with other noninsurance organizations. As a result, insurers are

investing heavily in transforming the customer experience, with technology and data playing the lead roles in this strategic initiative. But delivering a new experience requires a wide variety of digital capabilities that aren't typically found in a carrier's core application architecture. In a world of customer centric design, there is a new way of looking at the workers' comp customer and agent experience. This session will lay out that new framework, highlight the changing application architecture needed to support it, and suggest how to get started in the transition with plenty of live examples.

Speaker

- *Karlyn Carnahan, Head, Property and Casualty Insurance, the Americas, Celent*

10:45 am–11:30 am

Workers Comp Pay as You Go Yesterday, Today and Tomorrow!

A workers' comp billing option of pay as you go is becoming a "need to have" versus a "nice to have" for all workers' comp carriers. This session will touch on the origins of pay as you go, where it is today, and where it is going in the future as a great tool for all workers' comp carriers.

Speaker

- *Dino Carbone, Senior VP Sales & Marketing, SmartPay Solutions*