

MSA's
CIFF Canadian Insurance
Financial Forum

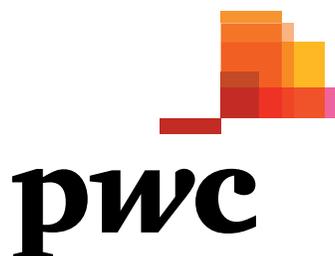
2018

May 15-16

White Oaks Resort & Spa, Niagara-on-the-Lake

Where Finance, Risk & Actuarial Professionals Meet

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TD Insurance

Ratan Ralliaran

Partner,
Deloitte LLP



Who Should Attend

The CIFF is designed for finance professionals in the P&C insurance industry including:

CEOs & CFOs

Regulators

Insurer Board Members

CIOs & CROs

Consultants

VP, AVP Finance, Controllers

Actuaries

Analysts

Directors, Managers & staff

CIFF 2018 is accredited by RIBO: 9.5hours Management

CIFF is hosted by MSA Research



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Definitive insurance information for intelligent business decisions.™



Joel Baker

President & CEO,
MSA Research Inc.

This marks MSA's ninth annual Canadian Insurance Financial Forum (CIFF). As you know, the CIFF is the single largest gathering of Canadian P&C insurance financial professionals, attracting hundreds of delegates from across the country and abroad. This accomplishment is a credit to the CIFF's advisory committees over the years and the many expert speakers and panelists who have presented since CIFF's inception, back in 2010.

Sometimes you have to shake things up and reinvigorate well-worn patterns. This is such a time.

This year we are taking the CIFF out of town and running it over two days instead of cramming everything into one jam-packed day. Over the years, delegates have told us again and again that they appreciate networking almost as highly as they value the business sessions themselves. The one-day format limited the networking opportunities.

This new two-day format allows for plenty of networking including designated private meeting time on the morning of May 15, an opening networking lunch, an evening cocktail and a relaxed dinner. In addition, there is a keynote luncheon on May 16 with FSRA's Chair Bryan Davies, as well as a breakfast and networking breaks. Opportunities to make professional connections will abound!

The other change we're making this year is with our emcee, Graham Segger, who many of us know and love. Graham still has an important role at CIFF 2018 as moderator of our Financial Leaders Panel, but the emcee mantle has been taken on by Misha Glouberman. You're in for a treat! He's been described as a mash-up of "Peter Mansbridge's smarts and Conan O'Brien's wit". Check out his bio on the CIFF site or, better yet, look him up on YouTube.

The CIFF is specifically designed to meet the needs of actuarial, accounting, finance, compliance, regulatory and investment professionals in our industry as well as to provide valuable information for board members in a content-rich and rewarding experience, supplemented with valuable networking opportunities.

The CIFF 2018 Advisory Committee is made up of senior partners from all major audit and actuarial firms as well as esteemed financial industry leaders. The committee has put together another fantastic program this year, with topics and speakers you will not find in one place anywhere else. Check out the agenda. After doing so, I'm sure that you will agree that the CIFF is where finance professionals like you will want to be on May 15 and 16.

We look forward to seeing you there.



Misha Glouberman

Negotiations Expert;
Co-Author of The
Chairs Are Where The
People Go

CIFF Private Meeting Time 9:00-11:30am

Come early to take advantage of the meeting space to meet with fellow attendees away from the distractions of the office. Coffee and light refreshments will be available. Use the CIFF app to contact other delegates and pre-arrange your meetings.

IFRS 17 Clinic Available

Consult with IFRS experts from Deloitte, KPMG, EY, PwC, Eckler and others at the IFRS 17 Clinic. Learn from the experts and from each other. Open to attendees as part of the private meeting time.



Networking Lunch 11:30am - 12:30pm

Welcome and Acknowledgements 12:45-12:55pm

Review of Industry Results and Outlook 12:55-1:15pm



Joel Baker
President & CEO,
MSA Research Inc.

From his vantage point at MSA, Joel will share his reflections on last year and the unfolding industry picture for 2018 and beyond.

The B3i (Blockchain Insurance Industry Initiative) Story 1:15 - 2:00pm



Paul Meeusen
Head Distributed
Ledger Technology,
Swiss Re

B3i, or The Blockchain Insurance Industry Initiative, was launched in Monte Carlo on September 10, 2017 by a consortium of 15 of the world's leading insurers and reinsurers. It is dedicated to developing trading platforms across the entire insurance value chain using Blockchain based technologies. The B3i community is open and growing. Come and learn from one of the founders of B3i, Swiss Re's Paul Meeusen, as he explains the mechanism and philosophy behind this exciting undertaking.

The initial 15 members of B3i were Achmea, Aegon, Ageas, Allianz, Generali, Hannover Re, Liberty Mutual, Munich Re, RGA, SCOR, Sompo Japan Nipponkoa Insurance, Swiss Re, Tokio Marine Holdings, XL Catlin and Zurich Insurance Group.

IFRS 17 - Where Is It Going? 2:00 - 3:00pm

Moderator:



Akif Siddiqui
Partner,
PwC

Panelists:



Jeffrey Muller
Capital Specialist,
OSFI



Gary Timlick
SVP and CFO,
Wawanesa Mutual
Insurance Company



Richard Xu
Director,
Actuarial Division,
OSFI

Insurers have in the past few months been actively engaged in assessing the impact of IFRS 17 on their financial reporting, their business and underlying process and systems. And so has the regulator, assessing the impact on current financial reporting and, most importantly, on capital requirements. The industry has also come together to share and discuss views and interpretations. This session will discuss the IBC IFRS 17 Working Group and its activities, provide an overview of completed papers to date as well as discuss future topics to be addressed. We will also hear from the regulator with two representatives from OSFI who will provide an update on their project plan, from both an accounting and capital perspective.

Networking Break 3:00 - 3:30pm sponsored by Deloitte

Tuesday, May 15 - Day 1

Harnessing Innovation 3:30 - 4:45pm

Moderator:



Hudson Lopez
Partner,
KPMG

Panelists:



Marc Lipman
COO,
AIG Canada



Chris Murumets
Co-Founder,
LOGIQ³



François Gaudreau
Partner and National Lead,
Intelligent Process Automation,
KPMG

Join three outstanding expert speakers in this fascinating session to understand the rapidly evolving innovation landscape washing over the global insurance industry. They will address the lifecycle of startups, the challenges of scaling innovation, and integrating insurtechs into incumbent operations and corporate culture.

Cocktail Reception 6:30 - 7:30pm sponsored by EY

Dinner 7:30pm

Wednesday, May 16 - Day 2

Breakfast 7:30 - 8:45am sponsored by PwC

Talent and Change Management in a Complex World 9:00 - 10:15am

Moderator:



Ratan Ralliarum
Partner,
Deloitte

Panelists:



Margaret Resce Milkint
Managing Partner,
The Jacobson Group



Geoff Shields
SVP Insurance,
Strategic Resource
Consultants

When an industry has been in existence for as long as insurance has, the perception that can develop is one of conventionality, predictability and even monotony. For those working in the industry, we know this could not be further from the truth, particularly right now. Climate change, demographic shifts, economic corrections, regulatory & accounting developments, tectonic technology transformation and more are combining to impact virtually every aspect of the insurance industry. Finance, risk and actuarial professionals are increasingly finding themselves at the forefront of having to identify, measure, mitigate and leverage the impacts of these dramatic changes.

In this session we can't possibly tell you how to address each of these trends and developments, but we will give you some insights into how organizations are attracting, retaining and developing the kind of talent who can. Learn how insurance organizations are positioning themselves to survive and thrive in this transformative environment.

Networking Break 10:15 - 10:45am sponsored by KPMG

Wednesday, May 16 - Day 2

IFRS 17 - Perception vs. Reality / Lessons to Date 10:45am - 12:00pm

Moderator:



Owen Thomas
Partner,
PwC

Panelists:



Jacqueline Friedland
CRO,
RSA Canada



Jonathan Turner
SVP and CFO,
Swiss Re Canada



Bill Weiland
Principal,
Eckler

We are now almost a full year since IFRS 17 Insurance Contracts was finally released. Now that insurers have begun their IFRS 17 transition journey, how have priorities shifted or changed? We will hear about balancing the need to make new policy decisions to meet the implementation timeline with still-developing industry practice and interpretation, the division of work between finance, actuarial and IT, the involvement of the executive team and lessons learned to date.

Lunch 12:00 - 1:30pm

Regulating for the Future: The Financial Services Regulatory Authority

Keynote Luncheon Speaker: Bryan Davies

Chair, Ontario Financial Services Regulatory Authority (FSRA)

Introduction by George Cooke, Chair of OMERS Administration Corporation Board and Member of Expert Advisory Panel to the Ministry of Finance



The Financial Services Regulatory Authority (FSRA) is a new, independent regulatory agency created to improve consumer and pension plan beneficiary protections in Ontario. When operational, FSRA will be an innovative, flexible, self-funded regulator capable of responding to the dynamic pace of change in marketplace, industry and consumer expectations. Bryan Davies, Chair of the Board of Directors, will discuss key trends and issues impacting the regulation of financial services in Canada and across the world, and provide an update on the status of FSRA's transition plan to assume regulatory functions currently under the auspices of other agencies.

It's the PD stuPiD! Adapting to the New World of Auto Physical Damage Losses 1:30 - 2:45pm

Moderator:



Steve Lee
Partner,
EY

Panelists:



Flavio Battilana
COO,
CSN Collision Centres



Liam McFarlane
Partner,
EY



Gerry Martineau
Director, National
Claims Response Centres,
The Co-Operators



Gordon Rasbach
VP, Legal & Fraud
Management,
Aviva Canada

Auto PD losses are on the rise and are a very significant contributing factor to the alarming auto results across the country without differentiating between modes of distribution, regulatory environments or jurisdiction. Public insurers are just as exposed to this phenomena as are private ones. The main root cause of this is the increasingly complex use of technology in vehicles. Mirrors that used to cost \$250 now cost upwards of \$600 to replace. Mechanics are not computer scientists and they too are adjusting to this new reality.

Networking Break 2:45 - 3:15pm

Economic State of the Union 3:15 - 4:00pm



Nathan Janzen
Senior Economist,
RBC

Volatile markets, massive U.S. tax cuts, frayed trade agreements, slowly rising interest rates and a volatile Canadian dollar are the backdrop which re/insurers find themselves facing over the mid-term. Making sense of the economic cross-currents globally and here in Canada is no easy feat. Fortunately, RBC's Senior Economist, Nathan Janzen, will be here to help us navigate these rough waters. Q&A will be welcomed.

Financial Leaders Panel 4:00 - 5:00pm

Moderator:



Graham Segger
Retired Partner,
Deloitte

Panelists:



Jacqueline Friedland
CRO,
RSA Canada



Elaine Lajeunesse
SVP & CRO,
TD Insurance



Jonathan Turner
SVP and CFO,
Swiss Re

As has been the tradition at this forum, the final session will involve a panel of financial leaders from the insurance industry discussing issues they have identified as a particular interest to the audience. The topics will be selected shortly before the forum to ensure that they reflect the current and relevant matters. The popular armchair format will be used and time will be set aside for questions.

Wrap Up & Closing Remarks 5:00pm with Joel Baker

MSA Research and CIFF 2018 are proud supporters of



A donation will be made on behalf of our 2018 speakers.

May 15-16, 2018

White Oaks Resort & Spa, Niagara-on-the-Lake

REGISTER NOW
msaresearch.com/ciff

Registration fees include access to all sessions, breakfast, lunches, social breaks, the cocktail reception, dinner and the private meeting time.

Individual rate \$899.00

Group rate* \$819.00
(4 or more)

All prices are in Canadian dollars, plus applicable taxes.

*Group rate cannot be used in conjunction with other discounts

Cancellation Policy:

Cancellation fee of C\$ 100+HST applies per delegate, no refunds after April 13, 2018. Substitutions allowed at any time.

Save an additional
\$80 per delegate by
registering 4 or more!

CIFF 2018 has reserved a block of rooms at
The White Oaks Resort & Spa.

To book your room at our conference rate, visit:
msaresearch.com/ciff/venue

CIFF Fast Facts:

Dress Code: Business

Private Meeting Time available May 15 from 9:00-11:30am

Conference commences with Networking Lunch May 15 at 11:30am

CIFF 2018 is accredited by RIBO: 9.5hours Management

Questions? Please contact Laura Viau at
416-368-0777 x25 or laura.viau@msaresearch.com

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