Why Digital Insurance is Must Attend

Built and Designed By You, For You
Learn from an agenda that is 100% focused on your biggest challenges and opportunities. Our content is created through months of copious research with top execs from Nationwide, Metromile, State Farm, Liberty Mutual, Marsh, Hippo, Northwestern Mutual, and many more just like you. You’ll leave with your own customer-first digital playbook to navigate your sharpest digital acquisition and CX strategies.

Learn From Those Leading The Way
Get actionable insights to transform your digital customer acquisition and experience. You’ll hear from the trendsetters, visionaries, and trailblazers that are revolutionizing the insurance industry. You’ll gain exclusive, never before seen perspectives on advanced personalization, championing faster digital transformation, the future of the industry’s digital customer experience, and more.

The Most Interactive Digital Insurance Event, Ever
Build connections like never before. Benefit from tons of interactivity with over 10 hours of discussion groups, creative boardrooms, roundtables, and structured networking activities every day. This is your opportunity to develop relationships, make new contacts, and speak “off-the-record” with your peers. You’ll come as an attendee, and leave as part of a community.
The Digital Insurance Summit is the only conference gathering digital innovators from carriers, insurtechs, agencies and brokers to discuss strategies for acquiring and better serving your customers. Your customers need you. The Digital Insurance Summit will give you the strategies and tools to strengthen your brand experience, keep customers loyal, and embolden trust.
Trusted By The Best
Real Reviews from Real Attendees

A MUST ATTEND EVENT!
If you are a customer-first insurance leader, this is a must-attend event. It’s not just about the shiny technology, it’s about how acquire, retain, and delight your customers digitally, on a ground-breaking level.

Ric Starost, Vice President of Marketing, Tokio Marine HCC - Medical Insurance Services Group

THE MOST EFFECTIVE STRATEGIES!
Truly inspired and impressed. This is the perfect place to learn the most effective digital customer acquisition and experience trends in the insurance space. I’ve gained strategies that have helped us grow, and take us to the next level. The topics covered are really timely and I appreciate how much research has gone into building the event.

Sue Hoffman AVP, CLA Customer Experience, Colonial Life

INSPIRATIONAL SPEAKERS!
Genuinely top-notch speakers and inspirational, transformative content! We’ve learned some really exclusive, awe-inspiring ideas and fresh perspectives we are going to use to elevate our insurance standards.

Nick Graymire, Marketing, Wyandot Mutual Insurance Company
A LOOK INTO THE FUTURE
Digital Insurance Summit is the place to go to get a real pulse on not only what’s happening in the industry, but what’s changing in the future. It’s important to know what technologies and initiatives will be game-changers, and I get that information only at this show.”
Amanda Borodaty, Marketing Manager, AGIA Affinity

PEER LED COMMUNITY
I loved that I was able to hear successes, as well as pitfalls. That was unique. It showed me that this is a true peer-led community. We have all learned a ton from each other. Can’t wait for the next one!”
Prateek Tandon, Sr. Program Manager/relationship Manager, Aflac

ACTIONABLE TACTICS
I like the mix of sessions at Digital Insurance Summit – roundtables, workshops, interactive panels. There’s a great flow to the conference – and all of the interactions with my peers didn’t feel forced. I walked away with tactics, connections and had a lot of fun!”
Jim Suchara, VP of Digital Innovation, Amerisure Companies
Conference Themes
An Agenda Designed to Bring You The Best Digital Strategies

- Experiments, Agility, And Obsession: Disrupting The Prospect Experience
- Moving Up By Meeting In The Middle: What InsureTechs And Carriers Can Learn From Each Other
- Designing The Digital Bond: Creativity, Connection And The Rich Rewards Of The Human Message
- Dispelling The 5 Biggest Myths of InsurTech
- Listen Up! Hearing The Voice Of The Customer And Committing To The CX Revolution
- The Culture Of Connectivity: Fostering an Environment of Change (‘and more change)
All The Major Players in One Place.
They’re Brave. Bold. Visionary.
They’re all Speaking at Digital Insurance

Sandip Chatterjee
SVP, Digital, Product & Analytics
Marsh

Eric Hamilton
VP, Financial Wellness Engagement
Prudential Financial

Ritesh Saraf
VP, Product, Technology and Customer Experience
State Farm

Kevin Charpentier
SVP of Operations and Project Management, Global Affinity
Marsh

Roman Geyzer
Senior Director, Product Strategy
Northwestern Mutual

Jeff Briglia
Chief Insurance Officer
Metromile

Paul Regan
Global Vice President, Digital Marketing
Manulife & John Hancock

Jamie Hale
CEO
Ladder

Julie Wilkes
Staff Vice President, Digital Experience & Product Management
Anthem

Monika Johnson
AVP, Operations Consulting & Support
Nationwide

Rick McCathron
Chief Insurance Officer
Hippo

Tod Kiryazov
Head of Product
Insurify

Julie Zimmer
Chief Operating Officer
Embroker

Ciaran Rogers
Head Of Performance Marketing
Ladder

Keti Mehta
Former Chief Strategy Officer, Hub International, Board Advisor to RIMS & Vice Chair of the TriState Diversity Council

Rajesh Kalidindi
Principal User Research and Accessibility Lead
Liberty Mutual Insurance
They’re Brave. Bold. Visionary.
They’re all Speaking at Digital Insurance

Brian Poppe  
SVP, Departing Well Solutions  
Mutual of Omaha

Melissa Person-Ashforth  
Senior Director, API Integration and Digital Ecosystem  
CVS Health

Andrea Barlow  
Senior Consultant, Digital Product Manager  
Nationwide

Teddi Burress  
Senior Consultant, Customer Effortless Experience  
Nationwide

Linda Goldstein  
EVP, Customer Experience and Marketing  
CSAA Insurance Group (AAA Insurer)

Darcy Shapiro  
Head of Insurance for the Americas  
Cover Genius

Christina Freeman  
VP, Product Marketing  
The Zebra

Cindy Heismeyer  
VP, Director of Marketing  
Selective Insurance

Sapana Nanuwa  
Head of Brand and Marketing Strategy  
EPIC Insurance Brokers and Consultants

Josh Edwards  
Head Of Data Science  
Pekin Insurance

Missy Acosta  
VP, Brand Strategy  
Delta Dental of Tennessee

Christopher Frankland  
Founder  
InsurTech360

Jim Albert  
Chairman and Founder  
Neptune Flood Insurance
Day One – Monday, July 27, 2020
Catch Me If You Can: Capturing The Consumer of Tomorrow In The Digital Age

**KEYNOTE PRESENTATION:** Experiments, Agility, And Obsession: Disrupting The Prospect Experience

**KEYNOTE CASE STUDY:** Designing The Digital Bond: Creativity, Connection And The Rich Rewards Of The Human Message

**KEYNOTE PANEL:** High Velocity: The Road To 2030 And The Rapidly Evolving Age Of Acquisition

**CREATIVE BOARDROOM:** Emerging Tech 101

**KEYNOTE FIRESIDE CHAT:** Moving Up By Meeting In The Middle: What InsureTechs And Carriers Can Learn From Each Other

Networking Break

**PANEL:** Every Day In A Different Way: Sharpening Your Omni Marketing Strategy

**FOCUS GROUP PANEL:** Across the Ages: Laser Targeting Your Digital Approach, No Matter What The Generation

Vertical Networking Roundtables

**TRACK A:** I’ve Done This-Now What?

**PANEL:** What Goes Up, Must Go...Up: Taking Digital Insurance To New Heights

**DUAL FIRESIDE CHAT:** Partner Up: The Benefits And Pitfalls Of The Insuretech and Carrier Partnership

**TRACK B:** How Do I Do This?

**INTERACTIVE CASE STUDY:** Engagement In The Digital Age: Transforming Your Customer Engagement Program

**PANEL:** Dicey Digital Detours, Pitfalls On the Path-to-Purchase, and Reeling Into Recovery

**TRACK C:** Advanced Engagement & Loyalty

**INTERACTIVE CASE STUDY:** Go Big or Go Home: An Insurers Journey Of Success Through Data-Driven Decision Making and the Magical World Of Machine Learning

**PANEL:** 360-Degree Customer Engagement –The Secret To Brand Loyalty

**CREATIVE BOARDROOM:** Perfectly Aligned: Elevating the Customer Service Journey

**KEYNOTE PANEL:** The Culture Of Connectivity: Fostering an Environment of Change (‘and more change)

Cocktail Reception
Day Two – Tuesday, July 28, 2020
Designing The Ultimate Customer Experience Strategy

KEYNOTE PRESENTATION:
Changing The CX Game: The Rapid Evolution Of Technology And Its Impact On The Customer Experience

KEYNOTE PANEL:
Listen Up! Hearing The Voice Of The Customer And Committing To The CX Revolution

KEYNOTE PRESENTATION:
Usage-Based Insurance: No Longer an Experiment

ROUNDTABLE ROTATION

CREATIVE BOARDROOM:
Down to Business: Best Practices In Digital B2B Acquisition

KEYNOTE FIRESIDE:
Dispelling The 5 Biggest Myths Of InsurTech

TRACK A:
Data & Analytics

TRACK B:
Laying The Groundwork For The Future

TRACK C:
Web & Mobile

CREATIVE BOARDROOM:
Competing With National Brands On A Regional Budget

WORKSHOP:
Tell Me What You Really Think: Mastering Your Customer Feedback Analysis

INTERACTIVE CASE STUDY:
Crossing Over: Leveraging Synergies For Digital Implementation

WORKSHOP:
Measuring Your Digital Performance: An Audit Workshop

CASE STUDY:
5 Timeless Lessons From Other Industries That Provide A Roadmap To Success In Insurance: A Case Study From A Winning Startup

KEYNOTE:
Design Choices That Make Or Break Millions Of Dollars: The Impact Of Great Design Ideas On Users Experience

PANEL:
Ask The Experts: Advisory Board Summation Panel
Sponsorship & Exhibiting Opportunities Are Extremely Limited!

Interested in sponsoring Digital Insurance? Contact Brad Lockwood today!

Contact Brad Lockwood at 646-200-7455 or Brad.Lockwood@wbereasearch.com
Looking after the Sponsorship and Exhibition sales for Digital Insurance 2020, Brad is here to help put together a customized sponsorship package that will ensure your product is reaching the people you want it to reach.

Access to 400+ senior digital innovators from top insurance companies, agencies, brokers, and insurtechs.

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Venue

**Renaissance Chicago**  
1 West Upper Wacker Drive  
Chicago, IL 60601  
(312) 372-7200  
www.marriott.com

**Meeting Dates**  
Monday, July 27 to Tuesday, July 28, 2020

*Rates: You will receive instructions on how to book once you register online or with our sales team. Rooms are limited and are on a first come, first serve basis so make your reservations as soon as possible. **The discounted rate is available until Monday, July 6, 2020** or until the room block is full, whichever comes first. After this date, rooms may still be available, so inquire with the hotel if you have missed the cut-off date.*

**Please note that this room block information is only released to registered, fully paid Digital Insurance attendees, speakers or sponsors. This information is not transferrable to outside parties. Digital Insurance reserves the right to cancel any reservations that do not belong to current, registered attendees or speakers**
Conference Pricing

Insurance Companies, Brokers, Agencies, InsurTech, Government
Two Day Conference
(July 27 - 28, 2020)

$1,599 $899
Register by Feb 28 | Save $700

✔ Take a giant leap forward as a leader in your organization
✔ Get insider secrets from the brightest in the industry
✔ Make new friends and contacts during networking events
✔ Get access to select presentations after conference
✔ Includes all meals and refreshments during conference

REGISTER

Team Discounts for Insurance Companies, Brokers, Agencies, InsurTech, Government

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20% discount off of current tier

Groups of 5-7:
25% discount off of current tier

Groups of 8+:
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For large teams:
Please call 1-888-482-6012

REGISTER

Solution Providers, Consultants & Other Service Providers
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(July 27 - 28, 2020)

$3,199

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✔ Get insider secrets from the brightest in the industry
✔ Make new friends and contacts during networking events
✔ Get access to select presentations after conference
✔ Includes all meals and refreshments during conference

REGISTER

Disclaimers
Discount price available for Practitioners only. Standard rate pertains to all others, including solution providers.

REGISTER