

# PROPERTY INSURANCE REPORT

NATIONAL CONFERENCE 2018

The Ritz-Carlton, Laguna Niguel, CA, November 11-13





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# LETTER FROM THE CHAIRMAN

Not a single session in the next two days will discuss an entrenched part of the property insurance business. Not one. It's thrilling to report that.

We're going to try and figure out a risk that is barely developed in cyber. What might happen to create losses? How can insurers provide support for the economy without going out of business? How can they protect themselves? No one knows for sure, but we're certain that you'll leave here with the most up-to-date understanding of a risk class that could become enormous.

After years of tinkering and dreaming, we're finally at a stage where remotely controlled water shutoff valves are a reality. They're hardly ubiquitous, and there are many challenges to overcome, but we promise that by the end of our session, you'll fully understand the present and future of this groundbreaking technology.

Consumers have opinions about everything, and they share them online every day. Until now, they haven't voiced their thoughts on insurance companies, but that won't last much longer. You're going to see the early stages of online consumer reviews, and we'll discuss their potential to change your world.

Creating new products has been tough for property insurers, who face enough business complexities in their existing offerings. But we've always believed that home service contracts and home warranties are a natural extension of the business. After learning how they work, we think you'll agree.

The challenges of fixing damaged homes are not new, but we think we've found some examples of new ways to address those challenges, by better engaging, managing, rating, organizing and paying the professionals who deliver on the promise to return property owners to pre-loss condition.

What could be a more futuristic concept than artificial intelligence? Utilization of AI has reached the sweet spot for a discussion at our conference: in use by pioneers but not yet fully embraced. We have an insurer and a developer of AI tools to explore the current state of the art and the prospects for the future.

In olden times – maybe a decade ago – insurers measured competitive advantages by stacking their internal skills and data sets against competitors. Today the game has changed, and we will explore in detail how successful insurers must be dominating performers in the management of outside data and services. This is the competitive battleground of the future.

Olden times also brought with them many total losses for high quality textiles that could not be restored from smoke, water and other perils. But the advent of modern techniques, which we will discuss gleefully because they're much more fun than underwriting discussions, are enabling property owners to save many of their most precious possessions, and enabling insurers to save money while delighting customers.

As much fun as purging smoke from an expensive pair of shoes may be, the big money is in better assessing risk. The bigger the risk, the bigger the money, and no risk is bigger than water loss. In our closing session, we'll explore an innovative new process (in use by pioneers but not yet fully embraced) to use a wide range of data sets to measure the risk of water loss.

We hope you enjoy attending these sessions as much as we did developing them!



Brian P. Sullivan  
Conference Chairman

# CONFERENCE SCHEDULE 2018

## SUNDAY

## NOVEMBER 11

5:00 – 7:00 PM Early Registration and Reception with Sponsors, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard*

## MONDAY

## NOVEMBER 12

7:30 – 8:30 AM Registration and Continental Breakfast, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard*

8:30 – 8:40 Chairman's Opening Remarks: State of the Industry, *Ritz-Carlton Ballroom*

8:40 – 9:30 Cyber Risk Threats and Opportunities Coming into Focus

9:30 – 10:15 Has the Time Come for Water Shutoff Valves?

10:15 – 10:45 Coffee Break, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard*

10:45 – 11:30 The Emerging Power of Consumer Crowdsourced Reviews of Insurers and Agents

11:30 – 12:15 PM Can Home Insurers Expand into Home Services and Warranty?

12:15 – 1:35 Luncheon, *Monarch Courtyard*

1:35 – 3:30 Managing Home Repair Contractors: Three New Approaches

Using Roofers and Contractors as the Eyes and Ears of Desk Adjusters (1:35 – 2:20)

Using Software Services to Connect Contractors, Insurers, and Claimants (2:20 – 3:05)

Streamlining Payments to Shorten Cycle Time and Increase (Everyone's) Satisfaction (3:05 – 3:30)

3:30 – 4:00 Cookie Break, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard*

4:00 – 4:50 The Soul of a New Machine Is Ready to Help Settle Your Claim

5:00 – 7:00 Reception, *Pavilion Rooms*

## TUESDAY

## NOVEMBER 13

7:30 – 8:30 AM Continental Breakfast, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard*

8:30 – 8:35 Chairman's Opening Remarks, *Ritz-Carlton Ballroom*

8:35 – 9:20 Couples Counseling: How to Make the Most of Third-Party Software, Services, and Data

9:20 – 10:05 Textile Restoration: Preventing Claims from Going to Hell in a (Designer) Handbag

10:05 – 10:35 Coffee Break, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard*

10:35 – 11:20 Filling the Data Gap to Predict Water Loss

11:20 – 11:55 Twenty Trends

12:00 noon Adjournment

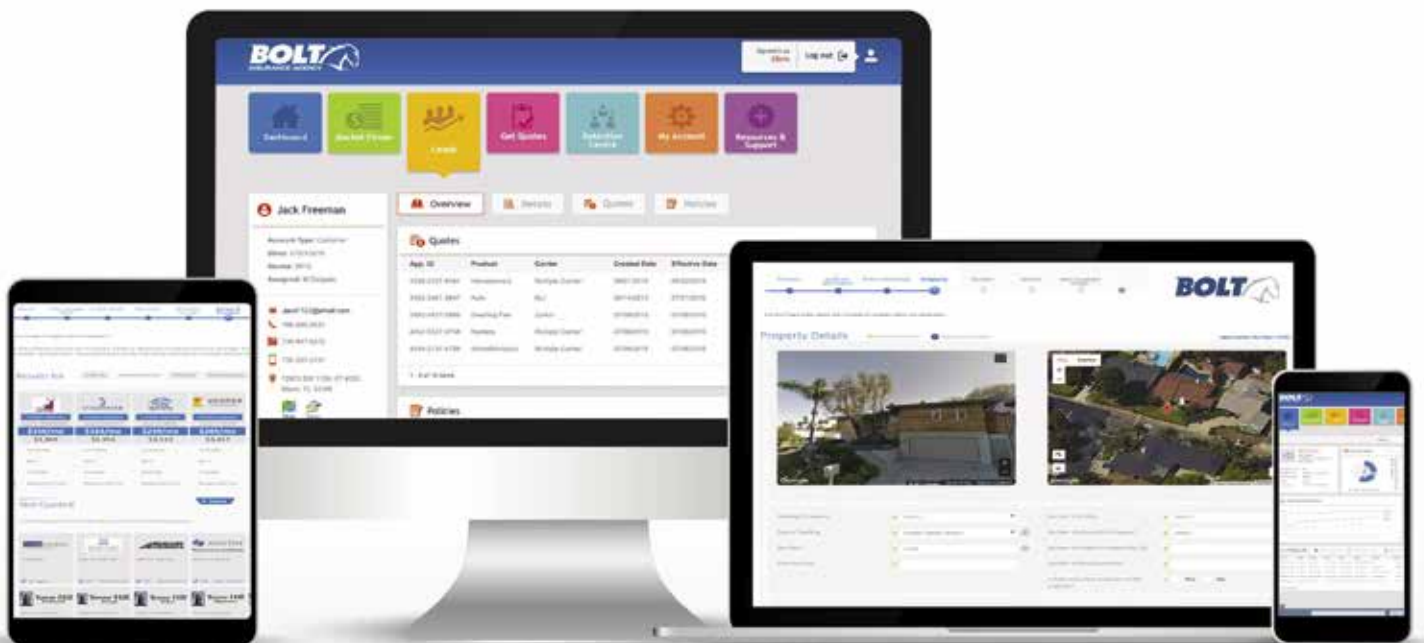


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# CONFERENCE SCHEDULE 2018

## SUNDAY

## NOVEMBER 11

5:00 – 7:00 PM

### **Early Registration and Reception with Sponsors, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard***

This reception is designed to get everything started. Meet your fellow attendees, the speakers and sponsors, and begin the conversations that will continue to build over the next two days. We beg you: don't be shy. Reach out and shake a new hand, because this is the time to reconnect with old friends and make new ones. Bring plenty of business cards! Make sure you have installed the conference app on all your devices so you can communicate with fellow attendees, speakers and sponsors and keep track of the program and agenda. If you're having trouble with the app, our registration staff can help you get started.

## MONDAY

## NOVEMBER 12

7:30 – 8:30 AM

### **Registration and Continental Breakfast, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard***

The networking that began last night will pick right back up this morning, so it makes sense to come down early and seize more opportunities for learning.

8:30 – 8:40

### **Chairman's Opening Remarks: State of the Industry, *Ritz-Carlton Ballroom***

Brian Sullivan, Conference Chairman and Editor, *Property Insurance Report*

In this opening session the conference chairman will review the underlying performance of homeowners, commercial property and renters insurance, and how insurers are responding to recent challenges. With an eye toward the sessions to come, he will examine the most recent advances in underwriting, pricing, claims, distribution and operations.

8:40 – 9:30

### **Cyber Risk Threats and Opportunities Coming into Focus**

Jonathan Laux, Managing Director and Global Leader of Cyber Analytics, Aon;

Paul Mang, General Manager of Analytics & Data Services (Cyence), Guidewire Software, Inc.

Ask a CEO what keeps them up at night, and "cyber risk" inevitably makes the list. Other problems – weather, litigation, new competition, technology, etc. – are all familiar and though challenging, they are understandable. Cyber risk, on the other hand, is clearly a giant threat. But what exactly constitutes that threat, and what to do about it, is entirely unclear. What if someone figures out how to send a surge of electricity through the utility grid, frying all the electronics attached to it? What if that is followed by turning off all the power? What happens if someone opens a flood gate on a dam? Or siphons all the money from a bank? Or wipes out electronic medical records? Or turns home smoke detectors into a tool to bring down the Internet? (Oops, that already happened.) In this session Aon's Jonathan Laux and Guidewire's Paul Mang will explore what we currently know about cyber risk, and how past events have provided the (admittedly scant) foundation for improved modeling, product design, and mitigation strategies. The biggest threats so far have been in commercial lines – insurers need to think about their own operations as well as the customers they insure – and those lessons are just now being incorporated into personal lines. Cyber risk has finally moved from a vague threat to a more tangible risk that can be mitigated, and its impact remediated, by diligent insurers.

9:30 – 10:15

### **Has the Time Come for Water Shutoff Valves?**

Adam Kostecki, Senior Assistant Vice President, Claims Officer, Amica Mutual Insurance;

Gabriel Halimi, Chief Executive Officer and Co-Founder, Flo Technologies

The ability to remotely shut off water flowing to a property has been a holy grail of loss prevention for more than a decade. Alas, cost, complexity, and consumer indifference have prevented widespread adoption. As home telematics and automation make their halting progress toward adoption, a number of new players have

brought more sophisticated tools to the water shutoff effort, and insurers are starting to support the idea as never before. The big challenges are still there: no matter how fancy the software devised, shutoff valves require a plumber to cut into pipes and a fairly expensive device to be installed. But the big gains are also still there: the ability to stop a leak from flooding a home, especially when no one is home, and the ability to identify developing leaks before they turn into a major problem. We're fortunate that in this session we'll hear from Adam Kostecki of Amica Mutual, who has turned his own home into a test ground for a range of shutoff valves in the service of research, and Gabe Halimi of Flo, who can explain the economics and technical advances of the newest valves, with an eye toward how they will be evolving in the future.

**10:15 – 10:45**

**Coffee Break, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard***

Newcomers are always surprised by our long breaks, but we firmly believe you need time to catch your breath, catch up with the office, and continue your conversations. Just be back on time, because as veterans of our meetings will tell you, we stick to the schedule and you won't want to miss a minute of the next sessions.

**10:45 – 11:30**

**The Emerging Power of Consumer Crowdsourced Reviews of Insurers and Agents**

**Marcy Updike, Vice President Consumer Insights and Data Analytics, Clearurance**

Crowdsourced customer feedback is shared across most major industries today including travel (TripAdvisor), hospitality (Yelp & OpenTable), employers (Glassdoor) and most consumer products under the sun (Amazon reviews). Insurance is not yet on the level of those industries, but is rapidly starting to catch up. Marcy Updike of Clearurance will share insights that the online review platform has learned from real auto, home and renters insurance customers since the company launched its online ratings and review platform, specifically for insurance, in early 2017. She will discuss the opportunities, risks, and potential dangers of this increasingly important part of the consumer experience, and share ways insurance companies may be able to leverage this customer feedback to help improve their product and service offerings and to ultimately help retain and grow their customer base.

**11:30 – 12:15 PM**

**Can Home Insurers Expand into Home Services and Warranty?**

**Mike Kahlowsky, Director, Sales Strategy and Operations, Cross-Country Home Services**

More than once an insurance executive has complained about customers looking at their homeowners insurance policy as a "home warranty." The customer, it seems, often looks to their insurer to keep their home in shape, which a homeowners insurance policy was clearly not designed to do. But if consumers want broader coverage for their home and appliances, why not offer it to them? After all, there is an entire industry devoted to providing service contracts for appliances and other systems in the home. Why can't they get together? In this session Mike Kahlowsky of Cross-Country Home Services will explain the structure and economics of the modern home service contract, the industry providing the service, and discuss how insurers might be able to tap into this different, but adjacent product line to deepen customer relationships, and tap into the evolving connected home.

**12:15 – 1:35**

**Luncheon, *Monarch Courtyard***

Step outside and enjoy the mastery of the Ritz-Carlton chefs and the scintillating conversation from the smartest group of insurance executives in the world. (If we don't pat each other on the back, who will?) We have left plenty of time to linger over lunch (don't miss dessert) and still have an opportunity to reach back to the office and home to take care of business and life. Use that time wisely, because the afternoon is packed with good ideas.

# CONFERENCE SCHEDULE 2018

**1:35 – 3:30**

## **Managing Home Repair Contractors: Three New Approaches**

### **Using Roofers and Contractors as the Eyes and Ears of Desk Adjusters (1:35 – 2:20)**

**LC Nussbeck, Chief Executive Officer, MADSKY Managed Repair Program**

Roofers and contractors struggle to get customers to hire them. Insurers struggle to more efficiently adjust claims. What if it was possible to solve both problems at once? That's the idea behind the unique MADSKY Managed Repair Program. Roofers and contractors are vetted for skills and qualities, then sign up to visit a claimant's home armed with their smartphone. Connecting to a desk adjuster, they survey the home, sending live video and images to the adjuster along with their expertise, creating a fast and less-expensive claims adjustment process for the insurer and claimant. For the contractor, getting to know the potential customer through the process of adjusting the claim makes it more likely they will get the work compared to just bidding for the job cold. We're not suggesting this is easy – nothing in property insurance is easy – but the concept is proving to be effective so far, and in this session LC Nussbeck, a former roofer who founded MADSKY, will walk through the challenges and opportunities of building a contractor managed repair program.

### **Using Software Services to Connect Contractors, Insurers, and Claimants (2:20 – 3:05)**

**Brian Siemsen, Founder and Global Chief Executive Officer, Claim Central;  
Werner Kruck, Chief Operating Officer, Security First Insurance Co.**

One of the biggest challenges in the property claims process is keeping all parties connected and informed, and keeping the money moving smoothly and accurately. Australia's Claim Central set out to solve this problem with their Job Sight software, and with the help of Security First Insurance have established a presence in the United States. Insurers can find contractors that have been rated by other insurers and claimants, contractors can bid for job assignments, consumers can log in to the system and see detailed status reports, and money can flow more easily from insurer to contractor, often without the intercession of a mortgage company. Again, we're not suggesting any of this is easy, but as a new way to manage home repair contractors and streamline the claims process, insurers are finding the concept has real promise.

### **Streamlining Payments to Shorten Cycle Time and Increase (Everyone's) Satisfaction (3:05 – 3:30)**

**Lenny Richileau, Vice President, Insurance Industry Consultant, Commerce Bank**

Sometimes the best way to solve a problem is to just get out of the way. Insurance companies want to pay contractors for fixing their policyholder's home. The contractors want to get paid. The policyholder wants no part of getting in the middle. Unfortunately, today's process can disappoint everyone, in part because mortgage companies get in the way, even though they also want no part of the process. With so many players complicating matters, is it possible that yet another participant can help? In this case, it would appear that yes, involving a clearing bank as a conduit for all involved can make simple the presently complex process of moving a dollar from one place to another.

**3:30 – 4:00**

## **Cookie Break, *Ritz-Carlton Ballroom Foyer and Monarch Courtyard***

It's all here. Sugar. Salt. Caffeine. And for those on the paleo diet there is cold water, green tea and a healthy snack.

**4:00 – 4:50**

## **The Soul of a New Machine Is Ready to Help Settle Your Claim**

**Shannon Gilbert, Assistant Vice President, P&C Experience and Operations Analytics, USAA;**

**Karthik Balakrishnan, Senior Vice President and Head of Analytics Center of Excellence – Claims, Verisk**

AI – as a phrase – has become as ubiquitous as air and water these days. Given all the press, many assume artificial intelligence is newly invented and that its magic can be a panacea for all ills. Although AI is neither new, nor a solution for everything, in this session Shannon Gilbert of USAA and Karthik Balakrishnan of Verisk will explore the foundations of AI (around since the 1950s!) and show why it is seeing a worthy resurgence. We will discuss diverse applications of AI in claims – from chatbots and Natural Language Processing,



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# CONFERENCE SCHEDULE 2018

to image and text mining, to sophisticated machine learning models for fraud detection and complexity estimation – and make the case that claims provides perhaps the best range of problems that can be addressed with the multitude of AI techniques out there.

**5:00 – 7:00**

## **Reception, Pavilion Rooms**

We will emerge from the meeting just as the sun sets over the Pacific, so don't dawdle in the ballroom too long if you want to see the solar fireworks. As proud as we are of the sessions we have presented today, we know that these two hours will be among the most productive of your year if you work hard to reach out and make new connections, reconnect with old friends, and discuss the meaning of the new ideas we've been exploring. Relax and consider the discussions and connections of the day, before heading off to a wonderful dinner. Cheers!

**TUESDAY**

**NOVEMBER 13**

**7:30 – 8:30 AM**

## **Continental Breakfast, Ritz-Carlton Ballroom Foyer and Monarch Courtyard**

Yet another opportunity to meet and greet, and enjoy the hospitality of the Ritz-Carlton chefs and their team.

**8:30 – 8:35**

## **Chairman's Opening Remarks, Ritz-Carlton Ballroom**

**8:35 – 9:20**

## **Couples Counseling: How to Make the Most of Third Party Software, Services, and Data**

**Karen Furtado, Partner, Strategy Meets Action**

As much as insurers would like to think that their excellence is all about what is unique to their own internal operations, every insurance enterprise, without exception, relies heavily on third parties for their success. Making the most of those relationships, software, services and data is one of the most important competitive battlegrounds today, and will become only more important in the future. But being excellent at connecting to others is a learned skill, and requires flexibility and insight that was not a traditional focus of insurers. The difference means some companies can install a new claims system in two years within budget, while other insurers can take five years to install the same system, spend more than twice as much, and get a finished product that is not nearly as good. Karen Furtado, a partner at Strategy Meets Action, makes a living helping insurers manage outside relationships, and in that role has seen what works well, and what portends disaster. In this session we'll discuss how to fight your way to the former, while avoiding the later at all costs.

**9:20 – 10:05**

## **Textile Restoration: Preventing Claims from Going to Hell in a (Designer) Handbag**

**Courtney Folk, President, Textile Restorations**

The emergence of new technology and talent have created more opportunities than ever to restore textiles damaged by smoke, water and more, potentially saving insurers from big claims and returning valued possessions to their customers. Even better, the restoration companies providing these services are beginning to consolidate and cooperate, creating a national network of specialists who refer business to one another. In this session, Courtney Folk of Textile Restorations will walk us through the art of the possible in bringing back to life costly handbags – Hermès "Birkin Bags" start at \$12,000 and climb to hundreds of thousands – and expensive designer clothes, along with more prosaic projects such as saving a warehouse full of blue jeans. She will also explain the structure of her industry, and how insurers can best tap into the specialists who can make their customers happy by returning their valued possessions while saving money on the bottom line.

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\*Source: Internal LexisNexis Research, 2018

# CONFERENCE SCHEDULE 2018

10:05 – 10:35

**Coffee Break, Ritz-Carlton Ballroom Foyer and Monarch Courtyard**

Enjoy a last chance to visit with your fellow attendees, but don't linger too long, as you'll want to be back in time for an exciting finish...

10:35 – 11:20

**Filling the Data Gap to Predict Water Loss**

**Andrew Schiller, Founder, Chief Executive Officer and Chief Scientist, Location Inc.**

For all the new data flowing into the industry, property insurers still don't know enough about many of the big losses they face. Without more knowledge, it is impossible to underwrite and price effectively. These big, costly problems haven't been solved to date for a good reason: they are extraordinarily complex. Big property losses, such as nonweather water claims, are often driven by diverse and intersecting causes, with the initial signs of danger sometimes masked by mitigations that stop damages before they rise to the level of a claim. The causes of loss are non-linear, and include various actors (systems, conditions, usages, operator error, and more). Since the old methods have never succeeded, to solve this problem requires entirely new approaches. In this session, inventor Dr. Andrew Schiller of Location Inc. will discuss how he and his team approached this issue and share some results. Looking specifically at non-weather water risk, he'll explore how new data sets must be combined using artificial intelligence and machine learning, guided by PhDs with deep domain knowledge, to build hypotheses and bring in new data as needed. Taken together, it isn't possible to know exactly when a water claim will happen, and what it will cost. But it is possible to do a much better job predicting the likelihood and severity of claims at any location, the goal of every smart insurer.

11:15 – 11:55

**Twenty Trends**

**Brian P. Sullivan, Conference Chairman and Editor, *Property Insurance Report***

Predicting the future is a fool's errand, which means Conference Chairman Brian Sullivan is just the man for the job. In our traditional closing session we'll examine where the industry is going, with a bit of boasting about past successes, and admissions of what we got wrong.

12:00 noon

**Adjournment**

## ACKNOWLEDGEMENTS

Conference Director Tracie Sullivan and Chairman Brian Sullivan would like to thank the many people who have supported this year's program. Our sponsors provide invaluable support, serving as the program's foundation and, we trust, adding a great deal to the value of the program. We select our sponsors with care, and hope you take advantage of the time available to meet with them: LexisNexis, Verisk, TransUnion, One Inc., CoreLogic, EagleView, Bolt and DMA Claims.

The staff of the Ritz-Carlton Laguna Niguel, particularly Leslie Peterson, Senior Director of National Accounts, Mai Byers, Group Reservations Coordinator, Rebecca Ceaser, Senior Meetings and Special Events Manager, and Sean Crilly, Senior Sales Manager, PSAV have been wonderfully responsive and creative in producing a first-class environment for our conference.

Ever since 2000, Gillian Kirkpatrick of King Graphic Design has provided the sparkling design for all our printed materials, as well as producing this program. We especially thank Registration Manager Nancy Daniel, whose efforts have facilitated the appearance of everyone at this event. We are grateful for the team at EventMobi, and trust you found our conference app to be a valuable addition to the event.

Most of all we want to acknowledge the contribution of our attendees, who bring a vital energy and intellectual curiosity to our meetings. We hope to see you all again next year for our 17th annual conference, to be held November 10-12, 2019 back here at the Ritz-Carlton, Laguna Niguel in Dana Point, California!

Tracie Sullivan, Conference Director

Brian Sullivan, Conference Chairman

THANK YOU TO THIS YEAR'S SPONSORS!



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**AIRNC 2019**

May 5–7 The Breakers  
Palm Beach, FL



**PIRNC 2019**

Nov 10–12 The Ritz-Carlton  
Laguna Niguel, CA



**AIRNC 2020**

April 26–28 The Ritz-Carlton  
Laguna Niguel, CA



**PIRNC 2020**

Nov 8–10 The Ritz-Carlton  
Laguna Niguel, CA



**AIRNC 2021**

April 25–27 The Ritz-Carlton  
Amelia Island, FL



**PIRNC 2021**

Nov 14–16 Monarch Beach  
Resort, Monarch Beach, CA



**AIRNC 2022**

April 24–26 Monarch Beach  
Resort, Monarch Beach, CA



**PIRNC 2022**

Nov 13–15 The Ritz-Carlton  
Laguna Niguel, CA



**AIRNC 2023**

April 23–25 The Ritz-Carlton  
Laguna Niguel, CA



**PIRNC 2023**

Nov 12–14 Monarch Beach  
Resort, Monarch Beach, CA



**AIRNC 2024**

April 14–15 Monarch Beach  
Resort, Monarch Beach, CA



**PIRNC 2024**

Nov 10–12 The Ritz-Carlton  
Laguna Niguel, CA

# CONFERENCE SPEAKERS 2018

## Brian Sullivan

Conference Chairman and Editor, *Property Insurance Report*;  
President, Risk Information Inc.

As president of Risk Information Inc., publisher of *Property Insurance Report* and a sister publication, *Auto Insurance Report*, and chairman of annual conferences for each industry, Brian Sullivan has enjoyed the unique position of serving as a truly independent commentator and analyst. Providing the foundation for this role, Brian worked as a reporter and editor at the *Journal of Commerce*, *Philadelphia Inquirer*, *Philadelphia Business Journal* and the *American Banker* before launching Risk Information Inc. with his wife and business partner Tracie Sullivan, who serves as Conference Director.

Brian is a member of the board of directors of The Prentice School in Tustin, California. Prentice is one of the nation's leading schools for the education of elementary and middle school students with learning differences. Brian, a native of New York City, is a graduate of the Georgetown University School of Foreign Service. Brian and Tracie reside in Dana Point, California.



## Jonathan Laux

Managing Director and Global Leader of Cyber Analytics  
Aon

Jon Laux is a managing director in Aon's reinsurance solutions business and global leader of the Cyber Analytics practice. Jon leads a global team of actuaries, consultants, predictive modelers and experts in catastrophe risk focused on helping insurers to grow in cyber insurance and to manage cyber risk effectively through the development of leading edge analytical tools, business intelligence, and advisory services.

Jon has worked at Aon since 2006 and has held roles in three of Aon's four business units. Prior to his current role, Jon was a consultant with Inpoint, the management consulting arm of Aon Benfield. In that capacity, Jon helped insurance and reinsurance clients address concerns ranging from effective risk management to profitable growth, including in emerging risk areas such as cyber. Jon has also worked as a Director in Aon Broking Global Operations, the team which oversees Aon's global network of retail broking professionals; as a consultant to the Chief of Staff in the Office of the CEO for Aon plc, and in the Aon Benfield Analytics actuarial team.

Jon is a Fellow of the Casualty Actuarial Society, holds graduate degrees from Wright Graduate University and St. John's College, and an undergraduate degree in Mathematics from the University of Chicago.



# CONFERENCE SPEAKERS 2018

## Paul Y. Mang

General Manager of Analytics & Data Services (Cyence)  
Guidewire Software Inc.

Paul Mang is the General Manager of Guidewire's Analytics and Data Services business unit. This team provides the insurance industry with the tools to understand the impact of 21<sup>st</sup>-century risks in dollars and probabilities. For instance, the Cyence™ Risk Analytics platform combines economic/risk modeling, cybersecurity, and advanced data science to help carriers address the emerging cyber insurance opportunity. This industry-leading cyber solution provides the insights to select risks, assess and price risks, and manage portfolio risk accumulations.

Previously, Paul served as the Global CEO of Analytics for Aon plc, a leading professional services firm providing a broad range of risk, retirement, and health solutions around the globe. Paul was also the Managing Partner at Avarie Capital LLC, a strategic advisory and investment firm focused on risk related new ventures.

Paul is a former Partner at McKinsey & Company and a leader in its North American Insurance practice. Over 14 years at McKinsey, in both the Chicago and London offices, he has counseled numerous clients on issues across strategy, organization, and operations. Before joining McKinsey, Paul was on the faculty at The University of Texas at Austin, Graduate School of Business. His research in technology strategy, entrepreneurship, and innovation management has been published in journals such as *Strategic Organization*, *Journal of Economic Behavior and Organization*, *Research Policy*, and *McKinsey Quarterly*.

Paul holds a doctorate from Harvard University, and MS engineering and BA degrees from Stanford University.



## Adam Kostecki

Senior Assistant Vice President, Claims Officer  
Amica Mutual Insurance

Adam Kostecki is a Senior Assistant Vice President in the Digital Services and Innovation department at Amica Mutual Insurance Company. He leads Amica's enterprise innovation team and oversees user research and design efforts to deliver new digital capabilities to customers.

Prior to this, Adam spent 16 years in the claims department where he held numerous roles from field adjuster to home office examiner. He led technology initiatives aimed at improving the claims experience for customers and staff, and was responsible for launching the claims innovation team.

Adam received his Bachelor of Science in Business Administration and Management from Stonehill College in Easton MA.





## Gabriel Halimi

Chief Executive Officer and Co-Founder  
Flo Technologies

Gabriel Halimi is the CEO and Co-Founder of Flo Technologies. Prior to co-founding Flo Technologies with his father, Gabriel was an equity partner of a boutique real estate and business law firm in Beverly Hills, and then later joined Umami Burger restaurants as VP of Corporate Operations.

While in law school, Gabriel had two transformative experiences that ultimately led to founding Flo Technologies; he served as the Claims Manager for a plumbing manufacturing company with millions of dollars in product liability claims, and then later experienced first-hand the destruction of one such claim in his parents' home. After a weekend away, he walked into a badly flooded home as a result of a toilet supply line failure. He spent the next two months living in a hotel while over \$250,000 of damages were repaired. After his father invented the proprietary technologies in Flo, Gabriel jumped at the opportunity to help save others from the financial and emotional hardship his family suffered.

Gabriel lives in Los Angeles with his wife and twin girls.



## Marcy Updike

Vice President Consumer Insights and Data Analytics  
Clearsurance

Marcy Updike is Vice President Consumer Insights and Data Analytics at Clearsurance. As such she is responsible for analyzing review data and user experience testing. Prior to joining the company a year ago, she was Vice President of Market Research at Gen Re. Marcy spent nearly 20 years at Gen Re leading the research efforts for the Life & Health business in North America. She also supported Gen Re International and the Gen Re P&C business with research projects.



# CONFERENCE SPEAKERS 2018

## Mike Kahlowsky

Director, Sales Strategy and Operations  
Cross-Country Home Services

Mike Kahlowsky is Director of Sales Strategy and Operations at Cross Country Home Services (CCHS), a trusted provider of home management solutions that provides peace of mind, simplifies homeownership and empowers homeowners. Since joining CCHS in 2008, Mike has been instrumental in raising the financial aptitude of CCHS, and transitioning it to a “value-based” organization. His efforts also focus on expanding affinity distribution by establishing a strong value proposition with current and prospective clients. In his current role, Mike focuses on collaboratively working with the CCHS business development organization to evaluate partnership opportunities and establish strong partnership value. Prior to joining CCHS, Mike spent 15 years at the National Council on Compensation Insurance in various roles across many divisions, which included serving as the NCCI Operations Committee liaison to the National Workers Compensation Reinsurance Pool Board of Governors. As a senior insurance executive with an actuarial and financial background and more than 25 years in Property & Casualty, Mike is excited to be working with insurers to create a “win-win” outcome for both insurers and their policyholders.



## LC Nussbeck

Chief Executive Officer  
MADSKY Managed Repair Program

Whether he is sitting on a roof or at the top of a mountain, height has never been an issue. LC Nussbeck, CEO and founder of MADSKY, is an ingenious entrepreneur devoted to transforming property claims. An accomplished and devoted roofing professional with more than 25 years of experience, LC methodically crafted a new successful service for insurance companies that will enable delivery of a predictable claims experience. LC and his wife Tracy reside in Denver with their three daughters Madison, Skylar and Haylee.



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# CONFERENCE SPEAKERS 2018

## Brian Siemsen

Founder and Global Chief Executive Officer  
Claim Central Consolidated

Brian Siemsen is the founder and chief executive officer of Claim Central Consolidated, a global Insuretech leader specializing in the use of connected claims technologies and the use of real-time data in reimagining the customers and end-users claim experience.

With more than 20 years' experience in building global claims management businesses and an education in construction engineering, Brian has focused on an aspiration to combine great technology and people to deliver a 'customer-inspired claims experience,' that equally delivers value for insurers and brokers.

In fulfilling this aspiration, Brian released an industry-first digitally connected ecosystem platform for claims known as ClaimLogik, which has been successfully deployed across Australia, the United States, Africa, Europe and New Zealand.



## Werner Kruck

Chief Operating Officer  
Security First Insurance Co.

Werner Kruck joined Security First Insurance in 2008. Since then the company has grown from serving a Florida-wide customer base of 55,000 to over 300,000 today. As Chief Operating Officer he is responsible for the company's overall operations, annual budgeting process and strategic planning.

Werner brings more than 40 years of global perspective and domestic experience to the management team at Security First Insurance. He began his career in the mid 1970s in the product division of Foremost Insurance in Grand Rapids, Michigan, ultimately having national responsibility for personal lines. He then spent time in New York and on international assignments while at AIG. After AIG, he was responsible for launching the personal lines residential business at Markel in Glen Ellen, Virginia. Over the course of decades, in addition to developing a wide-ranging expertise in product development and underwriting, he has also developed a deep understanding of technology and how to apply it to the insurance business. While working for American Modern Insurance Group in Amelia, Ohio he served as Senior Vice President in charge of Product Management, Chief Knowledge Officer, and then CIO before launching a Strategic Alliance Division for the company. In addition, Werner has entrepreneurial experience. He spent time as an independent consultant serving a variety of clients in the insurance industry.

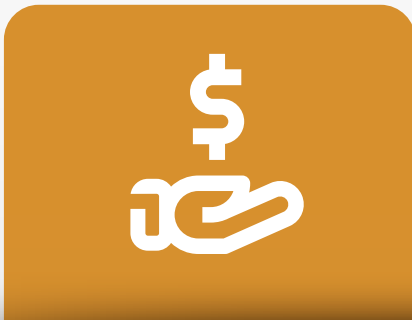
Werner holds a BBA in Finance from Western Michigan University and is a Chartered Property Casualty Underwriter and a certified Associate in Surplus Lines Insurance (ASLI). He has also served as a member of the Executive Committee of the Personal Lines section of the CPCU Society.





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# CONFERENCE SPEAKERS 2018

## Lenny Richileau

Vice President, Insurance Industry Consultant  
Commerce Bank

After a 25-year career in the insurance industry, Lenny Richileau joined Commerce bank as an Insurance Industry Consultant in 2015. As the lead consultant for the bank, Lenny is responsible for guiding the development of claims and insurance payment and payment process solutions for the industry. During his time at Commerce, Lenny has helped develop a full suite of payment products that allow an insurance customer to receive payment in under 30 minutes. Additionally, working with the Commerce Team, Lenny has helped develop funding solutions to allow insurance companies to retain float income while making faster payments.

Prior to joining Commerce, Lenny spent 13 years at Nationwide Insurance where he was a claims director leading a team of 140 specialized claims adjusters and claims consultants. Lenny has also held leadership positions at Markel Insurance Company and Hanover Insurance in the claims, underwriting and product areas.



## Shannon Gilbert

Assistant Vice President, P&C Experience and Operations Analytics  
USAA

Shannon Gilbert is Assistant Vice President, P&C Experience and Operations Analytics. In this role, she leads a highly talented team responsible for delivering targeted insights and innovative solutions to improve the overall efficiency and effectiveness of P&C operations while ensuring that member needs are understood and fulfilled through exceptional experiences.

Prior to her current role, Shannon led the Enterprise Data Office ensuring that USAA information is appropriately governed, secure and of the highest quality. She and her teams were responsible for creating and executing on a strategy to place this information in the hands of the right people at the right time.

Shannon has over 17 years of insurance industry experience covering product pricing, claims analytics, catastrophe and capital management, business intelligence, data management and risk management. Shannon has a BA in Mathematics and Art History from Cornell University and a MA in Art History from the University of Texas at Austin.





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# CONFERENCE SPEAKERS 2018

## Karthik Balakrishnan

Senior Vice President and Head of Analytics Center of Excellence – Claims  
Verisk

Karthik Balakrishnan is a Senior Vice President at Verisk Analytics, responsible for the Analytics Center of Excellence for Claims. In this role, he oversees the Advanced Analytics (AI), Business Intelligence (BI), and Data Warehousing functions across all Claims businesses within Verisk. He is also the executive sponsor of Verisk's Automated Adjusting initiatives. Karthik has a Ph.D. in Computer Science with a specialization in Artificial Intelligence/Machine Learning and has spent over 20 years in the industry creating advanced analytics solutions at Allstate, Fireman's Fund Insurance Company, and ISO/Verisk. He has also been involved in two start-ups, including one as the CEO. He is an active speaker and has over fifty trade and academic/research publications, including a book on Intelligent Agents published by MIT Press in 2001.



## Karen Furtado

Partner  
Strategy Meets Action

Karen Furtado, a Partner at strategic advisory firm Strategy Meets Action, is a well-known authority on insurance technology and how it fuels transformation within insurance companies. Her focus is helping insurers prepare for the future of the industry through the decisions they make today. Karen's deep understanding of how to effect change guides insurers in the development and implementation of their transformation roadmaps. Her comprehensive knowledge stretches across core systems, the implications of InsurTech, and enhancing adaptability and flexibility in a changing market. Her commitment to promoting innovation, encouraging the exploration and adoption of new technologies, and developing proactive ways to plan for the future draws those seeking an edge. In a highly competitive world, Karen brings exceptional knowledge and experience to the challenges of connecting solutions to business and IT requirements.

During her career in the insurance industry, Karen has leveraged her business and technical experience to enable insurers to meet a wide variety of challenges. Many insurers have benefited from her advice that spans a broad field of expertise including enterprise application strategies and implementations, the influence of a rapidly changing business and technology landscape, and outsourcing services.

For more than 30 years, Karen has held leadership positions across the insurance industry. She was previously the Vice President of CGI's Insurance Practice, where she had responsibility for the development of their strategic direction and oversight of CGI's insurance software services, ASP services, and core insurance BPO practice.

Karen's opinions on insurance, technology, and transformation are highly regarded and often sought after by the press. She contributes to a number of insurance trade journals and is also a frequent keynote speaker at major industry conferences. Karen holds a Bachelor of Science from Springfield College.





## Courtney Folk

President

Textile Restorations

Courtney Folk is the President of Textile Restorations, the nation's largest independent restoration dry cleaning company, and co-founder of Renewal Logistics, which provides boutique third party logistics support to 13 of the largest apparel brands in the world. She is married to her business partner, Bryan Folk, and has one 5 year old son. In the year 2000, she graduated from Charleston Southern University where she was a Biology and History major, and received the distinguished honor of History Student of the Year. After college, she went into sales, and has since spent her career advising restoration clients on how best to manage the fabric restoration portion of property insurance claims, and building a team of professionals who are the best in the business at claim workflow and customer service related to Fabric Restoration, as evidenced by many national and international awards. She has provided project management on fabric restoration claims ranging in size from \$100–\$1,000,000, and is an avid restorer, collector, and reseller of Designer Luxury Goods including many of which will be discussed in this presentation. She is currently enrolled in a 2 year program on fashion design and clothing construction, with hopes to design her own line of clothing. She is also a co-founder of North American Restoration Drycleaners, which is a network of high quality, highly skilled fabric restoration professionals that provide national, comprehensive solutions to insurance carriers with regard to property insurance claims.



# CONFERENCE SPEAKERS 2018

## Andrew Schiller

Founder, Chief Executive Officer, Chief Scientist  
Location, Inc.

Dr. Andrew Schiller is the Founder, CEO and Chief Scientist of Location, Inc. He is responsible for inventing the search, data synthesization, and neighborhood matching algorithms that power Location, Inc.'s site selection search engine and NeighborhoodScout.com. He also oversees the company's RiskSuite™ for Insurance products, which help carriers dramatically improve their underwriting results. Dr. Schiller has designed reports for various media outlets, including The Wall Street Journal, CNN, Money Magazine, The New York Times, and others, and has presented at the Property Insurance Report National Conference, the Casualty Actuarial Society's various seminars, and other industry-related events.

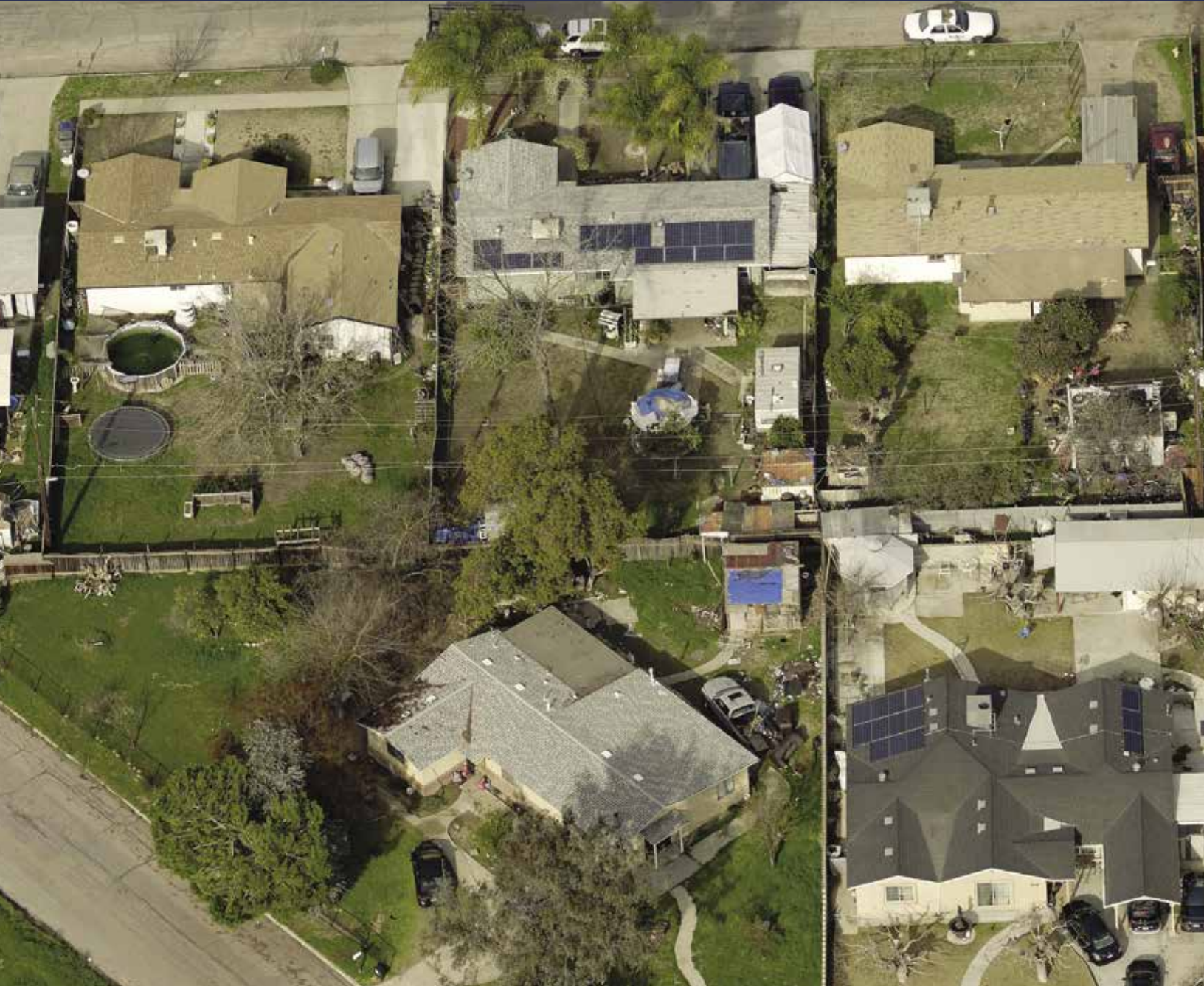
Prior to founding Location, Inc., Dr. Schiller received his Ph.D. in Geography from Clark University's Graduate School of Geography, America's oldest and largest geography Ph.D. program. Previously he was a scientist at Oak Ridge National Laboratory and Atomic Energy Complex. He was also a Director of Science for the Nature Conservancy's Tennessee Chapter. He has conducted research and published with Harvard's Kennedy School of Government and Stanford University. He is an expert in statistics, demographic analysis and interpreting the relationships among environmental, social and economic conditions.





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