



PROPERTY INSURANCE REPORT national conference 2021 November 14-16 | Monarch Beach Resort

Preliminary Program as of September 18, 2021

We are proud to bring you a first look at the program and speakers for the upcoming 2021 Property Insurance Report National Conference. As you will see, we have a terrific lineup, combined with unmatched networking opportunities that are all the more valuable for being the first time we can join together in two years. There is one more session being finalized, in which Apple Inc. will show off the data capture abilities of the new iPhones, and Matterport and Verisk will explain how they can be put to use for insurance underwriting and claims. We hope you will join us! Visit www.riskinformation.com for more information and to register.

Core Systems Emerge as the Hub Around Which Data Flows

Mike Rosenbaum, CEO, Guidewire Software, Inc.

Today, the new competitive battleground in property insurance is over the implementation of the dizzying array of new tools, services and data sets coming from an endless stream of providers. It starts with the big data providers and continues through smaller more focused operations and the many property restoration companies. The ability to successfully manage and integrate all these different relationships will separate the winners from the losers. And at the heart of this management and integration, we find core system providers like Guidewire, which offer the essential hub around which everything flows. In this session, Mike Rosenbaum, Guidewire's new CEO, will explore the opportunities and challenges of integrating the enormous and complex modern insurance ecosystem, and what the future will bring.

Making the Leap Toward More Accurate Renewal Pricing

Keith Yun, Vice President, Product Manager, State Auto

Joe Jezewski, National Product Director at Kemper

George Hosfield, Senior Director, Home Insurance, LexisNexis Risk Solutions

All applications for property insurance receive careful assessment – examining the risk profile of the structure and territory, the tenants and owners, the weather and more– to create a scope of coverage and a price. But after that initial burst of effort, the assessment of risk more or less comes to an end, as re-underwriting is more the exception than the rule. For the last several years, insurers have experimented with, and invested in, dynamic risk assessment. The idea is to track data flows to see if a property's profile has changed enough to warrant a new look that could lead to adjusted coverage or a new price. It hasn't been easy or widely adopted, inhibited by the costs of data and the disruption brought by re-underwriting. But some pioneering insurers are starting to make progress, creating a more dynamic, ongoing assessment of risk. In this session, Keith Yun of State Auto and Joe Jezewski of Kemper will share what they've learned on the road to more accurate renewal pricing, and George Hosfield of LexisNexis will outline the data flows that are making it all possible.

With Roof Claims Soaking Their Bottom Line, Insurers Search for Answers

Roy Wright, President and CEO, Insurance Institute for Business and Home Safety

Of all the parts of homes and commercial buildings that can give insurers headaches, none can match the roof. Just about every peril threatens them, including wind, hail, snow, ice, falling trees, and more. Beyond that, the roof is the part of a home that wears out the fastest. Understanding the challenge of roof risk requires detailed research and patience, which are abundantly available at the Insurance Institute for Business and Home Safety, whose CEO, Roy Wright, joins us to share the latest insights into how best to manage this enormous risk.

Burned by Rising Wildfire Risk, Insurers and Homeowners Need New Tools

Ken Allen, Deputy Commissioner, Rate Regulation, California Department of Insurance

Keith Daly, President of Personal Lines, Farmers Insurance

Attila Toth, Founder & CEO, Zesty.ai

The California property insurance market – along with much of the Western United States – requires new thinking if it is to transition into the new reality of permanently higher fire losses. To have success, at least three things must happen. First, insurers must better grasp the risks they face so they can create an appropriately balanced book of business, giving them confidence to take on new customers and giving reinsurers confidence that they can successfully play their part. Second, government must gain greater insights into how best to reduce fire risk through mitigation, both at an individual and community level. Third, homeowners must be informed about the they can do to reduce fire risk and offered incentives to take effective mitigation steps. In this critically important session, three key players in the development of a new and more successful future for California property insurance will explore the progress being made. Ken Allen of the California Department of Insurance will bring an experienced regulator's eye to the essential balancing of public interest and a healthy market. Keith Daly's Farmers Insurance is not only one of the biggest California home insurers, it has also been at the forefront of innovations in wildfire risk management. And Attila Toth's pioneering work in wildfire mitigation and risk management will ground the discussion in the art of the possible.

Breaking Climate Change into Pieces

James Waller, Research Meteorologist, Guy Carpenter

What should insurers do about climate change? It is a question every insurer must face, yet it has proven to be one that not a single insurer can truly answer. The question is just too big. A better strategy is to break climate change into its component parts, and begin to address them one at a time. What should be done about flood? What should be done about changes in storm patterns? What should be done about increased wildfire? How will rising sea levels impact insurers? All these factors, and more, are the result of climate change, and there are concrete actions insurers can take for each of them. In this session, Guy Carpenter Research Meteorologist Jim Waller will walk us through the many facets of climate change, how each will each impact insurers, and the steps every company can take to begin addressing the challenges.

You Can't Go Home Again: Housing in a Post-Pandemic World

Patrick Sullivan, Conference Co-Chair and Senior Editor, Property Insurance Report

Michelle Jackson, Director, Personal Lines Insurance Strategic Planning, TransUnion

Where in the world will people live and work in the post-pandemic world? You've come to the right place to find out. For a decade before the pandemic, millennials were giving every indication that they were going to resist the siren song of the suburbs and remain in gentrifying cities, while their retiring baby boomer parents were also selling the big family house and heading to cities and other places with walkable centers. Then Covid-19 struck and people fled densely populated areas for the suburbs, sometimes back to their high school bedrooms, or drove in rental cars to rural areas, increasing demand for fancy coffee in places that didn't know a macchiato from a cappuccino. As vaccination rates rise and the pandemic eases, will everyone move back to their former residence? Conference Co-Chair Patrick Sullivan, who has researched every possible data point on housing trends, is joining force with TransUnion's Michelle Jackson, who brings a wealth of data on consumers and housing for a comprehensive view of where Americans will live, and work, in the years to come.

Case Study: Using Imagery and Artificial Intelligence in Underwriting and Claims

Cole Winans, CEO, Flyreel

Rob Jacobson, VP of Operations, Kingstone Insurance

The idea is alluring: take a picture and identify the contents and construction of a property for underwriting. Or take a picture and identify the damage to a property for a claim. Before the pandemic, insurers tentatively employed such new technology to supplement their claims teams and better engage policyholders. But Covid-19 put an end to “tentative” and forced a full embrace of new technologies. In this session, Cole Winans, the founder of Flyreel, a leading virtual claims vendor, will share the journey through this most challenging year. Then insurance veteran Rob Jacobson of Kingstone Insurance will talk about the insurer’s adoption of Flyreel’s tools and the lessons and surprises along the way.

If It’s Broke, Don’t Fix It Until We Check for Subro!

Lyle Donan, President & CEO, Donan Engineering Co., Inc.

Every day, all across America, there are failures by dishwashers, washing machines, dryers, toasters, microwave ovens, air conditioners and every other conceivable kind of appliance and household machinery. And when these things fail, they lead to floods, fires, smoke damage and other unfortunate and costly events for which insurance companies are often called upon to pay. Sometimes, the loss is just the result of bad luck, in which case the insurer pays up. But sometimes, it is the fault of the manufacturer, and in that case, someone else should be paying. How do you know the difference between bad luck and faulty construction? You turn to a forensic engineer, who can look into the charred hulk of a burned out microwave and reconstruct what went wrong. In this session Lyle Donan of Donan Engineering will explain the nuances of searching for the truth, and the opportunities to be found in its discovery.

Everyone Went Home for the Pandemic. What Happened?

Aaron Brunko, Senior Vice President of Product, Claims Solutions, Xactware

A year ago, we asked Aaron Brunko of Xactware to investigate his data set and tell us what was going on with property claims early in the pandemic. The results provided a comprehensive and unmatched window into claims trends of those early months, but it was hard to project forward because the world was still in chaos. Fast-forward 18 months into the pandemic, at the front edge of its end, and the data set is far richer and more predictive. Xactware handles most of the industry’s property claims, so you can be sure its insights go far deeper than any individual insurer could hope to develop on its own.

Twenty Trends

Brian P. Sullivan, Conference Co-Chair, Editor, Property Insurance Report

Patrick Sullivan, Conference Co-Chair and Senior Editor, Property Insurance Report

We’ve been working on this session all year long, assessing the market, studying data, talking to sources. Finally, we put a stake in the ground and look into the future. We don’t always get it right – and promise to own up to past misfires – but our track record is strong. We encourage you to give us those last precious minutes before taking off for travel.