

2nd ETBFSI Converge-BFSI: The World of Hyper-Personalisation	
Day 2 - Insurance	
Session Details	
Session Time	Session Name
09:00 am - 09:06 am	Welcome Address
09:06 am - 09:28 am	Partner Presentation: Intelligent Omnichannel Personalization & Engagement Platform for Insurance Ramesh Srinivasan, CEO-India Business, Netcore
09:28 am - 09:33 am	Networking Break & Visit to Expo
09:33 am - 10:26 am	<p>Insurance Leaders' View: Building Business Over Hyper-Personalisation</p> <p>Synopsis: The insurers have achieved a lot in the last two decades but the journey from here will be tricky. Because it's not going to be about just offering a product but serving the customers the way they want. Most of the insurers have a decent number of customers and each one has a different demand. Maybe someone wants an insurer to make its app like Swiggy or issue a policy instantly. Of late, insurers are also customising motor and health products but that's not enough. Their success will be driven by the customer experience they provide. This session will explore how insurance leaders are keeping customer service at the forefront and more importantly, how they see the whole business based on hyper-personalisation.</p> <p>Moderator: Amol Dethe, Editor, ETBFSI Vishakha RM, MD & CEO, IndiaFirst Life Insurance Amit Malik, MD & CEO, Aviva India Life Insurance Anand Roy, MD, Star Health and Allied Insurance Co Ltd Ramesh Srinivasan, CEO-India Business, Netcore</p>
10:26 am - 10:31 am	Networking Break & Visit to Expo

	<p>Fireside Chat: Ensuring High Availability, Security of Data in Times of Flux</p> <p>Synopsis: There have been few organizational priorities of more importance than business resilience in 2020. Against the backdrop of a global pandemic that completely upended carefully thought out annual plans and initiatives, COVID-19 has forced organizations to re-evaluate priorities and focus resources on solutions that empower their organization’s continued success. We saw first-hand the value of data rise as organizations sought to enhance security and management for data being created, stored and shared in more places and ways than ever before. The pandemic, and possibilities of an emergence in the coming months, has forced organisations across India to re-evaluate the health of their data, potential security vulnerabilities, and their level of preparedness. Going forward, the ability to unlock the value of data, rapidly adapt to changing demands, and delight customers will increasingly be determined by cloud strategy. Cloud data protection will play a pivotal role in this journey. This fireside chat session will focus on how technology leaders can build a successful data management strategy leading to competitive advantage.</p> <p>Moderator: Yashvendra Singh, Executive Editor, ETCIO Sankaranarayanan Raghavan, Chief Technology and Data Officer, IndiaFirst Life Insurance Bhaskar Sirohi, Director - Global Solutions Architect, Druva</p>
<p>10:31 am - 10:54 am</p>	<p>Networking Break & Visit to Expo</p>
<p>10:54 am - 10:59 am</p>	<p>Partner Presentation: Embracing Connected Insurance for Accelerated Digital Transformation Sunil Pandita, VP, India/South Asia, Newgen Software</p>
<p>10:59 am - 11:20 am</p>	<p>Networking Break & Visit to Expo</p>
<p>11:20 pm - 11:25 pm</p>	<p>Networking Break & Visit to Expo</p>

	<p align="center">Insurance CXOs' View: Evolution of Insurance from Push to Hyper-Personalisation</p> <p>Synopsis: The Insurers have achieved a lot in the last two decades but the journey from here will be tricky. Because it's not going to be about just offering a product but serving the customers the way they want. Most of the insurers have a decent number of customers and each one has a different demand. Maybe someone wants an insurer to make its App like Swiggy or and issue a policy instantly. Off late, insurers are also customizing motor and health products but that's not enough. Their success will be driven by the customer experience they provide. This session will explore how insurance leaders are keeping customer service at forefront and how they are embracing various technologies like automation, Data & AI, Machine Learning across all lines of business functions. How they are rebuilding processes to achieve their goals.</p> <p>Moderator: Mohd Ujaley, Senior Special Correspondent, ETGovernment Anand Pejawar, President- Operations IT and International Business, SBI Life Insurance Company Ltd Samrat Das, COO, PNB MetLife Manu Lavanya, COO, Max Life Insurance Nitin Mukhija, Chief Digital and Data Officer, Edelweiss Tokio Life Insurance Samit Shetty, Business Leader, Data, AI & Automation, IBM</p>
11:25 am - 12:32 pm	
12:32 pm - 12:37 pm	<p align="center">Networking Break & Visit to Expo</p>
	<p align="center">Fireside Chat: Adding Tech to Scale Up Insurance Business</p> <p>Synopsis: Being a push product it wasn't an easy journey for insurers. But digital has made it easy, buying policies on smart-phones is a reality. With digital, how different the journey of insurers will be compared to what it was in the last 2 decades. In this session, we will explore what is in the mind of an insurance leader for the upcoming years. How are they adding tech to scale up business. Get a comprehensive view on what kinds of changes are happening at operation, distribution and service level in the sector.</p> <p>Moderator: Amol Dethe, Editor, ETBFSI Vibha Padalkar, MD & CEO, HDFC Life Insurance Company Ltd</p>
12:37 pm - 01:01 pm	
01:01 pm - 01:06 pm	<p align="center">Networking Break & Visit to Expo</p>

	<p align="center">Panel Discussion: Rise of InsurTechs: Building Distribution Chains Across Bharat</p> <p>Synopsis: There is a remarkable development in the InsureTech space in the last two years. The new players, most of them fully digital, are entering the space. Along with companies most of the new-age brokers are building their distribution model only on the technology. They are not just selling policies but offering customised policies and more importantly hitting the hinterland. This session will unleash the potential of InsureTechs.</p> <p align="center">Moderator: Amol Dethe, Editor, ETBFSI Vijay Kumar, CEO & Principal Officer, Go Digit General Insurance Shanai Ghosh, ED & CEO, Edelweiss General Insurance Parag Raja, MD & CEO, Bharti Axa Life Insurance Miranjit Mukherjee, Interim CEO & Principal Officer, Future Generali Life Insurance Company Ltd</p>
<p><i>01:06 pm - 02:00 pm</i></p>	
<p>2:00 PM</p>	<p align="center">Concluding Remarks</p>