

PLUGANDPLAY

Reaching the Ultimate Destination: The Self-Driving Claim, from Virtual to Touchless

November 10, 2020

9:00 - 10:30 AM PT

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The pandemic catapulted nearly every business into virtual mode overnight, and insurance claims are no exception. The bar has been raised and customers are now expecting virtual options as basics to doing business. Those who accelerate the digital transformation of their entire claims system—from first notice of loss to cash in hand for the insured—are seeing 10x improvement in customer experience. This is the nature of real digital transformation, compared with incremental changes when implementing a discrete set of capabilities.

In this event, we will hear from Snapshot leaders and industry experts on how they're driving virtual and touchless claims, and showcase some of the pioneering technologies that are delivering the full power of digital for the modern customer and workforce.

Co-Hosted by:

[snapshot](#)

AGENDA (PT)

- | | |
|-------------------------|--|
| 09:00 - 09:10 am | Opening Remarks |
| 09:10 - 09:35 am | Opening Keynote:
Achieve 100% Touchless
with Snapshot Claims |
| 09:35 - 09:40 am | Break |
| 09:40 - 10:20 am | Breakout Sessions
<i>Additional Info Below</i> |
| 10:20 - 10:30 am | Closing |

FOR MORE INFORMATION

insurtech@pnptc.com

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Opening Keynote:

Achieve 100% Touchless with Snapshot Claims

Kick off *Reaching the Ultimate Destination* and your future. Join us as we share how virtual and touchless claims are defining great user experiences in insurance claims. Learn how one of the most innovative carriers, Clearcover is adapting and thriving in the era of virtual. Watch a demo of Clearcover's Clear Claims process, the fastest auto claim powered by Snapshot Claims platform. Let's go.

Keynote Speakers



Kyle Nakatsuji
CEO and Founder
Clearcover



Brad Weisberg
CEO and Founder
Snapshot

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Breakout Sessions

Please choose one topic to participate in during the Breakout

Touchless Claims and Touchless Implementation: How Generali Transitioned to Automated Virtual Claims

In just 60 days, Generali Serbia launched an automated virtual inspection platform with custom configured automated workflows, automated communications, a customer-facing web app, and all of this with a vendor in the US that has never stepped foot in Serbia. In this session, Screenshot and Generali will discuss how they were able to accomplish this launch. Topics will span remote planning sessions, automated workflow configuration best practices, language translation learnings, and post-launch metrics tracking.

Mario Ricco

Global Head of Claims
Generali Group

Veselin Danilovac

Chief Insurance Officer,
Member of
Executive Board
Generali Serbia

Predrag Markovic

Head of Counter Loss
and Fraud Prevention
Generali Serbia

Branko Karanovic

Claims Process Analysis
Manager
Generali Serbia

CJ Przybyl

Chief Strategy Officer
and Co-founder
Screenshot

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Digital Darwinism: Thriving in a Virtual and Touchless World

COVID-19 has accelerated the digital transformation of the economy because the notion of “virtual” and “touchless” used to be future aspirations and productivity focused alone — but organizations find themselves in a virtual world now and these shifts have driven a greater and more urgent need for innovation and also added broader management challenges and responses. The ways in which we engage our customers, empower our workforce, and even structure our operating model have changed, and we don’t expect it ever to come back.

What’s important to understand is that in addition to a new system of capabilities, the very talent and productivity drivers are also changing – and as such, it is vital to consider how to operate, manage and motivate in this “virtual” and “touchless” world. This session is aimed at senior executives and innovation leaders and will showcase recent innovations as well as discuss the full range of these management and leadership considerations and lessons learned.

John Sviokla
Partner
Manifold Group

Jamie Yoder
President
Snapshot

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Claims in the Sharing Economy: Managing the Customer, the Brand and the Bottom Line

Often Insurance and claims costs are one of the top three expenses for platform providers in the sharing economy but in many organizations, claims results are afterthoughts until impacting brand and bottom line. Claims, however, can and should be an enabler for the sharing economy and claim, as a strategic focus, can create competitive and comparative advantages. Hear from experts with experience building claims and risk management solutions with some of the largest platform providers in the sharing economy who will share lessons learned and opportunities for claims differentiation for insurance carriers, platforms and TPAs.

[Mark Warnquist](#)

CEO, InShare Services;
Former Head of Claims,
Uber

[Erin Syring](#)

COO, InShare Services;
EVP of Operations and
Shared Services,
IMA Financial

[Maly Ohrenschall](#)

Director of Claim and
Risk Operations
Getaround

[Andy Cohen](#)

Chief Operating Officer
Snapsheet

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Implementing Digital Payments into a Carrier's Claim System and Driving Digital Payments in a Paper Check Culture

While many carriers are currently focused on which digital payment methods to support, required digital payments hub functionality, and claim payments enterprise architecture, many are overlooking the claims operational change management needed to fully leverage solutions and drive optimal payment workflows for all parties involved.

Integrating new features and partners into the carrier's claim system(s) such as Guidewire ClaimCenter is centered on fully understanding the carrier's current state process and envisioning the future state possibilities. With additional payment methods such as ACH and Push-to-debit, these questions can result in new validation rules to streamline payee digital engagement and choosing the right level of digital information granularity to ingest. By sharing lessons learned from such experiences, P&C carriers are able to learn from each other in driving industry best practices for a better industry payment state.

Stephen Di Cicco
Claims Innovation
Champion
Zurich North America

Jeff Obermeyer
Director of
Strategic Initiatives
Mutual of Enumclaw

David Boddy
VP of Payments
Snapshot

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