

Shaping the future

KPMG's 2023 insurance conference

Shape your organization so it's fit for the future



Agenda

Time	Topic	Speakers	Description
7:30–10:00 am	Networking breakfast		
8:00–9:00 am	Board session: The boards role in shaping the future	Hudson Lopez, Partner, <i>KPMG in Canada</i> Sonia Baxendale, President and CEO, <i>Global Risk Institute</i> Neil Parkinson, Corporate Director, <i>Gore, Equitable Life, Sagen</i>	The Canadian insurance industry is being shaped by a number of transformational activities. As a high performing insurance board, things like ESG impacts, customer experience, regulation, artificial intelligence and everything in between can keep you up at night. So, we're covering it all in this exclusive session.
9:00–9:15 am	Registration		
9:15–9:30 am	Conference kickoff: Opening remarks	Chris Cornell, Partner & National Insurance Leader, <i>KPMG in Canada</i>	
9:30–10:15 am	Plenary 1: A view of the global insurance market	Chris Cornell, Partner & National Insurance Leader, <i>KPMG in Canada</i> Frank Pfaffenzeller, Global Insurance Leader, <i>KPMG International</i>	Technology is shaping customer expectations, climate change is making insurance more complex, and inflation is impacting the entire value chain. From global to local, find out how macroeconomic factors are shaping the way insurers operate in Canada with key takeaways for how we can sustain the long-term health of the industry.
10:15–11:00 am	Plenary 2: Embedding ESG: Executive views on ESG enablement and innovation	Katie Dunphy, Partner, ESG, <i>KPMG in Canada</i> Lesley Christodoulou, VP, Finance, Accounting, Reporting & Chief Accountant, <i>Co-operators</i> Amir Rahmani, Director, Risk Management, <i>Gore Mutual</i>	ESG and climate change have become imperative considerations across the insurance sector. From the integration of new datasets in underwriting to embedding ESG and climate considerations in risk appetite, the scope and depth of risk and finance's involvement in these matters continues to expand. This panel discussion will share perspectives from the point of view of Life and P&C risk and finance leaders regarding the ways in which ESG and climate factors are permeating across these functions. We will explore challenges and insights from the journey to date, and will share lessons learned.
11:00–11:30 am	Networking break		

Time	Topic	Speakers	Description
11:30 am–12:30 pm	Morning breakout session A: The evolving finance function	Cathy Yuan, Partner, <i>KPMG in Canada</i> Gui Iglesias, Partner, <i>KPMG in Canada</i> Zaid Hoosain, Partner, Management Consulting – Operations, <i>KPMG in Canada</i> Helen Gillespie, Chief Accounting Officer, SVP Finance, <i>Aviva Canada Inc.</i> Bryan Lillycrop, Vice President, Financial Reporting, <i>Definity</i> Carolyn Ling, SVP, Finance, <i>ivari</i>	This session will focus on optimizing finance and unlocking value from your data. Our dynamic panel will delve into harnessing the power of a digital enabled finance function and navigating the various transformation initiatives shaping the financial landscape.
11:30 am–12:30 pm	Morning breakout session B: Key regulatory challenges for 2024	Michael Ecclestone, Partner, Risk Consulting, <i>KPMG in Canada</i> Garvin Deokiesingh, Partner, Governance, Risk and Compliance Services, <i>KPMG in Canada</i> Alison Rose, Partner, <i>KPMG in Canada</i>	“E-asing implementation” – This session will look at some key 2023 regulatory developments impacting insurers. In particular it will provide some initial thoughts on draft Guideline E-21, as well as a practical guide to approaching the potential new requirements from the forthcoming update to Guideline E-23 and updated Guideline E-15.
11:30 am–12:30 pm	Morning breakout session C: Cyber Insurance: Capturing the market	Vivek Jassal, Senior Manager, Cyber Security, <i>KPMG in Canada</i> Vishal Kundi, CEO, <i>Boxx insurance</i> Michael Loeters, SVP, <i>PROLINK Insurance</i> Imran Pira, Senior Vice President, <i>NFP</i>	What does the evolving cyber threat and regulatory landscape mean for insurers in Canada? In this session, we'll explore how to capture the opportunities and mitigate the risks in the cyber market for insurers and brokers.
11:30 am–12:30 pm	Morning breakout session D: Profitability and productivity: A foundation for growth	Bosco Tong, Director, <i>KPMG in Canada</i> Gavin Lubbe, Partner and National Leader, Management Consulting – Operations, <i>KPMG in Canada</i> Alissa Ristic, Managing Director, <i>KPMG in the U.S.</i>	Economic headwinds, industry risks, and competitive dynamics are putting pressure on insurance organizations' profitability. With real examples and case studies, we'll discuss our approach to sustainable cost reduction and profitability improvements.
12:30–2:00 pm	Lunch and keynote: AI and insurance	Gavin Lubbe, Partner and National Leader, Management Consulting – Operations; GTA Lead, Data & Analytics, <i>KPMG in Canada</i> Baiju Devani, Head of AI and ML, <i>TD</i> Jeff Mastin, National Lead, Data & AI, Financial Services, <i>Microsoft</i> Chitra Sridhar, Senior Manager, Lighthouse, <i>KPMG in Canada</i>	There's a lot of hype around Generative AI, but it's time for it to start generating tangible business value. In this session, we will hear from business, consulting and technology leaders in the field of Artificial Intelligence on how insurance business leaders can move beyond the hype and towards an organization that is empowered by Generative AI.
2:00–2:15 pm	Networking break		

Time	Topic	Speakers	Description
2:15–3:00 pm	Afternoon Breakout session A: Safeguarding your organization against financial crimes	Sue Ling Yip, Partner, Risk Consulting & Financial Crimes, <i>KPMG in Canada</i> Sarah Paquet, Director and Chief Executive Officer, <i>Financial Transactions and Reports Analysis Centre of Canada (FINTRAC)</i> John Shoemaker, Chief Anti-Money Laundering Officer and Head of Global Financial Crime Risk and Compliance, <i>Great-West Lifeco / Canada Life</i>	A common misconception when we talk about financial crimes is that most criminals only launder their assets in the form of cash. Think again! Insurance companies are just as vulnerable as banks, just in different creative ways. What does an insurance company need to worry about from a financial crimes perspective? We will talk about insurance fraud, money laundering and terrorist financing, as well as corruption and sanction risks. You will hear directly from the Head of FINTRAC as the federal AML regulator in Canada, as well as a former RCMP Superintendent who now heads the Financial Crimes program at one of the largest insurance companies.
2:15–3:00 pm	Afternoon breakout session B: Equity by design: Embedding DEI in the customer and employee experience	Dave Donegan, Senior Manager, People & Change Practice, <i>KPMG in Canada</i> Silvia Gonzalez-Zamora, Global Social Sustainability Leader, National ID&E Leader and Partner, <i>KPMG in Canada</i> Leslie Kunto, Director, EDI, <i>WSIB</i> Nan Oldroyd, AVP, Employee Experience, <i>Definity</i>	We will be exploring strategies to integrate DEI principles into both customer interactions and employee engagement. Discover how building a more equitable and inclusive environment not only enriches experiences but also drives business growth and builds a sense of belonging in the workplace.
2:15–3:00 pm	Afternoon breakout session C: Recent developments in income tax for insurers	Margarita Volkova, Senior Manager, Tax, Financial Institutions, <i>KPMG in Canada</i> Brian Ernewein, Senior Advisor, <i>KPMG in Canada</i> Christine Fast, Vice-President Taxation, <i>The Co-operators Group Limited</i> Matt MacInnis, Head of Tax, <i>Manulife</i> Vinod Ramnarine, Director, Taxation, <i>Intact</i>	The 2023 federal budget introduced important changes to the insurance tax landscape. In this session, we'll discuss proposed amendment to eliminate the dividends received deduction for financial institutions and impact on insurers.
2:15–3:00 pm	Afternoon breakout session D: Navigating through the current M&A dynamics	Georges Pigeon, Partner, Deal Advisory, <i>KPMG in Canada</i> Andrew Mathias, Senior Vice President, Corporate Finance, <i>KPMG in Canada</i>	Geopolitical and economic uncertainties, shifting demographics, evolving risks, and adapting to consumer behaviors have forced insurers to rethink their M&A and growth strategies. In this session, we will discuss evolving factors influencing strategies across the insurance industry and the important role that M&A will play as insurance organizations develop business models and strategies to drive sustainable, profitable growth.
3:00–3:15 pm	Networking break		
3:15–4:00 pm	Plenary 3: The accelerating shift to embedded insurance	Jonathan Weir, Partner, Advisory, <i>KPMG in Canada</i> Madeleine Roussel, Executive Director, Management Consulting, <i>KPMG in Canada</i> Derek Szeto, Founder, <i>Walnut</i>	Embedded insurance is maturing in the market and threatens to disrupt several insurance product verticals. During this session, you'll learn about the market impacts to date, case studies, and the opportunities and challenges that may impact the insurance ecosystem.
4:00–4:45 pm	Plenary 4: Keeping insurance resilient: A conversation with OSFI	Bobby Thompson, Partner, Audit, Insurance, <i>KPMG in Canada</i> Darrell Leadbetter – Supervisory, <i>OSFI</i> Kenneth Leung – Accounting & Capital Assurance Standard, <i>OSFI</i> Lisa Peterson – Capital Division, <i>OSFI</i>	During this session, we will sit down with senior members of OSFI to discuss the changing regulatory landscape. This session will cover regulator perspective on supervisory trends, upcoming regulatory standards projects and emerging issues on topics such as capital assurance. We will also have a conversation on the impact of IFRS 17 on capital, based on observations from the first three quarters, as well as gain insights into forward looking capital initiatives.
4:45 pm onwards	Closing remarks and networking reception	Chris Cornell, Partner & National Insurance Leader, <i>KPMG in Canada</i>	