

# Beyond the horizon

## KPMG's 2024 insurance conference

Explore the opportunities that lie beyond the horizon



## Agenda

Time	Topic	Speakers	Description
7:30–9:00 am	<b>Registration &amp; networking breakfast</b>		
8:00–9:00 am	<b>Board session: A deep dive into board leadership in insurance organizations</b>	Janet Rieksts Alderman, Partner, <i>KPMG in Canada</i> Frank Pfaffenbeller, Global Head of Insurance, <i>KPMG International</i>	In this session, we will delve into the pivotal role of the board in comprehending regulatory complexities and the board's role in risk management. We will explore the landscape of cyber and third-party risks, ESG and managing multinational standards, the impact of international trends on the Canadian market, and more. We will equip you with effective preparation strategies, auditing frameworks, and tools for board members of insurance organizations.
9:00–9:15 am	<b>Registration &amp; networking break</b>		
9:15–9:30 am	<b>Conference kickoff: Opening remarks</b>	Benjie Thomas, Chief Executive Officer and Senior Partner, <i>KPMG in Canada</i> Chris Cornell, Partner & National Insurance Leader, <i>KPMG in Canada</i>	
9:30–10:15 am	<b>Plenary 1: From global to local: A macroeconomic view</b>	Chris Cornell, Partner & National Insurance Leader, <i>KPMG in Canada</i> Celyeste Power, President & CEO, <i>Insurance Bureau of Canada</i> Mathieu Laberge, Senior Vice-President, Housing Economics and Insights, <i>CMHC</i>	This session will provide a comprehensive global outlook on the impacts of macroeconomic factors on Canadians, particularly on the housing and property and casualty space. We will explore what these changes mean and how they are shaping the strategies of boards and CEOs of insurance organizations and how you can stay competitive in this ever-evolving market.
10:15–11:00 am	<b>Plenary 2: A view from the top: The CFO perspective</b>	Bobby Thompson, Partner, Audit, Insurance, <i>KPMG in Canada</i> Carolyn Ling, Executive Vice President & CFO, <i>ivari</i> Colleen Lamont, CFO, <i>Brookfield Annuity Company</i> Rebecca Rycroft, CFO, <i>Empire Life</i>	The CFO's agenda continues to evolve as operational and strategic challenges and opportunities emerge. New regulations, technology enhancements, and productivity continue to remain top of mind, including balancing capital prudence against return profiles and building high-performing teams. In this session, senior finance leaders will discuss the current economic climate, the impact of digital transformation on financial operations, and the CFO's role in propelling innovation and growth. Additionally, the session will examine the CFO's viewpoint on significant industry trends and their implications on the financial stability and sustainability of insurance organizations.
11:00–11:30 am	<b>Networking break</b>		

Time	Topic	Speakers	Description
11:30 am–12:30 pm	<b>Morning breakout session A: ESG in focus: Reporting and regulations</b>	Katie Dunphy, Partner, ESG, <i>KPMG in Canada</i> Anthony Buonaiuto, Partner, <i>KPMG in Canada</i> Cathy Yuan, Partner, Accounting Advisory Services, <i>KPMG in Canada</i>	In this session, we will dive into the evolving landscape of Environmental, Social, and Governance (ESG) developments in the insurance sector. We will focus on the practical aspects of adopting and reporting on OSFI's B-15 regulation, and the ISSB standards, and will provide additional context on the new 'anti-greenwashing' legislation, Bill C-59. Our panel will share insights, challenges, and best practices in response to these developments and discuss the operational implications which are shaping how insurers are responding.
11:30 am–12:30 pm	<b>Morning breakout session B: Unmasking fraud and financial crime risks</b>	Sue Ling Yip, Partner, Risk Consulting & Financial Crimes Practice, <i>KPMG in Canada</i> David Coffey, David Coffey, Detective, <i>Toronto Police Service Financial Crimes Unit</i> John Shoemaker, Chief Anti-Money Laundering Officer and Head of Global Financial Crime Oversight, <i>Sun Life</i> Suveera Hopton, Vice President & Chief Compliance Officer, <i>Wawanesa Mutual Insurance Company</i>	During this session, we will discuss the critical issues of insurance fraud and the use of insurance products by criminals as a vehicle to launder proceeds of crime. The risks related to financial crimes in the insurance sector are often under-estimated given its less cash intensive nature, however the sophistication of organized crime, the need for creative layering techniques have proven that no financial products is immune. This session will be providing attendees with a comprehensive overview of the latest fraud trends from law enforcement, the evolving AML regulatory landscape and regulators' expectations. Our panelists will share their practical perspectives and insights from being on the front line to help you better understand your own organization's exposure and strategies in combating financial crimes.
11:30 am–12:30 pm	<b>Morning breakout session C: The evolving role of the finance function</b>	Gui Iglesias, Partner, Management Consulting, <i>KPMG in Canada</i> Alyshah Jetha, Director, Enterprise Performance Management Consulting, <i>KPMG in Canada</i> Zaid Hoosain, Partner, Management Consulting – Operations, <i>KPMG in Canada</i> Melinda Beswetherick, VP Financial Planning & Analysis, <i>Definity Insurance</i>	In this session, we will explore how to reassess the finance reporting strategy and transform the role of the FP&A function to better serve the organization. We will share innovative solutions and best practices to help optimize and digitalize finance.
11:30 am–12:30 pm	<b>Morning breakout session D: AI in Action: Measuring value and impact in your organization</b>	Chitra Sridhar, Partner, KPMG Lighthouse, <i>KPMG in Canada</i> Geoff Finnie, VP, Advanced Analytics and Artificial Intelligence, <i>Manulife</i> Nantes Kirsten, Director, Strategy and Transformation, <i>Bell Enterprise Solutions</i>	Join us for an insightful panel discussion where we delve into the role and impact of Artificial Intelligence (AI) in your organization. We'll explore the integration of AI and cloud, the incorporation of life cycle into current conversations, and the methods to distinguish hype from genuine value. Our panelists will also share strategies on measuring enterprise value and determining if your organization is deriving the appropriate business value from AI.
12:30–2:00 pm	<b>Lunch and keynote: Thriving in the age of AI</b>	Marc Low, Ignition Vancouver Lead, <i>KPMG in Canada</i>	GenAI continues to accelerate, re-writing both the rules AND the game for every industry. The blueprint for success for the past century – specialization of role and standardization of process – needs a re-write. To succeed in this era, organizations and talent need new skills & approaches, and a shared understanding that is underpinned by trust. In this session we'll re-imagine the future of work, underscoring how AI can amplify our uniquely human strengths. We'll explore a new blueprint for harnessing the full power of AI, and the mindset and leadership models necessary to not just survive but thrive in our shared future.
2:00–2:15 pm	<b>Networking break</b>		

Time	Topic	Speakers	Description
2:15–3:00 pm	<b>Afternoon Breakout session A: Weathering the storm: A view on climate-related catastrophes and insurance</b>	Houston Cheng, Partner, P&C Actuarial, <i>KPMG in Canada</i> Farhan Karamat, Vice President Finance, <i>Travelers Canada</i> Denise Cheung, VP Actuarial, <i>Munich Re</i> Tom Hudak, Vice President - Property Claims, <i>Definity Insurance</i>	Climate change and catastrophic losses are a critical issue in today's society. During this session, we'll discuss how climate change is reshaping the landscape of catastrophic events and the subsequent impact on insurance policies and claims. We'll also uncover the challenges and opportunities presented by climate-induced disasters, the role of insurance in mitigating these risks, and strategies for navigating this evolving landscape.
2:15–3:00 pm	<b>Afternoon breakout session B: Staying ahead of regulatory changes</b>	Dinaish Singh, Partner, Advisory, <i>KPMG in Canada</i> Alison Rose, Partner, Life & Pensions Actuarial Practice, <i>KPMG in Canada</i> Beata Morris, Director of Market Conduct Property and Casualty Insurance, <i>FSRA</i> Swati Agrawal, Director of Life and Health Companies and National Supervision, <i>FSRA</i>	Join us for an engaging session that starts with an overview of some key regulatory developments impacting insurers over the last year and the outlook for 2025, highlighting anticipated regulatory trends. How can insurers prepare to get the maximum benefits of compliance? This will be followed by a panel discussion with representatives from the Financial Services Regulatory Authority (FSRA). The discussion will focus on the regulator's strategy and priorities, offering attendees valuable insights into how these elements are likely to influence operational practices and strategic planning within the sector.
2:15–3:00 pm	<b>Afternoon breakout session C: Reshaping the workforce for organizational success</b>	Lewis Curley, Partner, People & Change Practice, <i>KPMG in Canada</i> Natalie Witruk, Director, People & Change Practice, <i>KPMG in Canada</i> Manisha Paliwal, Enterprise Change Enablement, <i>Definity</i> Mario Bove, VP of People Systems, <i>WSIB</i>	In this session, we will explore the transformative potential of GenAI technology in the insurance industry, with a particular focus on its impact on the workforce and organizational structure, and how to maximize its value by planning for its implications on the workforce and the organization as a whole. We will also address the common challenges of technology rollouts and share insights on how you can set up your organizations for long-term success.
2:15–3:00 pm	<b>Afternoon breakout session D: The tax evolution: Recent developments in income and indirect tax</b>	Pej Saket, Executive Director, <i>KPMG in Canada</i> Renee Milligan, Partner, Tax Value Creation, <i>KPMG in Canada</i> Robert Coelho, Partner, Tax Litigation and Dispute Resolution, KPMG Law LLP, <i>KPMG in Canada</i> Yakoob Vayani, Partner, Tax - Indirect Tax – Advisory, <i>KPMG in Canada</i>	During this session, we will discuss the most recent developments in income and indirect tax. Our panel of tax professionals will provide an in-depth analysis of the changes, discussing their implications and how insurance companies can adapt to them to help you stay abreast of the latest tax developments and understand their impact on your organization and the industry.

Time	Topic	Speakers	Description
3:00–3:30 pm	<b>Networking break</b>		
3:30–4:15 pm	<b>Plenary 3: The digital shift: How technology is redefining customer engagement</b>	Peter Hughes, Partner, National Service Line Leader, Customer, <i>KPMG in Canada</i> Dave Jones, President, <i>Sun Life Health</i> Simona Salter, Senior Vice-President, Client Experience Office, <i>Sun Life Canada</i>	During this session, we will delve into the changes that are reshaping the industry landscape, influencing customer behavior, and driving innovation. We'll discuss how insurers are embracing technology and unlocking value from data and technology platforms to drive innovation and enhance the customer experience.
4:15–4:45 pm	<b>Plenary 4: Navigating regulatory standards: A fireside chat with OSFI</b>	Cathy Yuan, Partner, Accounting Advisory Services, <i>KPMG in Canada</i> Darrell Leadbetter, Senior Director, Insurance, <i>OSFI</i> Kenneth Leung, Managing Director, Accounting Policy, <i>OSFI</i> Regis Dahany, Managing Director, Insurance Capital and Liquidity Standards, <i>OSFI</i>	Join us for a fireside chat with OSFI and stay ahead of the curve in the ever-evolving financial regulatory landscape. During this session, we will cover topics ranging from general trends in supervision, upcoming regulatory standards, the future of capital, and feedback from the first cycle of the new OSFI risk rating letters, as well as findings from the first year of internal audit and management attestation from the capital assurance project.
4:45 pm onwards	<b>Closing remarks and networking reception</b>		

