



Agenda-at-a-Glance

Morning

	ROOMS 206AB	ROOMS 206CD
7:45	REGISTRATION BREAKFAST IN EXHIBIT HALL	
8:30	Welcome/Introduction	
8:40	The Future of Customer Engagement <i>Bill Morris</i> , Senior Partner, Navicom	
9:05	Distribution In The InsurTech Age <i>Mark Breading</i> , Partner and Chief Research Officer, Strategy Meets Action <i>Randy Carroll</i> , Business Consultant, Select Strategy Group <i>Ryan Spinner</i> , Head of Innovation, Aviva Canada <i>Jeff Roy</i> , CEO, Excalibur insurance Group	Technology Award Nominations In Depth Moderator: <i>Doug Grant</i> , Insurance-Canada.ca <i>Matt Alston</i> , Co-founder & COO, Surex Direct <i>Karen Nelson-Hoflin</i> , Vice President, Go Insurance <i>Justin Thouin</i> , Co-Founder and CEO, LowestRates.ca
9:40	(cont'd)	E-Signature FAQ for Brokers <i>Andrea Masterton</i> , Director, eSignLive <i>Brian Reeds</i> , President, Reeds Insurance <i>Amanda Ketelaars</i> , Manager, Mitchell & Whale
9:50	Living the Digital Strategy <i>Sherif Gemayel</i> , President, Sharp Insurance	(cont'd)
10:10	COFFEE IN THE EXHIBIT HALL <i>Sponsored by AssureSign</i>	
10:35	Commercial Lines: Responding to the Need for Speed Moderator: <i>Kim Opheim</i> , CIP, PMC, Consultant <i>Cindy Gravelle</i> , VP, Youngs Insurance Brokers <i>Sam Natur</i> , CEO & President, Bullfrog Insurance <i>Laura McDonald</i> , 2VP Select Product & Platform Strategy, Travelers Canada	Adjusting For Disruption <i>Gary Gardner</i> , SVP - Global Client Development, Crawford & Company
11:00		Chatting It Up With Customers <i>Amanda Ketelaars</i> , Operations Manager, Mitchell & Whale Insurance
11:25		Customer Engagement & Digital Self-Service <i>Darryl May</i> , Principal, KTX Insurance
11:50	LUNCH IN THE EXHIBIT HALL <i>Sponsored by AssureSign</i>	





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Afternoon

	ROOMS 206AB	ROOMS 206CD
12:45	Digital Consumer Acquisition <i>Andrew Lo</i> , COO, Kanetix Ltd.	
13:05	First Principles: Let's Just Be Great Brokers <i>Wendy Watson</i> , President, ORBiT <i>Johanna Allen</i> , Executive Vice President, Allen Insurance Group <i>Adam Hare</i> , COO, Insurance Jack <i>Beth Sigurdson</i> , Partner, Efficient Broker	
13:35	Understanding Guides the Way: Know Yourself – And Your Customer <i>Sherif Gemayel</i> , President, Sharp Insurance	
13:50	Experiences in Digital Customer Acquisition <i>Sam Natur</i> , CEO & President, Bullfrog Insurance	
14:15	COFFEE IN THE EXHIBIT HALL <i>Sponsored by AssureSign</i>	
14:35	Brokers and Analytics: The Challenge Grows <i>Greg Purdy</i> , Partner, Pathway Partners <i>Janine White</i> , VP, Kanetix	
15:00	Realizing the Marketing Potential of Broker and Company Collaboration <i>Ed Meiering</i> , Vice President - Business Development, Aviva Canada <i>Leen Meyer</i> , Managing Partner, EasyInsure <i>Stacey Miranda</i> , Manager - Marketing & Solution Strategy, Keal	
15:25	Brokers + Insurers + Tech: Coming Together <i>Colin Simpson</i> , CEO, Insurance Brokers Association of Ontario <i>Sean Duggan</i> , VP, Partner & Practice Leader HUB International	
15:55	The Battle for Mindshare <i>Jeff Roy</i> , CEO, Excalibur	
16:25	Close <i>Doug Grant</i>	

