

# CONNECT 21

**ALUCA**  
 conference  
 RACV ROYAL PINES RESORT  
 on the GOLD COAST  
 14 - 16 OCTOBER 2021

Thursday 14th October	
11:00-12:45	<b>Registration Open</b>
11:30-12:30	<b>Welcome Lunch, ALUCALAND</b>
12:30-15:00	<b>Opening Plenary, Royal Benowa Ballroom</b>
12:30-13:00	Conference Opening & Welcome
13:00-14:00	<b>Plenary Session 1:</b> Chris Savage, CEO & Founder, The Savage Co <i>Title: To be advised</i> Chair: TAL
14:00-15:00	<b>Plenary Session 2:</b> Leaders Panel Dion Russell, CEO, SCOR; Sharon Oii, Managing Director ANZ, Swiss Re; Sarah Hilt, Group Executive, MedHealth; Tyson Johnson, GM, Pacific Life Re <i>Title: Better connecting to our customers</i> Chair: Chris Savage
15:00-15:30	<b>Afternoon Tea, ALUCALAND</b>
15:30-17:30	<b>Afternoon Plenary, Royal Benowa Ballroom</b>
15:30-16:30	<b>Plenary Session 3:</b> To Be Advised
16:30-17:30	<b>Plenary Session 4:</b> Leaders for Good Phil Cross & Kerry Boys <i>Title: "Purpose led disruption" - Understanding our WHY</i> Chair: To be advised
17:30-19:30	<b>Welcome Reception, RACV Royal Pines</b>

Friday 15th October				
Morning Technical Workshops				
	Royal Benowa Ballroom	Marquis Room	Norfolk Hall	Royal Poinciana
07:55-08:45	<b>Technical Workshop 1: REHAB</b> <i>Details to be advised</i>	<b>Technical Workshop 2: Underwriting</b> Dr Matt Paul <i>Title: Insurance Medicine</i>	<b>Technical Workshop 3: Claims</b> Anthea Hickey <i>Title: How the industry is tackling mental health claims management</i>	<b>Technical Workshop 4: Leaders for good</b> Kerry Boys & Phil Cross <i>Title: Purpose led disruption - follow on</i>
Concurrent Sessions				
	Royal Benowa Ballroom	Marquis Room	Norfolk Hall	Royal Poinciana
09:00-09:45	<b>Concurrent Session 1</b> Dr Deb Smith, CMO <i>Title: UK COVID in the ED</i> Chair: Swiss Re	<b>Concurrent Session 2</b> Dr Ghazala Watt, Medilaw Group; Dr Anna Lenardon, mlcoa; Drew Schultz, iPar <i>Title: Mental Health - COVID impacts and staying connected</i> Chair: Kylie Gould, Medilaw group	<b>Concurrent Session 3</b> Clare McLean <i>Title: To be advised</i> Chair: Megan Troitsin, AIA	<b>Concurrent Session 4</b> Prof. Iain McGregor <i>Title: Medical cannabis - is it the POT of gold for pain management?</i> Chair: ALUCA Board
09:55-10:40	<b>Concurrent Session 5</b> Andrew Weinmann, Ian Donald, Emma Curtis <i>Title: AFCA &amp; Complaints</i> Chair: ALUCA Board	<b>Concurrent Session 6</b> Dr Mitchell Chipman <i>Title: Ca dx and life after dx, what's changed through a pandemic</i> Chair: ALUCA Board	<b>Concurrent Session 7</b> Ted Voges <i>Title: Financial underwriting strategies for emerging trends</i> Chair: Chris Schreurs, SCOR	<b>Concurrent Session 8</b> Dr Andreas Armuss <i>Title: Impacts of COVID-19 on Life Insurance - a global view</i> Chair: Munich Re
10:40-11:10	Morning Tea, ALUCALAND			
11:10-13:00	Morning Plenary, Royal Benowa Ballroom			
11:10-12:00	<b>Plenary Session 5:</b> Dr Oleguer Plana-Ripoll, Senior Researcher <i>Title: To be advised</i> Chair: Kylie Gould, Medilaw group			
12:00-13:00	<b>Plenary Session 6:</b> Dr Allen Francis, International psychiatrist <i>Title: Challenging DSM, medicalising normal life responses, impacts of mental health on life insurance</i> Chair: Dr Matt Paul, ALUCA CMO			
13:00-14:00	Lunch, ALUCALAND			
14:00-15:40	Concurrent Sessions			
	Royal Benowa Ballroom	Marquis Room	Norfolk Hall	Royal Poinciana
14:00-14:45	<b>Concurrent Session 9: Mental Health</b> <i>Details to be advised</i> Chair: TAL	<b>Concurrent Session 10</b> Matt Ralph, Chief Pricing Actuary; Nathan Flaus, Head of Claims, Gen Re <i>Title: A new hope for disability income insurance in Australia- Gen Re following on from the white paper</i> Chair: Tracy Cunningham, COO & Chief UW, Gen Re	<b>Concurrent Session 11</b> Raghav Murali-Ganesh, CancerAid <i>Title: The results of two years of research</i> Chair: ALUCA Board/Committee	<b>Concurrent Session 12</b> Dr Monique Esterhuizen <i>Title: From Dust to Dawn</i> Chair: Con Hagithemelis, Hannover Re
14:55-15:40	<b>Concurrent Session 13</b> Prof. Iain McGregor <i>Title: Medical cannabis - is it the POT of gold for pain management?</i> Chair: ALUCA Board	<b>Concurrent Session 14</b> Lindsay Stark <i>Title: Interplay between UW &amp; Claims automation and how to remain relevant and in demand</i> Chair: Pacific Life Re	<b>Concurrent Session 15</b> Nick Walsh, AFL Coaches Association <i>Title: Driving positive mental health outcomes through community sport, a community initiative of AFL Coaches &amp; Players' Associations and Zurich.</i> Chair: Peter Tilocca, Zurich	<b>Concurrent Session 16</b> Brad Louis, Actuaries Institute <i>DI task force update - Sustainable DI and the challenges relating to UW &amp; Claims</i> Chair: ALUCA Board
15:40-16:10	Afternoon Tea, ALUCALAND			
	Afternoon Plenary, Royal Benowa Ballroom			
16:10-17:00	<b>Plenary Session 7:</b> Trevor Hendy; Life Coach, Mentor, Author and Wholistic personal trainer <i>Title: To be advised</i> Chair: Nicole Marshall, SCOR			

Saturday 16th October				
07:55-09:45	<b>Morning Technical Workshops</b>			
	Royal Benowa Ballroom	Marquis Room	Norfolk Hall	Royal Poinciana
07:55-08:45	<b>Technical Workshop 5: Mental Health</b> Dr Matt Paul <i>Title: Insurability of individuals with mental health</i>	<b>Technical Workshop 6:</b> Dr Doron Samuelli <i>Title: How to practically utilise behavioural economics in the workplace</i>	<b>Technical Workshop 7: Claims</b> Diren Fernando <i>Title: How to write a PF</i>	<b>Technical Workshop 8:</b> <i>Details to be advised</i>
	Royal Benowa Ballroom	Marquis Room	Norfolk Hall	Royal Poinciana
09:00-09:45	<b>Concurrent Session 17</b> Paula Bourke & Paul Hastings <i>Title: Retro Underwriting</i> Chair: Debra Pitcher, SCOR	<b>Concurrent Session 18</b> Dr Phillip Read <i>Title: Hep C</i> Chair: ALUCA Board	<b>Concurrent Session 19</b> <i>Dr Paul Davis</i> <i>Title: ECG predictors of sudden cardiac death</i> Chair: Carmel Twist, RGA	<b>Concurrent Session 20</b> Will Barsby & Brett McKenzie-Craig <i>Title: 10 things that insurers do that lawyers love &amp; ADL/ADW/FOS/SUPER case studies</i> Chair: ALUCA Board/Committee
09:55-10:45	<b>Morning Plenary, Royal Benowa Ballroom</b>			
	<b>Plenary Session 8:</b> Stephen Scheeler; Former CEO, Facebook ANZ <i>Title: The power of the digital connection</i> Chair: Lindsay Stark, Pacific Life Re			
10:45-11:15	<b>Morning Tea, ALUCALAND</b>			
11:15-12:55	<b>Concurrent Sessions</b>			
	Royal Benowa Ballroom	Marquis Room	Norfolk Hall	Royal Poinciana
11:15-12:00	<b>Concurrent Session 21</b> Adam Edwards <i>Title: Future of technology for insurance ecosystems, using big data/AI to transform the customer experience</i> Chair: Myles Kennedy, FINEOS	<b>Concurrent Session 22</b> Linda Winterbottom <i>Title: Life Insurance and the Ageing workforce</i> Chair: Mark Smith, RGA	<b>Concurrent Session 23</b> To be advised <i>Title: Turks Talks</i> Chair: TurksLegal	<b>Concurrent Session 24</b> Nick Kirwan <i>Title: FSC Life Code</i> Chair: ALUCA Board
12:10-12:55	<b>Concurrent Session 25</b> Dr Neil Cochrane, Medilaw Group; Dr Mike Thomas, mlcoa; Dorothy Frost, MedHealth <i>Title: Incidental MRI findings and their implication on long term mortality and morbidity - what does the literature suggest?</i> Chair: Jenny Crane, mlcoa	<b>Concurrent Session 26</b> Michelle Stone <i>Title: Feel good connecting to our customers, whilst working a shorter week</i> Chair: Ryan Katzen, ALUCA Board	<b>Concurrent Session 27</b> Alph Edwards <i>Title: The new duties: 5 key takeaways</i> Chair: TurksLegal	<b>Concurrent Session 28</b> Michael Renny & Rebecca Barwick <i>Title: Six resilient factors</i> Chair: Swiss Re
12:55-13:55	<b>Lunch, ALUCALAND</b>			
13:55-14:55	<b>Concurrent Sessions</b>			
	Royal Benowa Ballroom	Marquis Room	Norfolk Hall	Royal Poinciana
	<b>Concurrent Session 29</b> Dr Jon Cummins <i>Title: Measuring biological age vs chronical age, plus predicting the time of death</i> Chair: Pacific Life Re	<b>Concurrent Session 30</b> Jo Hetherington & Eimear Smith <i>Title: Financial UW considerations for sustainability</i> Chair: TAL	<b>Concurrent Session 31</b> Diren Fernando, HWL Ebsworth Legal <i>Title: A court room drama</i> Chair: ALUCA Board	<b>Concurrent Session 32</b> Nick Kirwan <i>Title: FSC Life Code</i> Chair: ALUCA Board
15:00-16:15	<b>Final Plenary, Royal Benowa Ballroom</b>			
15:00-15:15	<b>Conference Closing</b>			
15:15-16:15	<b>Plenary Session 9:</b> Michael Crossland; Inspirational Speaker, Best Selling Author & Peak Performance Coach <i>Title: To be advised</i> Chair: Mark McClenahan, Swiss Re			
18:30-Late	<b>Gala Dinner, RACV Royal Pines</b>			