

# CONNECT22

ALUCA

conference

RACV ROYAL PINES RESORT  
on the GOLD COAST

19 - 21 MAY 2022

## Thursday 19th May

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 <b>Conference MC: Daniel Devine</b>
13:00-14:00	<b>Plenary Session 1:</b> Chris Savage, CEO & Founder, The Savage Co <i>Title: Keeping sharply relevant in a Covid world; as individuals, and with customers &amp; stakeholders</i> Chair: Chris Healy, General Manager – Group Claims, TAL
14:00-15:00	<b>Plenary Session 2:</b> Leaders Panel, Better connecting to our customers Dion Russell, CEO, SCOR; Sharon Ooi, Managing Director ANZ, Swiss Re; Sarah Hilt, Group Executive, MedHealth; Andrew Morrison, General Manager, TAL <i>Title: Is 'customer-first' just marketing jargon, or do we really mean it?</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> APRA & ASIC Discussion Rhys Bollen, Senior Executive Leader, ASIC & Ilanko Sellathurai, Senior Manager, APRA <i>Title: Progressing a sustainable future for life insurance - dialogue with ASIC and APRA</i> Chair: Amanda McKernan, ALUCA CEO
16:30-17:15	<b>Plenary Session 4:</b> Leaders for Good Phil Cross & Kerry Boys <i>Title: Why Inclusive Cultures Win</i> Chair: Mary Sinclair-Porter & Carly Van Den Akker, ALUCA Committee
17:30-19:30	<b>Welcome Reception, RACV Royal Pines</b>

Friday 20th May				
Morning Technical Workshops				
	Prince Room	Monarch Room	Marquis Room	Norfolk Hall
07:55-08:45	<b>Technical Workshop 1: Rehab</b> Brad Domek <i>Title: Re-building function with biometrics</i>	<b>Technical Workshop 2: Claims</b> Diren Fernando <i>Title: How to draft a Procedural Fairness letter</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: Inclusive Leadership - Working With Bias</i>
Concurrent Sessions				
	Prince Room	Monarch Room	Marquis Room	Norfolk Hall
09:00-09:45	<b>Concurrent Session 1</b> Dr Deb Smith, CMO <i>Title: COVID-19 – A view from the front and into the future</i> Chair: Ingrid Thorn, ALUCA Board	<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> Simon Andrew, TAL; Steve Colliver, NEOS Life; Leigh O'Malley, Zurich, Simon Andrew, TAL; Michael Khouri, BFFA; Samantha Duchesne, AIA <i>Title: Underwriting pre-assessments - do they drive us a profit or are they a loss to our business</i> Chair: Megan Troitsin, AIA	<b>Concurrent Session 4</b> Prof. Iain McGregor <i>Title: Medical cannabis: a controversial yet increasingly popular intervention for chronic pain</i> Chair: Phil Valoppi, ALUCA
09:55-10:40	<b>Concurrent Session 5</b> Emma Curtis, Lead Ombudsman, Insurance, AFCA <i>Title: Individual Disability Income Insurance – what is 'Income', and what isn't?</i> Chair: Jo Hetherington, ALUCA Board	<b>Concurrent Session 6</b> Dr Mitchell Chipman <i>Title: 'Modern advances in cancer treatment in the time of Covid'</i> Chair: Amanda Stow, 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: Natalie Eckersall, Munich Re
10:40-11:10	<b>Morning Tea, ALUCALAND</b>			
11:10-13:00	<b>Morning Plenary, Royal Benowa Ballroom</b>			
11:10-12:00	<b>Plenary Session 5:</b> Dr Oleguer Plana-Ripoll, Senior Researcher <i>Title: Using an entire country to understand mental disorders: results from register-based studies in Denmark</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: Bill Monday, Zurich			
13:00-14:00	<b>Lunch, ALUCALAND</b>			
14:00-15:40	Concurrent Sessions			
	Prince Room	Monarch Room	Marquis Room	Norfolk Hall
14:00-14:45	<b>Concurrent Session 9: Mental Health</b> Glenn Baird, Head of Mental Health, TAL <i>Title: How might positive psychology support the path ahead?</i> Chair: Daniel Devine, TAL	<b>Concurrent Session 10</b> Daniel Podmore and Chantelle Walker <i>Title: Flip or Flop? Will the two year flip definition help IDII sustainability?</i> Chair: Nathan Flaus, Gen Re	<b>Concurrent Session 11</b> Raghav Murali-Ganesh, CancerAid <i>Title: The results of two years of research</i> Chair: Carola Moore, ALUCA Board	<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: Phil Valoppi, ALUCA	<b>Concurrent Session 14</b> Lindsay Stark <i>Title: UW &amp; Claims automation – staying relevant and in demand</i> Chair: Lara Neate, Pacific Life Re	<b>Concurrent Session 15</b> Bill Monday <i>Title: Liquid Biopsies and genomic sequencing in cancer- The potential impact to underwriting and critical illness</i> Chair: Karl Bird, Zurich	<b>Concurrent Session 16</b> Brad Louis, Actuaries Institute <i>Title: DI task force update - DI task force initial perspectives on TPD and Trauma</i> Chair: Duncan Cordell, ALUCA Board
15:40-16:10	<b>Afternoon Tea, ALUCALAND</b>			
16:10-17:00	<b>Afternoon Plenary, Royal Benowa Ballroom</b>			
16:10-17:00	<b>Plenary Session 7:</b> Trevor Hendy; Life Coach, Mentor, Author and Wholistic personal trainer <i>Title: Perseverance, striving through challenges &amp; problem solving</i> Chair: Nicole Marshall, SCOR			

<b>Saturday 21st May</b>			
09:00-10:40	<b>Morning Concurrent Sessions</b>		
	Prince Room	Monarch Room	Marquis Room
09:00-09:45	<b>Concurrent Session 17</b> Paula Bourke & Paul Hastings <i>Title: "The importance of the processes behind retro underwriting"</i> Chair: Debra Pitcher, SCOR	<b>Concurrent Session 18</b> Dr Phillip Read <i>Title: Hepatitis C: The treatment revolution and progress towards elimination</i> Chair: John O'Leary, ALUCA Committee	<b>Concurrent Session 19</b> Dr Paul Davis <i>Title: ECG predictors of sudden cardiac death</i> Chair: Carmel Twist, RGA
09:55-10:40	<b>Concurrent Session 20</b> Adam Edwards <i>Title: Future of technology for insurance ecosystems, using big data/AI to transform the customer experience</i> Chair: Myles Kennedy, BT Financial Group	<b>Concurrent Session 21</b> Will Barsby & Brett McKenzie-Craig <i>Title: 10 Things Life Insurers Do that Plaintiff Lawyers Love + Things Plaintiff Lawyers Do that delay claim assessments!</i> Chair: Karen Arellano, ALUCA Committee	<b>Concurrent Session 22</b> Michael Renny & Rebecca Barwick <i>Title: The (under) writing's on the wall</i> Chair: Ryan Katzen, Swiss Re
10:45-11:15	<b>Morning Tea, ALUCALAND</b>		
11:15-12:55	<b>Concurrent Sessions</b>		
	Prince Room	Monarch Room	Marquis Room
11:15-12:00	<b>Concurrent Session 23</b> Nick Kirwan <i>Title: FSC Life Code</i> Chair: Joanne Faglioni, ALUCA Chair	<b>Concurrent Session 24</b> Dr Neil Cochrane, Medilaw Group; Dr Mike Thomas, mlcoa, Georgie Lamb, iPar <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 25</b> Sofia Papachristos & Matt Corkhill <i>Title: TPD 2022 – Update on latest developments</i> Chair: Alph Edwards, Partner, Turks
12:10-12:55	<b>Concurrent Session 26</b> Dr John Cummins <i>Title: Measuring biological age and accurately predicting age at death – is this possible with a simple blood test?</i> Chair: Andreas Runge, Pacific Life Re	<b>Concurrent Session 27</b> Jo Hetherington, Shane Burdack, Ted Voges <i>Title: ALUCA IDII Better Practices White Paper – A Look through a Live Lens</i> Chair: Simon Andrew, TAL	<b>Concurrent Session 28</b> Diren Fernando, HWL Ebsworth Legal <i>Title: A court room drama</i> Chair: Jim Welsh, ALUCA Member
12:55-13:55	<b>Lunch, ALUCALAND</b>		
13:55-16:15	<b>Final Plenary, Royal Benowa Ballroom</b>		
13:55-14:55	<b>Plenary Session 8:</b> Stephen Scheeler; Former CEO, Facebook ANZ <i>Title: Data, A.I., Metaverse: How Technology &amp; Media are Changing the Way Businesses Connect with Customers</i> Chair: Lindsay Stark, Pacific Life Re		
14:55-15:05	<b>Conference Closing &amp; Awards</b>		
15:05-16:05	<b>Plenary Session 9:</b> Michael Crossland; Inspirational Speaker, Best Selling Author & Peak Performance Coach <i>Title: The power of perspective</i> Chair: Mark McClenahan, Swiss Re & Carly Van Den Akker		
18:30-Late	<b>Gala Dinner, Dreamworld</b>		