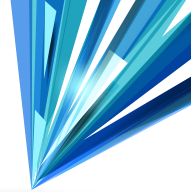


Time	Topic	Description
7:30 am – 8:30 am	Registration & networking breakfast	
8:30 am – 8:45 am	Opening remarks: The future. Now.	Elio Luongo, Chief Executive Officer and Senior Partner, KPMG in Canada Chris Cornell, Partner and National Sector Leader, Insurance, KPMG in Canada
8:45 am – 9:30 am	Plenary session 1: What does the global insurance industry look like?	With thought-provoking insights from Laura Hay, Global Head of Insurance, KPMG International , you will learn about the global insurance trends that are also shaping the way insurers operate in Canada. Find out how insurers around the world see the industry, and get a glimpse into what insurers can expect in the not so distant future.
9:30 am – 10:00 am	Plenary session 2: What transformational trends are in play that affect insurance companies?	A customer's best experience anywhere becomes their expectation everywhere. In this session, the crystal ball comes out. How can insurers use computing power to deliver a differentiated customer experience? You'll hear how insurers can take advantage of technology and digitization to enhance the customer value chain.
10:00 am – 10:45 am	Plenary session 3: How are insurance organizations preparing for the future?	The insurance industry is at one of the most transformative times in its history. The impacts of new technologies overwriting traditions and regulation spurring back-office transformation are just a few of the factors that are combining to bridge the gaps between insurers and their customers. During this session, we will sit down with Colm Holmes, President & CEO, Aviva Canada, to hear his insights and perspectives on the big issues facing the insurance industry and how he is preparing his organization for the future, now.
10:45 am – 11:15 am	Networking break	
11:15 am – 12:00 pm	Concurrent sessions 1	Who knew accounting and regulatory change could be such a wild ride? Despite substantial progress, many insurers are encountering major hurdles operationalizing IFRS 17 and 9. Join our multi-disciplinary team of specialists as they consider the 'hot topics' from within Canada and around the globe, outlining the challenges and discussing possible solutions from the perspective of accounting, actuarial and data & systems.
	Session 1A: IFRS 17: How's your biggest accounting standard implementation going? Session for Life Insurers – Accounting, actuarial and data & systems	
	Session 1B: IFRS 17: How's your biggest accounting standard implementation going? Session for P&C Insurers – Accounting, actuarial & tax	Many insurers are well on their journey to being ready for IFRS 17. Wherever you are on your implementation roadmap, see how you compare with other property and casualty insurers with insights from KPMG's latest benchmark survey on IFRS 17 readiness. There are many issues and challenges in interpreting the standard, and we will share our latest market insights and intelligence through both accounting and actuarial perspectives. The future is now, and we will help you focus your resources to maximize any benefits from the operational transformation that is necessary to comply with the standard. Learn from your industry peers on how they are working toward pragmatic solutions in response to the standard.
	Directors' concurrent session 1	
	Session 1C: Directors: Are you asking the right questions for IFRS 17, and considering all the business impacts?	In this first of a two-part session for directors and senior management, we will take you through the results from KPMG's latest benchmarking survey. We will then look at the next topic that should be on every directors' radar – Corporate Governance Guidelines. This session's discussion will also guide directors' next moves when it comes to capital requirements, resourcing, and profitability.
12:15 pm – 1:45 pm	Lunch & keynote: How can businesses strike gold?	Alex Bilodeau, Canadian Olympic Athlete and two-time Gold Medalist in Free Style Skiing and a Governor General of Canada Award recipient has some ideas on how to strike gold. With "Dare to Dream Big" as his personal moto, Alex has already achieved many things and has reached the summit in his sport. The business and sports worlds have many things in common when it comes to leadership, entrepreneurship, and high-performance cultures, as well as giving back to the communities in which we work and live, and we will explore these topics and more with Alex today.



Time	Topic	Description
2:00 pm – 2:45 pm	Concurrent sessions 2	
	Session 2A: Opportunities and risks: What does the future hold for the insurance industry?	Our world is changing. Our panel will explore what insurers can do to protect their business, manage their capital, and meet regulatory expectations in this dynamic and fast-paced world. This session will highlight findings from KPMG's 6th annual opportunities & risks survey, as well as explore topics such as disruption and change, going digital, and changing demographics and customer preferences.
	Session 2B: How can M&A be a catalyst for growth?	Technology is delivering unprecedented insights at scale, new markets are rapidly created, and new customer value propositions are forming. Insurance leaders recognize that they now have a window of opportunity to innovate and transform their organizations to achieve sustainable competitive advantage. They are looking to mergers and acquisitions (M&A), partnerships, and corporate venture capital initiatives as a critical path towards achieving transformation and innovation, and expect to accelerate this evolution with strategy-aligned M&A over the coming years. This session reviews the results of KPMG's global insurance executive survey, which illustrates that the successful insurance organizations of the future will be the ones that are already thinking beyond traditional M&A to execute transformational deals that satisfy both the evolving needs of their customer base, and the demands from shareholders to enhance enterprise value.
	Directors' concurrent session 2	
	Session 2C: Directors: What does every insurance company director need to know?	In today's digital and tech heavy era, governance teams are more and more stressed to ensure they are fulfilling their fiduciary duties. With all the changes and advancements, how do directors and senior management keep their fingers on the digital pulse that's affecting insurance companies? How should you be addressing litigation risks, fraud risks, cyber threats, anti-money laundering issue, and using data analytics? In this second of our two-part session today, <u>Sylvia Kingsmill, Partner, National Leader, Digital Privacy and Compliance, Forensic Services, KPMG in Canada</u> and <u>Enzo Carlucci, Partner, Forensic and Dispute Advisory Services, KPMG in Canada</u> , will look at these issues and discuss how you can better prepare for dealing with this world of constant change.
2:45 pm – 3:15 pm	Networking break	
3:15 pm – 3:45 pm	Plenary session 4: Will humans rise in the workforce of the future?	How will the acceleration of intelligent automation transform the workforce of the future in the insurance industry? Automation will certainly impact the nature of work – displacing 'tasks' and whole parts of jobs, making some obsolete, and introducing new roles and capabilities not previously imagined. In this session, you'll hear from industry professionals on how we can best prepare for a new wave of talent management, integrated learning, and new 'work' experiences. You can't transform the organization without also transforming the workforce. It's time to rethink the people strategy.
3:45 pm – 4:15 pm	Plenary session 5: What's the impact of regulation now, and for the future?	Regulations are having a profound impact on the future of the insurance industry. In this session, Chris Cornell from KPMG in Canada sits down with Jeremy Rudin, Superintendent from OSFI, and will discuss many timely topics including the regulator's views on the key trends that will impact the regulatory framework for Canadian insurance companies, both now and in the future.
4:15 pm – 4:30 pm	Closing remarks: The future. Now.	Chris Cornell, Partner and National Sector Leader, Insurance, KPMG in Canada
4:30 pm – 5:30 pm	Networking reception	