

5 & 6 October / Clontarf Castle Dublin

# STAYING AHEAD OF THE GAME

IN LEGAL PROTECTION INSURANCE

## DAY 1: Thursday 5 October, 2017

**Dress Code:** Jeans with t-shirt, button-down shirt, or top

**Location:** Clontarf Castle

**Room:** The Great Hall

**Congress Moderator :** Matt Cooper, *Broadcaster and Journalist*

This day focusses on customers and business partners. While it is clear that the industry must change by adapting, for instance, to the new ways of communication, it proves to be difficult to do so. Delegates will understand in which ways and how consumer behaviour has changed, what customers expect from businesses, and how they want to connect. On top of this, Angela Peacock will demonstrate why it is so difficult to transform because expectations and unconscious bias stand in the way of exploring opportunities and finding unorthodox solutions to existing problems.

### Afternoon

**13.00 – 14.00** Welcome Lunch & Registration

**14.00 – 14.10** Welcome and opening  
Simon Warr, *President, RIAD*

**14.10 – 14.30** Introduction into the program & housekeeping by the Moderator

**14.30 – 15.30** Consumer behaviour – Businesses' challenge

Kristian Myrseth, *Associate Professor in Behavioral Science and Marketing, Trinity College Dublin*

**15.30 – 17.00** Unconscious bias

Angela Peacock, *Global Thought-Leader in Diversity and Inclusion, Chair and Founding Partner, The People Development Team*

**17.00 – 17.10** Conclusions of the day

### Evening

#### Networking Cocktail & Dinner

**Evening dress code:** Jeans with t-shirt, button-down shirt, or top

**18.00 – 19.00** Networking Cocktail at the Indigo Lounge of Clontarf Castle Hotel

*A coach will transfer delegates and accompanying partners to the dinner venue*

**19.30 – 22.00** Networking Dinner at 'Café en Seine', 40 Dawson Street, Dublin 2

*A coach will take delegates and accompanying partners back to the hotel*

## DAY 2: Friday 6 October, 2017

**09.00 – 16.30** Dress Code: Business attire

Location: The Great Hall

The focus is on the insurance business and the positioning of legal protection insurers in an environment that is changing at a breathtakingly speed. Renowned experts outline the global landscape of the FinTech revolution which the insurance industry is presently dealing with and address those questions which are of particular interest for the legal protection sector. Delegates discuss in three separate working groups the key areas which business must tackle if they seriously want to remain relevant: where do we have to start and what do we need to change to make people choose legal protection insurers as their partners?

### Morning

**09.00 – 09.10** Greeting of delegates

**09.10 – 10.00** InsurTech – Reshaping insurance today  
Dr. Gero Matouschek, *Partner Strategy &, PwC*

**10.00 – 11.00** Panel discussion: What is your first step for changing Legal Protection Insurance?

#### Panelists

Dr. Gero Matouschek, *Partner Strategy &, PwC*  
Rob Vromen, *CEO, Euromex nv*  
Paul Kavanagh, *Managing Director, McCarthy Insurance Group*  
The Consumer

**11.00 – 11.30** Coffee break

**11.30 – 12.30** WORKSHOPS (3 simultaneous sessions)

The workshops address the 3 main areas where legal protection insurers need to change:

#### Workshop 1

**Room:** The Great Hall

**Culture within your company – Does your internal DNA allow change?**

**Facilitator:** Ward Hameryck, *District Manager, Euromex*

#### Workshop 2

**Room:** Viking Suite 1, Floor - 1

**Communication/ connection with customers – Is it good enough?**

**Facilitator:** Matthew Williams, *Head of AmTrust Law, AmTrust Financial Services, Inc. (AFSI)*

#### Workshop 3

**Room:** Viking Suite 2, Floor -1

**Insurers' value proposition to customers – Do legal protection insurer offer what their customers want?**

**Facilitator:** Nicolas Zavalichine, *CEO, AXA Legal Protection*

## Afternoon

- 12.30 – 14.00 Networking Lunch**  
**Room:** Fahrenheit and grill restaurant
- 14.00 – 14.45 What is the future for legal protection insurance?**  
Yannis Samothrakis, *Partner, Clyde & Co*
- 14.45 – 16.00 Panel discussion: Can we stay ahead of the game?**  
**Panelists**  
Ward Hameryck, *District Manager, Euromex*  
Matthew Williams, *Head Of AmTrust Law, AmTrust International*  
Nicolas Zavalichine, *CEO, AXA Legal Protection*  
Yannis Samothrakis, *Partner Clyde&Co*  
Jeff Bell, *CEO, LegalShield, USA*
- 16.00 – 16.20 Highlights and conclusions of the congress**  
Adrienne O'Sullivan, *CEO, Ireland, DAS*
- 16.20 – 16.30 Final remarks & closing of the congress**  
Simon Warr, *President, RIAD*

## Evening

- 19.00 – 22.30 Gala Dinner at Clontarf Castle**  
**Evening dress code:** Formal (ladies: cocktail dress, little black dress, or elegant pant suit, gentlemen: dark suit with tie or tuxedo)  
*(We kindly ask you to note that this is an optional event for which an additional fee will be charged)*

## The 2017 Congress Theme

RIAD, the International Association of Legal Protection Insurance, wants to address the quintessence of why change is necessary and how legal protection insurers can bring this change about. How do behavioural economics influence consumers' choices and their inclination to provide for risks? Do today's business models meet the needs of our clients or do we have to adapt? What is the potential of technology-enabled services and is InsurTech or LegalTech the answer?

## About RIAD

RIAD, the International Association of Legal Protection Insurance, is the only body worldwide representing the unique interests of legal protection insurers and of service providers in this field from Europe, Canada, South Africa and Japan. RIAD defends the interests and advocates the high potential of legal protection insurance as an easy, affordable and high-quality solution for access to justice and the law.



### Contact information:

**Antje Fedderke**  
RIAD Secretary General  
Rue de l'Industrie 4  
B-1000 Brussels  
Email: [antje.fedderke@riad-online.eu](mailto:antje.fedderke@riad-online.eu)  
Phone: +32 2 732 36 28  
Cell: +32 473 48 27 68  
[www.riad-online.eu](http://www.riad-online.eu)  
Enterprise registration number: 879 083 284

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## Conference Programme

[www.riadcongress2017.com](http://www.riadcongress2017.com)



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