



# Directors Club<sup>®</sup>

INSURANCE LEADERS

VIRTUAL ROUNDTABLE

There is a unique opportunity now to evolve “the insurance company” for a technology-focused future

Agree? Disagree? Discuss

Join senior insurance industry leaders, from a variety of roles, for a networking and knowledge-share session to debate and discuss the above thesis

June 17th

10.30am - 12pm BST

[RSVP](#)

## **AGENDA**

Welcome

Delegate roundtable introductions

Scene-setter by our sponsor (5-mins)

Roundtable discussion moderated by Jon Snow

Thanks

## **DELEGATES**

For this session, we are inviting senior insurance industry leaders in a variety of roles.

If you feel this invitation is more appropriate for a colleague, you can nominate them to take your place.

## **FORMAT**

Virtual roundtable via video conference

No preparation required

90-minute knowledge-share and networking session

10 senior insurance industry leaders

Relaxed and spontaneous roundtable discussion

## **RSVP**

To accept this invitation, please [click here](#) and fill out a short registration form (1-min).

Alternatively, you can reply to the covering email or call Jon Snow on 07966 191 128.

## **DISCUSSION TOPIC**

Over the past 18-months, customer and employee behaviours, habits, expectations and preferences have changed. Out of necessity, we have all had to embrace digital channels and tools for work, living and leisure. But that necessity is starting to lessen as the economy and society reopens.

You are invited to join a select group of insurance industry leaders for a 90-minutes roundtable discussion, via video conference, in which we will debate whether it is desirable to return to the pre-pandemic "old normal", or to maintain and build upon the momentum towards a digital future.

Key challenges we've identified include:

- Embracing the hybrid working model long-term
- Compliance and security risks for remote staff
- Managing increased customer interaction volumes and complexity due to amended policies
- Monitoring employee engagement and wellbeing
- Managing higher levels of customer vulnerability
- Integrating automation and AI into customer-centric processes

## DIRECTORS CLUB

Today's [Directors Club](#) has its origin as a supper club in London's Mayfair.

The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the Directors Club and so a business lifestyle and networking institution was born.

The Club motto **To endeavour. To achieve** captures the spirit of the organisation and the ambitions of its members.

## SESSION SPONSOR

This roundtable discussion is supported by [NICE](#).

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NICE helps organisations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organisations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions.