



Breakfast Business School®

Thursday, May 12th 2022

Directors Club United Kingdom

Directors Club United Kingdom cordially invites you to the Breakfast Business School for 90-minutes of moderated roundtable discussion.

TITLE

Automating The Insurance Claims Journey: Which Parts Of The Journey Can And Should Be Automated? What Are The Hurdles and Challenges?

WHEN

Thursday, May 12th 2022
8am until 9.30am

WHERE

Online using the GoToMeeting video conference platform.

RSVP

To accept this invitation, please fill in the short online registration form [here](#).

WHO

We have invited a handpicked group of senior insurance leaders with strategic interest in the potential for automation to transform the claims journey. There is a capacity of 12 delegates and the places will be allocated on a first-come basis.

COST

There is no cost. You are invited to participate as a guest of the Directors Club United Kingdom.

PREP

No delegate preparation is required. We prefer a spontaneous and informal conversational style.

SPONSOR

This gathering is generously supported by [Verint](#). With their support we can achieve our mission and elevate our members. We encourage delegates to engage with our sponsors and benefit from their knowhow.

FORMAT

The 90-minute session opens at 8am with welcoming remarks from the host and moderator [Jon Snow](#).

Roundtable introductions follow, allowing all delegates to introduce themselves and their interest in the discussion topic.

A representative from the sponsor will present a 5-minute scene-setter to focus everyone's attention on the topic for debate.

Then a free-flowing conversation, guided by Jon Snow, will fill the remainder of the session, finishing just before 9.30am with summary highlights.

CONTRIBUTOR OR OBSERVER

Delegates can participate as either a Contributor - sharing insights and experiences, or an Observer - asking questions and making observations. This allows delegates with varying topic-expertise to participate and learn from each other.

POINTS FOR DEBATE

While we try not to dictate the structure and direction of the discussion, below are some themes the table may wish to address:

Who decides which parts of the claims journey to automate? What informs those decisions?

What motivates automation initiatives: cost cutting, skills shortage, competitor benchmarking, CX or EX improvements?

Do employees embrace automation or push-back against the initiatives?

Is claims journey automation a nice-to-have option or a must-do necessity?

NETWORKING

All participants will receive a guest list with email contacts after the session closes, allowing them to continue conversations started around the breakfast table.

Be part of the conversation.



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