



**Directors
Club**®

INSURANCE LEADERS

VIRTUAL ROUNDTABLE

**Planning for the Post-vaccination Era:
Embracing New Behaviours and Preferences**

In the post-vaccination era to come, our new normality will be heavily influenced by how customer and employee behaviours, habits, expectations and preferences have changed. Join us to explore how these changes may impact the insurance sector

March 25th

10.30am - 12pm GMT

[RSVP](#)

AGENDA

Welcome

Delegate introductions

Scene-setter by our sponsor (5-mins)

Roundtable discussion moderated by Jon Snow

Thanks

DELEGATES

For this session, we are inviting senior insurance leaders in customer- and client-centric 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 delegate preparation required

90-minute knowledge-share & networking session

10 leaders in roles allied to the topic of discussion

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

By the end of the summer, after nearly 18 months of social and economic disruption, the post-vaccination era should be in full swing. Exactly how our **new normality** presents itself will be heavily influenced by how customer and employee behaviours, habits, expectations and preferences have changed.

You are invited to join a select group of **Insurance Industry** leaders for a 90-minutes roundtable discussion, via video conference, addressing the changes faced by B2C and B2B insurance companies.

Key insurance sector challenges we'd like to address include:

- Embracing the hybrid working model* long-term
- Compliance and security risks for remote staff
- Maintaining service levels in hybrid working arrangements
- Monitoring employee engagement and wellbeing in hybrid operations
- Managing higher levels of customer vulnerability
- Managing increased customer interaction volumes due to amended policies

*We define a hybrid working model as one where employees divide their working hours between the office and home.

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](#).

NICE is the world's leading provider of both cloud and on-premises enterprise software solutions that empower organisations to make smarter decisions based on advanced analytics of structured and unstructured data.

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.