

WEDNESDAY, MARCH 6

7:30 AM - 12:15 PM	<p>Optional Activity: VIP Access to the Field Museum</p> <p>Join fellow NAMIC attendees at the Field Museum, a revered Chicago institution and one of the world's greatest museums of natural history. Explore an Egyptian tomb, meet the planet's largest creature, get eye-level with insects, discover ancient civilizations, and more before the kickoff to the Commercial and Personal Lines Seminar on Wednesday. The cost of this activity includes an Early Access VIP ticket to the museum, a \$25 food voucher to be used at either the Field Bistro or Explorer Café, and transportation to and from the activity.</p>
8:00 AM - 6:00 PM	<p>Registration and Event Information Desk</p>
8:30 AM - 11:45 AM	<p>Optional Workshop: Leading With a Growth Mindset</p> <p><i>Leadership Track</i></p> <p>Attendees will discover the pivotal role that mindset plays in leadership success and gain mastery over it with a powerful, practical, and proven super tool: The Thought Model. By integrating this framework into a daily routine, attendees will learn to effortlessly shift their mindset and achieve continuous improvement and innovation. This engaging and impactful workshop will be led by Leah Roe, a certified leadership coach, revered organizational trust expert, and dynamic culture consultant. These optional workshops are available for anyone to attend; you do not need to be registered for the Commercial and Personal Lines Seminar. Please visit the Optional Activity page for registration information.</p> <p>Leah Roe Founder & CEO The Perk</p>
12:30 PM - 6:00 PM	<p>Sponsor Showcase</p>
1:00 PM - 2:15 PM	<p>NAMIC Welcome and Opening Session - The Economic Forecast</p> <p>During this entertaining yet informative session, Elliot Eisenberg, Ph.D., will provide a financial overview and outlook for the economic environment in which the property/casualty insurance industry operates. He will share his thoughts on gross domestic product performance, inflation, interest rates and the Fed, the labor market, auto and construction costs, and the rising likelihood of a recession in 24H1.</p> <p>Elliot Eisenberg, Ph.D. President & Chief Economist Graphsandlaughs, LLC</p>
2:15 PM - 2:30 PM	<p>Networking Break</p> <p>Please join us in the Grand Ballroom Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
2:30 PM - 3:15 PM	<p>Beyond the Machine: Revealing Human Potential in the World of AI</p> <p>The rapidly evolving capabilities of artificial intelligence is transforming the way we work and live. During this session, Gregor Jeffrey will share his discovery – that by understanding the limits of AI we can appreciate the complexity and possibilities of human intelligence better than ever before. It's possible that everything we associate as being uniquely human, including interpersonal skills, could eventually be replicated by AI. However, AI is programmed by humans and has an inherent limit – it only reflects our own documented rational knowledge. This means the way to differentiate ourselves from AI is to embrace the facets of being human that scientists don't yet fully understand. Gregor will show attendees how the emergence of AI is an opportunity to overcome our own internal coding and access our most valuable differentiator. He will challenge your thinking on the future of work and provide insights on how we can use it to our advantage to unlock human potential beyond the machine.</p> <p>Gregor Jeffrey Cognitive Diversity Expert Advocate for Human Potential Speakers Spotlight</p>
3:15 PM - 3:40 PM	<p>Networking Break</p> <p>Please join us in the Grand Ballroom Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
3:40 PM - 5:15 PM	<p>Peer-to-Peer Roundtable Discussions</p> <p>The best teachers are often those who are walking in your shoes. Join fellow commercial or personal lines professionals in roundtable discussions focused on emerging issues, professional development, and industry hot topics. The session will include interactive, engaging discussions that allow you to talk about what you and your peers are facing and learn from each other's successes and challenges.</p>
5:15 PM - 6:15 PM	<p>Welcome Reception</p>

THURSDAY, MARCH 7

7:00 AM - 3:00 PM	Registration and Event Information Desk
7:30 AM - 8:30 AM	Breakfast
8:00 AM - 3:00 PM	Sponsor Showcase
8:30 AM - 9:25 AM	<p>A. Successfully Navigating a “Hard Market”</p> <p><i>Industry Trends Track</i></p> <p>Attendees of this session will explore key challenges insurance carriers are facing in a hard market, discuss the fundamentals of market cycles, and understand why carriers are implementing abrasive underwriting strategies in a hard market. Learn how to stay focused on key metrics –in the short and the long term – and how to position your company for future market cycles.</p> <p>Brian Lopata President & CEO Organizations Farmers Alliance Mutual Insurance Company Farmers Alliance Mutual Insurance Company</p>
8:30 AM - 9:25 AM	<p>B. Reinsurance 101</p> <p><i>Industry Trends Track</i></p> <p>This session will provide a basic overview of reinsurance structures employed by property/casualty insurance carriers to protect from frequency and severity of loss. Attendees will walk through the reinsurance process from commencement to placement to better understand what data/information is required, what marketing and communications typically take place, what analytics are discussed and considered, and how negotiations are typically held. Finally, this session will provide a brief overview of the state of the reinsurance market and what carriers can expect in 2024.</p> <p>Jered Gusso Vice President Guy Carpenter</p>
8:30 AM - 9:25 AM	<p>C. Talent Recruitment Panel Discussion</p> <p><i>Industry Trends Track</i></p> <p>Hear from university faculty and a student leader about how they are using collaborative and innovative strategies to equip the next generation of insurance leaders with real-world experience. Included in this discussion will be best practices in providing students with internship opportunities and projects, how to work with universities to create a pipeline of talent, and how to better communicate with the next generation of insurance leaders.</p> <p>Frankie Ferneau President/International Student Representative Gamma Iota Sigma</p> <p>Lynne McChristian Senior Instructor University of Illinois, Urbana-Champaign</p> <p>Sarah Karvel Engagement Director The Jacobson Group</p> <p>Jim Lewis Executive Director The Vaughan Institute</p>

THURSDAY, MARCH 7 CONTINUED

8:30 AM - 9:25 AM

D. Observed and Projected Trends in Severe Weather

Emerging Issues Track

This presentation will examine observed and projected trends in severe convective storms, wildfires, and hurricanes across the continental United States. It will also examine how the current state of El Niño could impact these perils during the remainder of 2024. A discussion of the 2023 Atlantic hurricane season and preliminary thoughts on the 2024 Atlantic hurricane season will also be presented.

Philip Klotzbach
 Senior Research Scientist
 Colorado State University

8:30 AM - 9:25 AM

E. Optional Workshop: Leading With a Growth Mindset

Leadership Track

Attendees will discover the pivotal role that mindset plays in leadership success and gain mastery over it with a powerful, practical, and proven super tool: The Thought Model. By integrating this framework into a daily routine, attendees will learn to effortlessly shift their mindset and achieve continuous improvement and innovation. This engaging and impactful workshop will be led by Leah Roe, a certified leadership coach, revered organizational trust expert, and dynamic culture consultant. These optional workshops are available for anyone to attend; you do not need to be registered for the Commercial and Personal Lines Seminar. Please visit the Optional Activity page for registration information.

Leah Roe
 Founder & CEO
 The Perk

8:30 AM - 3:00 PM

Zen Den

9:25 AM - 9:40 AM

Networking Break

Please join us in the Grand Ballroom Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

9:40 AM - 10:35 AM

A. What Keeps You Up at Night? Emerging Risks Facing P/C Insurers

Commercial Lines Track

Are you keeping pace with today's emerging risks? While they're often hard to quantify, they can have an outsized impact on your business. During this session, attendees will learn how emerging risks such as generative AI, electric vehicle infrastructure, per and polyfluoroalkyl substances, and phthalates may evolve to impact the property/casualty industry.

Greg Scoblete
 Emerging Issues Analyst
 Verisk

9:40 AM - 10:35 AM

B. Collision Industry Trends and the Impact of Electrification on the Auto Insurance Ecosystem

Emerging Issues Track

This session will focus on the developments the automotive industry has experienced the past five year – particularly regarding electric vehicles – that have led to greater overall complexity in the collision repair space. The content will debunk myths about overall claims frequency, total loss trends, and the cost to repair electric vehicles. The primary source of the data used to support the findings will come from Mitchell International's own estimates and total loss data, and it will be complemented by select third-party sources.

Ryan Mandell
 Director, Claims Performance
 Mitchell International

THURSDAY, MARCH 7 CONTINUED

9:40 AM - 10:35 AM

C. Changing Role of the Underwriter Panel Discussion

Industry Trends Track

This panel, comprised of leaders from property/casualty underwriting departments, will address how the role of the underwriter continues to change with the introduction of new technology in the underwriting process. The speakers will also share insights and lessons learned about working with other departments at their respective organizations. They will also share various strategies they deploy to meet expectations internally and externally.

Megan Bock

Chief Operating Officer
 Federato Technologies, Inc

Stephanie Williams

Commercial Underwriting Manager
 Society Insurance

Chad Combs

Vice President, Personal Lines
 Ohio Mutual Insurance Group

Dan Mertes

Director, Commercial Lines Underwriting
 Main Street American Insurance Group

9:40 AM - 10:35 AM

D. ChatGPT, Generative AI, and the Impact on Modern Insurance

Emerging Issues Track

ChatGPT and generative AI are being discussed, questioned, and debated by every insurance carrier today. This session will provide attendees with a comprehensive understanding of the transformative potential these technologies can have on the insurance industry while separating fact from fiction. Attendees will leave with the knowledge and insights to confidently embrace the benefits of ChatGPT and generative AI in their insurance practices.

Leandro DalleMule

Gm
 Planck

9:40 AM - 10:35 AM

E. Optional Workshop: Leading With a Growth Mindset

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Leah Roe

Founder & CEO
 The Perk

10:35 AM - 10:50 AM

Networking Break

Please join us in the Grand Ballroom Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

THURSDAY, MARCH 7 CONTINUED

10:50 AM - 11:45 AM

A. Emerging Trends are Shaping the Future of Personal Lines

Personal Lines Track

As technology evolves, automation increases, and the climate changes, personal lines insurers are faced with new and changing exposures. This session will explore some of the trends we're seeing related to electric and automated vehicles, smart homes, and solar panels, and cyber exposures and insurance considerations we face now and into the future.

Sandee Perfetto

Senior Director, Personal Lines
 Verisk

Sara Remyne

Senior Specialist, Personal Lines Coverage Products
 Verisk

10:50 AM - 11:45 AM

B. Insurtech Fastpitch

Technology Track

In the face of rising inflation, continued supply chain issues, a potential recession on the horizon, and higher-than-ever expectations from customers, insurers are being forced to quickly adapt to a new normal. This session will provide attendees the opportunity to hear from a variety of insurtech companies about how carriers can harness new technology, leverage new data, and accelerate their digital transformation. Attendees will have the chance to ask questions during the session and/or meet with vendors one-on-one afterward.

10:50 AM - 11:45 AM

C. Commercial Lines Agent Panel Discussion

Commercial Lines Track

The success of the company/agency relationship is an integral part of our industry, so it is important to be tuned into what agents want and need to create successful partnerships. This candid discussion will allow participants to hear directly from a diverse panel of commercial lines agents about what they look for in carrier partners and how to improve relationships with direct and independent agents.

Benjamin M Zimmer

Founder/CEO
 Ethos Insurance & Risk Management

Meg McKeen

Founder + Principal Consultant
 Adjunct Advisors LLC

10:50 AM - 11:45 AM

D. Data and Dashboards – How Underwriting Managers Can Make Data-assisted Decisions and Manage Workflow

Technology Track

Discover the transformative potential of underwriting analytics in the insurance industry. This session will explore how leveraging internal data enhances risk assessment, underwriting workflows, and ease of doing business. Learn about advanced internal data capabilities, real-world case studies, and how to embrace data-driven practices for a competitive advantage.

Meagan Zwick

Chief Operating Officer
 MCA

John Joseph

Chief Solutions Officer
 Mutual Capital Analytics

THURSDAY, MARCH 7 CONTINUED

10:50 AM - 11:45 AM

E. Optional Workshop: Leading With a Growth Mindset

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Leah Roe
 Founder & CEO
 The Perk

11:45 AM - 1:15 PM

Lunch

1:15 PM - 2:10 PM

A. ChatGPT, Generative AI, and the Impact on Modern Insurance (Repeat)

Emerging Issues Track

ChatGPT and generative AI are being discussed, questioned, and debated by every insurance carrier today. This session will provide attendees with a comprehensive understanding of the transformative potential these technologies can have on the insurance industry while separating fact from fiction. Attendees will leave with the knowledge and insights to confidently embrace the benefits of ChatGPT and generative AI in their insurance practices.

Leandro DalleMule
 Gm
 Planck

1:15 PM - 2:10 PM

B. Innovation Strategies and Implementation

Industry Trends Track

Attend this session to discover key considerations in developing new and innovative products, understand the evolving impact of technology on innovation, and learn effective strategies for benchmarking and staying competitive in the industry. Gain insights into process improvements and smaller-scale innovations relevant to underwriters, managers, and team leaders, and explore real-world examples of successful innovation programs, learning valuable lessons from both successes and failures in the field.

Abel Travis
 Senior Vice President, Affiliate Operations
 Brotherhood Mutual Insurance Company

1:15 PM - 2:10 PM

C. Personal Lines Agent Panel Discussion

Personal Lines Track

The success of the company/agency relationship is an integral part of our industry, so it is important to be tuned into what agents want and need to create successful partnerships. This candid discussion will allow participants to hear directly from a diverse panel of personal lines agents about what they look for in carrier partners and how to improve relationships with direct and independent agents.

Brian Hawkins
 Producer
 The Cornerstone Agency Inc.

Meg McKeen
 Founder + Principal Consultant
 Adjunct Advisors LLC

Noele Tatlock
 Personal Lines Division Manager
 Unland Insurance & Benefits

Erin Millington
 President
 Millington Insurance Solutions, LLC

THURSDAY, MARCH 7 CONTINUED

1:15 PM - 2:10 PM

D. Changing Lanes: A Forward-Leaning Look at the Shifting Dynamics of the U.S. Workforce, Technology, Society, and Their Impact on Commercial Auto

Industry Trends Track

Trends in workforce mobility and societal shifts have created challenges for the commercial auto insurance market. TransUnion research indicates that many commercial drivers are leaving their current employers for other opportunities. When coupled with retirements, this trend is creating labor churn in the industry. As a company's driver hiring rate increases the resulting driver population is younger, less experienced, and potentially riskier. That has big implications for commercial auto insurers as they attempt to appropriately price policies. This session will explore these market trends, quantify how they impact insurance performance, and discuss how you can best position your commercial portfolio for success in these changing conditions.

Anthony Sullins

Sales Director
 Transunion

Patrick Foy

Senior Director, Strategic Planning
 TransUnion

2:10 PM - 2:25 PM

Networking Break

Please join us in the Grand Ballroom Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

2:25 PM - 3:20 PM

A. Shifting Attitudes, an Unpredictable Climate and an Unsure Future: A Look Into Emerging Issues and Claim Trends

Industry Trends Track

Underwriting challenges continue to abound. But what are the near- and long-term issues that should be our focus? This session will address several of them, including the shadowy world of human trafficking and how it might impact the insurance industry; ways mass/active shooter events could put insurers in the crosshairs; why the rise in severe convective storms may take on an ominous permanence; and how growing numbers of public adjusters have complicated loss adjustment and what insurers can do in response.

Timothy Fletcher

Senior Emerging Issues Specialist
 Gen Re

2:25 PM - 3:20 PM

B. Insurtech Fastpitch

Technology Track

In the face of rising inflation, continued supply chain issues, a potential recession on the horizon, and higher-than-ever expectations from customers, insurers are being forced to quickly adapt to a new normal. This session will provide attendees the opportunity to hear from a variety of insurtech companies about how carriers can harness new technology, leverage new data, and accelerate their digital transformation. Attendees will have the chance to ask questions during the session and/or meet with vendors one-on-one afterward.

2:25 PM - 3:20 PM

C. U.S. Property/Casualty Reinsurance Market Status

Industry Trends Track

This session will provide a general overview of the state of the U.S. property/casualty reinsurance market. Presenters will recap of the most recent treaty and fac renewals and what they will mean for primary insurance carriers. They will also provide an outlook of the challenges facing the industry related to the economy, social inflation, and legal system abuse for the casualty lines. Regarding property, the challenges around insurance to value, inflation and the growing number of natural catastrophe perils and losses associated with them will be explored. Lastly, the session will include an outlook for reinsurance in the near term.

Andrew Zastrow

EVP / Head of Facultative Property U.S.
 Munich Re

Jo Mueller

Head of Facultative Casualty
 Munich Re

THURSDAY, MARCH 7 CONTINUED

2:25 PM - 3:20 PM

D. Electric Mobility Challenges

Industry Trends Track

Electric mobility is transforming the way we conduct our normal business. This session will discuss the unique challenges posed by electric mobility. The information presented during this session will provide you with insights and tools needed to better evaluate the exposure.

Tom Lentz

Chief Technical Officer
 Aon Risk Solutions

4:00 PM - 5:00 PM

Sponsored Happy Hour

5:00 PM - 10:00 PM

Optional Activity: 360 CHICAGO & Pizza Making Class

360 CHICAGO offers the best views of Chicago from the top of the former John Hancock Center. Attendees will head up 94 floors to view breathtaking panoramic views of Chicago from 1,000 feet above the famed Magnificent Mile. After heading back down to ground level, the group will get to handmake Chicago's famous deep-dish pizza from scratch. Teams will compete to create the best Chicago-style pizza based on an assortment of ingredients and decorate cannoli for dessert during this one-of-a-kind experience. The cost of the activity includes transportation to and from, an arrival reception with hors d'oeuvres, make your own pizzas and cannoli, salad, soft drinks and a ticket to 360 Chicago.

FRIDAY, MARCH 8

7:00 AM - 8:00 AM

Breakfast

7:00 AM - 11:00 AM

Registration and Event Information Desk

8:00 AM - 9:30 AM

Peer-to-Peer Roundtable Discussions

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8:00 AM - 11:00 AM

Sponsor Showcase

9:30 AM - 9:45 AM

Networking Break

Please join us in the Grand Ballroom Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

9:45 AM - 11:00 AM

Capitol Hill Legislative Update

Armed with knowledge from more than two decades in the inner workings of Washington's political circles, Jimi Grande, NAMIC's senior vice president of federal and political affairs, will share an update on NAMIC's current advocacy efforts in the nation's capital and provide a sneak peek of the upcoming 2024 elections.

Jimi Grande

Senior Vice President, Federal & Political Affairs
 NAMIC