

## CCIA Claims & Operations Symposium

### Nobu Hotel — Atlanta, GA

### November 14, 2024

7:15am	Breakfast Buffet	
8:00am	Open & Welcome Sarah Baker, CCIA	
8:15am	Have we Found the Cure for Obesity? Dr. Gina Guzman, Munich Re	A new class of drugs, initially approved for type 2 diabetes, has captured attention and headlines for its dramatic weight loss effects. This presentation reviews these medications' promise (and downsides) in treating obesity as well as other medical conditions such as cardiovascular and neurological diseases. Included is an overview of potential impact on the insurance industry including claims.
9:00am	Operational Excellence Jamie Ludwig, TruStage	In today's rapidly evolving world, it is crucial to have a robust action plan to ensure you can deliver the experience consumers expect today. Gain insights into ways you can optimize your operations to create more time for your leadership team while improving the experience for consumers and employees alike.
9:45am	Break	
10:00am	Fraud Prevention Anthony Cox, Securian Casualty Co.	Uncover the complexities of insurance claims fraud including the evolving tactics used by fraudsters, the impact on the insurance industry, and the innovative approaches being implemented to detect and prevent fraudulent claims.
10:45am	Claims and UW Roundtable Mark Walters, Fortegra Melissa Piehl, SWBC Life Moderator: Shelley Powell, SWBC	Join this interactive discussion to ask questions and learn about critical issues affecting our industry. Topics such as claims payouts, and the impact of AI on underwriting, are sure to be just the tip of the ice burg for this insightful group discussion.
11:45am	Lunch on your own	
1:00pm	Credit Insurance Update Chris Hause, Hause Actuarial Solutions	Discover insights into the economy and the key drivers affecting the credit insurance industry.
2:00pm	How Technology has Positively Impacted Underwriting James Swinton, Munich Re	Learn how technology has streamlined underwriting operations over the past decade, including the creation of new effective fraud detection capabilities.
3:00pm	Adjournment	