



Consumer Credit Industry Association **CLAIMS & OPERATIONS SYMPOSIUM**

The Starling Hotel | Atlanta, GA

Wednesday, November 5th

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| 7:30am - 8:00am | Buffet Breakfast |
| 8:00am - 8:15am | Opening Remarks |
| 8:15am - 9:00am | Advancing Medical Underwriting: <i>Insights from Munich Re's 2025 Group Life Survey</i>
Join us for a data-driven look at Munich Re's 2025 Medical Underwriting Group Life Survey, featuring insights on AI integration, predictive mortality tools like Rx models, and key metrics guiding mortality-rating decisions. Attendees will take away practical perspectives on current practices, emerging innovations, and the trends shaping the future of Group Life Underwriting. |
| 9:00am - 10:15am | Claims and Underwriting Roundtable: Strategies for a Shifting Landscape
Fostering cross-disciplinary collaboration, this interactive session explores emerging trends, operational efficiencies, and strategic tools shaping the future of claims and underwriting. Tailored for underwriters, claims and compliance specialists, legal counsel, and senior leaders, the roundtable offers practical insights to help teams navigate complexity and drive results. |
| 10:15am - 10:30am | Break |
| 10:30am - 11:30pm | Refunding Rules and Redemption Risks
This session explores the compliance and reputational risks tied to cancellations and early payoffs, including refund triggers, accurate calculation of unearned amounts, state and federal requirements, and strategies for resolving related disputes. |
| 11:30am - 1:00pm | Lunch on your own |
| 1:00pm - 2:00pm | Legislative & Regulatory Update
Our expert panelists will explore evolving federal and state regulatory frameworks governing insurance practices, with a spotlight on the integration of artificial intelligence and privacy considerations. The session will also examine recent developments in investigations and emerging policy initiatives shaping industry oversight. |
| 2:00pm | Adjournment |