

TUESDAY - THURSDAY
MAY 4-6, 2021



IIBC Virtual Symposium
 2021
 Change | Challenge | Create

5 Webinars | 1 CE Credit/Webinar | Networking
 \$25 F&B Voucher | Door Prizes

Register for **full event** or **individual webinars!**

Expand your vision and spark your inspiration!

Virtual Symposium BC – **Change | Challenge | Create**, offers insightful webinars with influential speakers and captivating panelists. Engage in Q&A discussions, participate in interactive networking, and stay connected in the p&c community.

The year 2020 marks a critical point in history where the pandemic forced us to **Change** our lives – how we interact, how we work, and how we conduct business. The Canadian p&c industry rose to the **Challenge** and adapted swiftly to the pandemic environment. From leveraging digital tools to exploring market trends, join industry leaders nation-wide to navigate new paths and **Create** impactful solutions.

Schedule Times in PDT | 75 minute webinars

Day 1 – Tuesday, May 4	Session A	1:00 – 2:15 pm	Panel: Digital Driving Forces in Customer Experience
	Session B	3:00 – 4:15 pm	Social Media Sleuthing
Day 2 – Wednesday, May 5	Session C	1:00 – 2:15 pm	The Future of BC's Auto Insurance Market
	Session D	3:00 – 4:15 pm	Internet of Things: Are you ready for what's coming?
Day 3 – Thursday, May 6	Session E	3:00 – 4:15 pm	The Rise of MGAs
	-	4:30 – 5:30 pm	Industry Networking & Scavenger Hunt

BONUS NATIONAL WEBINAR

Register for full event by April 15 to receive complimentary access to this national webinar.



**AI and Big Data:
 Implications for the Insurance Industry in Canada**
 April 19 at 10-11:30am PST | 1 CE Credit

Join report author Paul Kovacs, Senior Researcher, Insurance Institute of Canada, and Founder and Executive Director, Institute for Catastrophic Loss Reduction, as he presents the research findings. Three panelists will join Paul to explore recommendations from the research report addressing adoption and acceptance of new tools, systems and technologies. [Learn more](#)

VIRTUAL SPONSORS



Fees Include GST - Insurance Institute membership required.

	Full Event 5 webinars, networking event, \$25 f&b voucher, door prizes	Individual Webinar
CIP Society Member	\$ 200	\$ 59/webinar
Insurance Institute Member	\$ 230	\$ 69/webinar
Corporate Group Rate (max 8/group)	\$ 1,000	-

Registration Deadline: Friday, April 30, 2021
www.insuranceinstitute.ca/SymposiumBC

Questions?

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Day 1 – Tuesday, May 4

Session A

Symposium BC Panel: Digital Driving Forces in Customer Experience

On the heels of the Insurance Institute's new research report exploring the implications of AI and big data, this session delves into how AI and big data are driving forces in the p&c insurance industry. Join us for three presentations from key industry players, who are exploring the potential of AI and big data to change the way we do business and connect with our customers. The panel discussion will further explore risks and opportunities and the shift that is inevitable as the industry adopts a digital mindset.



MODERATOR

Tina Osen, CAIB
President
HUB International
Canada



Dejan Mirkovic
CEO, Co-Founder
Goose Insurance
Services



Jeff McCann
CEO, Founder
APOLLO



Ron Glzman
CEO, Founder
Chisel AI

Session B

Social Media Sleuthing

Amelia Martin, B.A., J.D., Lawyer – Dolden Wallace Folick LLP

Gavin Phillips, Regional Manager, Investigations – xPera

Many don't realize when sharing personal data on various social media outlets (YouTube, Facebook, etc...) that a digital footprint is created that can be reviewed, tracked and investigated. As noted in the film The Social Network, "The Internet's not written in pencil, it's written in ink". Learn the who, what, where, why, when and how of using social media and online evidence in claims and litigation. Examine how to procure, protect, preserve and present evidence gained from the internet and ethical considerations in using this evidence. Case studies will demonstrate the value of social media as an investigation tool in quantifying and settling bodily injury claims.

Day 2 – Wednesday, May 5

Session C

The Future of BC's Auto Insurance Market

Colin Brown, M.A., BSc., CIP, C.Arb, President & CEO – Stratford Underwriting Agency

On May 1, 2021, BC motorists will be impacted by a significant change to their auto insurance coverages. What are all these changes to BC Auto? Why the change? What will this change do for BC drivers? Does this change help or hurt? Is there a potential for these changes to be reformed again or for them to change back? What challenges do we face in BC's auto insurance market and in our industry? Join Colin Brown of Stratford Underwriting as he explores and answers these questions and more.

Session D

Internet of Things: Are you ready for what's coming?

Glenn Gibson, ICD.D, CIP, FCLA, FCIAA, CFE, President & CEO – The GTG Group

Over 4.5 billion people in the world now access the 'Internet of Things' (IoT) on a daily basis. The Internet has become an integral part of our lives particularly in this past year. Where are we now in these areas - ownership of social media platforms; penetration of users on a variety of applications; the impact of cellular phones; usage of command centers; medical breakthroughs; robotics; the impact of CCTV cameras; drone technology; stingray technology; facial recognition; biometrics; crypto crimes; bitcoin; blockchain; ransomware...and the Dark Web? Prepare to open your mind to all that is rapidly changing! Gain insight on essentials skills required to adapt to our quickly changing world.

Day 3 – Thursday, May 6

Session E

The Rise of MGAs

Cameron Copeland, MBA, CMA, CPA, FCIP, CRM, President – Cansure

Steve Masnyk, Managing Director – Canadian Association of Managing General Agents

Johann Schneider, President – i3 Underwriting Managers Inc.

The Canadian insurance market has seen a substantial growth and shift towards Managing General Agencies (MGAs). The market is turning to MGAs for risk placement because they're able to respond to risks in which others can't – but how? Why are startups opting to use the MGA model? How are MGAs providing solutions by filling the gaps? Three innovative and captivating MGA leaders will share their views on the future of this sector as we witness the "Rise of MGAs".

NEW this year!



INDUSTRY NETWORKING & SCAVENGER HUNT

"Wine" down at the end of Symposium BC! Network and connect with peers.

Join us for a scavenger hunt for prizes!

[Watch this short video to see how the networking platform works!](#)

NETWORKING SPONSORS

