

# IBABC 2021 Not-Your-Usual Conference

June 8, Afternoon • June 10, Morning

VIRTUAL

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The OPEN-TO-ALL PROGRAM includes...

## Tuesday June 8

**1:00 pm**

**Welcome**

**1:15 pm**

**Resiliency and Wellness in Times of Uncertainty**



**Robyne Hanley-Dafoe**

Times of unparalleled stress, unrest, and uncertainty are becoming more common. Our physical, emotional, and mental health are being tested everyday. There is an extraordinary need to build, foster and practice resiliency so we can navigate our lives. Join resiliency and workplace wellness expert Dr. Robyne Hanley-Dafoe to explore the 5 core traits for resiliency and dive deeper into stress systems management.

**2:30 pm**

**Exceptional Customer Experiences in a Virtual World**

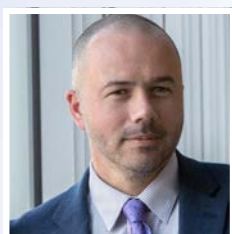


**Erin Fischer**

The world of service is changing around us. As selling and service touchpoints become increasingly more virtual, insurance professionals need to think about how to shift and adapt to this new reality while also balancing the need to provide a human connection in times of crisis. In this open and engaging talk, Erin Fischer, SVP Chief Claims and Regional Operations Officer - Canada, Wawanesa Insurance will share key behaviours that insurance professionals need to deliver exceptional customer experiences.

**3:30 pm**

**Keynote - Everything has Changed: Top Traits of a Digital Leader**



**Alex Benay**

The digital revolution has taken a mere decade to creep into every aspect of our lives, and things are now different, forever. One cannot manage today like we managed in the past. COVID has only expedited and made these changes more acute. Alex Benay, Digital Innovation Expert & Executive, Microsoft, will go over what has actually happened to the workplace during the digital economic transition of the past 5-10 years, and how it changes everything. He will highlight what assumptions you are most likely guilty of as a leader, and what new

leadership traits must emerge in order to compete and win in this new digital reality, leaving a top 10 traits of a digital leader for the audience to take home and action.

## Thursday June 10

**9:00 am** Welcome

**9:15 am** Cross-country Broker Check-In Panel Discussion

It's been a challenging year for brokers across the nation. Tune in to hear from each province and find out what they've faced the past year both good and bad. Expected topics include the pandemic, the hard market, auto, CAT events and more.

<b>Jody Lohr</b>	Alberta	<b>Mathieu Brunet</b>	Quebec
<b>Dave Pettigrew</b>	Saskatchewan	<b>Aneill MacCaull</b>	Nova Scotia
<b>Brett McGregor</b>	Manitoba	<b>Kent Rowe</b>	Newfoundland & Labrador
<b>Joseph Carnevale</b>	Ontario	<b>Linda Dolan</b>	B.C.

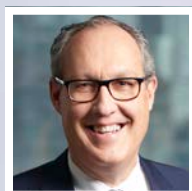
**10:30 am** Insurer Panel Discussion

Insurance company leaders will discuss their distinct points of view about various issues of the day. Audience participation will be encouraged. Come prepared with questions for these senior executives:



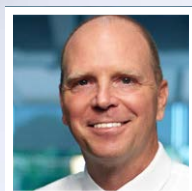
**Carol Jardine, President of Canadian Property and Casualty Operation, Wawanesa Mutual Insurance Company**

Carol Jardine was president and COO of CUMIS from 2004 to 2010, and president and COO of Canadian Northern Shield in B.C. until 2008. She was VP Claims Services at TD Insurance until 2014, then led her own consulting service before joining Wawanesa in 2016.



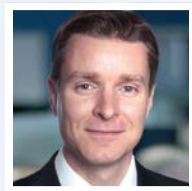
**Louis Gagnon, President of Canadian Operations, Intact Financial Corporation**

Louis Gagnon started with Intact in 2007 and now leads all of its Canadian-based business entities. He became an insurance broker in 1992, and while leading a brokerage with offices in Quebec and Ontario, he was active within the provincial and national brokers associations.



**Andy Taylor, Chief Executive Officer, Gore Mutual Insurance**

Andy Taylor is the Chief Executive Officer at Gore Mutual Insurance, Canada's oldest mutual property and casualty insurance company. He currently leads the company's 'Next Horizon' strategy, which supports the company's ambitious transformation to become a digitally led, purpose-driven, national scale insurer.



**Paul MacDonald, Executive Vice President, Personal Insurance, Economical Insurance**

Paul MacDonald is the Executive Vice President, Personal Insurance at Economical Insurance. He has held a number of senior positions within the insurance industry including a global insurance brokerage where he led large-scale projects in business transformation, product strategy and client segmentation.

**12:30 pm** Wrap-up and Acknowledgments

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