

AMICE/ICMIF Eighth Insurance Stakeholders' Dialogue

Mutuality in 2025: adapting to new risk landscapes

04 December 2024

09:00-16.00, with lunch

Aéma Groupe, 17 Place Etienne Pernet, 75015 Paris, France

8.30	Registration
9.00 -9.05	Greetings from ICMIF and AMICE Liz Green , CEO, ICMIF Grzegorz Buczkowski , CEO, Saltus TUW, Poland and President, AMICE
9.05-9. 15	Welcome words from the host Pascal Michard , Chair, Aéma Groupe
	Risk 1: Society Session theme: Society is defined as a community, nation or broad grouping of people with common traditions, institutions, and collective activities and interests. Society's evolution is being accelerated by numerous external factors, resulting in fast changes which need speedy risk management responses. The role of mutual/cooperative insurers within European society is indirectly indicated in the recent Letta and Draghi reports. These reports drill into the competitiveness of Europe and the future of the single market, identifying areas where the mutual model could have a role in supporting and enhancing Europe's economy and social infrastructure. At a time when the profession of insurer and protection provider needs to be rethought, our members aim to propose concrete solutions in line with society's needs.
9.15-9.35	Benjamin Roger , in charge of the Protection Observatory, Aéma Groupe, France
9.35-10.30	Panel moderated by: Sarah Goddard , Secretary General, AMICE Erin Collins , Senior Vice President, State & Policy Affairs, National Association of Mutual Insurance Companies, USA Peter Hunt , Managing Partner, Mutuo, UK Mario Ramò , Head of Public Affairs, La Mobilière, Switzerland Jean Louis Bancel , President, La Fabrique de l'Assurance, France The panel will discuss: <ul style="list-style-type: none"> • The major concerns of society as identified in the Aéma Groupe / Protection Observatory report and presentation • What responsibility do insurers – in particular mutual insurers – have to assist people and businesses in preparing for and tackling society's challenges • What are the social changes foreseen for which mutual insurers can participate in reducing negative impacts? • Structures under which mutual insurers can develop, coordinate, cooperate and disseminate their assistance activities for social good
10.30-11.00	Coffee break
11.00-12.30	Risk 2: Demand Coverage, Contracts & Claims Session theme: Ultimately, all insurance is about the policyholder.

	<p>In order for insurance to be of use to the policyholder, it needs to provide the coverage the policyholder needs. That coverage needs to respond appropriately, and assist the policyholder to reduce and recover from loss. These are three of the key requirements of an insurer; coverage, contracts and claims.</p> <p>This session explores what the policyholder wants, and how that is reflected in the relationship between an insurer and its policyholder. The session considers the steps taken by mutual insurers to establish deeper links with policyholders, including aspects such as risk management, mitigation and reduction, and the ultimate fulfilment of policyholder expectations through the claims process and experience.</p>
11.00-11.25	Thomas Ollivier , Director of Development and Partnerships, Maif, France
11.30-12.30	<p>Panel moderated by:</p> <p>Piet Haers, General Manager Europe, QBE Re</p> <p>Steven Hill, Head of Policy and External Affairs, Royal London Group, UK</p> <p>Dave Snyder, Vice President International Policy and Counsel, American Property Casualty Insurance Association, (APCIA), USA</p> <p>Johan Van den Neste, Chairman of the Board of Directors/CEO, Univé, The Netherlands</p> <p>The panel will discuss:</p> <ul style="list-style-type: none"> • Identifying policyholder requirements and expectations • Matching requirements with deliverables • Barriers to providing products which meet policyholders' expectations • Working with policyholders on all aspects of risk • Forging a spirit of partnership between insurers and policyholders
12.30-14.00	<p>Lunch Break</p> <p>Greeting words</p> <p>Adrien Couret, CEO, Aéma Groupe</p>
14.15-14.45	<p>Risk 3: Exposure</p> <p>Session theme:</p> <p>Exposures are changing. A new paradigm of crisis has reached the insurance model, bringing a confluence of uncorrelated events over an extended period of time. Polycrisis and permacrisis are now existing shoulder to shoulder. In addition to the nat cat exposures that have been the traditional concerns of the re/insurance industry, extreme losses relating to both poly- and permacrisis are now part of the reality. Risk exposures, management, reduction and transfer demand sophisticated scientific approaches to be manageable within this new paradigm, while measurement needs to be timely to ensure that insurers' understanding is contemporary to the risks.</p> <p>Panel moderated by:</p> <p>Grzegorz Buczkowski, CEO, Saltus TUW, Poland and President, AMICE</p> <p>Dr Angela Yeo, Senior Director, Head of Analytics and Operations, AM Best - Rating Services Amsterdam</p> <p>Luca Giordano, Head of Regulatory Affairs, Unipol, Italy</p>
14.45-16.00	<p>Risk 4: Control</p> <p>Session theme:</p> <p>Controlling risk can only be truly effective if it is properly understood. Regulatory initiatives such as Solvency II – more recently, the Solvency II Review – describe the required approaches and tools to understanding risk, and therefore to controlling it.</p>

Reporting initiatives under Solvency II, and such as the Corporate Sustainability Reporting Directive, further regulatory requirements for insurers, providing insights to the supervisory community. This session explores the validity of the control environment, particularly through regulatory requirements, for the best outcome for policyholders, within an optimised proportionality system.

Panel moderated by:

Marie Rosvall, Head of Regulatory Affairs Folksam, Sweden

Sébastien Acédo, Secretary General, Réunion des Organismes d'Assurance Mutuelle (ROAM), France

Jan Moens, Policy advisor to MEP Eero Heinäluoma, European Parliament

Frank Straube, Head of Risk Management, HUK-COBURG, Germany

The panel will discuss:

- Developments in the regulatory agenda
 - Proportionality in practice
 - How well regulatory requirements fulfil supervisory needs
 - The balance between policyholder interests and regulation
 - What mutual insurers can expect from the current regulatory developmental initiatives
-

16.00-16.05

Closing words
