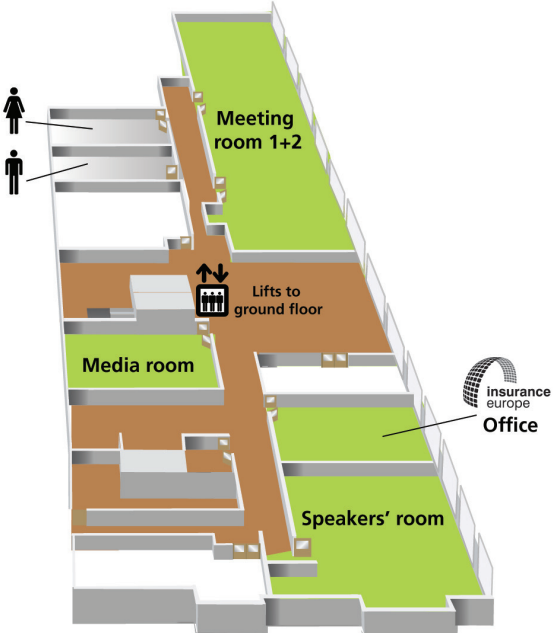


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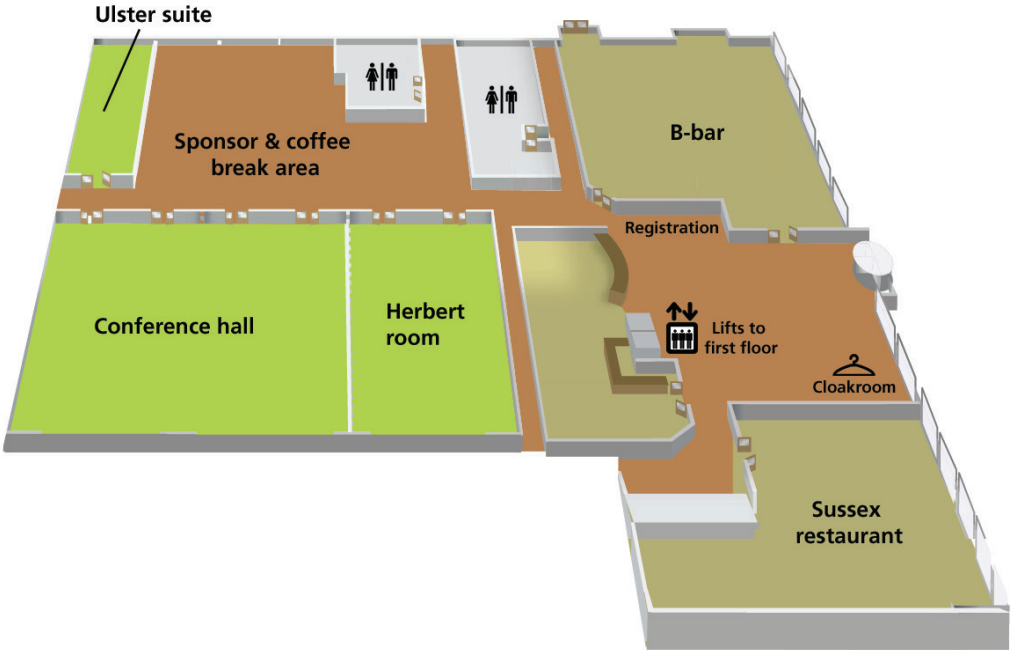
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Hilton floorplan  
First floor



Ground floor





8th International Insurance Conference  
Wednesday, 25 May 2016

Platinum sponsor  
 **Milliman**

*Moderator:* **Professor Karel Van Hulle**  
KU Leuven, Belgium and Goethe University Frankfurt,  
Germany

8h00 | *Registration and coffee*

9h00 | *Welcome*

**Enda Kenny T.D.**  
An Taoiseach, Ireland

*Opening remarks*

**Sergio Balbinot**  
President, Insurance Europe  
Member of the board of management, Allianz SE, Germany

*Video address*

**Jonathan Hill**  
European Commissioner, Financial Stability, Financial Services  
& Capital Markets Union

*Opening address*

**Professor Philip Lane**  
Governor, Central Bank of Ireland

9h30 | *Panel 1 | The regulatory impact on customers*

*Panellists:*

**Gabriel Bernardino**  
Chairman, European Insurance & Occupational Pensions  
Authority (EIOPA)

**Rowan Douglas**  
CEO, capital, science & policy practice, Willis Towers Watson, UK

**Paul Mahon**  
President & CEO, Great-West Lifeco Inc.

**Mike McGavick**

Chairman, Geneva Association  
CEO, XL Group, Ireland

10h45 | Keynote speech

**Burkhard Balz MEP**

11h15 | Coffee break sponsored by  M A Z A R S

11h45 | Parallel sessions

Session A | Global economic shift & growth markets  
(Meeting room 1+2)

*Moderator:* **Karel Van Hulle**

*Speakers:*

**Andrea Keenan**

Vice-chair, Microinsurance Network  
Senior managing director, industry relations, A.M. Best, USA

**David McMillan**

CEO Europe and chairman global health insurance, Aviva, UK

**Craig Thorburn**

Lead insurance specialist, World Bank

Session B | Technological advances: the distribution channels  
of tomorrow (Conference hall)

*Moderator:* **Torbjörn Magnusson**

Vice-president, Insurance Europe  
President & CEO, If P&C Insurance, Sweden

*Speakers:*

**Valter Trevisani**

Head of insurance & reinsurance, Generali Group, Italy

**Cécile Wendling**

Head of foresight, Axa Group, France

## Session C | Our customer in tomorrow's world (Ulster suite)

sponsored by  INTERNATIONAL FINANCIAL  
DATA SERVICES 

*Moderator:* **Matt Cooper**

Broadcaster and author, Ireland

*Speakers:*

**Xavier Larnaudie-Eiffel**

Deputy CEO, CNP Assurances, France

**Tom McIlduff**

CEO, Liberty Insurance, Ireland

**Bernard Sheridan**

Director, consumer protection, Central Bank of Ireland

## Session D | Global & European stability: policy & regulatory implications (Herbert room)

*Moderator:* **Governor Dirk Kempthorne**

Chairman, Global Federation of Insurance Associations (GFIA)

President & CEO, American Council of Life Insurers (ACLI)

*Speakers:*

**Julie Mix McPeak**

Vice-president, National Association of Insurance

Commissioners (NAIC), USA

Commissioner, Tennessee Department of Commerce &

Insurance, USA

**Steve Ryan**

Deputy head, insurance & pensions unit, European

Commission Directorate-General for Financial Stability,

Financial Services & Capital Markets Union (DG FISMA)

12h45 | *Lunch*

14h00 | *Keynote speech*

**Professor Peter Maas**

University of St Gallen, Switzerland

14h30 | *Parallel sessions review*

*Key outcomes from the moderators*

*Moderator:* **Matt Cooper**

Broadcaster and author, Ireland

15h15 | *Coffee break sponsored by*  Insurance  
Regulatory Capital

15h45 | **Panel 2 | The customers of the future**

*Panellists:*

**Ida Luka-Lognoné**

CEO international health, Allianz Worldwide Partners, France

**Julie Mix McPeak**

Vice-president, National Association of Insurance

Commissioners (NAIC), USA

Commissioner, Tennessee Department of Commerce &

Insurance, USA

**Victoria Saporta**

Chair, executive committee, International Association of

Insurance Supervisors (IAIS)

Director of financial policy, prudential policy directorate, Bank

of England

**Mario Vela**

Chairman, Association of Mexican Insurance Companies (AMIS)

CEO, GNP Seguros, Mexico

**Gordon Watson**

Regional chief executive, AIA Group, Hong Kong

17h00 | **Closing remarks**

**Sergio Balbinot**

President, Insurance Europe

Member of the board of management, Allianz SE, Germany

**Insurance Ireland 30th anniversary**

19h00 | **Cocktail reception** *sponsored by* **WILLIAM FRY III**

19h45 | **Gala dinner** *sponsored by* **Deloitte.**

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## Speaker biographies

## Moderator



### Professor Karel Van Hulle

KU Leuven, Belgium and Goethe University  
Frankfurt, Germany

Karel Van Hulle lectures in the economics and business faculty of KU Leuven, the Catholic University Leuven in Belgium, and in the economics faculty of the Goethe University Frankfurt, Germany, where he is attached to the International Centre for Insurance Regulation. He is a member of the Insurance and Reinsurance Stakeholder Group of the European Insurance and Occupational Pensions Authority (EIOPA) and a member of the Public Interest Oversight Board, which defends the public interest in the development of international auditing standards. On 1 January 2016 he was appointed to the board of the Bermuda Monetary Authority.

He served as head of insurance and pensions at the European Commission until March 2013. In that capacity, he represented the EC within EIOPA and was a member of the technical committee of the International Association of Insurance Supervisors (IAIS).

He joined the EC in 1984 from the Belgian Banking Commission. Before becoming the EC's head of insurance and pensions in 2004, he was head of accounting, of accounting and auditing, and of financial reporting and company law.

Van Hulle studied law at KU Leuven and at the Marquette University Law School in Milwaukee, Wisconsin, USA. He is a member of the executive board of the International Centre for Insurance Regulation at the Goethe University Frankfurt.

In 2013 Van Hulle was nominated a distinguished fellow of the IAIS and in 2014 he became an honorary fellow of the UK Institute and Faculty of Actuaries.





# Welcome



## Enda Kenny T.D.

An Taoiseach  
Ireland

Enda Kenny was first elected as Taoiseach (Irish prime minister) in March 2011 and was re-elected in May 2016.

Kenny was elected leader of the Fine Gael political party in June 2002. He has represented the people of Mayo as a Fine Gael member of Dáil Éireann (the lower house of the Irish legislature) since 1975.

He served as Minister for Tourism and Trade from 1994 to 1997, overseeing an unprecedented growth in tourism business and Ireland's trade position internationally. He has also served as Minister for State at the Department of Education, Arts, Heritage, Gaeltacht and the Islands, Western Development, Youth Affairs and Sport.



## Opening remarks



### Sergio Balbinot

President  
Insurance Europe

Member of the board of management  
Allianz SE, Germany

The Allianz SE supervisory board appointed Sergio Balbinot as a member of the board of management of Allianz SE for four years in January 2015. Balbinot is responsible for Allianz insurance business in western and southern Europe (France, Benelux, Italy, Greece, Turkey), the Middle East, Africa and India.

After graduating in economics and completing a scholarship at the European Community, Balbinot joined the Munich, Germany office of Italian insurance group Generali in 1983. In 1986 he moved to Generali's headquarters in Trieste, where he joined the insurance operations department. In 1989 Balbinot relocated to Zurich to take responsibility for Generali's Swiss branch. He moved to Paris in 1992 to manage the international activities of Europ Assistance.

He returned to Trieste in 1995, becoming the area manager for German-speaking countries and France. He was appointed general manager in 2000, managing director in 2002 and group chief insurance officer in 2012. In 2013 he was also nominated chairman of Generali Italia, the company resulting from the reorganisation of the Generali Group in Italy.

In 2011 he was elected president of Insurance Europe. He is a member of several international organisations and is president of Bambini del Danubio, a non-profit association to aid children, which he founded in 2004.



## Video address



### **Jonathan Hill**

European Commissioner, Financial Stability,  
Financial Services & Capital Markets Union

Since 2014, Lord Hill has been the European Commissioner in the Commission of Jean-Claude Juncker responsible for financial stability, financial services and capital markets union.

A British national, he was previously Leader of the UK House of Lords and Chancellor of the Duchy of Lancaster from 2013 to 2014. Prior to that, he served as Under-Secretary of State for Education from 2010 to 2013.

Hill previously worked in public affairs and communications, first as a senior consultant for Bell Pottinger from 1994 to 1998 and then as a director of Quiller Consultants until 2010.

He earlier served as political secretary to Prime Minister John Major for two years, after working in the prime minister's policy unit, as a special adviser and in the research department of the Conservative Party.

Hill has a masters degree in history from Trinity College, Cambridge, UK.



## Opening address



### Professor Philip Lane

Governor  
Central Bank of Ireland

Philip Lane is the 11th Governor of the Central Bank of Ireland, taking office in November 2015.

Between 1997 and 2015 he was on the academic staff of Trinity College Dublin and he remains affiliated with the university as Whately Professor of Political Economy (on leave). Prior to joining the Central Bank, he also chaired the Advisory Scientific Committee of the European Systemic Risk Board and was director of the International Macroeconomics and Finance Programme at the Centre for Economic Policy Research (CEPR).

After his undergraduate education at Trinity College Dublin, he received a PhD in economics from Harvard University, USA in 1995 and was assistant professor of economics and international affairs at Columbia University, USA from 1995 to 1997. His research interests include financial globalisation, macroeconomics of exchange rates and capital flows, macroeconomic policy design and European monetary integration.

In 2001 he was the inaugural recipient of the Germán Bernácer Award for outstanding contributions to European monetary economics. In 2010 he was co-recipient of the Bhagwati Prize from the “Journal of International Economics”. He has also acted as an academic consultant for the European Central Bank, European Commission, International Monetary Fund, World Bank, OECD, Asian Development Bank and a number of national central banks. He is a former managing editor of “Economic Policy” magazine.





## Panel 1



### **Gabriel Bernardino**

Chairman  
European Insurance & Occupational Pensions  
Authority

Gabriel Bernardino was appointed chairman of the European Insurance and Occupational Pensions Authority (EIOPA) on its formation in January 2011, having chaired its predecessor, the Committee of European Insurance and Occupational Pensions Supervisors (CEIOPS), since October 2009. In December 2015 he was reappointed for a second five-year term, which began in March 2016.

Bernardino has a degree in maths and a master's degree in statistics and optimisation from the Universidade Nova de Lisboa, Portugal.

He had a long career in the regulation and supervision of insurance and pension funds at the Portuguese supervisory authority (ISP), which he joined in 1989 and where he became general director of the directorate for development and institutional relations.

During the Portuguese Presidency of the EU in the second half of 2007, Bernardino chaired the EU Council's working group responsible for the negotiations over the Solvency II proposal.

He chaired the Pillar 3 and accounting expert group of CEIOPS from July 2006 to September 2007 and then its internal governance, supervisory review and reporting expert group until he became CEIOPS chairman in October 2009.



## Panel 1



### Rowan Douglas

CEO, capital, science & policy practice  
Willis Towers Watson, UK

Rowan Douglas began his career in 1992 as a reinsurance underwriter at Lloyd's. He was the founder of risk information company Wire before becoming CEO of global analytics for the whole Willis Group in November 2011.

He is now CEO of the capital, science and policy practice at Willis Towers Watson, the global risk advisor and (re)insurance broker created earlier this year by the merger of Willis Group and Towers Watson.

Douglas serves on the UK Prime Minister's Council for Science and Technology, the government advisory body on science and technology issues. He is also a member of the UK Royal Society's Working Group on Resilience to Climate Risk and Extreme Weather and chairs the Willis Research Network, which teams with more than 50 universities worldwide to develop solutions to the challenges of risk and resilience.

He sits on the executive committee of the International Insurance Society, New York, from which he received the Kenneth Black Jr. Distinguished Service Award in 2014.

In 2015, Douglas was elected the founding co-chair of the Insurance Development Forum. At the start of this year, he was made a CBE, one of the UK's highest national honours, for services to the economy relating to risk, insurance and sustainable growth.



## Panel 1



### Paul Mahon

President & CEO  
Great-West Lifeco Inc.

Paul Mahon was appointed president and CEO of Great-West Lifeco in May 2013. He has been associated with Great-West for nearly 30 years and served as president and chief operating officer, Canada for five years prior to his appointment as CEO.

Great-West Lifeco is an international financial services holding company with businesses in Canada, Europe and the USA. It has interests in life insurance, health insurance, retirement and investment services, asset management and reinsurance businesses through Great-West Life, London Life, Canada Life, Irish Life, Great-West Financial and Putnam Investments.

Mahon joined the company in Winnipeg after gaining an honours degree in commerce from the University of Manitoba in 1986.

Over the next two decades he held a number of roles, with a primary focus on distribution and strategy for the companies in Canada and abroad.

He is a member of the board of the Canadian Life and Health Insurance Association (CLHIA), as well as of the CancerCare Manitoba Foundation and Misericordia Health Centre Corporation, Winnipeg, Manitoba.



## Panel 1



### Mike McGavick

Chairman  
Geneva Association

CEO  
XL Group, Ireland

Mike McGavick has been CEO of (re)insurer XL Group since 2008. He is currently the chairman of the Geneva Association and is a director and immediate past chairman of the Association of Bermuda Insurers and Reinsurers. He is on the boards of the Global Reinsurance Forum, the American Insurance Association, the Insurance Information Institute and the International Insurance Society.

From 2001 to 2005, McGavick was chairman, president and CEO of Safeco Corporation. Prior to joining Safeco, Mike spent six years with CNA Financial, where he held various senior positions, including president and CEO of the company's largest commercial insurance unit.

McGavick has been involved in a number of industry, political, public affairs and community service activities. He was a vice-chairman of the American Insurance Association and served as director of its Superfund Improvement Project. He is a former chief of staff in the US Senate and ran for the US Senate in the state of Washington.

McGavick was the founding chairperson of the Business Partnership for Early Learning and is also on the board of Landesa, a non-profit organisation that helps the rural poor around the globe obtain land rights.





## Keynote speech



### **Burkhard Balz**

Member of the European Parliament (EPP, Germany)

Burkhard Balz was elected Member of the European Parliament (MEP) in June 2009 and re-elected for a second term in May 2014, representing the German centre-right Christian Democratic Union (CDU) in the largest political group in the European Parliament, the European People's Party (EPP). In the current legislative term he has become a member of the EPP Group Bureau.

Since 2009 he has been a member of the Parliament's Economic and Monetary Affairs Committee. After serving as EPP vice-coordinator in the Committee for five years, he was appointed EPP coordinator in July 2014. In February 2015 he was additionally appointed coordinator in the Special Committee on Tax Rulings. He acts as the EPP group's spokesperson on economic and financial services, economic governance and monetary policies, as well as on the European framework for competition law and tax provisions.

He has held particular responsibility as EPP rapporteur on insurance and banking legislation (Solvency II, Omnibus II, EU banking supervision, deposit guarantee schemes).

Balz is chairman of the European Parliamentary Financial Services Forum, which fosters regular exchanges of views between the European institutions, the financial services sector and consumer organisations. In 2015 Balz was elected to the bureau of the parliamentary Intergroup on Long Term Investment and Reindustrialisation.

Prior to becoming an MEP, Balz worked in the banking sector as vice-president for the Hannover, Germany branch of Commerzbank, where he managed the bank's relations with institutional clients. He studied law at the University of Göttingen in Germany.



## Session A (moderator)



### Professor Karel Van Hulle

KU Leuven, Belgium and Goethe University  
Frankfurt, Germany

Karel Van Hulle lectures in the economics and business faculty of KU Leuven, the Catholic University Leuven in Belgium, and in the economics faculty of the Goethe University Frankfurt, Germany, where he is attached to the International Centre for Insurance Regulation. He is a member of the Insurance and Reinsurance Stakeholder Group of the European Insurance and Occupational Pensions Authority (EIOPA) and a member of the Public Interest Oversight Board, which defends the public interest in the development of international auditing standards. On 1 January 2016 he was appointed to the board of the Bermuda Monetary Authority.

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## Notes

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## Session A



### Andrea Keenan

Vice-chair  
Microinsurance Network

Senior managing director, industry relations  
A.M. Best, USA

Andrea Keenan is the vice-chair of the Microinsurance Network, a global platform for microinsurance experts to exchange knowledge and experience on key issues. She is head of industry relations for insurer rating and data agency A.M. Best, based in Oldwick, New Jersey, USA. She is responsible for developing and maintaining relationships and communications with key stakeholders in Canada, the US, the Caribbean and Latin America.

Prior to assuming this role, Keenan was based in Mexico City as managing director of A.M. Best in Latin America, launching its first Latin American subsidiary.

Before moving to Mexico, Keenan was vice-president, research and ratings criteria and training, responsible for the creation and distribution of industry research, country risk and economic analysis in support of A.M. Best's ratings, as well as the development of ratings criteria and analytical training. She has also been head of research and economic analysis and head of country risk analysis.

Prior to joining A.M. Best in July 2000, Keenan was US economic analyst at Toyota Motor North America in New York City and analyst at International Technology and Trade Associates in Washington, D.C.

She holds a bachelor's degree in international studies from York College, the City University of New York and a master's degree in international affairs from American University, Washington, D.C. She is currently pursuing a graduate degree in economics from Temple University, Philadelphia.



## Session A



### David McMillan

CEO Europe and chairman global health insurance Aviva, UK

David McMillan, CEO Europe, is responsible for UK insurer Aviva's European and Indian businesses. The European businesses include France, Italy, Poland, Turkey, Ireland and Spain. He is chairman of the subsidiary boards for France and Poland Life.

In addition to his European responsibilities, David also chairs the health insurance product line globally, a key growth area for the group, encompassing UK, Europe, Canada and Asia.

McMillan joined Aviva in 2002 as director of bancassurance partnerships. He has held a number of executive roles, namely customer services director, chief operating officer of Aviva UK General Insurance and CEO of Aviva UK & Ireland General Insurance. He became a member of the group executive team in 2012 as group transformation director.

Prior to joining Aviva, McMillan spent 12 years as director of management consultancy with PricewaterhouseCoopers. He holds a bachelor's degree in finance and computer science from Heriot-Watt University, Edinburgh, Scotland, a master's in business administration from the University of Chicago, USA and is an associate of the UK's Chartered Institute of Management Accountants.





## Session A



### Craig Thorburn

Lead insurance specialist  
World Bank

Craig Thorburn is a lead insurance specialist at the World Bank, based in Washington, D.C., USA. Since he joined in 2002, he has provided technical assistance, published research and managed projects that enhance insurance market development, regulation and supervisory capacity.

Thorburn leads the World Bank representation on a number of International Association of Insurance Supervisors (IAIS) committees, including those directed at standard-setting, establishing Insurance Core Principles (ICPs), supporting implementation initiatives and conducting peer assessments and reviews. He is a past chair of the subcommittee on solvency. Thorburn has conducted insurance assessments in many countries as part of the Financial Sector Assessment Program (FSAP) of the World Bank/International Monetary Fund.

Prior to joining the Bank, he was Government Actuary in Australia and Chief of Life Insurance Supervision from 1996 to 2002. Before joining the public sector, Thorburn held a number of positions in the private sector with a bancassurance group, including strategic development, marketing, administration, actuarial and distribution management roles.

He qualified as an actuary in 1987 and is a member of both the Australian and North American actuarial associations.



## Session B (moderator)



### Torbjörn Magnusson

Vice-president  
Insurance Europe

President & CEO  
If P&C Insurance, Sweden

Torbjörn Magnusson was elected vice-president of Insurance Europe in 2013.

Magnusson, a Swedish national with a licentiate degree in applied mathematics, started his career in the insurance industry as an actuary with Skandia International in Sweden. In his 26 years in the industry he also worked in the UK, for Mercantile & General Re. He joined If P&C Insurance in 1999 as head of SME products, before becoming head of the company's SME division. He has been If's CEO since 2002. If P&C is the leading general insurer in the Nordic region, with around 3.6 million customers in the Nordic states and the Baltic rim.

Magnusson has been a member of Insurance Europe's strategic board since June 2010. He sits on the board of Insurance Sweden and of the Swedish Insurance Employers' Association, both of which he chaired from 2006 to 2009. He is a board member of Academedia, the leading Swedish education company, and of annual reinsurer gathering Les Rendez-vous de Septembre.



## Session B



### Valter Trevisani

Head of insurance & reinsurance  
Generali Group, Italy

Valter Trevisani graduated with honours in economics from the University of Trieste, Italy and began working for the Generali Group in Trieste in 1988, after a short period with Credito Italiano, now Unicredit Bank.

From 1988 to 1991 he worked in the research department of Generali's head office, where he was in charge of monitoring developments in the main insurance markets outside Italy, particularly in central and eastern Europe.

Between 1991 and 1995 he held various underwriting positions in UK and US subsidiaries of the group, before returning to Trieste to become area manager for the UK, central and eastern Europe and Asia within the group insurance operations. He was in charge of the team preparing Generali's entry into first the Chinese and then the Indian markets. In 1998 he also took on responsibility for the Netherlands, followed by Spain a year later.

In 2002 he was promoted to assistant general manager, becoming deputy general manager in 2007. From early 2009 to the end of 2012 his responsibilities covered all the non-Italian operations of the group, as well as group life, non-life and reinsurance activities.

In January 2013 he became chief technical officer and in December 2014 he was appointed group head of insurance and reinsurance. His responsibilities include group reinsurance, global life, global property and casualty (P&C) retail, global claims, P&C corporate and insurance performance optimisation.



## Session B



### **Cécile Wendling**

Head of foresight  
Axa Group, France

Dr Cécile Wendling is head of foresight at Axa Group, where she conducts forward-looking analyses for the group on data, digital and cyber issues, among others.

She is also associate researcher at the Centre de sociologie des organisations, a joint programme of the Sciences Po university, Paris and the CNRS (National Centre for Scientific Research). Her areas of research focus mainly on the sociology of risks, crisis management, foresight tools and methods.



**Notes**

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## Session C (moderator)



### **Matt Cooper**

Broadcaster and author  
Ireland

Matt Cooper is an Irish broadcaster, newspaper columnist and author. He edits and presents the daily news, current affairs and sports programme “The Last Word” on Irish radio station Today FM.

With a degree in commerce from University College Cork and a masters in journalism from Dublin City University, Cooper is a former editor of the “Sunday Tribune” newspaper, having been appointed at the age of 30 in 1996. He left for a career in broadcasting but continues to write a weekly column for the “Irish Daily Mail”. He was twice Ireland’s national journalist of the year and twice business journalist of the year. He presented Irish TV channel TV3’s coverage of the 2015 Rugby World Cup.

Cooper’s third book, “The Maximalist”, a biography of the Irish sporting, business and media figure Tony O’Reilly was published last year. His first book, “Who Really Runs Ireland”, was published in 2009 and his second, “How Ireland Really Went Bust”, was published in 2011.



## Session C



### **Xavier Larnaudie-Eiffel**

Deputy CEO  
CNP Assurances, France

Xavier Larnaudie-Eiffel is a graduate of France's Institut d'Etudes Politiques de Bordeaux and its Ecole Nationale d'Administration.

During his career as a civil servant, he held positions at several prefectures, before becoming principal private secretary to the Junior Minister for Research and Higher Education in 1986. In 1988, he joined the French Treasury, where he held various international positions, before becoming advisor to the Minister of the Economy on matters related to Europe and economic development in 1993. In 1994, he was appointed junior director of the Treasury's insurance department, with responsibility for regulation and supervision.

From 1995 to 2000, Larnaudie-Eiffel was head of cabinet for the European Commissioner for economic and monetary affairs, focusing on preparations for the introduction of the euro.

In March 2000, he became vice-chairman of management consulting firm Solving International, with specific responsibility for the financial services and banking industry in Europe and Brazil.

A member of the CNP Assurances executive board since December 2003, he has been deputy CEO since July 2007.



## Session C



### **Tom McIlduff**

CEO  
Liberty Insurance, Ireland

Current CEO of Liberty Insurance, Tom McIlduff has what he describes as a “varied” career history, starting as a chemical engineer in the oil industry before moving through consulting and banking into insurance.

McIlduff has a strong background in financial services in Ireland, having held a number of senior roles for Bank of Ireland, including chief operating officer of Bank of Ireland (UK).

Prior to joining Liberty, he was principal of the Boston Consulting Group’s insurance practice in London.

McIlduff has a degree in chemical engineering and business from Queen’s University Belfast, Northern Ireland.



## Session C



### **Bernard Sheridan**

Director, consumer protection  
Central Bank of Ireland

Bernard Sheridan was appointed director, consumer protection at the Central Bank of Ireland in 2010. He has overall responsibility for the Consumer Directorate, which consists of two divisions: policy/authorisations and supervision. The Directorate is responsible for developing the Consumer Protection Framework and for monitoring compliance with conduct of business requirements by retail firms. It is also responsible for the supervision and authorisation of retail intermediaries, payment institutions, debt management companies and retail and credit servicing firms.

Sheridan joined the Central Bank of Ireland in 1985 and has held senior roles in the organisation, including head of domestic credit institutions, consumer protection codes and consumer information. He was previously chief operations officer of the Investor Compensation Company.

He was appointed chair of the International Financial Consumer Protection Organisation (FinCoNet) in 2013. This organisation is an informal network of financial consumer protection supervisory authorities whose aim is to promote sound market conduct and strong consumer protection through efficient and effective financial market conduct supervision.

In September 2014, Sheridan was appointed chair of the European Banking Authority's standing committee on consumer protection and financial innovation.





## Session D (moderator)



### **Governor Dirk Kempthorne**

Chairman  
Global Federation of Insurance Associations

President & CEO  
American Council of Life Insurers

Dirk Kempthorne was appointed chairman of the Global Federation of Insurance Associations (GFIA) in 2014. He has been the president and CEO of the American Council of Life Insurers (ACLI) since 2010.

Born in San Diego, California, Kempthorne graduated from the University of Idaho in 1975 with a bachelor's degree in political science. He was elected mayor of Boise, Idaho in 1985, serving seven years before being elected to the US Senate in 1992, where he served one term. He then served as governor of Idaho for two terms from 1999 to 2006.

In 2006 Kempthorne returned to Washington, D.C. to serve under President George W. Bush as secretary of the interior, managing 20% of US lands and an annual budget of \$18bn.

He has also led numerous trade missions and delegations to key trading nations such as Japan, China, Korea and Costa Rica.

Kempthorne has served as chairman of both the National Governors' Association and the Western Governors' Association, and president of the Council of State Governments, all in the US.



## Session D



### **Julie Mix McPeak**

Vice-president, National Association of Insurance Commissioners, USA

Commissioner, Tennessee Department of Commerce & Insurance, USA

Julie Mix McPeak was appointed to lead the Tennessee Department of Commerce and Insurance in January 2011.

Previously, she practised as counsel to the insurance practice group of law firm Burr & Forman LLP. She also served as the executive director of the Kentucky Office of Insurance. Before that appointment, McPeak spent nine years as an attorney for the Kentucky Office of Insurance, the final five as general counsel. She also served as general counsel to the Kentucky Personnel Cabinet.

In February 2016, McPeak was elected as vice president of the National Association of Insurance Commissioners (NAIC). An active NAIC participant for nearly 20 years, McPeak has served on the NAIC's Executive Committee since 2013. She was elected in November 2015 as NAIC secretary-treasurer.

In addition to her NAIC duties, McPeak is an executive committee member of the International Association of Insurance Supervisors (IAIS) and a member of the Federal Advisory Committee on Insurance (FACI).

McPeak received her law degree from the University of Louisville in 1994. She graduated from the University of Kentucky with a degree in business administration in 1990.



## Session D



### Steve Ryan

Deputy head, insurance & pensions unit  
European Commission Directorate-General for  
Financial Stability, Financial Services & Capital  
Markets Union

Steve Ryan is currently deputy head of the insurance and pensions unit in the Directorate-General for Financial Stability, Financial Services & Capital Markets Union (DG FISMA) of the European Commission.

He was previously deputy head of the financial services policy coordination unit, where he worked in particular on the creation of the European supervisory authorities. Prior to that, he worked in DG Competition on antitrust investigations in the financial services field.

He studied at Oxford University in the UK and at the French Ecole Nationale d'Administration, and served as a UK civil servant and diplomat before joining the European Commission in 1996.

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## Keynote speech



### **Professor Peter Maas**

University of St Gallen, Switzerland

Peter Maas is a professor of business administration, with a focus on insurance and service management, at the School of Management of the University of St Gallen in Switzerland. He is also a member of the executive board of the Institute of Insurance Economics at the university and is the academic director of a global executive MBA in financial services and insurance that is provided by three international universities.

Maas studied management and economic psychology and received his doctorate from the University of Cologne, Germany. Besides his academic background, for many years he gained practical experience with one of the leading German banks and as a senior consultant at a large international consultancy.

His current research interests focus on customer value management, customer access points, and intermediaries and trends in financial services markets. He is a regular speaker at management conferences and on executive training programmes and he has coached several international financial services companies.

Maas is the author of numerous scientific journal articles and practice-oriented books. The latest is “2050 — megatrends, all-day worlds, future markets”, which deals with the changing position of customers in a future market environment in which industry boundaries have become obsolete.





## Panel 2



### Ida Luka-Lognoné

CEO international health  
Allianz Worldwide Partners, France

Ida Luka-Lognoné is a member of the management board of Allianz Worldwide Partners and CEO of its health business line. She oversees the strategic direction of global insurance solutions for health, life and disability.

Having joined Swiss group Elvia Travel Insurance in 1992, Luka-Lognoné was appointed director of business development for central and eastern Europe in 1996. In 2000 she became director of the European region at Mondial Assistance before joining its executive committee in 2002.

In 2007, Luka-Lognoné assumed the role of CEO for Europe, Middle East and Africa at Allianz Global Assistance and became the board member in charge of Asia-Pacific development, specifically in China, India and Australia. In 2014, she was appointed to the executive committee of Allianz Worldwide Partners, with responsibility for strategy, innovation and market management.

In April 2015, Luka-Lognoné became CEO of Allianz Worldwide Care, the health and life insurance division of Allianz Worldwide Partners and part of the Allianz Group, which serves more than 85 million customers in over 70 countries.

A Polish and French citizen, Luka-Lognoné holds a masters degree in linguistics from Krakow University, Poland and from Paris Inalco, France and is a graduate of the INSEAD business school. She is member of the Allianz Group Diversity Council and sponsors Force Femmes, a French charity that helps unemployed women return to professional activities. In recognition of her achievements and contribution to the French economy, she was awarded the French Légion d'Honneur.



## Panel 2



### **Julie Mix McPeak**

Vice-president, National Association of Insurance Commissioners, USA

Commissioner, Tennessee Department of Commerce & Insurance, USA

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## Panel 2



### **Victoria Saporta**

Chair, executive committee  
International Association of Insurance Supervisors

Director of financial policy, prudential policy  
directorates  
Bank of England

Victoria Saporta was appointed chair of the executive committee of the International Association of Insurance Supervisors (IAIS) in November 2015.

She is director of financial policy in the prudential policy directorate at the Bank of England and over the past 19 years has held a number of positions in the prudential policy, financial stability and monetary analysis areas of the Bank. She has represented the Bank on numerous international committees dealing with these issues.

Saporta holds a doctorate in economics and a master's degree in finance from the University of Cambridge, UK and a bachelor's degree in mathematical economics and econometrics from the London School of Economics. She has published a number of articles on financial stability and prudential policy issues in books, professional journals and Bank of England publications.



## Panel 2



### **Mario Antonio Vela Berrondo**

Chairman  
Association of Mexican Insurance Companies

CEO  
GNP Seguros, Mexico

Mario Vela joined Grupo Nacional Provincial (GNP) in November 2014 as director of personal insurance and has been CEO of the company since April 2015. As well as leading GNP, he is the chairman of the Association of Mexican Insurance Companies (AMIS) and a member of the executive committee of the Mexican Business Coordinating Council (Consejo Coordinador Empresarial).

Before joining GNP Seguros, Vela worked for 15 years at Seguros Monterrey New York Life, most recently as chairman and CEO of Seguros Monterrey and chairman of Fianzas Monterrey. Previously he was the chief risk management officer of American Express Mexico.

Vela has a bachelor's degree in economics from the Texas A&M University, USA and a master's in business administration from Mexican business school IPADE.





## Panel 2



### Gordon Watson

Regional chief executive  
AIA Group, Hong Kong

Gordon Watson is the regional chief executive responsible for AIA Group's operations in Hong Kong, Macau, Australia, Philippines, Vietnam and New Zealand, as well as the Group's Corporate Solutions, Partnership Distribution and AIA Vitality businesses.

Watson has 30 years' experience at AIG/AIA in various leadership positions in New York, London, Africa, the Middle East, Japan, Korea and Hong Kong.

Before rejoining AIA Group in January 2011, Watson was global vice-chairman and regional CEO of Alico Japan and Asia. In addition to overseeing the Japan operations — Alico's largest region — Gordon had responsibility for global marketing, distribution, strategy and corporate solutions across 54 countries. Prior to this role, he was Alico's global chief operating officer.

Before joining Alico, Watson was deputy president of AIA with responsibility for Hong Kong, Singapore, Thailand, Malaysia, Indonesia and Vietnam. Previously, he was president and CEO of AIG Life Korea.

Watson holds an MBA from the University of Hull in the UK and is a Fellow of the UK's Chartered Insurance Institute.

