

ACORD INSURANCE LOMA SYSTEMS FORUM

May 22-24, 2005

Walt Disney World Dolphin • Lake Buena Vista, FL

FOR LOMA USE

REGISTRATION # _____
 DATE RECEIVED _____
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For multiple registrations, copy this blank form and submit one for each participant.

Mail w/check or fax w/credit card number to **LOMA Meetings, 2300 Windy Ridge Pkwy., Suite 600, Atlanta, GA 30339-8443. Fax: 770/984-6419.** Registration form will not be processed without payment. Please make checks payable to LOMA. If you need to pay by wire transfer, please e-mail meetings@loma.org for bank information.

Last (Family) Name First (Given) Name MI Professional Designations _____

First Name on Badge Job Title

Company Name Phone

Company Mailing Address

City State/Province Zip/Postal Code Country (Required)

E-Mail Address (Required) Fax (Required)

Permission to include my e-mail address in attendee list: Yes No

Check here if you need special assistance at the meeting. LOMA will contact you.

Where did you hear about this meeting? Brochure E-mail Web Fax Other _____

My company is a member of: ACORD LOMA Both Nonmember

I was referred by: CSIO CLIEDIS None

I work for an: Insurance Company Solution Provider Reinsurer Association Agent, Broker or Distributor Other _____

Registration Fee and Method of Payment

If you register by April 22, 2005

US \$725 ACORD/LOMA members

US \$995 nonmembers

If you register after April 22, 2005

US \$825 ACORD/LOMA members

US \$1,095 nonmembers

REFUND POLICY
 All cancellations and refund requests must be in writing. These requests carry a \$75.00 administrative charge. Full refunds minus the administrative fee will be granted on written requests received no later than 3 business days before the meeting start date. No refunds will be granted if the request is received within 3 business days of the meeting.
 If for any reason a meeting is cancelled, ACORD/LOMA will refund the total registration fee. However, ACORD/LOMA will not be responsible for any travel, hotel accommodations or other costs incurred.

Please complete session selections on next page.

\$ _____ Payment in U.S. funds enclosed.

\$ _____ Credit card: VISA MasterCard AMEX

Credit Card Number _____ Exp. Date _____

Signature of Card Holder _____ Today's Date _____

Print Name of Card Holder _____

ACORD LOMA Insurance Systems Forum

Please return with registration form. Select one session per time slot.

Name _____ Company _____

Sunday, May 22, 2005

4:30 p.m. – 5:30 p.m. Real-Time, Real-Solutions Tours (Space Limited)

- 1 Policy Administration
- 2 Regulatory Compliance
- 3 System/Network Security (Infrastructure)
- 4 Web Services and Core Components
- 5 Data Warehousing

OR

5:00 p.m. – 6:00 p.m. Real-Time, Real-Solutions Tours (Space Limited)

- 6 Policy Administration
- 7 Regulatory Compliance
- 8 System/Network Security (Infrastructure)
- 9 Web Services and Core Components
- 10 Data Warehousing

Monday, May 23, 2005

9:45 a.m. – 10:30 a.m.

- 1 Enabling Business Transformation Through On Demand Process and Transaction Model (Fireman's Fund)
- 2 Managing Technology Change in Today's Insurance Environment (The Hartford Financial Services)
- 3 E-Commerce for Reinsurance - Despite the Rumors, It Can Be Done! (Aon Ltd. and Alea Group)
- 4 From Risk Manager to Carrier and Back - STP and Its Benefits (Frank Cowan Company Ltd.)
- 5 What a Difference a New Claim Center Makes (CNA)
- 6 Strategic View of P&C Underwriting: Positioning for Competitive Survival or Advantage (TowerGroup)
- 7 Changing Processing Challenges into Winning Strategies (CSC Financial Services Group; Accenture; Infosys Technologies, Ltd.)

10:45 a.m. – 11:45 a.m.

- 1 XBRL and Data Standards for Financial and Business Reporting – What You Need to Know (PricewaterhouseCoopers and XBRL International)
- 2 Patents and Insurance: Learn Now or Pay Later (Bakos Consulting; InterDigital Communications Corp.; GE Insurance Solutions; Markets, Patents and Alliances LLC)
- 3 What do the Experts Say about Administration Systems? (Unisys Corporation; Fiserv, Inc.; CSC Financial Services Group)

12:00 p.m. – 1:00 p.m. Real-Time, Real-Solutions Tours (Space Limited)

- 1 Business Process Management – Redesign, Reengineering
- 2 Claims
- 3 Customer/Online Self-Service
- 4 Data Management, Integration, Conversion
- 5 Mobile Computing Solutions (Wireless)

1:15 p.m. – 2:15 p.m. Real-Time, Real-Solutions Tours (Space Limited)

- 1 Document/Content Management
- 2 Straight-Through Processing
- 3 Underwriting
- 4 Competitive/Business Intelligence Management
- 5 Outsourcing

2:45 p.m. – 3:30 p.m.

- 1 Seamlessly Deliver Productivity and Collaboration (ACORD; The Hartford; Harwood and Associates; Microsoft)
- 2 Reality Check: London Market Reform and Update (Marsh, Inc.; Lloyd's; Aon Ltd.; Alea Group)
- 3 Data Warehouse Innovations and Enterprise Information Management (The Guardian)
- 4 Easier Commissions Processing Between Trading Partners Using Standards (M Financial Group)
- 5 Where Does Awareness Fit into Information Security Programs? (New York Life Insurance Company)
- 6 Driving Standardization in your Organization (Allstate Financial)
- 7 Strategically Improve Operations Starting with the Customer (Genworth Financial)

3:45 p.m. – 4:30 p.m.

- 1 Using Real-Time Online Rating and Quoting for Competitive Advantage (Liberty Regional Agency Markets)
- 2 Proactive vs. Reactive: Critical Success Factors for Insurance Success (Gartner, Inc.)
- 3 To Conform to Forms...or Not (Marsh USA Inc. and Litwin, Castle & Christ, Inc.)
- 4 Hubs, Exchanges, and Gateways: New Approaches and Strategic Opportunities (eReinsure; Kinnect; ri3k Limited)
- 5 Middle Market New Business Interface Improves Efficiency for Both Carriers and Agents (Wausau Insurance Companies)
- 6 Accelerating New Product Rollout: A Case Study (MetLife)
- 7 Challenge the Base: Technology Investments Pay Off (Nationwide Financial)

Tuesday, May 24, 2005

9:45 a.m. – 10:00 a.m.

- 1 Straight-Through Processing: Transforming Ceded Reinsurance (AIG)
- 2 Getting Partner Expectations and Your Business Plans on the Same Page (Marsh USA Inc.; W.R.G.; National Association of Professional Insurance Agents)
- 3 Connecting the Dots: Transforming Legacy (New York Life Insurance Company)
- 4 Tangible Benefits of Enterprise Web-Based CRM (Securian Financial Group)
- 5 Transaction Cost Economics: How Do You Stand Up to the Competition? (TCi Consulting & Research)
- 6 Implementing a Secure Wireless/Mobile Strategy (The Hartford)
- 7 BPM: Strategic Innovation (META Group, Inc.)
- 8 Strategic Technology Program Updates Enterprise (Sammons Financial Group)

10:45 a.m. – 11:00 a.m.

- 1 Making Bancassurance Work (Hartford Life)
- 2 Commercial Download, Can It Be Perfected? (Marsh USA, Inc.; The Main Street America Group; William B. Parry & Son Ltd. Insurance Agency; The Hartford; Haylor Freyer & Coon Inc.)
- 3 Life Reinsurance – The Silent Implementations (ACORD)
- 4 It's All About the Customer (American National Insurance Company)
- 5 When Legislation Affects the Bottom Line – Lessons Learned from Worker's Comp Reform (Marsh, Inc.)
- 6 User Experience – Are Your Applications Designed With The User In Mind? (Allstate – Encompass Insurance)
- 7 Breaking Down the Barriers: Using Standard Forms for Life, Annuity and Health (Allstate Financial; Genworth Financial; ACORD; Merrill Lynch Insurance Group)
- 8 STP and Document Repository Strategic Opportunities – A Case Study (XL Re)

12:15 a.m. – 1:15 p.m. Real-Time, Real-Solutions (Space Limited)

- 1 Policy Administration
- 2 Mobile Computing Solutions (Wireless)
- 3 Claims
- 4 Web Services and Core Components
- 5 Data Management, Integration, Conversion

2:00 p.m. – 3:00 p.m.

- 1 SWIFT: Expanding Worldwide Communications Capabilities (SWIFT; TowerGroup; Swiss RE)
- 2 Regulatory Update: Privacy and Security in Light of NAIC Initiatives and Sarbanes Oxley (Lord, Bissell & Brook LLP)
- 3 IBM, Microsoft and Sun – What do they Say?

3:15 p.m. – 4:00 p.m.

- 1 Collaboration to Enable Improvements: AUGIE and ACT (James M. King & Associates, Inc.; Slocum Agency, Inc.; ACT, IIBA)
- 2 Operations Excellence: Drive Change to Extract Value (Robert E. Nolan Company)
- 3 Standards for a Nonstandard Business— Surplus Lines (Marsh USA Inc.; Alea London; Scottsdale Insurance)
- 4 Business Strategy: STP for Agency Distribution around the World (RBC Liberty Insurance)
- 5 ACORD P&C/Surety XML Version 2 Overview (ACORD, Safeco, Applied Systems, AON)
- 6 Interoperability Among Partners, Operations, and Systems (IBM Software Group for Insurance; The Hartford; TowerGroup; MapInfo Corporation)

6:00 p.m. – 9:30 p.m.

- I am attending the Closing Night Party

Childcare

- I Will Use Childcare during the Forum