

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

Name: _____ Company: _____

Monday, May 24, 2004

9:45 – 10:30 a.m.

- 1. E-Commerce and Trading Partner Relationships (Alea London)
- 2. Technology/Operations Benchmarking – Personal Lines P&C (Tl)
- 3. Transforming Annuity Operations (MONY)
- 4. DMV Proof of Coverage Reporting (AIG, Marsh, State Farm)
- 5. Technology for Profitability (Allstate)
- 6. Outsourcing (AIG/American General)
- 7. Sell, Service, Retain! (Arlington/Roe & Co., American Modern)
- 8. Life Reinsurance Service Chain (Sun Life, Generali USA Re, Manulife Re, SwissRe)
- 9. Agents Council for Technology (Slocum Ins. Agency, Peel & Holland, Treutel Ins. Agency, Chubb)
- 10. Document Repository Standards (ACORD, Faraday)

10:45 – 11:30 a.m.

- 1. Insurance: What's Hot, Not (Gartner)
- 2. Lloyd's of London (Lloyd's)
- 3. MIB and B2B with TXLife (New York Life)
- 4. Technology to Improve Data Quality (Marsh, Inc.)
- 5. Electronic Payments (Zurich North America)
- 6. Distribution Infrastructure (Manulife)
- 7. Web Services (Nationwide)
- 8. Overcoming XML Challenges (TBA)
- 9. Disability Management Systems (CORE)
- 10. Technology and Financial Ratings (Fitch Ratings)

2:30 – 3:15 p.m.

- 1. Web Services Panel (Celent, Aon, State Auto)
- 2. Sharing Repositories with Trading Partners (Benfield UK)
- 3. Voice and e-Signatures (Beneficial Life, Lord Bissell & Brook)
- 4. P&C Straight-Through-Processing (Providence Washington)
- 5. Picture This: Reduced Costs (JUICI)
- 6. Replace, Consolidate, Convert? (Prudential)
- 7. Easing Integration Issues (The Hartford)
- 8. Transparency of Data (American National, XL America)
- 9. Building Best of the Web (Western & Southern)
- 10. ACORD Messaging Service and SOAP Guide (ACORD)

3:30 – 4:15 p.m.

- 1. Automated Underwriting (RGA Technology Partners)
- 2. Underwriting Component Technologies (Allmerica)
- 3. Zero to Web Services (First American P&C)

- 4. Auto Liability Reporting Requirements (TBA)
- 5. Automating Producer Contracting, Insurance Licensing and Appointment (Merrill Lynch)
- 6. Unlocking Value of a Global Company (Swiss Re)
- 7. From Weeks to Days (MONY)
- 8. The Cost and Returns of XML (TBA)
- 9. Electronic Records – Part I (Buckley Kolar LLP)
- 10. Success and Results with Standards (ING Americas)

4:30 – 5:15 p.m.

- 1. Real-Time Auto/Homeowners Quote and Issue (Ohio Casualty)
- 2. ACORD XML (Aon, Safeco, Zurich NA, Travelers)
- 3. Company Information via the Intranet (Odyssey Re)
- 4. B2B Saves Money and Time (Northwestern Mutual)
- 5. BPI to Create a Flexible Architecture (The Phoenix Cos.)
- 6. Fast Track to ROI (Oxford Health Plans)
- 7. Enterprise Product Management (Fairfax Information Technology)
- 8. Insurance Streamlined Start to Finish (TBA)
- 9. Best Interface Practices (Litwin, Castle & Christ, Marsh USA)
- 10. Bringing Providers Together (Hooper Holmes)

Tuesday, May 25, 2004

9:45 – 10:30 a.m.

- 1. P&C Reinsurance (AIG)
- 2. XMLife and Trading Partners (GE/First Colony Life, BISYS)
- 3. eNew Business (MetLife)
- 4. Performance Management Culture (Anthem BC/BS)
- 5. Integrating Across Technological Generations (Hastings Mutual)
- 6. Manage Your Renewals (Manulife)
- 7. Binders and Exposures (TBA)
- 8. Modeling Catastrophic Exposures (TBA)
- 9. Web Services in Action (Jefferson-Pilot)

10:45 – 11:30 a.m.

- 1. Straight-Through-Processing (Amica Life)
- 2. Reducing Agent E&O (Westfield)
- 3. Beyond Paper and Postage (Health Alliance Medical Plans)
- 4. Striking Data Warehouse Gold (U.S. Risk Ins. Group)
- 5. Executive Consensus for Standards (Lincoln Retirement)
- 6. 24-Hour-Agent Advantage (Main Street America/National Grange)
- 7. Business Not as Usual (International Underwriting Association)

- 8. Enterprise Incentive Management (CUNA Mutual)
- 9. Annuities: Best Practices (Integrity Life)
- 10. Beating Reengineering Inertia (MetLife)

2:30 – 3:15 p.m.

- 1. Ceding P&C Reinsurance (Celent, Nationwide, Axis U.S.)
- 2. Wireless Independent Agents (Combined Group)
- 3. Re-assembling Policy Assembly (Amerigo Life)
- 4. Data Quality and Underwriters (TBA)
- 5. Insurance and Global Standards (Marsh, OMG)
- 6. Standards for Success (The Hartford)
- 7. Optional Federal Charter (ACLI)
- 8. Modernization of Legacy Distribution (Allstate)
- 9. Agency Management Technology (Everts-Tremaine-Flicker Co.)
- 10. Financial Reporting and XBRL – Part I (Kansas DOI, PwC Global, XBRL International)

3:30 – 4:15 p.m.

- 1. Insurance Software Vendors (TowerGroup)
- 2. Agents and Technology (One Beacon Insurance)
- 3. Independent Brokerage Environment (NAIIBA)
- 4. Good, Bad, and Ugly (Penn National)
- 5. Outward Reinsurance Recoveries (Global Reinsurance Managers)
- 6. Stepping Outside Tradition (Federated Life of Canada)
- 7. Fewer People, Improved Productivity (Bankers Life)
- 8. Challenge of ECOM (Desjardins)
- 9. Semantics (MetLife)
- 10. Financial Reporting and XBRL – Part II (Kansas DOI, PwC Global, XBRL International)

4:30 – 5:15 p.m.

- 1. Value of the Mainframe (American Fidelity)
- 2. Leveraging Host Applications (Vesta)
- 3. Rating and Underwriting Updates (State Auto)
- 4. XML for Life (U.S. Financial Life)
- 5. Quote and Submission (The Hartford)
- 6. Why a Service-Oriented Architecture (ZapThink, LLC)
- 7. Lessons Learned from Being First (SAFECO)
- 8. Electronic Records – Part II (Buckley Kolar LLP)

6:30 – 9:30 p.m.

- I am attending the Closing Party at Studio 54.

Child Care

- I am likely to use childcare services during the Forum.