

Discounts
for groups of
3 or more



International Retail Insurance Summit LatAm 2012

Rollout new direct marketing technologies, optimize partnerships and processes with your distribution channels and understand how to capitalize on this new and exciting business model

8-11 October 2012, Miami

Benefits of attending

1. Make sure **your operational systems and processes are ready to manage the exponential growth in retail insurance** in Latin America: Discover how from **Royal Sun Alliance & Zurich Financial Services**
2. **Optimize your direct marketing through the use of sophisticated analysis and marketing technology:** Hear innovative new ideas from **Chartis Insurance North America & Strategic Marketing Plus North America**
3. **Radically improve the results of your direct marketing strategy through face to face and call centers:** Hear about some of the key strategies of **CODENSA Colombia & ACE Group Mexico**
4. **Manage product innovation in retail insurance:** Understand how to create **winning products** from **Seguros La Occidental Venezuela & Mapfre Mexico**
5. **Evaluate the latest tools for reaching the retail market directly:** Hear valuable observations from **Red Seguros Colombia, Strategic Marketing Plus North America & Celent North America**

Workshops: 8 & 11 October 2012

- A) Exploring the technology advances for increasing business innovation in retail insurance
 Bill Tyson, CEO, **Strategic Marketing Plus North America**
 & Working with Microfinance institutions: Making the most of the delivery channel
 Barbara Magnoni, President, **EA Consultants**
- B) Explore the secrets of cross selling: A very effective strategy for the sale of life and general insurance in Latin America
 Jorge Pinkus, Director, **Jorge Pinkus Mexico**

Expertise Partners



23 expert speakers including



Alessandro Jarzynski
CEO
QBE Brasil Seguros



Hilario Itriago
Director of IT & Operations
Latin America
Royal Sun Alliance Group



Paul Oudenhoven
VP of Communicaton Latin America
Liberty Mutual



Felix Chan
Head of Science, Commercial Specialty
Chartis Insurance North America



David Ricardo Rodríguez Maldonado
Department Head, Insurance/
Publications, **CODENSA Colombia**



Daniel Vargas Chaparro
National Director of Retail Insurance
Liberty Seguros Colombia



Bill Tyson
CEO
Strategic Marketing Plus North America



Pieter Lekkerkerk
Managing Director
EscolherSeguro



Irma Catalina Pulido
Assistant Director of Direct Marketing
ACE Group Mexico



Rafael Rebollar
Executive Director of Liabilities
Mapfre Mexico



Benefits of attending

The Latin American insurance market is booming with some countries seeing a 16% growth in 2011 according to Marsh. Retail consumer demand is the major driving force behind this growth.

Transform your business to meet the enormous demands of a rapidly growing consumer market in Latin America.

For the first time ever, Latin America's Retail, Mass Market, Technology, Operations, E-Commerce, Direct Marketing and Product Development specialists from Insurance Companies, Brokers, Retailers, Regulators, Technology Partners and Specialists will come together for three days to develop a blueprint for Mass Market Insurance success.

Attend the International Retail Insurance Summit 2012 and discover how you can:

- Radically increase your customer share
- Develop innovative products and services that really meet the needs of your clients
- Ensure that your business is prepared for this amazing and exciting business model

How Will You Benefit From Attending?

1. Learn how to **turn your company from a corporate to a mass market and consumer business:** Hear how from **Zurich Financial Services & RSA Group**
2. **Transform your systems and processes** to develop flexible and scalable insurance products and get them to market quickly: Find out how from **Mapfre Mexico, AON Brazil, ACE Seguros Mexico & BBVA Seguros Chile**
3. **Develop new operational processes that are automated, efficient and radically reduce OPEX:** Discover how from **Liberty Seguros Colombia & RSA Group**
4. Gear your marketing capabilities towards the mass consumer market: **Looking at telemarketing, sales and distribution teams, data management and more** with **ACE Group Mexico, AON Brazil and CODENSA Colombia**
5. **Radically reduce the cost of acquiring your customers:** Drive your indirect marketing channels such as web and mobile – Hear valuable insights from **ACE Group Mexico & CODENSA Colombia**
6. **Scrutinize the business case for outsourcing:** Determine whether it makes sense to use a third party for your **call centers, business processes, marketing & analytics and more** – Hear innovative contributions from **Celent North America, McLuhan Brokers & ACE Group Mexico**
7. **Build your retail insurance customer services and sales workforce:** Optimize your recruitment and training to cater for the mass market – Discover how **Liberty Seguros Colombia & CODENSA Colombia** have done just this

Who should attend?

Insurance Companies, Retail Companies, Insurance Brokers, Utility Companies, Call Centers, Technology Partners, Regulators, CRM Providers, Providers of BPM solutions, Providers of Workflow Processes, Risk Management Consultants, Analysts & Actuarial Consultants

CEO, CTO, CIO, Technology & Operations Director, Head of New Business, Director of Retail Insurance, Director of New Channels, Microinsurance Manager, Manager of Bank Assurance, Manager of Extended Warranty, Telemarketing Manager, E-Commerce Manager, Direct Marketing Manager, Risk Manager, Product Development Manager, New Channel Manager, Marketing Manager

Hear what previous Hanson Wade attendees have to say

“We really enjoyed this event and were left with some very important takeaways (Microinsurance Summit LATAM 2012)”

Victoria Bejarano de la Torre
CEO
Mapfre Colombia

“Well done for such a well organized and valuable event. I am not alone in thinking this either. This sets the scene for some impressive events in the future (Microinsurance Summit LATAM 2012)”

Anibal Casanovas Zabala
Gerente Corporativo
Alianza Bolivia

“Well done on such a fabulous event. In Guatemala, we are developing microinsurance standards and the content of this event has been incredibly useful for my institution - the Banking Regulator. (Microinsurance Summit LATAM 2012)”

Hugo Rafael Oroxom Mérida
Director
Superintendencia de Bancos de Guatemala

“The experiences from Africa and India were very interesting given that these are countries with the same level of poverty to many countries in Latin America. (Microinsurance Summit LATAM 2012).”

Hernando Narvaez
Profesional Gerencia de Ventas
La Positiva Compañía de Seguros Colombia

“I would like to thank you and commend you on behalf of BANCOLDEX for the impeccable organization of the event and count on us in the future. (Microinsurance Summit LATAM 2012)”

Jose Alberto Garzon
Vicepresidente
Bancoldex

Day 1

Tuesday 9th October 2012

8.00 Registration

9.00 **Opening comments from the Chairman**
Paul Oudenhoven, VP of Communicaton Latin America,
Liberty Mutual

9.10 **Creating a new division within your company to handle a business focused on the retail market**

- Understand the business case for creating a new business unit within your company to handle the business of retail insurance
- Explore the business case structure for products directed at the retail segment in comparison to traditional insurance products

Daniel Vargas Chaparro, National Director of Retail Insurance, **Liberty Seguros Colombia**

9.40 **Radically increasing policy sales and profits through the use of door to door salesmen**

- Compare the success rates of each sales channel, including call centres, face to face and door to door

David Ricardo Rodríguez Maldonado, Department Head, Insurance / Publications, **CODENSA Colombia**

10.10 **'Massificados' in Brazil – What's next?**

Brazilian Insurers and Brokers have been very successful in offering insurance products through alternative distribution channels, making it possible to a broad number of individuals to buy insurance for the first time. Has this model reached its maturity stage? What's next for the future of this segment in Brazil?

Alessandro Jarzynski, CEO, **QBE Brasil Seguros**

10.40 **Refreshments & Speed Networking**

11.40 **Retail Insurance: The Cloud and other Opportunities**

- How to take advantage of the Cloud in Retail Insurance
- Why The Cloud will have a specially strong impact in Retail Insurance
- Other innovation opportunities that will shape the market

Antonio J. Guzmán, President, **InMotion/GIT**

12.10 **Determining how to leverage analytical processes in direct marketing to drive loyalty: Learn from the automobile industry in North America**

This session will give a broad survey of the various direct marketing channels leveraged by major US auto insurance carriers. Examples of these channels are online advertising (search, display, video, social), affiliate marketing, and media advertising (TV, radio, billboard, etc.). We will discuss each of these channels briefly, followed by examples of how analytics can be used to optimize marketing operation and user experience.

Felix Chan, Head of Science, Commercial Specialty, **Chartis Insurance North America**

12.40 **Panel Session: Optimizing your indirect marketing channels and radically increasing the RoI from Mobile and Web**

- Analyze the cost of acquiring new clients through existing direct marketing channels
- Understand the ROI through channels such as web and mobile
- Facilitate the use of credit cards and other forms of payment through indirect web and mobile channels

- Understand how to direct clients towards indirect channels: Offering promotions and discounts for purchasing polices online

Panellists include:

Nicolas Pardo-Lanzetta, Founder & CEO,

Red Seguros Colombia

Bill Tyson, CEO, **Strategic Marketing Plus North America**

Alessandro Jarzynski, CEO, **QBE Brasil Seguros**

Pieter Lekkerkerk, Managing Director, **EscolherSeguro**

1.10 **Lunch & Networking**

2.30 **Leveraging social networks to strengthen your relationships with your clients and get much better results**

This session will address the use of social networks in insurance

Bill Tyson, CEO, **Strategic Marketing Plus North America**

3.00 **Stimulating the quality and quantity of inbound sales calls to your call centers: Understanding how to overcome the regulatory changes relating to data privacy**

- Make sure that your call center does the activation of credit cards for your partners

- Explore direct marketing pieces and promote the use of lotteries to increase inbound sales calls

Irma Catalina Pulido, Assistant Director of Direct Marketing, **ACE Group Mexico**

3.30 **Refreshments & Networking**

Optimize your call centers for retail insurance

4.00 **Best practices in the selection and hiring of a third party**

- Evaluate the capabilities of your service provider and working out whether they can deliver your objectives beyond the cost: profile, characteristics and experience

- Identify the key control points to sustain the viability of an operation and control the variables that impact on your marketing costs

Sandra Filaretto, Deputy Direct Marketing Manager, **Compañía de Seguros Multinacional Argentina**

4.30 **Develop a strategic alliance with your third party provider to ensure the success of your sales campaigns**

This session will provide essential information that your third party will need to design intelligent sales campaigns for the retail sector. It will look at key stages to put into action such as launching, adding on going value, specializing, benchmarking, working with affinity partners y product innovation.

Andrea Mandelbaum, CEO, **Mc-Luhan Argentina**

5.00 **Closing comments from the Chairman followed by Hanson Wade sponsored Cocktail Drinks reception**

You are all cordially invited to take part in the cocktail drinks reception sponsored by Hanson Wade. We welcome delegates, speakers and sponsors to get together and network in a relaxed environment. You'll be able to follow up with contacts that you met at the speed networking and in the course of the day as well as set up meetings for the rest of the event.

Day 2

Wednesday 10th October 2012

8.00 Registration

- 9.00 **Opening comments from the Chairman**
Paul Oudenhoven, VP of Communicaton Latin America,
Liberty Mutual

Transform your systems and processes

9.10 **Developing a centralised technology strategy to implement retail insurance across your organization in Latin America**

- Understand the key objectives that need to be achieved with the integration of a system geared towards retail insurance
- Understanding the reality of each country and how it would be possible to implement a unified approach
- Create economies of scale with your purchase of technology and services

Hilario Itriago, Director of IT & Operations Latin America,
Royal Sun Alliance Group

9.40 **Tribal dynamics and its impact on retail insurance: the challenges of meeting tribal expectations**

Understanding how retail insurance addresses the challenges of:

- Marketing to the specific "tribal" expectations
- Developing appropriate services and products that meet their needs
- Effectively and efficiently selling to those needs
- Ensuring operating and technology cost-effectively manage and service tribal expectations

Doyle Ray Oakey, Ph.D., Director, Application Solutions -
 Financial Services Group, **CSC**

10.10 **Understanding the different types of retail insurance to design a commercial strategy**

- Differentiate retail insurance according to the channel
- Explore the role of technology in each of the retail points of sale
- Understand the importance of aligning channel, product and operation communication in this strategy

Rafael Rebollar, Executive Director of Liabilities,
Mapfre Mexico

10.40 Refreshments & Networking

Innovation in Product Development

11.10 **Protecting financial commitments: An international perspective**

- The changing nature of risks that clients are facing
- International experience of managing bank assurance through a financial cycle
- Sustainable KPIs for developing financial protection insurance: Best practices

Juan Carlos Vera Tudela, Business Development Manager
 Peru, **Genworth Financial**

11.40 **Developing an incubator businesses within your organization to foster microinsurance**

- Understand the cultural and organizational change necessary to operate microinsurance
- Learn the challenges involved with reorienting a corporate side of the business towards the retail market
- Understand how strategic alliances and partners can improve operational efficiency

Arturo Orozco Santinelli, Microinsurance Manager,
Rimac Seguros Peru

- 12.10 **Determining how technology is transforming business processes and allowing insurers to reach the mass market**
This session will explore a number of very innovative cases in Ecuador of how this brokerage model has helped banks and insurance companies reach hundreds of thousands of clients.

Carlos Guerrero, CEO, **Seguros Alamo Ecuador**

12.40 Lunch & Networking

Optimizing technology, processes and operations

- 2.00 **Panel Session: The future of retail insurance in Latin America**
- Evaluate the current status of retail insurance in Latin America
 - Discover innovations in the sector
 - Analyze the future of retail insurance
- Panellists Include:
Juan Mazzini, Senior Analyst, **Celent North America**
Felix Chan, Head of Science, Commercial Specialty,
Chartis Insurance North America
Hilario Itriago, Director of IT & Operations Latin America,
Royal Sun Alliance Group

2.30 **Determining how Telefónica has leveraged the mobile channel to maximize insurance revenue**

This session will look at how Telefónica has signed a co-brokerage deal to leverage local knowledge and contacts to drive product sales in Mexico and Central America.

- Exploring the range of products that Telefónica can sell through the mobile channel
- Understanding how to create win win partnerships with your third parties and partners
- Current Insurance portfolio

Jose Quintas Cardama, General Manager Mexico & Central America, **Telefónica Group (Pleyade)**

3.00 **Understanding how Seguros La Occidental has managed to overcome the regulatory limitations placed on it in retail insurance**

Transforming its bank assurance operation and commercial strategy through distribution channels with the support of strategic alliances oriented towards a competitive and open market

Humberto Vale, Commercial Manager – Bank Assurance,
Seguros La Occidental

3.30 Refreshments & Networking

- 4.00 **Exploring the secrets of cross selling in retail insurance**
This session will explore how to train your sales staff on the art of cross selling as well as drive the success of campaigns.

Jorge Pinkus, Director, **Jorge Pinkus Mexico**

4.30 **Payments as an integral part of your retail insurance sales strategy**

- Explore new payment models such as Square, Paypal, mobile payments, virtual currencies, payment gateways and still the traditional models such as automatic charge, Internet payment and direct sales
- Discover how the diverse payment mechanisms work
- Integrate them into your sales and customer service strategy

Juan Viramonte, CEO, **MIT Mexico**

5.00 Closing remarks from the Chairman

Pre-Conference Workshop

Date: Monday 8th October 2012

Morning Session: Exploring the technology advances for increasing business innovation in retail insurance | Time: 9am – 12:30 pm

The insurance industry and the traditional business models are undergoing profound change and being redefined by four primary forces:

- 1) Consumer behaviors that require new, relevant marketing, sales and integrated distribution approaches.
- 2) Competitive pressures forcing business model transformation.
- 3) The blurring of the lines between products and services.
- 4) Legal and regulatory challenges to protect the consumer – they may be coming to a regulator near you.

Afternoon Session: Working with Microfinance institutions: Making the most of the delivery channel | Time: 1:30 – 5:00pm

Working with delivery channels requires an understanding of their business model, clients and incentives and aligning these to your mass-market distribution needs. Microfinance institutions have proven to be interesting channels for delivering insurance to low-income clients in many countries. While they offer some great benefits, in particular as a payment channel for small insurance premiums, they can also be challenging to identify, partner and sustain partnerships. Understanding their goals and objectives as well as those of their clients can be an important step towards securing a long-term relationship with microfinance institutions. This workshop will discuss the benefits and costs of working with microfinance institutions compared to other channels and offer guidance on how to make partnerships with microfinance institutions more effective and long lasting.



Workshop Leader:
Bill Tyson
CEO
**Strategic Marketing
Plus North America**

Bill Tyson, Chief Executive Officer, Strategic Marketing Plus, LLC. an independent strategy, marketing and sales consultancy firm based in Southern California. Before starting out on his own, Bill was the EVP and COO of AMPAC Insurance Marketing of WNC First, one of the leading direct marketing organizations selling term life insurance to customers of financial institutions. He has held leadership positions in 3 Fortune 500 companies: Jardine Matheson (JLT Group), CIGNA and AIG. He is the publisher of the popular blog called The Savvy Strategist.



Workshop Leader:
Barbara Magnoni
President
EA Consultants

An international development advisor with over 15 years international finance and development experience, Barbara has an extensive background in financial market financing and investments, having worked on Wall Street for seven years. Since 2000 she has been working in economic development programs with a strong focus in Latin America.

Post-Conference Workshop

Date: Thursday 11th October 2012 | Time: 9am to 5pm

Proactivity & Cross Selling

- Cross Selling and proactivity: How do you arrive where you need to?
- Cross Selling: Active or Passive
- Why cross selling?
- Benefits of cross selling
- Implications, consequences and obstacles

Key Success Factors in Cross Selling

- Integral client or integral client
- The essential development concept – product portfolio: Three tips for selling more and better
- The clear proof of a sane portfolio
- Changing market participation to client participation
- The best existing prospect

The Secrets of Cross Selling

- What do clients really value?
- The fundamental secret: Proactive analysis of your portfolio
- The infallible technique and practice to get clients to agree to a meeting
- The “integral insurance center”: A simple but powerful technique to sell more.

The Invaluable Follow-Up

- Daily digital updates: A very powerful yet little used resource in Latin America
- A professional system of continuous automatic contact



Workshop Leader:
Jorge Pinkus
Director
Jorge Pinkus Mexico

Jorge has been a consultant, trainer and motivator in sales for the past 32 years, especially amongst financial services products such as banking, mortgage services, insurance and finances). He graduated with Cum Laude from the Iberian American University and has an MBA from La Salle University in Mexico City. He has been an honoured sales man his whole life, selling from milk and eggs door to door at the age of 12 and passing through the sales ranks from selling floors in a department store to an insurance sales agent. He is also a Marketing Consultant for two publications. In addition to this he was General Manager of Training” and Sales Development for the biggest Mexican insurance company GNP and Vice President of Sales and Training for AXIS International (Mexico, Guatemala & Panama) and Director of New Business for Life Sense Mexico.

Speakers



Irma Catalina Pulido
Assistant Director of
Direct Marketing
ACE Group Mexico

Wide ranging experience in the financial services sector, mainly in insurance, Irma has achieved excellent results in implementing and managing the sales of retail insurance as well as evaluating business process analysis to continually improve the business.



Felix Chan
Head of Science,
Commercial Specialty
**Chartis Insurance
North America**

Felix is responsible for driving data science and analytics for the Specialty business line. Prior to Chartis, he spent more than eight years at Progressive Corp. and Esurance. Felix has an M.B.A. from the University of Chicago and a Ph.D. in nuclear physics from Yale.



Paul Oudenhoven
VP of Communicaton
Latin America
Liberty International

Regional communications: Regional branding and advertising. Includes direct sales initiatives and direct marketing for Personal Lines Insurance Regional Internet: coordination across the region of best practices, initiatives, direct selling of Internet applications, mobile applications, social media and extranets.



Sandra Filaretto
Deputy Direct Marketing
Manager
**Compañía de Seguros
Multinacional Argentina**

Sandra has achieved a high level of experience in Direct Marketing starting at Liberty Insurance. Later she joined HP, after that she joined AON as Manager of Personal Lines and Affinity.



Antonio J. Guzmán
President
InMotion/GIT

Antonio Guzmán has been developing software for the insurance industry for 30 years. He has been the creator of several applications that have been marketed worldwide. His software has been installed in more than 20 countries in North and South America and Europe.



Barbara Magnoni
President
EA Consultants

Barbara is a microinsurance and international development advisor with over 15 years international finance and development experience. Since 2000, she has been working in economic development programs with a strong focus in Latin America.



Doyle Ray Oakey
Ph.D., Director,
Application Solutions -
Financial Services Group
CSC

Doyle Ray Oakey has 20+ years of consulting, marketing and sales in Latin America, Asia, and Europe. His deep expertise includes PAS workflows, privatization of government held financial services, developing distribution systems, unique compensation models, and improving strategy, marketing and technology for global insurers.



Juan Viramontes
CEO
MIT México

Juan is founder and CEO of MIT, responsible for running all facets of the organization, bringing more than 20 years of experience innovating by the development of business models to accommodate customer needs.



Carlos Guerrero
CEO
**Alamos Seguros
Ecuador**

Currently the CEO of Alamo Ecuador, Carlos has major roles in the insurance industry in Ecuador, including National Operations Manager at Interoceánica, Head of Claims at the Commercial Union Assurance Company and Branch Manager at Seguros Rocafuerte.



Hilario Itriago
Director of IT &
Operations Latin America
Royal Sun Alliance Group

Responsible for operations in Latin America, including inspections, issuance, policy supply chain/distribution, back-office support, for Personal, Broker and Affinity businesses. Also leads the IT, operational excellence, including sourcing, processes and change management, and operational risk.



Alessandro Jarzynski
CEO
QBE Brasil Seguros

Alessandro is currently CEO of QBE Brazil. He is a graduate from the Methodist University of Sao Paulo and the University of Pittsburgh. He is responsible for Insurance Products distributed through strategic partners in the Utilities and Retail segment, using Direct Marketing tools.

"I would like to thank you and commend you on behalf of BANCOLDEX for the impeccable organization of the event and count on us in the future. (Microinsurance Summit LATAM 2012)"

Jose Alberto Garzon
Vicepresidente
Bancoldex



Andrea Mandelbaum
CEO
Mc Luhan

Mc-Luhan Brokers was founded in 1996. CEO of the business dedicated to consulting and strategic operational partnerships and call center management.



Pieter Lekkerkerk
Managing Director
EscolherSeguro

EscolherSeguro focuses on increasing transparency and improving customer service for retail financial services in Brazil with an initial focus on insurance. Pieter holds and MBA from INSEAD as well as Master of Science degrees in Financial Econometrics and Business Administration from Erasmus University Rotterdam.



Juan Mazzini
Senior Analyst
Celent North America

Juan has 17 years in both management consulting and the insurance industry. Prior to joining Celent, he was Corporate Vice President at Sistran and has a Bachelor's degree in Business Administration from the Catholic University of Argentina.



Arturo Orozco Santinelli
Microinsurance
Manager
Rimac Seguros Peru

Previously Regional Director of Big Accounts at ParaLife International as well as Business Manager at ParaLife Mexico. He previously worked for Group Neolpharma.



Nicolas Pardo-Lanzetta
Founder & CEO
Red Seguros Colombia

Red Seguro was founded in September 2010 as a new insurance distribution channel in Latin America specializing in delivering low-complexity insurance products to individuals in an easy, cost-effective, and trustworthy way.



José Quintas Cardama
General Manager
Mexico & Central
America
**Telefónica Group
(Pleyade)**

Pleyade is the inside Broker of Telefonica. Currently being responsible, as General Manager, for managing the business of USA, Mexico, Guatemala, El Salvador, Nicaragua, Costa Rica and Panama.



Rafael Rebollar
Executive Director of
Liabilities
Mapfre Mexico

Rafael Rebollar main role is to overcome the challenges and drive home and commercial insurance with pre-packaged products through traditional and new distribution channels.



David Ricardo Rodríguez Maldonado
Department Head,
Insurance / Publications
CODENSA Colombia

Industrial Engineer with specialty in finances and emphasis in direction of projects and commercial alliances. David has experience in the study and launch of new products, generation of commercial alliances and new projects' implementation.



Juan Carlos Tudela
Business Development
Manager Peru
Genworth Financial

Juan Carlos Tudela has developed ample experience in banking and retail insurance in the last 14 years. He career spans areas such as credit risk, marketing and management of commercial products in companies like Santander Bank, Credit Bank, La Positiva Life and Ridley Group.



Humberto Vale
Commercial Manager –
Bank Assurance
Seguros La Occidental

Specialist in digital electronic systems, with experience in operations, customer service, marketing and sales. Since 1998 dedicated to the developing of marketing strategies for massive insurance products and prepaid health plans.



Daniel Vargas Chaparro
National Director of
Retail Insurance
**Liberty Seguros
Colombia**

Industrial Engineer, Project Management Specialist. 8 years experience in insurance. National Manager of Mass Market in Liberty Seguros Colombia. Expert in implementing massive selling insurance through direct channels: face to face and call center.



Bill Tyson
CEO
**Strategic Marketing
Plus North America**

Before his independent career, Bill had various positions in the top three Fortune 500 Insurance Companies, CIGNA & AIG. He is an expert in strategy, expansion, direct marketing, distribution, sales, calls centers and more.

Sponsorship Opportunities



Miles Harley

If your organization needs to raise profile, promote products and services or develop new partnership opportunities in the retail insurance sector, contact:

tel: +44 (0)20 3141 8797
email: mharley@hansonwade.com

Working with Hanson Wade

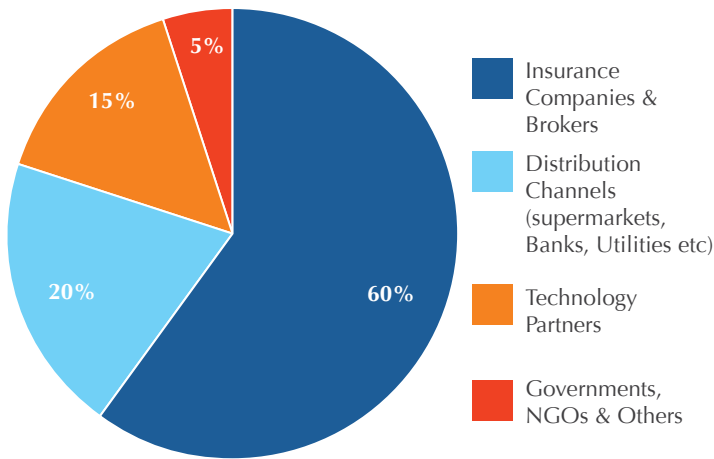
When you work with Hanson Wade you work with a partner focused on your success. Your investment in both time and money needs to generate a return.

Our clients want that too and that's why they work with us. They want to reach a targeted audience and eliminate wastage from their marketing activities. They work with us because we deliver results. We're proud of this fact.

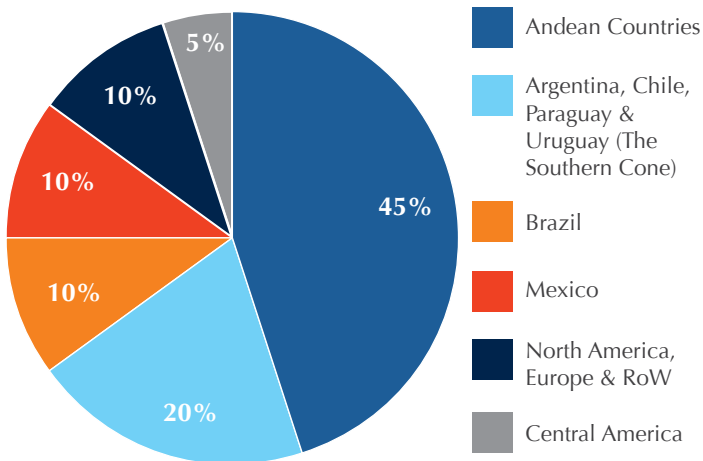
Our research identifies ground breaking issues and allows you to influence industry thinking at an early stage. Our expertise is recognized and respected by the industry. And our events are focused, leading edge and attended by people looking for knowledge before making decisions.

Attendee Breakdown

Breakdown of Participants



Geography



Expertise Partners



CSC is a global leader in providing technology-enabled business solutions and services. Headquartered in Falls Church, Virginia, CSC has approximately 98,000 employees and reported revenue of \$16 billion for the 12 months ended December 30, 2011.

More than 1,200 major banking, insurance, investment and wealth management, and securities firms rely on CSC's global financial services team to turn their ambitions into realities. With a track record for delivering software, consulting, and IT and business process outsourcing and services at scale, CSC brings a deep understanding of the financial services business and a collaborative culture to one of the industry's most engaged client communities.

Learn more about CSC in Financial Services at www.csc.com/financialservices



InMotion/GIT is part of the Chilean holding InMotion, and the result of a merge with the software house "Global Insurance Technology" in 2011. They have built insurance software and only insurance software for 30 years in more than 20 countries. The holding has other companies for training, SAP implementations, software factory, software testing, distribution of world class applications, Oracle and Cloud Computing.

Media Partners



Register

Online: www.seguros-masivos.com
Tel: +1 212 537 5898
Fax: +44 (0) 207 222 2685
E-mail: info@hansonwade.com

Mail:
 Hanson Wade
 Charter House
 13-15 Carteret St
 London, SW1H 9DJ

Team Discounts

- 10% discount – 3 delegates
- 15% discount – 4 delegates
- 20% discount – 5 or more delegates

Please note that discounts are only valid when three or more delegates from one company book and pay at the same time.

Venue and Accommodation

Venue: Miami Beach Resort, 4833 Collins Ave, Miami Beach, Florida 33140 Tel: +1 305-532-3600
www.miamibeachresortandspa.com

Accommodation:
 Overnight accommodation is not included in the registration fee, however accommodation options will be sent out with your confirmation email upon registering.

Purchase Audio Presentations

If you are unable to attend the meeting in person or would like documentation in addition to your attendance you may purchase the audio recordings of the speaker presentations for **\$799**.

These will be sent to you on CD rom with all available presentation slides within 10 days of the meeting. Audio orders can only be processed on receipt of credit card details.

Event Prices

Package	Register and pay before 13th July*	Register and pay before 10th August*	Register and pay before 7th September*	Standard Price
<input type="checkbox"/> 2 day Conference +2 workshops	US\$3899 (SAVE \$800)	US\$3999 (SAVE \$700)	US\$4099 (SAVE \$600)	US\$4199 (SAVE \$500)
<input type="checkbox"/> 2 day Conference +1 workshop	US\$2999 (SAVE \$500)	US\$3099 (SAVE \$400)	US\$3199 (SAVE \$300)	US\$3299 (SAVE \$200)
<input type="checkbox"/> 2 day Conference (Only)	US\$1999 (SAVE \$300)	US\$2099 (SAVE \$200)	US\$2199 (SAVE \$100)	US\$2299
<input type="checkbox"/> Post Conference Workshop	US\$1199	US\$1199	US\$1199	US\$1199

Please select your choice of workshop:

Pre-Conference Workshop Post-Conference Workshop

*All discount offers (including team discounts) require payment at the time of registration to receive any discount. 'Early Bird' discounts require payment at time of registration and on or before the cut-off date to receive any discount. All discount offers cannot be combined with any other offer. The conference fee includes lunch, refreshments and course documentation. The fee does not include travel or hotel accommodation.

Delegate Details

Title: _____ Forename: _____ Surname: _____
 Job Title: _____ Company/Organization: _____
 Email: _____ Direct Manager: _____
 Address: _____

 _____ Postcode: _____
 Country: _____ Direct Telephone: _____
 Direct Fax: _____ Mobile: _____
 Switchboard: _____ Signature: _____ Date: _____

Payment Details

Number of delegates: Amount: \$ _____ Conference Documentation: Credit Card: Visa Mastercard Amex
 Card No: Valid from: / Expiry Date: /
 Cardholders name: _____
 Signature: _____ Date: _____
 Card billing address: _____

TERMS & CONDITIONS

Full payment is due on registration. Cancellation and Substitution Policy: Cancellations must be received in writing. If the cancellation is received more than 14 days before the conference attendees will receive a full credit to a future conference. Cancellations received 14 days or less (including the fourteenth day) prior to the conference will be liable for the full fee. A substitution from the same organization can be made at any time.

Changes to Conference & Agenda: Hanson Wade reserves the right to postpone or cancel an event, to change the location or alter the advertised speakers. Hanson Wade is not responsible for any loss or damage or costs incurred as a result of substitution, alteration, postponement or cancellation of an event for any reason and including causes beyond its control including without limitation, acts of God, natural disasters, sabotage, accident, trade or industrial disputes, terrorism or hostilities

Data Protection: The personal information shown and/or provided by you will be held in a database. It may be used to keep you up to date with developments in your industry. Sometimes your details may be obtained or made available to third parties for marketing purposes. If you do not wish your details to be used for this purpose, please write to: Database Manager, Hanson Wade, Charter House, 13-15 Carteret Street, London SW1H 9DJ

