



Est. 2010

Directors Club[®]

To endeavour. To achieve

Breakfast Roundtable

ANNUAL INSURANCE LEADERS' DEBATE

Insurance Claims Experience Health-Check

Making Progress Towards A Truly Omnichannel Claims Experience

When

Thursday, March 21st, 8.30am – 10.30am

Plus 30-minutes of optional networking before and after

Where

[The Ivy Club](#)
9 West Street
London
WC2H 9NE

Sponsor



R.S.V.P.

[Click Here To Register](#)

Dear Members & Invited Guests,

You are cordially invited to attend a Directors' Club **Breakfast Roundtable** discussion on Thursday, March 21st at 8.30am – 10.30am, with 30-minutes of optional networking before and after.

The venue is The Ivy Club, 9 West Street, London, WC2H 9NE.

This session is **free of charge** for Directors' Club members and invited guests.

You may bring an **internal colleague** as a guest, again at no charge. Please book his or her guest place at the same time as your own.

Agenda

8am – 8.30am Arrival, coffee & networking (please arrive by **8.25am**)

8.30am – 10.30am Roundtable discussion, moderated by Jon Snow

10.30am – 11am Coffee & networking (optional)

The Ivy's signature breakfast canapes, tea, coffee and juices will be served throughout

R.S.V.P.

If you'd like to accept this invitation, please [click here to register](#)

Discussion Overview

Insurance Claims Experience Health-Check: Making Progress Towards A Truly Omnichannel Experience

Jon Snow, Founder & Chairman of Directors' Club United Kingdom, will facilitate and moderate a wide-ranging discussion on the claims customer journey and the growing need to deliver an omnichannel claims experience.

Questions that will guide the conversation include:

- Has any insurer delivered a truly omnichannel claims experience?
- Will the insurance claim customer journey always require a human touch?
- Can you seamlessly integrate human and digital channels to deliver an omnichannel claims experience?
- Do customers now prefer to self-serve? If so, what are the pros and cons for the insurer?
- Will future disrupters/challengers seek to offer a digital-only self-service claims customer journey?

The **Chatham House Rule** will be invoked, creating a trusted and confidential forum.

Who Should Attend?

Delegates will include leaders of insurance claims and stakeholders in the claims management process and the customers' claim experience.

Job titles that will gain value for attending include chiefs, directors and heads of claims, customer experience, customer service, customer insight, customer contact, and other allied roles.

Can't Make The Date?

If you can't make the date, or feel the topic is more pertinent for a colleague, please email jon.snow@directorsclub.org.uk and nominate an internal colleague(s) to take your place.

Networking

Two 30-minute networking sessions before and after the session give you an opportunity to meet your peers and expand your network.

Roundtable Sponsor

This gathering is supported by [Medallia](#), a leading provider of customer and employee experience management solutions in the Cloud. Medallia works with leading Insurers, including Zurich, Generali, Axa, and more. [Click here](#) for more information.

Directors' Club United Kingdom

Today's [Directors' Club United Kingdom](#) has its origin as a supper club in London's Mayfair. The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the Directors' Club and so a business lifestyle and networking institution was born.

In May 2018, a formal three-class membership structure was introduced and in October we were awarded a registered trade mark for the term Directors Club.

The Club motto **To endeavour. To achieve** captures the spirit of the organisation and the ambitions of its members.

Membership is by invitation.

<http://directorsclub.org.uk>