



2021

**LIMRA ANNUAL
CONFERENCE**

*Shaping a More
Purposeful Future*

October 26 – 28
**Virtual
Conference**



Shaping a More Purposeful Future



Keynote Presentation

From the Heart: The Power of Purpose Robin Roberts

Co-Ancor of ABC News' "Good Morning America"

Millions of people spend their mornings with Roberts where she has served as cohost for "GMA" for more than 15 years, and is one of today's most beloved broadcasters. Roberts has been honored with the Walter Cronkite Award for Excellence in Journalism and was inducted into the Broadcasting & Cable Hall of Fame as well as the Sports Broadcasting Hall of Fame. She was voted the "Most Trusted Person on Television" by a *Reader's Digest* poll in 2013. At our conference, she will share her wisdom and insight on overcoming adversity to live with purpose and conviction.

Our industry is united by a promise to provide financial protection and security to our customers. There is no better time to reaffirm our commitment to that promise, and never has the need been greater. When the pandemic hit, consumers began to buy insurance in increasing numbers. It forced the idea of financial protection for loved ones and our own mortality to become top of mind in a way we've never seen before.

Looking ahead, we have the opportunity to define a better future, especially as we apply the important lessons just learned. The world of work is changing. The future will be centered on people, connections, and technology. It will have an inclusive culture that is open, flexible, boundary less and sustainable.

As we come together for the 2021 LIMRA Annual Conference, let's explore these issues together. Whether you join us in person or virtually, we welcome you, with your expertise, insights, and commitment, to share in *shaping a more purposeful future* for our industry and the individuals we serve!

General Session Highlights



General James Mattis (USMC, Ret.)

U.S. Secretary of Defense (2017 – 2018)

Lessons in Servant Leadership



Alison Levine

Team Captain of the First American Women's Everest Expedition

Author of The New York Times Best Seller, On the Edge: The Art of High-Impact Leadership

On the Edge: The Art of High-Impact Leadership



Jason Dorsey

Generational Researcher, Best-Selling Author of Zconomy, and President of The Center for Generational Kinetics

Crossing the Generational Divide: Unexpected Insights to Strengthen Your Business



Michael Rogers

Futurist in Residence at The New York Times

Financial Services in 2030: A Customized Prediction

Executive Perspective: Shaping Our Industry for the Future



Neal Baumann

*Global Insurance Leader
Deloitte*



Kweilin Ellingrud

*Senior Partner
McKinsey & Company*



Grant Kvalheim

*CEO and President
Athene USA*



Michael Temple, Moderator

*Vice Chairman and Chief Operating Officer
Protective Life*

Conference Schedule

All times listed are Eastern Daylight Time.

TUESDAY, 10/26

General Session 11:00 a.m. – 12:40 p.m.

Opening and Welcome

Sandy McCarthy, *Presiding*

President

OneAmerica Financial Partners, Inc.

What We Learned From the Pandemic and Where We Go From Here

David Levenson

President and Chief Executive Officer

LIMRA, LOMA, and LL Global

Lessons in Servant Leadership

General James Mattis (USMC, Ret.)

U.S. Secretary of Defense (2017 – 2018)

Jamie Ohl, *Moderator*

Executive Vice President, President, Workplace Solutions

Head of Operations and Brand

Lincoln Financial Group

Break..... 12:40 – 1:30 p.m.

Breakout Sessions..... 1:30 – 2:20 p.m.

- *Effective and Ethical Analytics: Best Practices for a Changing Industry*
- *Well-being and Purpose: The Next Generation Wellness Programs*
- *The New World of Talent Management*
- *Pandemic Pandemonium and Preparedness: A Canadian Perspective*

Break..... 2:20 – 2:45 p.m.

General Session 2:45 – 3:55 p.m.

Financial Services in 2030: A Customized Prediction

Michael Rogers

Futurist in Residence at The New York Times

Adrian Griggs, *Moderator*

Executive Vice President, Chief Operating Officer

Pacific Life

WEDNESDAY, 10/27

General Session 11:00 a.m. – 12:10 p.m.

Opening and Welcome

Barbara Turner, *Presiding*

President and Chief Operating Officer

Ohio National Financial Services

Executive Perspective: Shaping Our Industry for the Future

Neal Baumann

Global Insurance Leader

Deloitte

Kweilin Ellingrud

Senior Partner

McKinsey & Company

Grant Kvalheim

CEO and President

Athene USA

Michael Temple, *Moderator*

Vice Chairman and Chief Operating Officer

Protective Life

Break..... 12:10 – 12:40 p.m.

Breakout Sessions..... 12:40 – 1:30 p.m.

- *Where to From Here With Customer Experience*
- *International Perspectives: Digitisation in Distribution*
- *Harnessing Growth in Workforce Benefits*
- *Why Preventing Fraud Isn't Just About Preventing Fraud*

Break..... 1:30 – 1:50 p.m.

Conference Schedule

WEDNESDAY, 10/27 *(Continued)*

Breakout Sessions 1:50 – 2:40 p.m.

- *Emerging Technologies of the Next Normal – How to Win the Digital Age*
- *The Fiduciary Rule – Insights and Observations for 2022*
- *The Future of Retirement Income*
- *What’s on the Minds of Life Insurance Executives Globally*

Break 2:40 – 3:00 p.m.

General Session: 3:00 – 3:55 p.m.

The Art of High Impact Leadership

Alison Levine

Team Captain of the First American Women’s Everest Expedition, Author of The New York Times Best Seller, On the Edge: The Art of High-Impact Leadership



THURSDAY, OCTOBER 28

General Session 11:00 a.m. – 12:15 p.m.

Neil Sprackling, *Presiding*

President US Life & Health

Swiss Re America Holding Corporation

Swiss Re Life & Health America, Inc.

State of the Association

Gina Birchall, LLIF, JD

Chief Operating Officer

LIMRA, LOMA, and LL Global, Inc.

Crossing the Generational Divide: Unexpected Insights to Strengthen Your Business

Jason Dorsey

Generational Researcher, Best-Selling Author of Zconomy, and President of The Center for Generational Kinetics

Break 12:15 – 1:00 p.m.

Breakout Sessions 1:00 – 1:50 p.m.

- *Disrupting Distribution: COVID Keepers, Accessibility and Beyond*
- *The Future of Underwriting – Considerations for the C-Suite*
- *Breakthrough DEI for the “Next Normal”*

Break 1:50 – 2:20 p.m.

General Session 2:20 – 3:15 p.m.

Neil Sprackling, *Presiding*

President US Life & Health

Swiss Re America Holding Corporation

Swiss Re Life & Health America, Inc.

From the Heart: The Power of Purpose

Robin Roberts

Co-Anchor of ABC News’ “Good Morning America”

Brooks Tingle, *Moderator*

President and Chief Executive Officer

John Hancock Insurance

Adjourn 3:15 p.m.

Breakout Session Tracks

TRACK (Focus Areas)	Tuesday, Oct 26 1:30 to 2:20 p.m.	Wednesday, Oct 27 1:40 to 1:30 p.m.	Wednesday, Oct 27 1:50 to 2:40 p.m.	Thursday, Oct 28 1:00 to 1:50 p.m.
Distribution/ Customer		Where to From Here With Customer Experience ●		Disrupting Distribution: COVID Keepers, Accessibility, and Beyond ●
Data/Technology/ Innovation	Effective and Ethical Analytics: Best Practices for a Changing Industry ●	International Perspectives: Digitisation in Distribution ● ●	Emerging Technologies of the Next Normal — How to Win the Digital Age ●	The Future of Underwriting — Considerations for the C-Suite
Regulatory and Compliance			The Fiduciary Rule — Insights and Observations for 2022 ●	● ●
Retirement	Well-being and Purpose: The Next Generation Wellness Programs		The Future of Retirement Income ●	
Workforce Benefits	● ●	Harnessing Growth in Workforce Benefits ●		
Strategic Issues	Pandemic Pandemonium and Preparedness: A Canadian Perspective The New World of Talent Management ●	Why Preventing Fraud Isn't Just About Preventing Fraud ●	What's on the Minds of Life Insurance Executives Globally ●	Breakthrough DEI for the "Next Normal" ●

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Contact:
Kim Hull

Director of Digital Event Planning
and Sponsor/Exhibit Sales Strategy
LIMRA and LOMA

Phone: 860-285-7752

Email: khull@limra.com

Registration Information

2021 Virtual AC Registration Fees:

Members: \$695
Non-members: \$1,045

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