LIC Technology Committee Meeting

Hosted by Equisoft | May 20-21, 2025 | **www.loma.org/LICTECH**

AGENDA

Tuesday, May 20, 2025

2:00 pm **Welcome & Opening Remarks**
Mark DePhillips, SVP, USA, Equisoft and Dean Lambert, Executive Director, LIC
Day 1 Meeting Location: One Commerce Square, 2005 Market Street, Suite 160, Philadelphia, PA 19103
The meeting will be located in the courtyard at One Commerce Square. The location is accessible via 30th Street Station, Suburban Station, or Trolley Lines

2:15 pm **Attendee Introductions & Activity Reports**
Get to know fellow IT executives, hear current initiatives and biggest challenges, and catch up on the latest news.

3:00 pm **AI Case Study: Navy Mutual**
Brian Luther, President & CEO, Navy Mutual Aid Association
In this informative session, Brian Luther will share Navy Mutual's AI journey, the organization's AI strategy, and a framework the company will use to hold itself accountable as it incorporates artificial intelligence as a tool to grow.

4:00 pm **"Tasting the Philly Experience" Networking Event**
Solving one of the Philadelphia's quintessential debates, we'll be taste testing two famous Philly Cheesesteaks — Pat's and Geno's — to decide the winner.

4:30 pm **Adjourn for the Day**

6:30 pm **Hosted Networking Dinner at Del Frisco's Double Eagle Steakhouse**
Del Frisco's is located in the historic Packard Grande Building, once the First Pennsylvania Bank, at 1428-1432 Chestnut St, Philadelphia, PA 19102. Cocktails will be in the Vault Bar at 6:30 p.m., and dinner will start at 7:30 p.m. in the Vault 2 Room.

Wednesday, May 21, 2025

8:00 am **Continental Breakfast**
Day 2 of the meeting will be held at Del Frisco's. Breakfast is in the Vault 1 Room.

8:30 am **Data Readiness for AI – Benchmark Research Update and Discussion**
Kartik Sakthivel, Vice President and Chief Information Officer, LIMRA
Recent LIMRA research led to a comprehensive new "scorecard" for participating companies to evaluate and compare their AI data readiness (see global survey results here). We'll hear insights from this project and what kinds of information companies are finding useful, and discuss challenges and ideas for companies with limited resources to address their data readiness for AI implementation.

9:00 am **Networking Break**

9:30 am **Customer Experience Insights for Small-to-Midsize Insurers**
Zineb Jazouli, AVP Digital Insurance, Equisoft
Key insights from LIC member survey data will provide a launching point for discussion of customer experience technology priorities, challenges, and strategies for staying competitive as customer experience evolves.

10:30 am **Hot Tech Topics: Facilitated Discussion**
LIC attendees value these unique opportunities to learn from each other and get insights from service providers on any issues they're currently facing. What's on your mind? Get answers and make connections to build your network of helpful resources. Requested topics include:

- Software / tools for digital payment, contracts, illustrations etc.
- Data security and threats
- Safely applying AI to analyze company business data
- Insights around migrating to new PAS ... and more!

12:00 pm **Networking Luncheon Buffet at Del Frisco's**

2:00 pm **Meeting Adjourns**