



Attendees' Titles and Company Names

Job Title:	Company Name:
Director, Customer Experience	AAA Life
Business Operations Coordinator	AFBA
New Business Manager	AFBA/5Star Life
Vice President of Digital Marketing and Customer Experience	AIG
COO, SVP, Individual Retirement Operations	AIG
Senior Director, Strategic Planning & Analysis	AIG
Chief Human Resources Officer	Allianz Life Insurance Company of North America
Sr. Manager	Allstate
AVP Operations	Allstate Benefits
Operations Manager	Allstate Financial Services
Operations Director	American Family Insurance
Life Operations Team Manager	American Family Life Insurance Company
Life Operations Team Manager	American Family Life Insurance Company
Director, Client Experience & Facilities	American-Amicable Life Insurance Company of Texas
Manager, New Business Operations & Customer Support	American-Amicable Life Insurance Company of Texas
Supervisor	Ameritas Life Insurance
Manager, Call Center Team	Ameritas Life Insurance
VP, Service and Operations - Retirement Plans	Ameritas Life Insurance
Supervisor, Customer Connections	Assurity Life
Supervisor	Assurity Life
Communications	AXA
Managing Director & Group COO	BAF Financial & Insurance (Bahamas) Limited

Vice President Insurance Services	Baltimore Life
Assistant Vice President	BankersWorksite
Manager, Customer Assistance Team	Boston Mutual Life Insurance
Marketing Director	CallMiner
Partner/Customer Relations	Cincom
Director Partner & Customer Relations	Cincom
Director of Global Product Marketing	Cincom
Insurance Specialist	Cincom
Director, National Sales	Clearwater Payments
Senior Manager, Customer Care	CMFG Life Insurance Company
VP Operations Support	CNO Financial Group
SVP, Consumer Operations	CNO Financial Group
Team Leader- Verification Department	Colina Insurance Limited
Principal	Craig Weber Consulting
President	Creative Ventures
Unit Chief	Department of Veterans Affairs
V-P Administration and Operational Excellence	Desjardins Financial Security
Head of Customer Experience	Empower
Application Software Development Manager	Farm Bureau Insurance
Vice President Human Resources	FBL Financial Group, Inc.
AVP, Distribution Support	Foresters Financial
Manager, Inforce Contact Center	Foresters Financial
VP, Customer Experience Officer	Government Personnel Mutual Life Ins. Co.
Senior Sales Support Representative	Government Personnel Mutual Life Ins. Co.
CS Operations Manager	Guardian
2nd VP	Guardian Life Insurance
Director, Compliance	Guardian Life Insurance
Director Customer Response Unit	Guardian Life Insurance
Compliance	Guardian Life Insurance
Manager	Guardian Life Insurance
Sr Manager, Operations, Claims & Customer Service	GuideStone Financial Resources
Senior Vice President, Customer Service	Homesteaders Life Company
Director, Policyowner services	IA Groupe Financier
IBM Watson Marketing SME	IBM

Assistant Vice President, Policy Service	Illinois Mutual
Director Policy Owner service	Industrial Alliance
Chief Customer Officer & Head of Consulting	Intellect SEEC
Director of Policy Service	Investors Heritage
Insurance Business Consultant	J.D. Power
Operations Manager - Fraud Prevention	John Hancock
Director	John Hancock
Lead Investigator	John Hancock
Senior Manager, Implementation	LexisNexis Risk Solutions
Director, Life Sales	LexisNexis Risk Solutions
Director of Strategy	LexisNexis Risk Solutions
Account Manager	LexisNexis Risk Solutions
Life Vertical Marketing Manager	LexisNexis Risk Solutions
Senior Director, Sales Operations	LexisNexis Risk Solutions
Team Lead, Agent Support	LifeSecure Insurance
Commercial Research	LIMRA
Corporate Vice President & Managing Director	LIMRA
Conference Coordinator	LIMRA
Corporate Vice President and Director, Insurance Research	LIMRA
Business Development Director	LIMRA and LOMA Canada
Senior Consultant, Customer Experience	Lincoln Financial Group
AVP - IAO Contact Center	Lincoln Financial Group
AVP, Claims	Lincoln Financial Group
Senior Editor	LOMA
Industry Learning Consultant	LOMA
Sr. Vice President	LOMA
Senior Associate, Management Solutions	LOMA
Senior Meeting Planner	LOMA
Sales and Relationship Manager	LOMA
Member Solutions Manager	LOMA
AVP Member Solutions	LOMA
AVP--E&T	LOMA
Vice President, Insurance & WAM Canada	Manulife
Consumer Insights Lead	MassMutual

Business Operations Consultant	MassMutual
Head of Fraud Operations	MassMutual
Senior Agency Services Associate	Modern Woodmen of America
Supervisor	Modern Woodmen of America
Operations Coordinator	Modern Woodmen of America
Manager, Payments and Benefits	Mutual Trust Life
Director, New Business	Mutual Trust Life
NF Technical Operations Director	Nationwide Financial
Manager, Member Service Center	NEA Member Benefits
Senior Principal	NEOS LLC
Analyst	NEOS LLC
Assistant Director, Learning Strategy and Execution	Northwestern Mutual
Manager Inforce Operations	Ohio National Financial Services
Senior VP Operations	Ohio National Financial Services
Manager, Insurance Services & Operations	OMA Insurance
Leader Talent Management	OneAmerica
Manager, Sales Compensation	OneAmerica Financial Partners, Inc.
VP - IT Business Operations	OneAmerica Financial Partners, Inc.
Client Relations Specialist	Ontario Medical Association
VP Human Resources	Pacific Life Insurance
Director, Client Services	Pacific Life Insurance
Customer Service Rep	Pacific Life Insurance
Director, Customer Service	Pacific Life Insurance
Director, industry principal, insurance	Pega
Director, Strategic Initiatives	RBC Insurance
Relationship Development Manager	Readex Research
President & CEO	Readex Research
Assistant Vice President Administration	Sagicor Life (Eastern Caribbean) Inc.
Manager, Customer Experience	Sagicor Life Inc
Manager	Sagicor Life Insurance Company
AVP - Customer Service & Claims	Sammons Financial Group
Partner Comp Experience Advisor	Securian Financial
PMO Manager	Securian Financial
Leader, Enterprise Contact Center	Securian Financial

Second VP	Security Mutual Life Ins. Co. of New York
Customer Care Manager	Security National Life
Manager, Variable Policy Administration	Southern Farm Bureau Life Ins. Co.
Manager, Policy Service	Southern Farm Bureau Life Ins. Co.
AVP, Group Operations	Sun Life Financial
Payment Protection Claims Manager	SWBC
Customer Experience Strategist	Swiss Re
Senior Vice President	Swiss Re
Manager of Operations	Symetra
Director, New Business Implementation	Symetra
VP Benefits Operations	Symetra
AVP Customer Service	Tennessee Farmers Life Insurance Company
Director of Operations	Texas Life
Manager, Life Policy Services	The Cincinnati Life Insurance Company
Sr Customer Service Rep	The Cincinnati Life Insurance Company
Director, Group Benefits Operations, Contact Center and Small Business	The Hartford
Vice President Operations	Triple-S Vida
Director Policyowners Service	Triple-S Vida
Vice President, Customer Experience	United Heritage Life Insurance Company
Chairman & President	USAA
Experience Owner	USAA
Experience Owner	USAA
Supervisory Insurance Specialist	Veterans Benefit Administration
VP, Individual Life Operations	Voya Financial
Director, Customer Experience	Voya Financial
Assistant Vice President	Voya Financial
Director, Member Services	WAEPa
AVP Experience Strategy	Western & Southern Financial Group
Domain Manager	Western & Southern Financial Group
Director, Business Transformation	Woodmen Life