ILC

MGA Claims Conference

In association with: MGAA

Headline Sponsor

Allied Universal® Compliance and Investigations

Agenda

5 November 2026

8 Northumberland Avenue, London

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08.30 – 09.30

Registration, refreshments & networking

09.30 – 09.40

Welcome

Stuart Ballantyne
Partner & MGA Lead
ILC

Mike Keating
CEO
MGAA

09.40 – 10.15 Fireside chat

A view from the top... Steve Hardy, CEO, Policy Expert

Steve Hardy, CEO of Policy Expert, opens the conference with his perspective on the evolving MGA market and the changing role of claims. Drawing on Policy Expert's strategy and experience, the discussion explores how claims can contribute to customer outcomes, business performance and sustainable growth beyond day-to-day operational delivery.

Host
Mike Keating
CEO
MGAA

Steve Hardy
CEO
Policy Expert

10.15 – 10.50 Panel

Specialist and commercial claims: the changing claims landscape

Industry specialists examine the changing claims landscape, from emerging risks and evolving customer expectations to developments in claims handling and technology. The panel will consider the challenges facing specialist claims teams, alongside the opportunities for improving operational performance and responding to market developments in the years ahead.

Host
Mike Keating
CEO
MGAA

Russell Caston
Head of Claims
Eaton Gate MGU

Tom Clarke
Strategy Director
LexisNexis Risk Solutions UK Ltd

Hamish McBride
Head of Claims - International
SiriusPoint

Paul Upton
Chief Commercial Officer
Acumen Claims

10.50 – 11.40

Networking break

11.40 – 12.05 **Fireside chat**

Paul Jewell, CEO, Bridgehaven

Paul Jewell, CEO of Bridgehaven, shares his perspective on the evolving MGA market and the importance of claims in building sustainable businesses. The conversation explores the MGA operating model, changing relationships with capacity providers and the role of an effective claims proposition in meeting customer, partner and investor expectations.

Host
Stuart Ballantyne
Partner & MGA Lead
ILC

Paul Jewell
CEO
Bridgehaven

12.05 – 12.35 **Panel**

Claims as a career of choice: building the talent pipeline for 2027

The MGAA Next Gen panel considers how the insurance claims sector can attract, develop and retain future talent. From challenging perceptions of claims careers to identifying essential leadership skills, the discussion explores how investment in people can support succession planning and strengthen claims as a strategic business function.

Host
David Williams
Non-Executive Director
Qlaims

Gbonju Durosinmi
Complex Claims Adjuster
PoloWorks

Scott Griffin
TPA Governance & Oversight Manager
Rokstone Underwriting

Tom Matthewman
Head of Financial Lines and International Claims
Pen Underwriting

Alfie Richardson
Underwriting Manager
Iprism

12.35 – 14.00

Lunch break

14.00 – 14.40 **Keynote**

The FCA in the hot seat: what does the regulator expect from the MGA claims market?

Lisa Sturley from the Financial Conduct Authority (FCA) discusses regulatory expectations across the MGA claims market. The conversation examines effective oversight, delegated responsibilities and customer outcomes, alongside areas attracting regulatory attention and the importance of constructive engagement between the FCA, insurers, capacity providers, MGAs and claims supply chain partners.

Host
Mike Keating
CEO
MGAA

Lisa Sturley
Head of Department, Market Interventions - Insurance
FCA

14.40 – 15.10 **Fireside chat**

MGA & capacity provider – making the relationship work

Effective relationships between MGAs and capacity providers are central to delivering consistent claims outcomes. This discussion examines how responsibilities, expectations and oversight can be aligned, where operational tensions may arise and how greater transparency and collaboration can support stronger partnerships, improved claims performance and better customer outcomes.

Host
Charlotte Halkett
Principal
Milliman

Jess Woodhouse
COO
Homeprotect

Suzy Tiffany
Claims Director
AXA

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Showcase stage

15.10 – 15.50 **Panel**

From global events to claims – what happens next?

Global political, economic, environmental and societal developments continue to influence the insurance claims landscape. Following an overview from KPMG, senior industry leaders will examine the implications for insurers, MGAs and claims supply chains, considering emerging risks, operational pressures and the priorities organisations should be preparing for.

Host
Jeremy Chadwick
Partner – Insurance
KPMG

Nikki Charles
Chief Customer & Commercial Officer
Policy Expert

Doug Humberstone
Head of Claims
Bridgehaven

Danielle Vella
Head of Claims - UK/Europe
Accredited Insurance

Andrew van der Westhuizen
Managing Director
Allied Universal Compliance and Investigations

15.50 - 16.00

Wrap up

Stuart Ballantyne
Partner & MGA Lead
ILC

Mike Keating
CEO
MGAA

11.00 – 11.15 **(During networking break)**

Claims Funding - navigating the soft market through access, control and operational efficiency

Phil McGriskin and Luke Swigart from Vitesse examine how claims funding operations can respond to tighter margins and increasing demands for efficiency. The session explores access to capital, managing funds across multiple capacity providers and reducing administrative complexity, including how technology can support payment processes, oversight and financial visibility.

Phil McGriskin
CEO
Vitesse PSP

Luke Swigart
VP of Pre-Sales & US Implementation
Vitesse PSP

11.20 – 11.35 **(During networking break)**

Fighting fraud: a necessity for staying competitive

Andrew van der Westhuizen and Scott Clayton discuss the growing sophistication of insurance claims fraud and its implications for operational costs and competitiveness. The fireside conversation explores why effective fraud prevention and detection remain important priorities, and how addressing emerging fraud risks can support stronger claims performance and business resilience.

Andrew van der Westhuizen
Managing Director
Allied Universal Compliance and Investigations

Scott Clayton
Head of Claims Fraud
Zurich UK & Chair, Insurance Fraud Bureau

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12.50 – 13.05 **(During lunch break)**

How UK insurers reach the third party before credit hire does, and why every MGA can do the same

Karl Grandl from Miss Moneypenny demonstrates how digital customer engagement can help MGAs contact third parties earlier in the motor claims journey. Using a practical claim example, the session explores opportunities to reduce credit hire exposure, improve customer experience and introduce accessible digital processes without significant IT investment.

Karl Grandl
Strategic Insurance Growth Lead
Miss Moneypenny

13.10 – 13.25 **(During lunch break)**

The emerging property claims capacity crisis: who will be there when you need them?

Mark Orton from Prism Claims Group examines growing pressures on property repair capacity, including insurer consolidation, labour shortages and competing contractor demands. The session considers the implications for repair times, claims costs and customer outcomes, alongside how contractor partnerships, commercial arrangements and investment could strengthen future supply chain resilience.

Mark Orton
CEO – Commercial
Prism Claims Group

13.30 – 13.45 **(During lunch break)**

AI Capability - Decision ready on day one

Brian Siemsen, Founder and Group CEO of Wilbur.io, explores how customer, virtual and field evidence can support earlier claims assessment and decision-making. The session considers how bringing together different sources of information can help claims teams triage and assess cases from day one, supporting the initial claims handling process.

Brian Siemsen
Founder & Group CEO
Wilbur.io

Secure your tickets now and join the conversation, contact Liane: liane@iloveclaims.com

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