

SPRING 2024 MEETING RECAP

The Claims & Risk Management Working Group met April 23-24, 2024, at The Council's offices in Washington, D.C.

Jen Weathersbee, vice president and executive director of claims and risk management services at InterWest Insurance Services, and Gwen Luu, commercial lines director at JGS Insurance/Baldwin Risk Partners, co-chaired the meeting.

Tuesday, April 23

After introductions and a fun icebreaker to help participants get to know their peers around the room, the group kicked things off with an interactive session which implemented a design-thinking-based exercise to examine overarching industry challenges. **Solve Next**, co-founded by Greg Galle, created the framework used to guide this activity.

Participants were prompted to identify and consider the root causes and related points of contention that contribute to clients' risk management, health, and well-being.

- This exercise is being completed by every Spring working group and key themes will surface to inform our industry innovation session in November.

Wednesday, April 24

On Day 2, **Lucy Straker**, who leads the Political Violence & Deadly Weapons Protection Focus Group at **Beazley**, alongside **Suzanne Loughlin**, founder and general counsel at **CrisisRisk Strategies**, presented on prevention, response, and insurance in relation to armed assailants and crisis management.

The speakers highlighted the alarming statistics of mass shootings happening in the United States, the increasing frequency of gun violence, and the various services and crisis management strategies Beazley offers to help organizations prepare for, respond to, and recover from incidents involving deadly weapons.

The presentation emphasized the importance of proactive risk management and the gaps in traditional insurance policies, positioning Beazley's Deadly Weapons Protection (DWP) as a tailored solution to address these concerns effectively.

Lucy can be reached at lucy.straker@beazley.com.

PEER EXCHANGE

Participants then broke off into smaller groups for **breakout sessions** tackling Evolving Risk, GenAI, Carrier Interactions, and Data Analytics.

Each group was asked to dive into a set of pre-set challenge questions and report back to the larger group on high-level discussion points (i.e., day-to-day friction, positive or negative impact on clients, how to educate and prepare clients, expectations, opportunities, challenges and risks, worth further exploration with the larger group, etc.).

PARTICIPANTS

Nineteen (19) participants included individuals from the following organizations:

- AHT, a Baldwin Risk Partner
- Alera Group
- Cadence Insurance
- Conner Strong & Buckelew
- Cross Insurance
- JGS Insurance, a Baldwin Risk Partner
- Johnson Kendall Johnson
- Holmes Murphy & Associates
- Hylant
- InterWest Insurance Services
- Lockton
- MMA
- M3 Insurance
- Palmer & Cay
- Propel Insurance
- The MJ Companies
- Woodruff-Sawyer

SAVE THE DATE

The next **Claims & Risk Management Working Group** will meet during The Council's inaugural **Operations & Working Groups Forum, Wednesday, November 6-Friday, November 8, 2024**, in **New Orleans, La.**

This new event, designed to support the increasing complexity of brokerage operations and the need for cross-functional collaboration, will include seven of The Council's Working Groups: CFO, CIO, COO, Claims & Risk Management, HR and Talent Development, Legal Counsel, and Marketing & Communications.

What to Expect:

- Individual working group meetings
- Joint breakout sessions
- Leadership development workshop
- Innovation exchange
- Night on the town in New Orleans

Who Should Attend: COOs, CFOs, CIOs, Legal Counsel and departmental leaders in Claims & Risk Management, Human Resources/Talent Development and Marketing & Communications.

Registration for the Operations & Working Groups Forum will open summer 2024.

CLAIMS & RISK MANAGEMENT WORKING GROUP CONTACT

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Please reach out with any questions or topic requests as we prepare to gather in 2024.