

The Tides of Change

CIAA Annual Conference
September 17-20, 2017



Your host, The Algonquin Resort ...
St. Andrews by-the-Sea, New Brunswick
Register today @ ciaa.org for early bird rates ...

Canadian Insurance Accountants



A S S O C I A T I O N

New Brunswick



Canadian Insurance Accountants



St. Andrews-by-the-Sea, on the Bay of Fundy, is easily accessible from airports in Fredericton or Saint John.

The Tides of Change ... welcome



This is my fourth time as conference director which shows you how committed I am to the CIAA and its purpose.

This year we visit St. Andrews-by-the-Sea, NB. This picturesque town is home to the famed Algonquin Resort – a superb conference facility. Here we'll be enlightened by keynote speaker Paul Zikopoulos – Paul's a Big Data expert, award-winning author and industry influencer.

The business program includes senior professionals from Deloitte, KPMG and PwC handling various sessions. There's some "out of the box" sessions on insurance disruptors and blockchain technology and its ramifications.

Our closing speaker is Martin Latulippe – an inspirational speaker, social entrepreneur, and philanthropist.

On the social side, St. Andrews offers us a dramatic setting, guaranteed Maritime fun and maybe, if we're lucky, some whale watching.

Thanks to my "dream team" for organizing a great event – Antonietta Montisano, RSA Canada, Jennifer Ashton, FCT, Annette Pohle, PwC LLP, Daniel Singer, Intact Insurance, Dave Paterson, Ayr Farmers Mutual Insurance Company, and Adrian Serge, Marsh Canada. All we need now is you ...

Rick Keeler, AVP, Finance, Munich RE
rkeeler@MROC.COM (416) 681-6928

PS. Take advantage of early bird rates by registering before August 1, 2017 @ ciaa.org

Your Conference Contacts:

- Sponsorship:
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- Registration:
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Meet our opening keynote ...

Paul C. Zikopoulos, big data expert, industry influencer



Paul C. Zikopoulos is an award-winning writer and speaker who's been consulted on the topic of BigData by the CBS show "60 Minutes" and named to a number of "Experts to Follow" lists in social media. Paul has written 19 books and 350+ articles on data. He doesn't think NoSQL is something you put on a resume if you don't have SQL skills and he knows JSON isn't a real person. In his spare time, he enjoys all sorts of sporting activities, and apparently hot yoga.

Ultimately, Paul is trying to figure out the world according to Chloë—his daughter, whom he notes didn't come with a handbook and is more complex than that topic of BigData, but more fun too. The rest of the bio is BLAH BLAH, BLAH BLAH so find him on Twitter @BigData_paulz!

Our closing speaker ...

Martin Latulippe



Social entrepreneur, inspirational speaker, author and philanthropist, Martin Latulippe has been hired by hundreds of organizations to teach strategies in transformational and inspirational leadership. Martin is one of the most in-demand inspirational speakers in Canada. His area of expertise is leadership, change management, inspiration, and peak performance.

Injured in the neck by a hockey skate while playing at the World University Championships in 2001 as Team Canada captain, Martin nevertheless led his team to a silver medal victory. Since then, he has dedicated his life to helping people, teams, and organizations create and master transformational thinking.

In July 2009, Martin received his Certified Speaking Professional (CSP) designation, the highest standard of excellence within the professional speaking industry.

This Business Program will make you think

Sunday, September 17, 2017

3:00 PM - 5:00 PM Registration in lobby

Monday September 18, 2017

CIAA Conference Director, Rick Keeler

welcomes us to the 54th annual conference.

The Art of the Possible with Paul Zikopoulos, author and influencer – Take a whirlwind technology trip through the buzz words shifting our economies and workplaces ... things like machine learning, cognitive, A.I., Blockchain, Internet of Things (IOT), and more – you'll see them live in action and even understand what they are ... he promises to leave us buzzing with the art of the possible.

Leaders at the Table ... Our CEO Panel

Delighted to welcome Hugh Sturgess from Arch Insurance, Lynn Oldfield, AIG Canada and Philipp Wassenberg, Munich Reinsurance Company of Canada.

BIG Data, BIG Deal with Ramy Sedra, Partner, Consulting & Deals, PwC LLP

Finance is changing ... are you? Using predictive analytics, finance professionals can play an ever-increasing role in shaping and executing business strategy. By automating standard tasks and focusing on strategic work, we can help leaders make data-driven decisions.

"Retailization" in Insurance: What Customers Want with Deloitte Partner Ratan Ralliarum and Mukul Ahuja, Insurance Strategy & Innovation Leader at Monitor Deloitte

Customers have come to expect to get what they want, how and when they want it. Savvy insurers have begun "retailizing" their business – to meet rising customer expectations and derail the competition. Learn how to better anticipate and design for consumer trust.

Accounting and Tax Update presented by KPMG LLP

Get an update on IFRS, the likely impacts and tax considerations. They'll focus on the new insurance contracts standard and explore the opportunities that arise as insurers update their systems and processes to comply with IFRS 17.

People and Change presented by KPMG LLP Partners Soula Courlas and Stephen Smith
Organizations need to be resilient and agile to cope with a continually changing environment. Creating a purpose-driven workforce, in concert with a talent strategy, are key. We'll look at the digitalization of the workplace – the benefits are plentiful, but looking at it holistically is imperative. Glean insights on talent management and disrupters to the insurance industry.

Tuesday September 19, 2017

An Intro to the Blockchain: David Verbeeten, Casualty Treaty Underwriter, Munich Re

We'll learn about the principles, operation and cryptographic foundation of blockchain. This new technology will make it possible for the first time in history for tamper-proof transactions between strangers. What's the impact on business and insurance?

Launching Sonnet: What's the best that can happen? John Rocco, VP, Marketing, Sonnet
As Canada's first fully digital insurance offering, Sonnet is transforming the customer experience to make the process of getting insured fast, fair, and clear. Hear about the launch of this innovative new brand.

Wednesday September 20, 2017

Top Finance Guns ... hear Louis Marcotte, CFO, Intact Financial Corporation and Bob Nielson, VP & CFO, The Commonwell Mutual Insurance Group

Excellence Within: It's All About Change

Employees have to deal with organizational, professional and personal changes. Competition, new trends, restructuring and higher objectives continually press people to show up and perform at the highest standard. Learn how to meet this daunting challenge with **Martin Latulippe**, a leader in his field.

Conference concludes @ 12 pm. Sept. 20th.

Down east hospitality and food !

Maritime Kitchen Party Sunday, Sept. 17, 2017



Kick up your heels ...it's a good ole' fashioned maritime kitchen party. Suds, lobster and of course, Maritime music! We'll be greeted by Salty Sea Captain (Tim Maloney). Tim entertains us throughout the evening, including a 45-minute variety show. Be prepared for a Deluxe Lobster Boil, a crowd fave for Algonquin guests. Bibs are mandatory!

Kingsbrae Garden Monday, Sept. 18, 2017



We take a short walk to Kingsbrae Garden – a 27 acre horticultural masterpiece. However, its reputation goes beyond beauty – it boasts fine cuisine and showcases local art. Award-winning Chef Alex Haun and his culinary team create artistic plates using the freshest garden ingredients and products from New Brunswick. We'll dine outdoors under the tent (and stars!) with lovely garden views ...

Party at the Algonquin! Tuesday, Sept. 19, 2017

Our final night has it all – a cocktail reception on the patio overlooking the Bay, a creative menu, a fantastic setting, and a comedian who'll rock the house - James Mullinger. He's been nominated for a Canadian Comedy Award for Best Live One Person Show and a Just For Laughs Award for Best Comedy Show.

PS. Bring your wallets so we can fundraise for local charity – the Dragonfly Centre for Autism.



Whatcha doin' Tuesday?

Charlotte County Guided Tour (3 hours)



Your coach tour begins at the St Croix Island International Historic Site where Samuel de Champlain wintered in 1604, before sailing across the Bay of Fundy to found Port Royal (now Nova Scotia). The town of St Andrews, founded in 1783, is at the tip of a peninsula jutting into Passamaquoddy Bay. You'll see the block-house built in 1812; visit Water Street by the St Croix River, with its picturesque homes, antique shops, art galleries, and much more. There's a stop at the St Stephen Chocolate Museum and

lastly a visit to the Huntsman Fundy Discovery Aquarium to learn about the magnitude of the Bay of Fundy tides.

Passamaquoddy Panorama Adventure (3 hours)

Your adventure begins with a short coach ride to the historic Rossmount Inn set on 87 acres between the forest and the sea. You will be trekking to the summit of Chamcook Mountain, the highest point in the Passamaquoddy Bay area, with breathtaking vistas of the Bay, Chamcook Lake, St. Croix River and the coast of Maine. A renowned biologist will join you to share his/her wisdom on the local flora and fauna. Up top, you can enjoy your box lunch and take in the beauty.



Quoddy Link Marine Catamaran (approximately 3 hrs)



A short walk takes us to the Catamaran 'Quoddy Link' for a nature and wildlife cruise along rugged seascapes. If lucky, we'll see seals, porpoise, eagles, and a variety of seabirds, herring weirs and aquaculture. Whale sightings are also common in September. You can watch

from the deck or there's an enclosed space (with windows that open), allowing for unobstructed viewing.

Attention Non-delegates ... The CIAA is not offering a non-delegate program on the Monday. Visit www.standrewsbythesea.ca to make your own plans or chat with the concierge.

Conference Registration Fees 2017

Once again the CIAA is pleased to offer economical registration fees for a first-class conference. Take advantage of these **Early bird rates until August 1, 2017. Register @ ciaa.org**

Delegate	\$1,350.00	+ HST \$202.50	=	\$1,552.50
Companion	\$650.00	+ HST \$97.50	=	\$747.50

Rates starting August 2, 2017

Delegate	\$1,500.00	+ HST \$225.00	=	\$1,725.00
Companion	\$750.00	+ HST \$112.50	=	\$862.50

Please note HST is 15% in NB GST/HST # 127109239 RT0001

Book the Algonquin Resort, St. Andrews by-the-Sea, NB

For over a century, The Algonquin Resort has offered travellers an exquisite stay in New Brunswick. Lovingly restored and immaculately appointed, this seaside hotel blends the glamour of days gone by with a modern sensibility. Visit this stunning property at www.algonquinresort.com



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New Brunswick E5B 1T7 Canada
Phone: 1-506 -529-8823
Toll free Reservations: 1-855-529-8693
Register at: www.ciaa.org and follow the links. Or call the Resort directly.

Please mention you're with the CIAA to ensure your starting rate of \$209. plus taxes. Free WiFi in guestrooms. Rates are only guaranteed until August 25, 2017, so book early.

Traveller Tips

- Book with Air Canada at www.aircanada.com and get a 10% discount on its fares. Does not apply to Tango fares. Enter this promotional code: **FTUVK361** for Saint John. Enter this code **FQV7PNJ1** for Fredericton. Offer valid between September 10, 2017 to September 27, 2017.
- Upon arrival, there are many options to get to the Resort: Rent a car from Budget (pick up is at either airport). Cite this discount code (A324800) and get a 20% discount. Contact Tamara Higgins at (902) 492-7561. Parking is free at the Resort.
- Airport Limousine/Mercedes (506) 636-0346 or email: wgholden@nb.sympatico.ca
- Merrill Chauffered Services (506) 529-3101 or jeff@merrillcs.com www.merrillcs.com
- Dress code: Business casual is suitable for daytime, but bring jeans/casual clothing for evening events. Average daytime temp in September is 18°C. Evening temp is 8°C.
- Companions are welcome to attend both the keynote opening and closing sessions.