

# LEGAL PROTECTION INSURANCE

From Claims Settlement to Solution Management

## DAY 1: Thursday 4 October, 2018

**Location:** Grand Hotel River Park

**Room:** Maria Theresia Ballroom

**Congress Moderator:** Andy Edwards, *Founder, ReEationomic*

### Theme & objective of the first day

Introduction into the topic, exploration of the legal services landscape, positioning & identifying the roles of different market players, setting the scene.

### Afternoon

**13.00 – 14.00** Networking lunch & registration

**14.00 – 14.15** Opening of the congress, welcome of delegates, & introduction  
Simon Warr, *President, RIAD*

**14.15 – 15.15** 'Where is the legal services market heading & what is the role of LPIs & other players in the market?'  
Dr. Bruno Mascello, LL.M, *University St. Gallen, Vice Director Law & Management, Legal Management*

**15.15 – 15.45** **Demonstration**  
**Different ways of claims handling**  
(3 Pitches)

- 1** The very restricted system in Germany  
Dr. Roland Quinten, *ROLAND Rechtsschutz*
- 2** A moderate system in Switzerland  
Christoph Arnet, *Coop Rechtsschutz AG*
- 3** A liberal system in the Netherlands  
Janine Nanninga, *DAS Netherlands*

**15.45 – 16.00** Short Break

**16:00 – 17:00** **Panel Discussion**  
**'Which trends have an impact on the management of claims?'**

#### Panelists

Dr. Bruno Mascello, LL.M, *University St. Gallen, Vice Director Law & Management, Legal Management*

Pierre-Dominique Schupp, *CCBE, Rusconi&Associés, Switzerland*

Nicolas Zavalichine, *RIAD Vice-President, AXA Partners, France*

Petra Arends-Paltzer, *Swiss LegalTech*

### Evening

#### Networking Cocktail & Dinner

**18.30 – 22.30** Networking Cocktail & Dinner at the Grand River Park Hotel

## DAY 2: Friday 5 October, 2018

**Location:** Grand Hotel River Park

**Room:** Maria Theresia Ballroom

**Congress Moderator:** Andy Edwards, *Founder, ReEationomic*

### Overarching theme of the second day

Identify & address changes on operational & strategic levels. What is 'good' claims management? Presentations, discussions, & exploration of solutions for good claims management.

### Morning

**09.00 – 09.15** **Opening Address**  
JUDr. Tomáš Borec, *President, Slovak Bar Association*

**09.15 – 09.30** **Summary & conclusions of the first day**  
**Setting the scene for the follow-up**  
Andy Edwards, *Founder, ReEationomic*

**09:30 – 10:30** 'Industrialisation of legal services & its consequences'  
Michael Taschner, *Director, PwC Legal Switzerland*  
Dr. Antonios Koumbarakis, *Manager, PwC Legal Switzerland*

**10.30 – 11.00** Coffee break

**11.00 – 11.45** **Presentation**  
**'The LegalTech Landscape'**  
Petra Arends-Paltzer, *Swiss LegalTech*  
Jan Stemplewski, *Founder, The Legal Tech Team*  
Ondrej Materna, *Founder & CEO, Legito*  
LeX Tan, *Founder & CEO, MotionsCloud*

**11:45 – 12:30** **WORKSHOPS** (3 simultaneous sessions)

#### Workshop 1

**Room:** Habsburg Ballroom 1

**Clients' expectations as basis for solution management**

**Chair:** Michael Carl, *2b AHEAD*

#### Workshop 2

**Room:** Habsburg Ballroom 2

**Impact of technology / digitisation on claims management**

**Chairs:** Michael Taschner & Dr. Antonios Koumbarakis, *PwC Legal Switzerland*

#### Workshop 3

**Room:** Maria Theresia Ballroom

**The ideal world for claims management**

**Chair:** Janine Nanninga, *DAS Netherlands*

## Afternoon

12.30 – 14.00 Lunch Break

14.00 – 14.45 'Client Dialogue – Drivers for the future'  
Michael Carl, *2b AHEAD*

14.45 – 16.00 Conversation with delegates

15.00 – 15.30 Coffee break

15.30 – 16.30 Panel Discussion  
'What is good claims management? - The insurance & client perspective'

### Panelists

Michael Carl, *2b AHEAD*

Herman Buysens, *CCBE*

Michael Taschner, *PwC Legal Switzerland*

Dr. Antonios Koumbarakis, *PwC Legal Switzerland*

Rainer Brune, *ROLAND Rechtsschutz-Versicherungs-AG*

Gabriele Zgubic, *Vienna Chamber of Labour*

16.30 – 16.45 Wrap up

Henrik Jensen, *RIAD Board Member, Legal24 Norway*

16.45 – 17.00 Conclusions

Simon Warr, *RIAD President*

## Evening

### Gala Dinner at Hrad Castle Restaurant

**Evening dress code:** formal (ladies: cocktail dress, little black dress, or elegant pant suit, gentlemen: dark suit with tie or tuxedo)

19.00 – 22.30 Gala Dinner at Hrad Castle Restaurant

Gather in the reception at Grand Hotel River Park ready for the bus to depart at **19:00**.

*(Please note that this is an optional event & an additional fee will be charged)*

## Overall objective of the 2018 congress

The overall objective of our congress is to discuss all facets of claims management by legal protection insurers, including the role of our partners, e.g. lawyers & other providers who are involved in the value chain. Delegates should get ideas what good claims handling means & what is necessary to optimize the value proposition to clients. Equally, we want to show trends: what do customers want? Which technologies/ tools are available on the market? How can this help to improve the services offered to clients?

## About RIAD

RIAD, the International Association of Legal Protection Insurance, is the only body worldwide representing the unique interests of legal protection insurers & of service providers in this field from Europe, Canada, South Africa & Japan. RIAD defends the interests & advocates the high potential of legal protection insurance as an easy, affordable & high-quality solution for access to justice & the law.



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*From Claims Settlement to Solution Management*  
**4 & 5 October**

Grand Hotel River Park / Bratislava

Dvorákovo nábrežie 6 . 811 02 Bratislava



## Conference Program

[www.riadcongress2018.com](http://www.riadcongress2018.com)

#RIAD2018

#LegalProtectionInsurance

