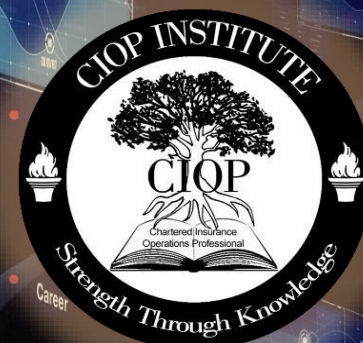


Generative Agentic AI Enabled Insurance Performance Workshop

Converting the Potential and
Power of Generative Agentic
Artificial Intelligence into Actual
Insurance Applications that
Accelerate Profitable Growth,
Greatly Amplify Underwriting
and Claims Capacity, Accelerate
and Radically Simplify
Operational Processes While
Enhancing the Customer
Experience



Replacing Theory With Real World Insurance Applications and Generative AI Insurance Innovations

Translating the Potential of AI Into Insurance Organizational Realities

Every insurance leader and professional acknowledges or is at least aware that Artificial Intelligence holds the potential of transforming how we come to market, select risks, construct customer solutions, make decisions, work and operate. No new technology has so shaped today's business narrative as the almost daily advancements in the extraordinary sophistication and deep impact of AI. From exciting new ways of thinking to concern for societal implications. From those forward focused leaders who are striving to understand AI's possibilities to those who fear the dissolution of barriers to rapid market entry by AI fueled start ups. But the real challenge is to go beyond the hype. To replace what one is being told or sold with learning and benefiting from doing and experimenting. To try and to fail small. To then adjust, adapt and succeed big. To harness the power of AI enabled Insurance performance in helping push the enterprise into a better future. To translate the potential of AI into actual insurance applications that fulfill the true potential of the organization.



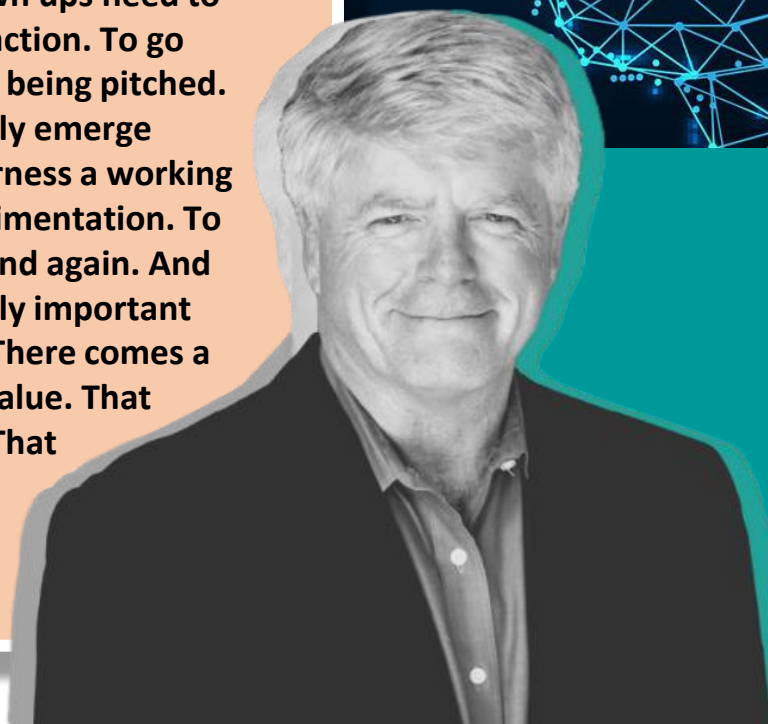
The real challenge is not in the technology but finding ways to rethink and revolutionize existing businesses. AIG is really leaning into this with conviction by focusing and creatively pursuing underwriting and claims use cases; accelerating end-to-end processes by capitalizing and moving quickly in getting unstructured data to create a powerful Retrieval Augmented Generation Model. It has accelerated the underwriting process by 2X-5X.

David Amodei - CEO & Co-Founder, Anthropic

Learning How to Enhance The Capabilities of Insurance Processes and People Through AI Technologies

Navigating the Potential of AI Through Actual Insurance Case Applications and Experimentation

There comes a time when all the hype and theories surrounding AI need to be set aside. There comes a time when the grown ups need to step up and simply learn through action. To go beyond what is being sold, what is being pitched. To gain the knowledge that can only emerge from one's own experience. To harness a working knowledge through focused experimentation. To try. Learn. Adjust. And try again. And again. And reveal that which works and equally important that which may not work as well. There comes a time to discover that which adds value. That which truly enables the business. That which helps push the organization forward. That time for the insurance industry is now.



The businesses and organizations that succeed with AI will be those that rise above the hype and continually strive in making a solid match between their business problems and the ever-expanding capabilities of AI

Tom Davenport, Coauthor Agent AI



Insurance Industry Sponsored AI Action Research Generates Breakthrough Insights

Learning How to Harness the Power of AI Technologies

At the start of 2024, an action research effort was organized to support insurance carriers striving to more fully understand and leverage the potential of AI technologies. This unique collaboration is comprised of sponsoring insurance company business and technology representatives, leading AI academics and practitioners, and students majoring in advanced AI frameworks, Agentic AI Emulations, machine learning and neural network engineering. United through a compelling curiosity and a bias for action, this diverse team is generating breakthrough insights; Providing new business models and real-world applications that demonstrate how AI technologies can enable insurance companies to significantly amplify their capabilities to grow and operate far more efficiently. While this action research continues, the Generative Agentic AI Enabled Insurance Workshop provides the opportunity to review and demonstrate the knowledge gained and share examples of how AI insurance applications are designed to quickly deliver the greatest impact.



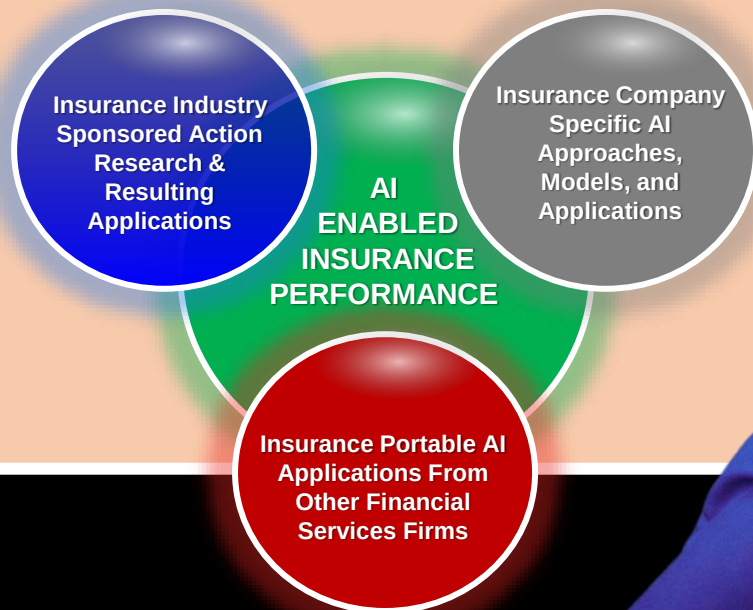
Dig into every industry and you'll find AI changing and indeed transforming the very nature of work. And such innovations are sparked by people who find fresh ways to look at the world

Daniela Rus, Director MIT AI Laboratory

A Time of Great Potential and of Great Transition is a Time for Great Learning

Organizations Are Like People: They Learn Best By Doing

The Generative Agentic AI Enabled Insurance Performance Workshop curriculum combines and integrates three sources of hands-on AI experience in delivering actionable insights. The models and applications developed through the Insurance Industry sponsored action research are presented by way of approach, design and illustration. The powerful learnings from this hands-on research is then further amplified by actual examples from the very best insurance company grown AI developments. We then pull from and incorporate the AI build-and-apply success stories from other financial services industries – and demonstrate how these cross-industry applications can be easily adapted to greatly elevate insurance organizational performance



In that time between when you're leaving something and you're starting the next thing, there's a space. I call it clearing. There is an enormous amount to learn when you are sitting in that clearing

Melinda French Gates, Philanthropist & Author

A Workshop Agenda That Rapidly Imparts Deep Actionable Knowledge



Participants Will Be Immersed in Rich Content That Provides a High Impact Practical Learning Experience

Built upon real world insurance applications and resulting experience, the Generative Agentic AI Enabled Insurance Performance Workshop delivers a curriculum like no other. You will explore and witness the power and potential of AI and how to adapt and leverage AI to enhance your organization's competitive position. The agenda is organized around the end-to-end core insurance process; From submission generation through policy construction, delivery and servicing. Among the topical tutorials included:

Insurance Agentic AI: In process functional agents, Autonomous exploratory agents, Agentic GUI toolkit, Large action mode-based context agents, Agentic discovery and machine learning actions, Long Chain Models, The Anthropic insurance case study and Multi-Agent AI Insurance Architects

AI Enabled Insurance Target Marketing, Prequalification and Submission Intake: Geographic pre-emptive targeting and risk categorization scoring, AI submission application analysis and auto-fetch of missing information, Submission data augmentation, Ideal risk submission scoring with predictive and prescriptive recommendations, AI model risk and actual portfolio submission impacts, Locality preemptive intake review to avoid risk aggregation, Generation of pre-filled application and AI distribution channel prompting

AI Acceleration and Amplification of End-To-End Underwriting Capacity and Process: Design and deployment of continuous learning underwriting assistant agents, Intake curation and preliminary prioritization, AI risk assessment relative to company appetite and portfolio modeling, AI enabled contract design and construction, Risk construction scenario generation and pricing tiers including walk-away-price to coverage, AI foundational analysis and retrieval to augment and stimulate critical underwriting thinking and next steps, Turbocharging underwriting and claims knowledge workers through AI, Characteristics that distinguish true AI Insurance applications from rule based approaches – A comparative study of AIG Underwriting AI vs QBE Insurance exception processing, AI enabled reinsurance treaty scenarios and reinsurance recoveries, Litigated claims case strategy formulation and tracking

AI Enabled Insurance Operations: Radical acceleration of flow time efficiencies and the elimination of work-waiting through AI, Elevation and elimination of bottle necks and operational constraints, Machine learning enhanced rating and individual risk modification factoring, AI auto populating of policy administration system data input, AI enabled assessment and correction of existing policy data previously entered to ensure high quality data for the organization's deep learning, Rapid and progressive contract drafting and generation throughout the end-to-end core process – eliminating the backend positioning of policy generation, AI augmenting and improved timeliness of policy servicing including premium audit and reporting form processes, Rethinking and gradual repositioning of outsourcing from foreign countries to your in-house AI insourcing agentic service operation

The CIOP Institute Workshops are Renowned Throughout the Global Insurance Community

No vendor displays. No talking heads. No high-level superficial panels. Each topic is characterized by high engagement, interaction, lively discussion and continuous participation. And is further enlivened through rigorous cases studies and insurance industry illustrations. The tone is challenging and the content robust – providing a highly informative, stimulating and fast paced learning experience. Resulting knowledge is both profound and pragmatic which participants can immediately apply to the benefit of their organizations as well as to their current and future responsibilities.

Who Should Attend

It is becoming clearer and clearer with each passing day that AI will greatly influence every aspect of how insurance carriers come to market and operate. Organizational structures will be transformed. Processes will be greatly simplified. Jobs will be reshaped. Knowledge will be augmented. Traditional ways of thinking will be questioned. Given the breadth and depth of its impact, AI cannot be left solely to the company's IT function to drive. But must be pursued in a highly integrated and collaborative fashion across the enterprise. Insurance leaders and key professionals alike will find the Generative Agentic AI Enabled Insurance Performance Workshop of particular benefit – and it is an ideal learning experience for those with little or no technical expertise in artificial intelligence

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Approach and Venue

The Generative Agentic AI Workshop is conducted for requesting insurance companies. The venue can be through the CIOP Institute's popular Instructor Led Virtual Distant Learning platform or in person at the sponsoring company's location. Three basic steps are followed in preparing for and conducting this high impact professional development experience:



Company Specific Context

The sponsoring company shares their goals and organizational context with the CIOP Institute



AI Generative Agentic Workshop Design

The Generative Agentic AI Workshop core content and administrative approach is further calibrated to align with the sponsoring company's learning objectives and business context



Workshop Arrangements

The Generative Agentic AI Workshop professional arrangements are structured to best meet the sponsoring firm's schedule and budget

To explore conducting the Generative Agentic AI Workshop for your company, please contact Paul James, Dean of Curricula, at the CIOP Institute:



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