



Letter from the CEO

When I became CEO of ACORD in 2016, my colleagues and I began a process of thoughtful, impactful change. Throughout the change process, we have remained focused on fulfilling ACORD's core promise: addressing the needs of our members.

Throughout 2018, we saw the early results of this change effort. This year was largely dedicated to refining and perfecting our newly enhanced processes, approaches, and assets. We restructured our standards development SOPs to reflect our more nimble and transparent SDO model. We added 86 new members, including many in our newly offered programs. We utilized our expanded research capabilities to produce over 20 reports, studies, articles and thought leadership initiatives.

However, we remain mindful of our duty to our members and not become complacent. In 2018, we not only consolidated and leveraged recent improvements but also undertook several initiatives to extend the reach and impact of ACORD.

Through an agreement with Lloyd's, we provided access to ACORD Standards to thousands of coverholders, doubling our number of participating organizations worldwide.

We accepted donations of an unprecedented number of assets from industry contributors, to be incorporated into evolving cyber standards and the ACORD Digital Standards.

We increased our visibility in media and the industry through hundreds of millions of impressions, presentations to hundreds of firms over all three major geographies, and ACORD-authored articles in leading industry publications.

We greatly expanded our service to the Australia / New Zealand market, through extended Delegated Authority Standards coverage, new membership offerings for the superannuation industry, and the first ACORD Digital Standards API.

We formed new Standards Project Groups for Digital Standards and Blockchain, engaging industry leaders to guide the development of these cutting-edge assets.

In 2018, we leveraged the results of ongoing change and extended our community's reach. As we continue these efforts in 2019, we will be driven by execution, results, and most of all value – to you, our members.



Sincerely,

A handwritten signature in black ink, appearing to read "Bill Pieroni".

Bill Pieroni
ACORD President & CEO

ACORD 2018 Top Ten InsurTech Leaders

This December, the annual [ACORD Top Ten InsurTech Leaders](#) were announced. We spoke with global industry stakeholders, evaluating vision, impact, and execution to identify the those with the greatest current and potential ability to revolutionize the industry through InsurTech.

[REVIEW THE FULL LIST OF LEADERS](#)

ACORD NEWS

Bill Pieroni in Insurance Business America

In the latest issue of [Insurance Business America](#), Bill highlights the key factors that successful long-term value creators are using to embrace emerging technologies within the insurance industry in his contribution titled "[Past, Present and Paradox](#)".

READ MORE

[Click to read more](#) ACORD news from [Digital Insurance](#), [Reactions](#), and [others!](#)

INDUSTRY NEWS

Mentorship as a Movement

Margaret Resce Milkint, Chair of the Women in Insurance Initiative, sat down with [Insurance Business America](#) to discuss the importance of mentorships for women in the insurance industry. Read the full article at the link.

READ MORE

For more information on how you can get involved in becoming a mentor and advancing women within the industry, visit the [Million Women Mentors](#) website.

LONDON MARKET

2018 Insurance Times Awards

This year ACORD was a proud sponsor of two [Insurance Times Awards](#): **Best Digital Customer Experience** and **Insurer Innovation of the Year**. [Aviva](#) took the top spot in the **Best Digital Customer Experience** category. This award recognizes excellence in UK digital personal lines insurance shopping, a hugely competitive landscape that's shifting at a rapid pace to meet dynamic consumer demands and preferences.

Winning in the **Insurer Innovation of the Year** category was [Legal and General](#). This category is designed to recognize those projects or developments that have demonstrably delivered real change - in strategy, service delivery or operations. Congratulations to all!

2018 Insurance Day London Market Awards

ACORD sponsored two categories at the [2018 Insurance Day Awards](#), on November 22nd: **Insurtech Initiative of the Year** and **Technology Initiative of the Year**.

[Insurwave](#) won this year's **Insurtech Initiative of the Year Award**. The winning initiative used blockchain to significantly increase efficiency and reduce administrative costs. This revolutionary platform was developed by EY, Guardtime and XL Catlin in conjunction with Maersk, MS Amlin, and Willis Towers Watson, for the placement and management of insurance marine hull contracts.

Taking the top spot in the **Technology of the Year** category was [Aegis London](#) for its Opal platform. At a time when the cost of distribution is a key issue for the London market, the winning initiative shows a way forward, increasing the flow of business by removing cost from the distribution chain. This online quote-and-buy platform has had a radical impact on the winning company's premium, profitability, and long-term strategy.

BOARD OF DIRECTORS NEWS

Rafal Walkiewicz, CEO, Willis Towers Watson Securities was featured in [Insurance Insider's InsurTech Roundtable 2018](#) and [CB Insights' 20 Smart People in FinTech](#).

John Kellington, SVP & CIO, Cincinnati Insurance spoke to [Insurance Innovation Reporter](#) regarding the opening of the Cincinnati Financial Innovation Lab at the University of Cincinnati.

MEMBERSHIP

2019 ACE Continuing Education Webinars

ACORD Certified Experts (ACE) must earn a minimum of eight Continuing Professional Development (CPD) credits per calendar year. This is achieved through a combination of webinars, educational opportunities, ACE program support involvement, event attendance, standards development communities, and special projects. A total of 16 webinars will take place in 2019, categorized by line of business for ACEs to receive their CPD credits needed to maintain their certification. Contact standards@acord.org for more information.

Forms Property & Casualty Community Confluence Site

The **Forms Property & Casualty** space has been configured on Confluence and will serve as a communication site for the **ACORD P&C Forms Community** going forward.

Members are encouraged to email memberservices@acord.org to obtain access to the site.

STANDARDS & FORMS ANNOUNCEMENTS

New ACORD Standards Project Groups: Digital Standards and Blockchain

Initial activities are underway in two new **ACORD Standards Project Groups (SPGs): Digital Standards and Blockchain**. As the industry explores the potential of new technologies, ACORD member organizations have an opportunity to join these Project Groups and contribute to improvements in business capabilities across the insurance value chain. Members of these SPGs will set data standards and develop best practices in digital standards and around different blockchain initiatives. You and/or others in your company can get involved and work with like-minded industry professionals, make an impact, and be part of something meaningful to the industry. If you would like more information, contact standards@acord.org.

Call for Participants: Standards Project Group for Certificate 25

Call for Participants for a Standards Project Group to evaluate proposed changes to Certificate 25.

The Program Advisory Council for the Property & Casualty Forms Domain has voted to establish a Standards Project Group to evaluate certain non-static aspects of Certificate 25.

The scope of this Charter is limited to evaluating only the non-static versions of the Certificate. No changes to the text of ACORD's Certificate 25 are contemplated under this charter. It is intended that the font of Certificate 25, the layout of the Certificate holder and the Description of Operations will be examined. A prototype will be reviewed and members can evaluate and make suggestions for revisions. Contact forms@acord.org for more information.

EVENTS

Save the Date

ACORD Connect returns to Boston this year on **October 29-30** at the **Renaissance Boston Waterfront Hotel**. Be sure to follow us on **LinkedIn** and **Twitter** for more information around speakers, registration, and discounts as they are announced.

Sponsor Our Events

Sponsorship opportunities are now available for **2019 ACORD Events**. Our events are a great way to build your organization's visibility within the industry. Contact us at sponsorship@acord.org or **+1-845-535-6423** to learn more about [our offerings](#) and custom package opportunities.