

ACORD ON Q

SECOND QUARTER 2019

FEATURED NEWS



The graphic features a blue-tinted background of a city skyline with a bridge. At the top, the ACORD logo is displayed in white. Below it, the text 'DIGITAL CUSTOMER EXPERIENCE STUDY: U.S. PERSONAL LINES 2019' is written in white. A white icon of a person at a computer monitor is positioned to the left of the text. To the right of the icon, the text 'Webinar June 11th' and 'Presented by Bill Pieroni' is written in white.

Digital Customer Experience Study: U.S. Personal Lines 2019 Webinar

Our Q1 installment of the **CEO Webinar Series, Data & Analytics, Digitization, and Insurance**, presented by CEO Bill Pieroni, was a huge success! Bill returns on **June 11th**, to host the [Digital Customer Experience Study: U.S. Personal Lines 2019 Webinar](#). Sponsored by **Benefitfocus**, this report highlights the results of an in-depth study on the ability of U.S. insurance carriers to successfully deliver an engaging and satisfying experience to customers who research and buy home and auto insurance online. [Register on our Upcoming Webinars page](#).

Missed a webinar? No problem! Past webinars are available to ACORD Members to watch at any time from our [Recorded Webinars](#) page.

2019 ACORD Insurance Digital Maturity Study

ACORD builds upon quantitative insights into the state of digitization in the insurance value chain in this updated study. Learn where the industry stands. Does digital maturity correlate to value creation? What are the potential digital strategies, and are there common traits among those who have successfully executed them? This 2019 edition includes updated data and insights.

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Bill Pieroni at Financial Times Live

On April 11th, ACORD CEO Bill Pieroni spoke at the Financial Times Live Insurance Innovation Summit in New York, exploring data and analytics. He explained that the industry was founded on data and analytics and that the challenge today is to develop the capabilities to fully leverage data through investing in the required technology, processes and most importantly, organizational competencies. Additionally, he encouraged those that serve the industry to avoid generalizations. "If you've seen one insurance carrier, you've seen one. Our industry is undergoing material change and the winners will be able to leverage informational scale and scope economies to create value across stakeholders. Those unable to compete on data and analytics will either shrink or be absorbed."

INDUSTRY NEWS



iConductor

[iConductor](#) is prepared to take the market by storm! [iConductor](#) is a comprehensive message orchestration solution for the GRLC market. It operationalizes the industry-backed ACORD Standards to package, translate, and transmit accounting, claims, and placing data. Click the video above to learn how iConductor can benefit your organization, or [visit the website](#) for more information.

ACORD and the Big “I” Announce Partnership to Develop Digital Standards in Support of Independent Agent Community

ACORD is aligning its efforts to develop new Digital Standards for efficient data exchange with members of the independent agent distribution channel via a partnership with the Agents Council for Technology (ACT).

The ACORD Digital Standards will complement existing ACORD standardized forms and electronic messages, enabling streamlined data exchange capabilities which are optimized not only for mobile devices, but also the “Internet of Things,” distributed ledger technology, and other emerging technologies. ACT, a Big “I” program, will provide an additional forum for independent agents and other ACT members to participate in the development of the ACORD Standards....

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BOARD OF DIRECTORS NEWS

Big “I” Legislative Conference

Big “I” CEO and ACORD Board Member, **Bob Rusbuldt** hosted a very successful National Legislative Conference in Washington, DC this May, with over 1,000 agents & brokers in attendance. Addressing the group were notables such as Senator and Banking Committee member Martha McSally ; Ways & Means Committee Chairman Richard Neal; Senator and Finance Committee member Tim Scott; Congresswoman Stephanie Murphy; House Financial Services Committee Ranking Member Patrick McHenry, who addressed the Large Agents/Brokers & CEO dinner; and Fox Network’s Chris Wallace. The primary purpose of the Conference is for agents & brokers to meet with members of the United States Congress to discuss insurance industry issues.



www.ruschlikon.com



Ruschlikon Flagship Event

This month, Ruschlikon holds its flagship event in Zurich to celebrate their 10th anniversary. Ruschlikon members continue to deliver industry efficiencies and superior financial performance compared to peers. Learn more about Ruschlikon at the link, and be sure to check out the interview with Bill Pieroni in the above video highlighting Ruschlikon's strong partnership with ACORD.

ACORD Board Member and Ruschlikon Chair **Simon Squires** shares exciting news leading up to this event that the GRLC 'end-to-end' has been built and is currently being implemented, providing end-to-end electronic processing for the first time. In addition, Ruschlikon is currently working on new models with new technologies to support exponential growth over the next decade.

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"A one stop life insurance resource."

ACORD NEWS

ACORD in the News

Bijesh Jacob (SVP, Technology & Standards) outlined how embracing digital technology can help insurers rake in bigger returns, in the latest issue of **The Record**.

Malou August (SVP, Standards & Membership) discussed the next generation of ACORD Standards built for today's rapidly evolving digital landscape in **IA Magazine**.

More from *Insurance Business Magazine UK*, *Broker's World*, *Business Insurance*, *Planck Data*, and more at the link below.

[READ MORE](#)

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ACORD CONNECT

The banner features a background image of a man in a suit, Bill Pieroni, speaking at a podium. The ACORD CONNECT logo is prominently displayed in the upper left. Below the logo, the speaker's name and title are listed, followed by the event title and dates. The design uses a color palette of purple, blue, and green.

**ACORD
CONNECT**

Bill Pieroni
ACORD President & CEO
Keynote Speaker

Intelligent Growth:
Decisions, Intent, Outcomes

October 29-30
Boston, MA

Intelligent Growth: Decisions, Intent, Outcomes

This year at [ACORD Connect](#), Bill Pieroni will present his Keynote Session, **Intelligent Growth: Decisions, Intent, Outcomes**. This keynote will focus on the intersection between growth and value in order to identify the key drivers, strategies & tactics, and levers behind profitable, sustainable growth. Based on a combination of public financial data, insurance statutory reports, and in-depth interviews, the analysis examines premium growth over the last 20 years, and how management decisions have driven outcomes. Register now for a discounted rate!

REGISTER TODAY

EVENTS



NEW YORK
CHICAGO
LONDON

ACORD InsurTech Innovation Challenge Semi-Finals

[ACORD InsurTech Innovation Challenge](#) kicks off with the first round of semi-finals in London! Special thanks to our sponsors [Willis Towers Watson](#), [Rainmaking Insurtech](#), [AXA](#), and [DXC Technology](#). Stay tuned to see who makes it to the AIC Finals in Boston at [ACORD Connect](#) this October! Find out the latest as it happens by following our [LinkedIn](#) and [Twitter](#) with the hashtag **#AIC2019**!



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OCTOBER 14-17, ARIA RESORT AND CASINO LAS VEGAS

EVENTS CALENDAR

[June 11-12, 2019](#)

Chief Data Analytics Officers & Influencers, Insurance Conference
Hoboken, NJ

[Jun 12, 2019](#)

ACORD InsurTech Innovation Challenge Semi-Finals: London
London, UK

[Jun 12 - 14, 2019](#)

IICF Women in Insurance Global Conference
New York, NY

[Jun 19, 2019](#)

ACORD London Quarterly
London, UK

[Jun 26, 2019](#)

ACORD InsurTech Innovation Challenge Semi-Finals: Chicago
Chicago, IL

[July 18, 2019](#)

Insurance Innovation Challenge Semi-Finals: New York
New York, NY

[September 19, 2019](#)

ACORD London Quarterly
London, UK

[September 23-25, 2019](#)

InsurTech Connect 2019
Las Vegas, NV

[October 14-17, 2019](#)

ACORD Quarterly
Las Vegas, NV

[October 29-30, 2019](#)

ACORD Connect
Boston, MA

[Nov 22, 2019](#)

Insurance Times Awards 2019
London, UK

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