



UBILJEŽITE U SVOJE KALENDARE / SAVE THE DATE

Opatija, 8.-10.11.2017. / Opatija, 8th - 10th November 2017

Hrvatski dani osiguranja 2017.

Najznačajnije okupljanje hrvatskih osiguratelja

Croatian Insurance Days 2017
the premier annual insurance gathering in Croatia

Conference 'Croatian Insurance Days'

Opatija, 8th – 10th November 2017

Grand Hotel 4 opatijska cvijeta - Congress Center Tamaris

Wednesday, 8th November 2017

Hotel Continental

20:00 **Welcome Cocktail**

Thursday, 9th November 2017

Grand Hotel 4 opatijska cvijeta - Congress Center Tamaris

09:00-10:00 Registration and Distribution of Conference Materials

10:00-10:15 **Opening Address**

Hrvoje Pauković, Managing Director, Croatian Insurance Bureau

Damir Zorić, DSc, President of the Management Board, Croatian Insurance Bureau

Representative of the Ministry of Finance of the Republic of Croatia

10:15-10:40 **Presentation**

Financial Market Overview – from the Perspective of the Croatian Financial Services Supervisory Agency (HANFA)

Mario Radaković, Vice President of the Management Council, Croatian Financial Services Supervisory Agency

10:40-11:50 **Keynote Speeches**

Insurance Market - Development and Future Outlook

Damir Vanđelić, President of the Management Board, CROATIA osiguranje d.d.

Gregor Pilgram, CFO, GENERALI CEE Holding

Insurance Products and Services - Regulation and Transformation

Gordana Letica, Member of the Management Council, Croatian Financial Services Supervisory Agency

11:50-12:20 **Coffee Break**

12:20-13:15 **Panel Discussion**

Why do we not buy insurance products? Discussion of Consumer Survey Results

Marijan Kralj, Member of the Management Board, CROATIA osiguranje d.d.

Saša Krbavac, President of the Management Board, UNIQA osiguranje d.d.

Marin Matijaca, President of the Management Board, TRIGLAV osiguranje d.d.

Moderator: Danko Družijanić



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13:15-15:00 **Lunch**

15:00-16:00 **Presentations**

EU Regulations – Croatian Perspective

Andreja Radić Blažin, Head of Insurance Sector, Croatian Financial Services Supervisory Agency

Implications of IFRS17

Petr Sotona, Ernst & Young, s.r.o.

General Data Protection Regulation (GDPR) – a View to the Future

Časlav Žaja, Attorney-at-Law

16:00-16:05 **Technical Break**

16:05-17:00 **Presentations**

Key Challenges of the Central European Market in View of the Implementation of EU Regulations

Michael Brandstetter, EU and International Affairs, Austrian Insurance Association

Tereza Kunertová, Senior Policy Advisor, EU Affairs, Czech Insurance Association

Katalin Lencsés, Head of Committee: Life, Health, Accident, Hungarian Insurance Association MABISZ

17:30-20:00 **Presentation and Tasting of Misal Peršurić sparkling wines from Istria at the Antica Ostaria da Ugo**

20:00-21:30 **Dinner**

21:30 **Social Programme: Hemingway Bar Opatija**



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Friday, 10th November 2017

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09:30-10:30 **Presentations**

Gate Closing – DIGITAL, Hurry to Catch the Flight

Mladen Gavrančić, President of the Management Board, OTP Osiguranje d.d.

Challenges for the Risk Management of Croatian Insurers

Filip Škunca, Head of Risk Management Department, TRIGLAV osiguranje d.d.

Non-physical BI – a new business opportunity?

Christian Kreutzer, Swiss Re Europe S.A.

10:30-11:00 **Coffee Break**

11:00-12:00 **Panel Discussion**

Insurance Distribution and Services in View of the Application of the Insurance Distribution Directive

Snježana Bertoncelj, President of the Management Board, ERSTE osiguranje Vienna Insurance Group d.d.

Dalibor Đurkan, President of the Management Board, MERKUR osiguranje d.d.

Maja Krumberger, Director, Slovenian Insurance Association

Moderator: Danko Družijanić

12:00-12:05 **Technical Break**

12:05-13:20 **Presentation**

Digitization and InsurTech: challenges and opportunities for insurers

Matt Cullen, Head of Strategy, Data and Analytics, Association of British Insurers London

Panel Discussion

Impact of Digitalisation on the Insurance Business

Slaven Dobrić, Member of the Management Board, ALLIANZ ZAGREB d.d.

Jan Jilek, Fistnet d.o.o. (DotMatrics)

Miroslav Klepač, Member of the Management Board, CROATIA osiguranje d.d.

Luka Matošić, Member of the Management Board, UNIQA osiguranje d.d.

Tomislav Pleša, Q Experience d.o.o.

Moderator: Hrvoje Filipović, Ernst & Young Financial-Business Advisors S.p.A

Conference Closing

14:00-15:30 **Lunch**



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Friday, 10th November 2017 – Parallel Session – Motor Claims Handling and Settlement

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10:00-10:15 **Opening Address**

10:15-11:00 **Panel Discussion**

Insurance Fraud – Identification / Practical Examples

Iris Gović Penić, Judge, County Court Zagreb

Andreja Kumanović, UNIQA osiguranje d.d.

Josip Pavliček, DSc, Assistant Professor, Police College in Zagreb

Dinka Rajčić, Intel-plan d.o.o.

11:00-11:15 **Presentation**

Annuity Claims

Dražen Jakovina, Head of Civil Proceedings Department, Vice President of County Court Zagreb

11:15-11:30 **Presentation**

Fair Claims Handling as a Means to Achieve the Social Objective of Compulsory MTPL Insurance

Marijan Ćurković, DSc, Associate Professor, University of Zagreb, Faculty of Law

Šime Savić, Attorney-at-Law

11:30-12:00 **Coffee Break**

12:00-12:15 **Presentation**

On the Quantitative Limit of Non-Pecuniary Damage in MTPL Claims – Case Study

Berislav Matijević, Croatian Society for Civil Law Science and Practice

12:15-13:00 **Workshop**

Civil Procedure Act

Dragan Katić, Judge, Supreme Court of the Republic of Croatia

Ivica Veselić, Judge, County Court Zagreb

13:00-13:15 **Presentation**

Subrogation and Recourse – Case Law

Vlatka Paškvalin Bošković, Judge, Municipal Civil Court Zagreb

13:15-13:30 **Presentation**

Efficient Claims Handling on Motorways – Case Study Austria

Thomas Esletzbichler, IES Austria

13:30-13:45 **Presentation**

The Impact of Tourism on the Handling of Cross-Border MTPL Claims

Hrvoje Bilić-Erić, Head of International Motor Claims Department, CROATIA osiguranje d.d.

14:00-15:30 **Lunch**