

# AGENDA

# 2023

## WHAT'S DRIVING AUTO INSURANCE RATES



NOVEMBER 23, 2023



9 AM - 4 PM



LOWER LEVEL  
10303 JASPER AVENUE  
EDMONTON, AB

9:00 AM

### Welcome Address

**Laurie Balfour**

Executive Director (AIRB)

9:10 AM

### Where You Live - Trends by Territory

**Neal Holland**

VP Automobile Business Solutions (Desjardins General Insurance Group)

9:55 AM

### Networking Break

10:10 AM

### Weather Related Events

**Aaron Sutherland**

VP Western & Pacific (Insurance Bureau of Canada)

11:00 AM

### Fraud & Vehicle Theft

**Sid Kingma**

Director of Investigations Western & Pacific Region (Équité Association)

11:50 AM

### Buffet Lunch

12:50 PM

### Inflation's Effect on Physical Damage Coverages

**Dave Thorpe**

VP Claims Operations Management (Definity Insurance Group)

1:40 PM

### Distracted/Impaired Driving

**Jeff Kasbrick**

VP of Advocacy & Operations (Alberta Motor Association Insurance Company)

2:25 PM

### Networking Break

2:40 PM

### Accident Benefits & Rehabilitation Costs

**Emily Gray**

Injury Claims Manager (Peace Hills General Insurance Company)

3:30 PM

### How to Stay Engaged with New Trends

**Heather Mack**

Policy & Communications Advisor (AIRB)

3:45 PM

### Closing Remarks

**Laurie Balfour**

Executive Director (AIRB)