

## ROAD TO CHANGE Consumer Expectations & Product Reform



JUNE 19, 2024



8:30 AM - 2 PM



LOWER LEVEL

10303 JASPER AVENUE  
EDMONTON, AB

# AGENDA

- 8:30 AM** **Welcome Address**  
**Laurie Balfour**  
Executive Director
- 8:35 AM** **Consumer Perceptions & Education**  
**Heather Mack**  
Policy & Communications Advisor
- 9:40 AM** **Networking Break**
- 9:55 AM** **Reimagining the Grid Rating System**  
**Laurie Balfour**  
Executive Director
- 10:30 AM** **Alberta's Captive Insurance Program**  
**Seyi Ogunsola**  
Captive Insurance Specialist  
**Shant Jain**  
Senior Manager, Prudential Supervision
- 11:15 AM** **Buffet Lunch**
- 12:00 PM** **Auto Insurance Reform**  
**David Mulyk**  
Executive Director, Pension & Insurance Policy
- 1:15 PM** **Fireside Chat on Industry's Perspective of Reforms**  
**Lynn Whithead**  
TD Insurance Group  
**Heather Cournoyer**  
Thor Insurance & Financial
- 1:45 PM** **Closing Remarks**  
**Laurie Balfour**  
Executive Director