

Seminar Title: Leveraging Artificial Intelligence in Insurance

- **Aim and Objectives:**
Understand AI's role in transforming the insurance industry and how intermediaries can adapt.
 - **AI in Risk Assessment:** Using AI to analyse customer data for personalized insurance plans.
 - **Claims Processing Automation:** Improving efficiency and fraud detection through AI.
 - **AI-Driven Customer Engagement:** Chatbots, virtual assistants, and predictive analytics in sales and service.
 - **Ethics and Compliance in AI Use:** Addressing privacy concerns and regulatory compliance.

- **Audience:** Insurance professionals', members of PSEAD.

- **Trainer:** Antonis Karpasitis
- **Delivery Language:** English
- **Date and time:** Friday, 27/06, 08:45-12:30
- **Duration:** 3 hours
- **Delivery Method:** Live online via Zoom (link will be provided from EIMF via email).

- **CPD Certificate:** Participants who complete the full duration of the seminar and its requirements, including a short multiple-choice assessment will be provided with a Certification for 3 CPD via email from PSEAD.

Timetable:

08:45 – 09:00	Arrival of participants, welcome and introductions
09:00 – 10:30	<ul style="list-style-type: none">• AI in Risk Assessment: Using AI to analyse customer data for personalized insurance plans.• Claims Processing Automation: Improving efficiency and fraud detection through AI.
10:30 – 10:45	Break
10:45 – 12:15	<ul style="list-style-type: none">• AI-Driven Customer Engagement: Chatbots, virtual assistants, and predictive analytics in sales and service.• Ethics and Compliance in AI Use: Addressing privacy concerns and regulatory compliance.
12:15 – 12:30	Multiple choice questions