

# ALUCA

**Life Insurance Excellence**

**AWARDS NIGHT**

25th July 2024

Pearl Ballroom at the Crown, Barangaroo





- 6.30 REGISTRATION and NETWORKING
- 7.00 INTRODUCTION and WELCOME  
Amanda McKernan, ALUCA CEO  
MC for the night  
Dan Devine
- 7.05 CELEBRITY GUEST SPEAKER  
Jean Kittson
- 7.45 SHORT BREAK
- 8.05 Life Insurance Excellence  
Leadership Award Presentation  
Award presentation  
Carola Moore, AIA Australia
- 8.12 Life Insurance Excellence  
Professional Award Presentation  
Award presentation  
Paula Bourke, SCOR
- 8.19 Life Insurance Excellence  
Rising Star of the Year Award Presentation  
Award presentation  
Kresh Wright, Swiss Re
- 8.26 Life Insurance Excellence  
David Mico Industry Award Presentation  
Award presentation  
Dean Mico
- 8.33 Life Insurance Excellence  
Claims Team Award Presentation  
Award presentation  
Srinivas Gajula, FINEOS



- 8.40 SHORT BREAK
- 8.50 Life Insurance Excellence  
Underwriting Team Award Presentation  
Award presentation  
Carmel Twist and Ingrid Thorn, ALUCA Board
- 8.58 Life Insurance Excellence  
Customer Service Team Award Presentation  
Award presentation  
Ryan Katzen and Clare Vieitas, ALUCA Board
- 9.06 Life Insurance Excellence  
Innovation Team Award Presentation  
Award presentation  
Duncan Cordell and Lucy Hartley, ALUCA Board
- 9.14 Life Insurance Excellence  
Partnership Impact Team Award Presentation  
Award presentation  
Ted Voges and Carola Moore, ALUCA Board
- 9.22 Life Insurance Excellence  
Best Technology Team Award Presentation  
Award presentation  
Dan Devine, MC
- 9.30 WRAP UP and THANKS  
Joanne Faglioni, ALUCA Chair
- 9.35 Networking
- 10.45 EVENT CONCLUDES



## **ALUCA Life Insurance Excellence Leadership Award**

This award acknowledges an individual life insurance leader who has demonstrated excellence by driving successful life insurance strategies with strong customer outcomes and has been a people leader for at least 6 years.

### **FINALISTS**

**Darren Leonard - MLC Life Insurance**

**Jayne Edwards - Zurich**

**Joan Xu - AIA Australia**



## **ALUCA Life Insurance Excellence Professional Award**

This award category recognises an individual life insurance professional who has demonstrated excellence via their achievement of key business and customer outcomes this could be in claims, underwriting, rehabilitation or life insurance professional services such as forensic accounting and legal services.

### **FINALISTS**

**June Khaw - Hannover Life Re**

**Summer Zhu - TAL Australia**

**Torrent Woodard - MLC Life Insurance**



## **ALUCA Life Insurance Excellence Rising Star Award**

Recognises a life insurance individual with less than 3 years in the life insurance industry who has demonstrated excellence in a life insurance claims, underwriting or rehabilitation role, over and above business-as-usual.

### **FINALISTS**

**Amy Lee - AIA Australia**

**Christie Meyrick - MetLife Australia**

**Sean Marais - Hannover Life Re**



## **ALUCA Life Insurance Excellence David Mico Industry Award**

This special award will be presented to an ALUCA member who has actively been involved in challenging and promoting the life insurance industry. This could be volunteering at ALUCA, being part of a life insurance industry group, and/or excelling in their ongoing professional development specific to life insurance. This award is open to all life insurance industry professionals.

### **FINALISTS**

**Alan Tealby - MLC Life Insurance**

**Lisa Gregory - Australian Retirement Trust**

**Paul Bennell - TAL Australia**



## **ALUCA Life Insurance Excellence Claims Team of The Year Award**

This award recognises a Claims team who have shown excellence, leadership and innovation as a team in life insurance claims, enhancing customer outcomes.

### **FINALISTS**

**Claims Operations Team - Hannover Life Re  
Hesta Claims Team - AIA Australia  
MLC Claims Management Team**



## **ALUCA Life Insurance Excellence Underwriting Team of The Year Award**

This award acknowledges an Underwriting team who have shown excellence, leadership and innovation as a team in life insurance underwriting that enhance customer outcomes.

### **FINALISTS**

**ClearView Underwriting Team - ClearView  
QInsure Underwriting Team - Australian Retirement Trust  
Zurich Underwriting Digital Solutions Team - Zurich**



## **ALUCA Life Insurance Excellence Customer Service Team of The Year Award**

This team award recognises a life insurer, reinsurer or service provider team who are setting new standards in customer service and engagement

**AIA Hesta Claims Team - AIA Australia/Hesta  
MLC Life Mental Health Claims Team**



## **ALUCA Life Insurance Excellence Innovation Team of The Year Award**

This award honours a life insurer, reinsurer or service provider team setting new standards in life insurance innovation – which could be in process, product, service, technology, data, media etc. Covering both business-to-consumer and business-to-business relationships.

### **FINALISTS**

**Hannover Re Fortiro Protect Team - Hannover Life Re  
MLC Underwriting Team - MLC Life Insurance  
RGA Claims Strategic Solutions Team - RGA  
SCOR and Adviser Connect**



## **ALUCA Life Insurance Excellence Partnership Impact Team Award**

This award recognises any cross-company partnership demonstrating outstanding collaboration for greater life insurance customer outcomes and/or benefits to the life insurance industry. Partnerships may be across insurers, reinsurers, service providers, government, non-government organisations or not-for-profit organisations.

**AIA/Hesta Claims and Rehabilitation - AIA Australia/Hesta  
Recovery and Wellness - MLC Life/Swiss Re/Wysa  
Recovre SleepHealth Program - Recovre/MetLife Australia**



## **ALUCA Life Insurance Excellence Best Technology Team Award**

This award recognises any life insurer, reinsurer or service provider team who can demonstrate their outstanding and innovative achievement in the area of technology application for good, to improve the life insurance industry and/or customer/community outcomes.

**AIA Australia and Hannover Re  
Recovery and Wellness - MLC Life/Swiss Re/Wysa**



## Judging Panel

The judging panel comprised key cross-industry leaders and senior industry professionals. ALUCA thanks all of them for their contribution to these Awards.

Anne-Marie Matti - ClearView  
Bindu George – GenRe  
Bryan Jones - Munich Re  
Carly Van Den Akker – Swiss Re  
Caroline Duffy – FINEOS  
Debra Pitcher – SCOR  
Helen Molloy – TAL Australia  
Jackie Cumming - ART  
Jim Welsh - Resolution Life  
John Kalfas – Hannover Life Re  
Liesje Jansen Van Rensburg – TAL  
Margot Wilson - Hannover Life Re  
Olivia Sarah-Le Lacheur - MetLife Australia  
Patrick Burke - RGA  
Paula Bourke - SCOR  
Peter Tilocca - Zurich

Joanne Faglioni – ALUCA Chair & ClearView  
Duncan Cordell – ALUCA Deputy Chair  
Ryan Katzen – ALUCA Board & Swiss Re  
Carola Moore – ALUCA Board & AIA Australia  
Lucy Hartley – ALUCA Board & AIA Australia  
Carmel Twist – ALUCA Board & RGA  
Nathan Flaus - ALUCA Board & GenRe  
Ingrid Thorn – ALUCA Board & Swiss Re  
Clare Vieitas - ALUCA Board & Swiss Re  
Paul Bennell - ALUCA Group Claims & TAL  
Alicia Gibbs - ALUCA Group Rehab & Swiss Re  
Tamara Bailey - ALUCA Group Claims & MLC Life Insurance  
Lisa Gregory - YALUCA & ART  
  
Amanda McKernan – ALUCA CEO  
Lynley Hamblen - ALUCA Digital

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