

Global Communications Technology and Media

7th Annual Global Forum

4-7th May 2010



JARDINE LLOYD THOMPSON

SALZBURG 2010

BEYOND THE CRISIS:
POSITIONING FOR A NEW DECADE



Key Jardine Lloyd Thompson Limited Communications & Technology Partners



ADDLESHAW GODDARD



DAVIES ARNOLD COOPER



Welcome

Unprecedented challenges and unparalleled volatility impacted the global economy over the last 18 months. Shifts in the nature and scope of the technology and communications industries have thrown up a new set of challenges for those who manage risk, forcing them to continuously reassess their risk exposure.

Intensifying competition, changing demand and market volatility constantly challenge all businesses operating at the cutting edge of new technology. In addition, factors such as massive investments in technology licences and infrastructure create new exposures, as does the increasing emphasis on corporate governance and regulation. Many more of you are vulnerable to volatility in global sources of low-cost components and services.

As your business evolves protection of your balance sheet or income statement become a more urgent and infinitely more complex issue. With the growing sophistication of products and services and the pace of change in global markets, the industry is being swept by an unprecedented change. New technologies appear quickly, trigger a rush for profits, release a flood of regulation, and are leapfrogged in turn by emerging risks and volatility.

Our clients and partners understand these challenges. That's why they value the innovative forward thinking Salzburg Forum and the solutions that Jardine Lloyd Thompson (JLT) bring to the table.

Group Information

The Jardine Lloyd Thompson Group of companies is a leading risk consultant, insurance and reinsurance broker and is also a major provider of employee benefits, administration services and related consultancy advice.

JLT's Communications & Technology Practice provides consultancy, risk management and risk financing services and solutions to companies in the Communications, technology and media industries.

Visit www.jltgroup.com/communication-technology-insurance



Day 1

Tuesday 4th May

19.30 Opening Drinks courtesy of Addleshaw Goddard LLP 

20.00 Opening Dinner courtesy of Allianz Global Corporate & Specialty AG 

Welcome by Peter Hacker, Partner and Executive Chairman, Communication Media and Technology Practice, Jardine Lloyd Thompson

Day 2

Wednesday 5th May

08.45 Chairman's Introduction
Ray Mattholie, Director, RM Risk Management Limited

09.00 Chief Executive Welcome Address
Dominic Burke, CEO, Jardine Lloyd Thompson Group

Key note speaker George Magnus, The Age of Ageing

George Magnus is well known to last year's participants as the Senior Economic Advisor at UBS Investment Bank, where he had previously been the Chief Economist for about a decade. Nearly 30 months ago, when sub prime lending was a little known, esoteric US mortgage financing problem, George wrote a prescient research note warning that we were heading for a major credit crunch with serious economic outcomes. Since then he has examined and highlighted in subsequent research notes, speeches and articles in the FT and other parts of the media, the unfolding banking, property and economic saga.

Though George has other economic interests - he published a book on global demographic trends and consequences, called The Age of Ageing - we are delighted he has agreed to talk to us on what 'The Age of Ageing' implies for all of us.


10.45 Refreshments and networking courtesy of QBE 

11.15 Plenary session

An interactive insurance and risk finance round-table session with a panel of senior executives from the corporate world, insurance market and broking community. Panellists will elaborate their views on their expectations and support for CTM clients, insurers and brokers, market conditions, the sustainability of the business models.

Moderator: Peter Hacker, Partner and Executive Chairman, Communication Media and Technology Practice Ray Mattholie, Director, RM Risk Management Limited

Panelist: Dominic Burke, CEO, Jardine Lloyd Thompson Group
Axel Theis, CEO, Allianz Global Corporate & Specialty AG, Germany
Kristian Pullola, Vice President/Head of Treasury, Nokia
Lori Jorgensen, Senior Director, Microsoft Corporation
Ralph Mucerino, Chief Operating Officer of Chartis International
Andrew Kendrick, Chairman and CEO, ACE European Group
Thomas Huerlimann, CEO, Zurich Global Corporate, Europe

12.30 Lunch and networking courtesy of Munich Re 

14.00-17.30 Workshops (Each lasting 90 minutes)
Introductory Address by Peter Hacker, Partner and Global Head, Communication, Media and Technology Practice, Jardine Lloyd Thompson



14.15 Workshop 1 - Captives & Protected Cell Companies

Moderator: Nick Wild, Partner and Head of Captive Management, Jardine Lloyd Thompson Group

Panelist: George Haitsh, Vice President/Risk Manager, SAP AG
Ken McKenzie, Head of Dispute Resolutions, Davies Arnold Cooper LLP
Charlotte Barnekow, Head of Group Risk Management and Insurance
Philipp Cremer, Allianz Global Risk, Head of Market Management & Communication
Richard Leedham, Partner, Head of Insurance and Reinsurance Litigation, Addleshaw Goddard

Global entities, their affiliates, subsidiaries, JVs and D&Os face a daunting and growing variety of civil, criminal and regulatory exposures in any jurisdiction in which they do, or are deemed to do, business.

The multi-class and multi-jurisdictional diversity of such risks presents the risk manager with what may be an impossible task in seeking to balance

- economy, uniformity of cover, or at least consistency and coherence
- tax concerns
- legality of cover, including DIC/DIL, conflicts of laws
- uniformity of triggers, including non-physical damage
- admissibility of carrier, claims management and control, erosion and aggregation issues
- reinsurance/solvency II

Captives in their infinitely various forms continue to feature prominently in the armoury of global entities struggling to cope with the intractable task of bringing order and reliability to their global programmes at a price that is not prohibitive. The ingenuity of the captive models in use continue to evolve under this constant pressure, even while economic collectives like the EU seek to achieve a larger regulatory reach and influence.

This session will examine what sort of practical problems are currently confronting global entities and the extent to which developing captive constructs can provide a solution.

14.15 Workshop 2 Credit Risks

Moderator: Philippe Gouraud, Senior Vice President, Chartis Insurance UK Limited


Panelist: John Dalgleish, Director Insurance and Risk Finance, Nokia
Paul Wordley, Partner, Holman Fenwick & Willan
Nick Robson, Managing Director, Credit and Political Risks, Jardine Lloyd Thompson,
Adrian Brennan, Partner, Echelon Claims Consultancy

Credit: should we still care?


Credit matters have traditionally been a matter for the treasurer. But with the events that have unfolded since 2008, credit matters jumped to the forefront of the agenda for risk managers in 2009.

This session will be the opportunity to review the credit landscape:

- lessons about insurers' counterparty risk
- future impact for risk managers, their program structures, their captives and their global programs
- due diligence best practices in support of business ventures in new countries (credit risk management)
- where has the credit insurance market gone?

(Break courtesy of Mitsui Sumitomo at 15.30)  Mitsui Sumitomo Insurance

17.30 Close

19.30 Surprise Event courtesy of Crawford & Company 

20.30 Drinks courtesy of Hiscox 

Dinner courtesy of ACE European Group  **25 years of insuring progress**



Day 3

Thursday 6th May

08.30 Chairman's Introduction

Ray Mattholie, Director, RM Risk Management Limited

08.45 Key Note Speaker - Magnus Lindkvist

Magnus Lindkvist is a trend spotter and an energetic and exciting speaker who offers insightful and tangible solutions to companies wishing to grow their business in an organic way. He founded Pattern Recognition based in Sweden in 2005. Pattern Recognition's mission is to help companies grow from a future perspective. Previously he worked as a brand strategist at Differ and for the brand strategy agency, Grow.

Magnus Lindkvist will inspire and provoke you into better future-thinking. He considers what is happening now and in the future and how it affects the way we do business. He gives businesses a tangible and simple call to action on how to adapt to these trends to develop and market their products and services.

09.45 Refreshments and Networking courtesy of HDI Gerling



10.15-11.00 Rik Ferguson, Director, Trend Micro Inc

A Future nightmare for corporations and individuals

Cyber risks continue to evolve and in no other risk area is the pace of change greater. Shifts in both the nature and scope of the attacks mean that businesses need to understand the new threats and above all else continue to examine their exposures and risk management tools.

Workshops 11.00-13.00 (Each lasting 60 minutes)

Workshop 3

Supply Chain Risks and Claims

Moderator: Ray Mattholie, Director, RM Risk Management Limited
Paul Wordley, Partner, Holman Fenwick & Willan

Panelist: Ken Murphy, Senior Director, Risk Management, RIM
Michael Sorg, Head of Special Enterprise Risk Unit, Munich Re
Chris Maurice, BT Risk Financing Manager
Clive Nicholls, Director, Crawford & Company
John Tiernan, Class Underwriter, Property Department, Mitsui Sumitomo Insurance

Protecting the integrity of supply chains is now recognised as a major challenge for many global corporations. The complexity of supply chains has vastly increased in recent times, largely as the result of the need for companies to optimise assets, processes, human and financial resources, technology and knowledge. Efficient supply chains are by definition lean, stretched and fragile.

Whilst senior management have begun to see the increasing significance of supply chain interruption threats to both short and longer term earnings the insurance market has been slow to respond in terms of providing solutions to this complex area.

This session will explain and explore through case studies how an integrated solution can be developed that provides customers with the tools to:

- address supply chain risks such as supplier non-performance, supplier insolvency, contingent business interruption risks (pandemics, network outage, computer virus)
- accurately map their complex supply risk exposures of a supply chain failure
- purchase a risk transfer product that provides earnings protection against many risks where previously coverage has been unavailable.



Workshop 4

Privacy, Cloud Computing and Cyber Terrorism

Moderator: Phil Mayes, Head of Technology PI, Zurich Global Corporate Europe

Panelist: Charmian Steven, Head of Internal Audit, Trinity Mirror
Rik Ferguson, Director, Trend Micro Inc
Richard Leedham, Partner, Head of Insurance and Reinsurance Litigation, Addleshaw Goddard
David Guest, Terrorism Underwriter, Hiscox
Ken McKenzie, Head of Dispute and Resolutions, Davies Arnold Cooper LLP

This session will examine the implications and challenges encountered by entities running applications and storing data within a Cloud Computing environment. It will attempt to agree working definition of "The Cloud" map exposures against emerging EU and US data breach legislation, and finally, consider strategies for mitigating the attendant risk.

13.00 Lunch and networking courtesy of Zurich Global Corporate, Europe



14.30 Out of the box minded Industry Solutions for the 21st Century

Moderator: Peter Hacker, Partner and Executive Chairman, Communication Media and Technology Practice, Jardine Lloyd Thompson

Panelist: Nick Wild, Partner and Head of Captive Management, Jardine Lloyd Thompson
Luke Foord-Kelcey, Partner, Jardine Lloyd Thompson
Jim Carlton, Partner, E B Benefits, Jardine Lloyd Thompson

With intangible assets (patent infringement, network security, reputatiion and brand) as a main value and source of income for modern companies and their competitors, the related exposures represent one of the biggest threats to the business. This session will focus on the management of intangible assets risks from the essential prior-art searches during product development through to the response, negotiation and potential transfer of risk in claims brought against the company.

Furthermore, the session will include the launch of a new risk transfer industry platform to address these risks created by Jardine Lloyd Thompson's CTM Practice and its Partners.

(Break courtesy of HDI Gerling at 15.30



16.00 – 17.00 Global Programmes – Myths, Legends and Distinctions

Led by Clive B Hasset Director, Major Risks & Affinity Operations, ACE European Group,
Chris Maurice, Risk Financing Manager, BT

The topic of 'Global Programmes' has been one of the hottest items of debate over the last two years; more than enough time for all manner of truths, half- truths, errors and misconceptions to have surfaced. The demand for such programmes will continue to grow as will the number of business classes and coverage's that are required.

In spite of the current economic difficulties, globalisation and international trade will continue to be a major feature of commercial life along with the regulatory and legal frameworks that are constantly being updated and modified around the world. This session will explore some of the current points of controversy, chew on a few bones of contention and shine light into some dark corners of the international insurance environment.



17.00 Chairman's summary of the day

17.15 Close

20.00 Drinks courtesy of Davies Arnold Cooper LLP DAVIES ARNOLD COOPER

Dinner courtesy of Holman Fenwick & Willan



Dinner will include a special guest speaker

Sean Fitzpatrick

With 347 first class games and 92 Test matches, Sean Fitzpatrick has cemented his place amongst the greatest of New Zealand and All Black Legends. His impressive record includes 51 tests as All Black Captain, and 63 consecutive test matches. He is renowned as a tough and uncompromising hooker and competitor.

Sean Fitzpatrick has made a great contribution to New Zealand and the world of rugby.

His leadership both on and off the field has helped the All Blacks dominate a substantial period of recent rugby history.

In detail

Sean made his international debut in 1986 and he continued on to play a world record 63 consecutive test matches. He was appointed Captain in 1992 and went on to have a stunning career in first class rugby. As well as continuing his professional rugby career as a consultant to the NZ RFU Sean is also a Promotions Manager for Coca-Cola.

He was awarded the New Zealand Order of Merit by the Governor General in 1997. In March 1999 Sean was appointed as 'Rugby Consultant' to the NZRFU responsible for player development and liaison.

Day 4

Friday 7th May

08.45 Chairman's Introduction

09.00 Ray Mattholie, Director, RM Risk Management Limited

CTM Benchmarking and Market Drivers in May 2010

Led by Peter Hacker, Partner and Executive Chairman, Communication Media and Technology Practice, Jardine Lloyd Thompson, Gerhard Nelke, Managing Director DeTe, Assekuranz

This session will follow last year's introduction into Jardine Lloyd Thompson's industry benchmarking database, address industry developments in 2009 across assets, liability classes and risk financing structures (group captives and cell captives). Additionally, it will discuss the latest insurance market developments, for instance trends such as German D&O Insurance, focusing on:

- Overview "new legal situation" for executive board members in Germany
- German Governance Codex, new situation for members of the supervisory board
- "Private" D&O insurance, various models, compliance issues
- Capacity problems corporate vs. private insurance
- Outlook



10.00-11.45 Workshops 5 & 6

Communication, Media and Technology (CTM) Client Workshop

Moderator: Kip Berkeley Herring, Group Risk Manager, BT
Ray Mattholie, Director, RM Risk Management Limited

CTM Risk Managers will have an opportunity to discuss in a closed session, issues such as risk, coverage, insurer and broker issues and challenges. Experience suggests that this is an excellent platform to create a dialogue amongst peers and superb opportunity to discuss your experience and expectations towards providers and partners. Furthermore, CTM Risk Managers are invited to share core developments in their respective jurisdictions and their expectations towards Jardine Lloyd Thompson and its CTM Practice Partners.

Communication, Media and Technology (CTM) Partners Workshop

Moderator: Andreas Berger, CEO Regional Unit London, Allianz Global Corporate & Specialty
Benedict Burke, CEO Europe, Crawford & Company

CTM Partners will have an opportunity to discuss their experiences and expectations towards CTM clients. Experience suggests that this is an excellent platform to develop a platform which allows an enhanced tripartite relationship, a faster and more accurate response towards CTM clients needs and new solution developments in a more cost efficient and effective way.

10.30 Refreshments and networking courtesy of Davies Arnold Cooper LLP DAVIES ARNOLD COOPER

11.45 Feedback Session – Workshops 5 & 6

Moderator: Peter Hacker, Partner and Executive Chairman, Communication Media and Technology Practice, Jardine Lloyd Thompson

Panelist: Andreas Berger, CEO Regional Unit London, Allianz Global Corporate & Specialty
Benedict Burke, CEO Europe, Crawford & Company

12.15 Chairman's Closing Comments DAVIES ARNOLD COOPER

12.30 Closing Lunch courtesy of Chartis Insurance UK Limited 



Information

Travel and Expenses

Accommodation will be reserved for you for the nights of Tuesday 4th to Friday 7th May at the Hotel Schloss Fuschl. Please note, if at any time during the Forum you choose to leave early the cost of the hotel must be covered by you.

Registration

You can register for the event online by visiting: www.jltgroup.com/commtech-forum

Delegates attending the Global Communications & Technology 7th Annual Forum will be asked to pay a voluntary registration fee of 125 Euro. This will be donated to the Bali, Life Kids Orphanage. You will only be responsible for travelling costs and any incidental hotel expenses you incur.

Venue

The Jardine Lloyd Thompson Global Communications & Technology 7th Annual Forum will be held at the Hotel Schloss Fuschl near Salzburg, Austria, where accommodation for participants has been reserved. The hotel is conveniently located 20 minutes from Salzburg Airport, amidst woods overlooking the scenic Lake Fuschl.

Speakers

All speakers are subject to final confirmation, and may change without notification.

Dress code

Daywear

Smart casual

Evening wear

4th May - Lounge Suits

5th May - Austrian Night, traditional Austrian dress or smart casual

6th May - Casual

Timing and Content

For reasons beyond the control of Jardine Lloyd Thompson the content and timing of the programme may be amended.

Further Information

Further details on the event and housekeeping information can be found on the Forum's website:

www.jltgroup.com/commtech-forum

Charity Golf Tournament

There will be a Charity Golf Tournament in Association with DeTe Assekuranz.

Tee-off: 4th May 2010 from 13.00 onwards

Cost of tee off and equipment hire needs to be paid for by the delegate

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