

# AGENDA

## PEIA MEMBERS' JUNE FORUM



### THE AI JOURNEY: FROM CLINIC TO CLAIM

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**Nash  
Tech.**

**REGISTRATION, COFFEE & PASTRIES**

**9:30 AM**

#### **WELCOME & PEIA UPDATE**

NashTech, Mark Hankin / PEIA, Sharon Brown

- Welcome / PEIA Update

#### **SESSION 1: AI IN INSURANCE**

##### ***A VISION OF INSURANCE IN AN AI NATIVE WORLD.***

CDL, Nigel Phillips

- How core platforms, data and operating models are evolving as AI moves from bolt-on to foundational capability.

**COFFEE BREAK**

**11:15 AM**

#### **SESSION 2: AI IN VETERINARY PRACTICE**

##### ***BUILDING AN AI-ENABLED VETERINARY MODEL***

VetAI, Etienne Legangneux

- Exploring VetAI's digital-first model and what it means for access to care, clinical decision-making and the wider insurance ecosystem.

#### ***AI ON THE GROUND: ADOPTION, CHALLENGES AND CLINICAL REALITY***

CoVet, Dr Adele Williams-Xavier

- How is AI actually being used in vet practice today? This session explores where it adds value, where it falls short, and what it means for vets, insurers & suppliers.

**LUNCH**

**12:45 PM**

#### **SESSION 3: TRUST, RISK AND RESPONSIBILITY IN AN AI-DRIVEN WORLD**

##### ***ETHICS, SAFETY AND RESPONSIBILITY IN VETERINARY AI***

VetEdAI, Nichole Drury

- Exploring how AI can be used safely and responsibly in practice, what safeguards are needed, and what this means for insurers, vets. and suppliers.

#### ***LEGAL CONSIDERATIONS IN DEPLOYING AI EFFECTIVELY AND SAFELY WITHIN THE PET INSURANCE SECTOR***

Browne Jacobson, Kay Chand & Philip James

- AI in pet insurance: market landscape, use cases, legal & regulatory frameworks, FCA priorities, post-CMA opportunities, data flows, governance, privacy & cybersecurity.

**COFFEE BREAK**

**2:30 PM**

#### **SESSION 4: FROM STRATEGY TO DELIVERY**

##### ***IMPLEMENTING AI ACROSS THE PET AND EQUINE INSURANCE JOURNEY***

NashTech, Chris Weston & Mark Hankin

- Our industry faces complex choices around AI and digital technology. This session explores short, medium and longer-term considerations for effective AI investment.

#### ***FINAL PANEL DISCUSSION: ARE WE READY FOR AI IN PET AND EQUINE INSURANCE?***

Hosted by Ian Bubb with speakers from across the day

- Challenging assumptions and exploring what needs to happen next to ensure AI delivers real value across the pet and equine insurance ecosystem.

**AFTER EVENT DRINKS**

**4:15 PM**

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## THE AI JOURNEY: FROM CLINIC TO CLAIM

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### **SESSION 1: AI IN INSURANCE**

***A VISION OF INSURANCE IN AN AI NATIVE WORLD - NIGEL PHILLIPS, CDL, CEO***

Insight from CDL on how core platforms, data and operating models are evolving as AI moves from bolt-on to foundational capability.

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### **SESSION 2: AI IN VETERINARY PRACTICE**

***BUILDING AN AI-ENABLED VETERINARY MODEL - ETIENNE LEGANGNEUX, VET AI, CEO***

How can AI reshape the way veterinary care is delivered? This session explores VetAI's journey in building a digital-first model, and what it means for access to care, clinical decision-making, and the wider insurance ecosystem.

***AI ON THE GROUND: ADOPTION, CHALLENGES AND CLINICAL REALITY - DR ADELE WILLIAMS-XAVIER, COVET, CLINICAL DATA & AI STRATEGIST***

How is AI actually being used in veterinary practice today? This session explores where it adds value, where it falls short, and what it means for vets, insurers and suppliers as AI begins to influence clinical workflows and outcomes.

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### **SESSION 3: TRUST, RISK AND RESPONSIBILITY IN AN AI-DRIVEN WORLD**

***ETHICS, SAFETY AND RESPONSIBILITY IN VETERINARY AI - NICHOLE DRURY, VETEDAI, FOUNDER***

As AI begins to influence clinical decision-making, questions of accountability, trust and professional responsibility come sharply into focus. This session explores how AI can be used safely and responsibly in practice, what safeguards are needed, and what this means for insurers, veterinary teams and technology providers as adoption accelerates.

***LEGAL CONSIDERATIONS IN DEPLOYING AI EFFECTIVELY AND SAFELY WITHIN THE PET INSURANCE SECTOR - KAY CHAND, PARTNER & PHILIP JAMES, HEAD OF UK DATA, PRIVACY BROWNE JACOBSON***

The session will look at the current market landscape and use cases of AI in the pet insurance sector and provide an overview of the legal and regulatory framework governing AI within the insurance sector. It will also look at FCA priorities and opportunities for the sector after the CMA intervention. The session will also look at data flows and rights in resulting outputs, algorithms, data governance and usage rights and data privacy and cybersecurity in emerging technologies.

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## **SESSION 4: FROM STRATEGY TO DELIVERY**

**AI ACROSS THE PET AND EQUINE INSURANCE JOURNEY – REAL WORLD CONSIDERATIONS** - CHRIS WESTON, SENIOR TECHNOLOGY CONSULTANT & MARK HANKIN, TECHNOLOGY DIRECTOR, NASHTECH

Our industry has a bewildering and often contrary set of options around the implementation of AI and other digital technologies. This session will explore what the audience could consider short, medium and longer term, regarding their most effective AI investments.

**PANEL DISCUSSION: ARE WE READY FOR AI IN PET AND EQUINE INSURANCE?** IAN BUBB, DIRECTOR, STRATEGEM & SPEAKERS FROM ACROSS THE DAY

AI is moving fast, but is the market ready to keep up? This panel brings together speakers from across the day to challenge assumptions, share perspectives and explore what needs to happen next to ensure AI delivers real value across the pet and equine insurance ecosystem.

### **WRAP UP**

SHARON BROWN, CEO, PET AND EQUINE INSURANCE ASSOCIATION

Sharon will close the session by summarising key themes from the day and setting out next steps for the market and PEIA members.

### **AFTER EVENT DRINKS AND CANAPES**

- Held at the venue **Sponsored by:**

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