SPEAKERS confirmed as at 9.11.26

Kate Baldry

Research and Development Underwriter, Hannover Re UK Life Branch



Kate has spent 25 years in insurance and reinsurance as a research and development underwriter, which is considerably more exciting than it sounds! She is passionate about making insurance work better for customers, whether that means improving application journeys, developing products or refining underwriting rules engines.

She works with colleagues around the world on the Ascent underwriting manual, supports Hannover Re's Digital Business Accelerator and contributes to a number of UK ABI groups. When she's not thinking about underwriting, Kate can usually be found tidying up after her family, reading anything she can get her hands on, seeking out sunshine, planning her next trip or proving that 25 years in protection is entirely compatible with a love of raves and live music.

Jennifer Catterill

Deputy Claims Manager, Hannover Re UK Life Branch



Jen Catterill has 24 years' experience in the life and health insurance industry, working across both direct insurance and reinsurance. As Deputy Claims Manager at Hannover Re UK, she works with insurers across the market to promote collaboration, share insights and support the development of industry best practice and claims philosophy, helping to drive consistent and fair customer outcomes.

Having also served on the Health Claims Forum committee for over a decade, Jen is passionate about creating opportunities for learning and open discussion across the claims and underwriting community. She has helped shape and deliver a wide range of events that bring together professionals from across the market to share experiences, challenge thinking and develop best practice.

Away from work, Jen enjoys spending time with her young family, travelling whenever the opportunity arises, keeping active and making the most of life by the seaside in Brighton. As an aside, she also continues to nurture the dream of one day swapping insurance for the West End stage.

Dr Mei Sum Chan
Head of Medical Analytics, R&D, Pacific Life Re



Mei is a statistician, epidemiologist and actuary with a diverse background in population health and ageing. She is Head of R&D Medical Analytics at Pacific Life Re in London, UK. Prior to joining Pacific Life Re, she worked in multidisciplinary groups across life sciences consulting, academia and insurance, at LCP Health Analytics, University College London and Legal & General. She received her PhD in Population Health from the University of Oxford, where she developed biological ages using novel biostatistical methods for disease risk prediction and communication.

Mei is a member of committees at the intersection of health research and the actuarial profession. These include the UK actuarial profession's Health & Care Research Sub-committee (Chair), Health & Care Board and Mortality Research Steering Committee, as well as the International Actuarial Association Health Forum.

Mary Enslin
Senior Claims Unit Manager, Gen Re



Mary Enslin is a seasoned claims professional with extensive international insurance experience. As the Senior Claims Unit Manager for Gen Re's CUSAC segment, she provides thought leadership and technical expertise across global markets, supporting claims strategy, complex disability assessment, operational excellence, and innovative insurance solutions. Mary holds a Bachelor of Science degree in Occupational Therapy from the University of Cape Town and has completed advanced studies in Behavioural Economics, and Managing Technology and Innovation. Her interest in mental health, combined with extensive experience managing complex claims, enables her to provide expert guidance on challenging and sensitive cases. Passionate about developing insurance professionals and advancing industry best practice, she leads training initiatives, mentors colleagues, and frequently shares her insights at industry conferences and events worldwide.

Dr Karsten Filzmaier
Co-founder, we4 Impact GmbH



Dr Karsten Filzmaier studied medicine in Freiburg and qualified as a specialist in internal medicine and cardiology at the University Hospital of Aachen. From 2007 to 2018, Karsten worked as Chief Medical Officer and Head of the Centre of Competence for Insurance Medicine at Munich Re and Allianz Life Germany.

In 2019, Karsten founded we4 Impact together with his business partner Dr Laila Neuthor, an economist. We4 Impact is an independent consulting firm offering transformation and process consulting services, as well as operational services on a single risk basis.

Additionally, the we4 Impact Academy offers fully certified training courses for life and health underwriters and claims managers for German-speaking clients since 2021.

Professor Derek O'Keeffe

Professor of Medical Device Technology, University of Galway; Consultant Physician (Endocrinologist) at University Hospital Galway



Professor Derek O'Keeffe is a Physicianeer, holding dual first-class honours degrees and doctorates in Medicine and Engineering. He also holds several gold medal awards across STEM and a first-class honours MBA degree. Professor O'Keeffe was a Fulbright Scholar at Harvard, a Green Templeton Scholar at Oxford and is a graduate of the Endocrinology Clinical Fellowship at the Mayo Clinic. He has multiple academic publications, biomedical patents and several international research prizes. Professor O'Keeffe is a Consultant Physician (Endocrinologist) at University Hospital Galway and is the Professor of Medical Device Technology at the University of Galway. He is currently the Clinical Director of Medicine at University Hospital Galway & was formerly the site lead for Clinical Endocrinology. He was also the HSE National Clinical Lead for Diabetes and is the current chair of the Irish Fulbright Commission.

Professor O'Keeffe has worked with NASA placing a sleep experiment onboard the International Space Station and was their flight surgeon for a NEEMO Aquarius mission. He was awarded a Mayo Clinic alumni prize for his research work in digital health and was voted teacher of the year three times by his students. He was also awarded the Outstanding International Clinician by the American College of Endocrinology. Professor O'Keeffe is founder and director of the Health Innovation via Engineering (HIVE) Lab which develops patient centred solutions to clinical problems from bedside to bench to bedside through interdisciplinary collaboration.

Professor O'Keeffe has explored over 100 countries, volunteered extensively & was awarded The Outstanding Young Person of the World by Junior Chamber International. He is a Black Belt Taekwondo Instructor, Qualified Pilot, DJ, Advanced Scuba Diver, Triathlete & Six-Star Medal Marathoner. He has designed an award winning cardiovascular-themed garden for Bloom in the Phoenix Park and is a Guinness World Record Holder**.**

Febby Mulewa

Head of Global Underwriting & Claims Services and Transformation, Pacific Life Re



Febby is Head of Global Underwriting & Claims Services and Transformation at Pacific Life Re, where she leads the global function, helping clients navigate risk while improving customer outcomes, operational efficiency and innovation across underwriting and claims.

With more than 20 years' experience across direct insurance and reinsurance, Febby has held senior underwriting and claims leadership roles in the UK and African markets.

Febby is passionate about the role underwriting and claims can play in closing the protection gap and making insurance accessible to more people. She advocates balancing sound risk management with a strong customer experience and believes the industry must continue to embrace innovation, data, technology and alternative approaches to risk assessment to improve the affordability, accessibility and trustworthiness of protection products.

She holds a Master of Business from the University of South Africa, a BA from the University of Zambia, and qualifications in Insurance and Risk Management from the University of the Witwatersrand.

Dr Suzanne O'Sullivan

Neurologist, Author, Speaker



c. Jonathan Greet

Dr Suzanne O'Sullivan has been a consultant in neurology since 2004, first working at The Royal London Hospital and now as a consultant in clinical neurophysiology and neurology at The National Hospital for Neurology and Neurosurgery, and for a specialist unit based at the Epilepsy Society. She specialises in the investigation of complex epilepsy and also has an active interest in psychogenic disorders. Suzanne's first book It's All in Your Head, won both the Wellcome Book Prize and the Royal Society of Biology Book Prize and The Sleeping Beauties was shortlisted for the Royal Society Science Book Prize. Her most recent book is the bestselling title, The Age of Diagnosis published in 2025. She is from Dublin, Ireland.

Prof. Dr. Tobias Schiergens

Chief Medical Officer Medical Research; CUO L&H Reinsurance, Swiss Re



Prof. Dr. Tobias Schiergens is Chief Medical Officer, Medical Research at Swiss Re, where he leads the Medical Research team responsible for developing and maintaining the medical evidence base and underwriting guidance underpinning Life Guide, Swiss Re's global Life & Health underwriting manual.

Operating at the intersection of medical science, clinical research and insurance medicine, Tobias focuses on translating medical advances, emerging health trends and risk insights into evidence-based underwriting guidance and actionable insights for clients. His work includes advancing medical risk assessment through innovative approaches to research and data analytics, helping shape the future of Life & Health underwriting.

As a cancer specialist, Tobias contributes to Swiss Re's global medical thought leadership, with a particular focus on cancer epidemiology, advances in diagnosis and treatment, and their implications for insurance risk and product development.

A surgeon and physician-scientist by training, Tobias is a Professor at Ludwig-Maximilians -University of Munich (LMU) and previously headed the Colorectal Cancer Center at LMU University Hospital. He represents Germany on the Bureau of the International Committee for Insurance Medicine (ICLAM) and serves on its Scientific Committee.