



HRVATSKI DANI OSIGURANJA | CROATIAN INSURANCE DAYS

**AMADRIA PARK GRAND HOTEL**  
**4 OPATIJSKA CVIJETA**

Opatija, 8<sup>th</sup> – 10<sup>th</sup> May 2024

## Programme

**Wednesday, 8<sup>th</sup> May 2024**  
**(Hotel Gardenija, Event room)**

**20:00** Welcome Cocktail

**Thursday, 9<sup>th</sup> May 2024**  
**(Conference Center Conference Park 25/7, 1<sup>st</sup> floor)**

**09:00–10:00 Participant Registration**

**10:00–10:30 Conference Opening**

Mr. Sc. **Slaven Dobrić**, Chairman of the Management Board,  
Croatian Insurance Bureau

**Ana Zorić**, Director of the Directorate for the Economy and the Financial System,  
Ministry of Finance of the Republic of Croatia

Assoc. Prof. Dr. Sc. **Velibor Mačkić**, Representative of the President of the  
Republic of Croatia

**10:30–11:00 Between Market Expectations and Macroeconomic Reality: Impact of  
Discrepancies on the Operation of Insurance Companies**

**Ante Žigman**, PhD, President of the Management Council, Croatian Financial  
Services Supervisory Agency

**11:00–12:00 Croatian Economic Environment – Opportunity for the Insurance Market?**  
Panel Discussion

**Marijana Jakovac**, President of the Management Board, Allianz Hrvatska d.d.

**Lukas Oliver Pavić**, President of the Management Board, Uniqa osiguranje d.d.

**Hrvoje Stojić**, Chief Economist, Croatian Employers' Association

**Božo Šaravanja**, Board Member, Wiener osiguranje Vienna Insurance Group d.d.

**Nikša Tomulić**, Board Member, Kompare Online d.d.

**Robert Vučković**, Board Member, Croatia osiguranje d.d.

Moderator: **Danko Družijanić**

**12:00–12:30 Coffee Break**

Preliminary Programme (working document subject to change)

**12:30-12:50 Climate Risk Management: What Climate Changes Bring?**  
Dr. Sc. **Ivan Güttler**, CEO, State Hydrometeorological Institute

**12:50-13:50 Insurance Industry Amid Climate Changes - Possible Solutions for the Future**  
Panel Discussion

**Nataša Kapetanović**, President of the Management Board, Grawe Hrvatska d.d.

**Primož Močivnik**, Board Member, Zavarovalnica Sava d.d.

**Gregor Pilgram**, CEO, Generali Versicherung AG

**Ana Riedmann**, Vice President, Swiss Re Europe S.A.

**Anamarija Staničić**, Board Member, Croatian Financial Services Supervisory Agency

**Karel Van Hulle**, Faculty of the KU Leuven / Goethe University Frankfurt

Moderator: **Damira Gregoret**

**13:50-15:20 Lunch**

**15:20-16:20 Claims in Focus: Navigating Opportunities and Possibilities in a Changing Environment**  
Panel Discussion

**Ivana Barišić Lučić**, Claims Processing Director, Allianz Hrvatska d.d.

**Zvezdan Karlić**, Board Member, Generali osiguranje d.d.

**Andreja Kumanović**, Director of Customer Experience Management,  
Uniqa osiguranje d.d.

Mr. Sc. **Krunoslav Ormuž**, Faculty of Mechanical Engineering and Naval Architecture

**Vesna Sanjković**, Claims Compensation Management Director,  
Croatia osiguranje d.d.

Moderator: **Ognjen Golubić**

**19:00-20:30 Dinner**

**21:00**

**HDO Party | Sponsored by**  
Restaurant MOLO



**CROATIA  
OSIGURANJE**

Friday, 10<sup>th</sup> May 2024.  
(Conference Center Conference Park 25/7, 1st floor)

**10:00-10:30 DORA - risk and awareness**

**Mladen Gavrančić**, Director of Information Security Office, Croatian Financial Services Supervisory Agency

**10:30-11:00 What is in the EU legislative pipeline?**

**Michael Brandstetter**, EU and International Affairs, Austrian Insurance Association (VVO)

**11:00-11:30 Coffee Break**

**11:30-12:00 Little Prince**

**Tadej Čoroli**, Board Member, Zavarovalnica Triglav d.d.

**12:00-13:00 After Premium Collection: Perspectives on Insurance Companies' Investment Options - Strategies and Trends**

Panel Discussion

**Marin Hrešić**, President of the Management Board, Eurizon Asset Management Croatia d.o.o.

**Tamara Rendić**, President of the Management Board, Wiener Insurance Vienna Insurance Group Ltd.

**Sergi Tejero Cano**, Senior Director, ESG ratings, Fitch Ratings

**Đurđica Vlahović**, Board Member, Generali osiguranje d.d.

Moderator: **Snježana Bertonec**, Actuarial Consultant, Tools4F

**13:00-13:05 Conference Closing**

programme host: **Monica Jakšić**

**13:05-14:35 Lunch**

Current Topics in Claims Processing - Parallel Session  
(Conference Center Conference Park 25/7, 2<sup>nd</sup> floor)

Friday, 10<sup>th</sup> May 2024.

10:00-10:30 **E-Scooters - Where Are We Today?**

**Eduard Skenderović**, Head of Real Estate Claims Processing Group,  
GRAWE Hrvatska d.d.

10:30-10:50 **Fully Automated Omnichannel Claims Filing at Scale: 100s of Claims Submissions per Hour**

**Zoran Korenjak**, Project Direktor, Zavarovalnica Triglav d.d.  
**Mark Sedlak**, Director of Sales and Business Development BU Insurance, IN2 grupa

10:50-11:20 **Coffee Break**

11:20-11:50 **Are We Paying Too High a Price for Vehicle Repairs?**

**Kristijan Oslić**, Anti-Fraud and Claims Processing Upgrade Department Manager,  
Croatia osiguranje d.d.

12:00-13:00 **Small talk: Open Issues in Civil Proceedings for Damage Compensation**  
@Hotel Gardenija, Event room

Participants:

**Vanesa Brizić Bahun**, Judge, Municipal Civil Court in Zagreb; Dr. **Jakša Filipović-Čugura**, Court Expert; **Alen Pešušić**, Lawyer, Crnković - Pešušić Joint Law Office; **Maja Petriček**, Head of Claims Processing and Settlement Department, GRAWE Hrvatska d.d.; **Ivica Veselić**, Judge, County Court in Zagreb

Moderator: **Marija Palić**, Lawyer, Palić, Bakarić, and Bakočević Piršić Law Firm