

EAA Web Session

AI in Insurance: Strategic Imperative & The Actuary's New Frontier

3 February 2026 | 10:00-12:00 CET | online

Introduction

The insurance industry is undergoing a profound transformation, driven by the integration of Artificial Intelligence (AI) technologies across the entire value chain. From underwriting and pricing to claims handling and customer interaction, AI is reshaping traditional processes and enabling insurers to operate with greater speed, precision, and insight. As AI becomes a strategic lever for sustainable value creation, insurers must address not only technical implementation but also governance, regulatory compliance, and ethical considerations.

This transformation creates a pivotal opportunity for actuaries. With their deep expertise in the insurance business, data and risk modeling, and the regulatory landscape, actuaries are uniquely positioned to lead AI initiatives. Their role is evolving – from traditional tasks such as valuation and reserving to becoming key enablers of AI-driven innovation. Crucially, actuaries can drive AI-powered solutions not only within their core actuarial functions but also across the entire organization. By bridging the gap between data science and business strategy, they ensure that AI solutions are technically robust, aligned with business objectives, and compliant with regulatory expectations. Now is the time for actuaries to embrace this expanded role and actively shape the future of insurance.

Participants

- Actuaries (junior to senior levels) – To understand how their role is evolving and how they can actively shape AI initiatives.
- Heads of Actuarial & Risk Departments / Chief Actuaries – To explore strategic opportunities for AI adoption and lead cross-functional initiatives.
- (Actuarial) Data Scientists & AI Specialists in Insurance – To gain insights into real-world use cases, advanced techniques like RAG, and best practices for implementation.
- Risk Managers & Compliance Officers – To understand governance, model validation, and regulatory implications of AI.

Purpose and Nature

This session begins with a strategic overview of how AI is transforming the insurance industry, setting the stage for a deeper exploration of its practical applications. It highlights the evolving role of actuaries—not only as technical experts in modeling and risk but also as strategic leaders who can guide AI adoption across the organization.

The session then transitions into a focused deep dive into selected use cases across the insurance value chain – from AI-supported claims management and underwriting to customer interaction via conversational AI and image analytics. A special emphasis is placed on Generative AI (GenAI), showcasing advanced techniques such as Retrieval-Augmented Generation (RAG) and structured outputs. These are illustrated through concrete examples, including:

- Automated reporting (e.g., SFCR, ORSA): reducing manual effort, increasing consistency, and improving quality.
- Internal knowledge assistants: enabling intelligent access to (actuarial) models, guidelines, and documentation.
- Document comparison: supporting structured analysis of financial reports, tariffs, ...

The session concludes with best practices for implementation, governance, and cross-functional collaboration. It emphasizes how actuaries can take a leading role in these initiatives – ensuring that AI solutions are not only technically sound, but also strategically aligned and compliant with regulatory standards.

Language

The language of the web session will be English.

Lecturer

Dr Christian Jonen

Dr Christian Jonen is working as Director in Actuarial & Insurance Services at B&W Deloitte, focusing on AI solutions for insurance companies. He is a member of the German Association of Actuaries (Aktuar DAV) and lectures for the German Actuarial Academy (DAA) and European Actuarial Academy (EAA). After completing his PhD in mathematical finance in 2011, he started his career as an IT manager in the department Change Delivery at HSBC. In 2016, he joined Generali, working as Head of Internal Model Validation in risk management and Head of Governance of Data Management & Analytics in the strategy department – in this capacity, he was responsible for shaping and advancing the company's Data, Analytics & AI roadmap.

Preliminary Programme

Tuesday, 3 February 2026

10:00-11:00	Strategic overview and use cases across the entire insurance value chain
11:00-12:00	Deep dive GenAI and best practices for implementation

All the above times are given in CET (Central European Time).

Fees & Registration

Early Bird Registration Fee (until 23 December 2025):

- For private customers in the EU: €160.00 + VAT of the billing country (example Germany: €190.40 incl. 19% VAT)
- For private customers outside the EU: €190.40 (incl. 19% VAT)
- For businesses within the EU (excl. Germany, with valid VAT ID): €160.00 (net, reverse charge applies)
- For businesses in Germany: €190.40 (incl. 19% VAT)

Regular Registration Fee (from 24 December 2025):

- For private customers in the EU: €210.00 + VAT of the billing country (example Germany: €249.90 incl. 19% VAT)
- For private customers outside the EU: €249.90 (incl. 19% VAT)
- For businesses within the EU (excl. Germany, with valid VAT ID): €210.00 (net, reverse charge applies)
- For businesses in Germany: €249.90 (incl. 19% VAT)

Important VAT Information:

- For private customers with a billing address in an EU country: VAT will be charged at the applicable rate in the country of the billing address. The final amount, including VAT, will be calculated upon invoicing.
- For customers with a non-EU (third country) billing address: Only a non-company billing address is accepted for VAT compliance reasons. 19% VAT applies to all non-EU private customers.
- For businesses within the EU (excluding Germany), Iceland, Liechtenstein, Norway, Switzerland, and the UK with a valid VAT ID: The reverse charge mechanism applies (net price; VAT will not be charged). Please ensure your valid VAT ID is entered correctly during registration.
- For all customers with a billing address in Germany: 19% VAT applies.

Please submit your registration using this [online form](#). Closer to the event, you will receive further login details to join the web session.

Your registration is binding. Cancellation is only possible up to 2 weeks before the first day of the event. If you cancel later, the full participation fee is due. You may appoint someone to take your place but must notify us in advance. EAA has the right to cancel the event if the minimum number of participants is not reached.

We will send you an invoice via email. Please allow a few days for handling. Please always give your invoice number when you effect payment. All bank charges are to be borne by the participant.

Registration is open until two working days before the web session. If registration has already been closed for this web session, please call us or send an email to contact@actuarial-academy.com in order to find out whether a late registration is still possible.

Technical Requirements

Please check with your IT department if your firewall and computer settings support web session participation (the programme Zoom will be used for this online training). Please also make sure to join the web session with a stable internet connection.

CPD

For this web session, the following CPD credits are available under the CPD scheme of the relevant national actuarial association:

Austria:	2 points
Belgium:	2 points
Bulgaria:	3 points
Croatia:	individual accreditation
Czechia:	2 hours
Denmark	2 credits
Estonia:	2 hours
Finland:	2 points
France:	12 points
Germany:	2 hours
Greece:	3 points
Hungary:	2 hours
Iceland:	2 credits
Ireland:	2 hours
Italy:	individual accreditation
Latvia:	2 hours
Lithuania:	2 hours
Netherlands:	approx. 2 points (individual accreditation)
Norway:	2 points
Poland:	2 hours
Portugal:	2 hours
Serbia:	2 hours
Slovakia:	individual accreditation
Slovenia:	individual accreditation
Spain:	CAC: 2 hours, IAE: 2 hours
Switzerland:	individual accreditation
USA:	SOA (Section B): up to 2.4 hours

No responsibility is taken for the accuracy of this information.