

Monday, September 8:

TIME	SESSION TITLE
12:00 - 1:15 PM	Welcome Lunch
1:15 - 1:50 PM	Fireside Chat <ul style="list-style-type: none">• Mike Greene, Co-Founder and CEO – Hi Marley• Lily Lyman, General Partner – Underscore VC• Jonathan Tushman, Chief Product Officer – Hi Marley <p>Join us for a dynamic conversation on the transformative moment we are in with AI and what it means for how we work, build software, and solve problems. We will explore the opportunities this AI super cycle creates for technology providers but also the insurance industry, including how interactions with policyholders could be transformed and how the role of the adjuster evolves in this new era.</p>
1:50 - 2:00 PM	Break
2:00 - 4:00 PM	Conversational Network in Action: Property and Auto Use Case Workshops <p>Join Hi Marley's Strategy Leaders for this interactive workshop which invites participants to explore how we can collectively enhance effectiveness across the claims journey by identifying and addressing key pain points in current auto or property workflows. Choose from one of two sessions listed below.</p> <p>Property:</p> <ul style="list-style-type: none">• Alex Burgess, Principal Industry Strategist – Hi Marley• Lori Dugas, VP Customer Success and Head of Insurance Sales – Plnar• Jay Guden, SVP Partnerships – Hi Marley• Courtney Makris, SVP Business Development – Paul Davis• Ken Tolson, Chief Executive Officer – Turvi (by Crawford & Company)• Jeff Young, VP Product Management, Claims Products, Property Estimating Solutions – Verisk <p>Auto:</p> <ul style="list-style-type: none">• Hugh Allen, Principal Product Strategist – Hi Marley• Manju Bansal, Group VP Ecosystem & Alliances – CCC Intelligent Solutions• Nick Cook, Director, Product – Hi Marley• Kim DeVallance Caron, Business Development Director – Enterprise Mobility• Alicia Forte Marrone, Director of Sales Operations – Copart• Natalie Kaschalk, VP Insurance Services – Copart• Michael Naoom, Director Business Development – Entegral

4:00 - 5:30 PM	Cheers and Connection at Hotel Commonwealth
6:00 - 8:00 PM	Appreciation Dinner at Standard Italian

Tuesday, September 9:

TIME	SESSION TITLE
8:00 - 9:00 AM	Welcome Breakfast
9:00 - 9:15 AM	Welcome and What's Ahead Lauren McCollem, COO – Hi Marley
9:15 - 10:00 AM	Executive Perspectives Panel: Driving Claims Innovation with Hi Marley <ul style="list-style-type: none"> • Patty Bullis, AVP Claims Shared Services at AAA – The Auto Club Group • Kim Johnson, SVP Customer – Hi Marley • Jason Lootens, Claims Director Design, Process & Improvement – Kemper • Mark Lucca, VP Claims – Kemper • Brian Pozzi, VP Corporate Claim Officer at AAA – The Auto Club Group <p>Hear directly from insurance leaders as they share how they're partnering with Hi Marley to advance claims automation, enhance collaboration, and deliver better customer experiences. This candid discussion will explore real-world strategies, lessons learned, and forward-looking ideas shaping the future of claims.</p>
10:00 - 10:30 AM	Voices in the Room: Customer Roundtable Kim Johnson , SVP Customer – Hi Marley <p>This open forum invites attendees to share perspectives, challenges, and ideas across a range of topics. Through guided discussion, we'll uncover common themes, explore emerging needs, and gather valuable input to inform Hi Marley's priorities and strengthen collaboration across our customer community.</p>
10:30 - 10:45 AM	Break
10:45 - 11:45 AM	Imagining the Future: Product Vision <ul style="list-style-type: none"> • Jackie Booth, SVP Product – Hi Marley • Jonathan Tushman, Chief Product Officer – Hi Marley <p>Join our SVP, Product and leaders from the Hi Marley Product team for a first look at where we're headed</p>

next. In this vision-forward session, we'll walk through our short- and long-term roadmap, showcase the latest enhancements, and share how they ladder up to a bold future for connected insurance communication. Designed as a show-and-tell, this session will provide a clear view into our strategy, priorities, and the innovations shaping what's next.

11:45 AM - 12:45 PM **Lunch**

12:45 - 2:45 PM **Innovation Rotations: Exploring AI, Automation Across Channels, and User Experience**

- **Hugh Allen**, Principal Product Strategist – Hi Marley
- **Nick Cook**, Director of Product – Hi Marley
- **Cassie Dewey**, Director of Product – Hi Marley
- **Jason Grant**, Director of Product Design – Hi Marley
- **Dan Perrera**, Principal Product Manager, Labs – Hi Marley
- **Jonathan Tushman**, Chief Product Officer – Hi Marley

Take a closer look at Hi Marley's latest product innovation initiatives—from AI integration to reimagining FNOL to ideating a better way to accelerate digital adoption through voice deflection. This session shares early learnings and demos while inviting feedback to help shape solutions that better meet carrier and policyholder needs.

2:45 - 3:15 PM **Afternoon Break**

3:15 - 4:00 PM **Roadmap in Action: Prioritizing What's Next**

Hugh Allen, Principal Product Strategist – Hi Marley

In this interactive session, attendees will review and vote on the upcoming roadmap initiatives shared earlier in the day by our Product Leadership team and get the chance to share feedback and help shape near-term priorities. Your input will directly influence how we evolve the Hi Marley platform to meet emerging customer and market needs.

4:00 - 4:15 PM **Parting Thoughts and Appreciation**

Kim Johnson, SVP Customer – Hi Marley