

Monday, September 14:

TIME	SESSION
12:00 - 1:00 PM	Welcome Lunch
1:00 - 1:15 PM	Welcome to the Customer Forum Kim Johnson , Chief Customer Officer – Hi Marley
1:15 - 2:00 PM	Keynote: The Future of AI in Risk Communication Jonathan Zittrain , Professor of International Law, Harvard Law School, and Co-Founder of the Berkman Klein Center for Internet & Society Drawing on his expertise at the intersection of technology, law, and society, Jonathan Zittrain will share fresh perspectives on the opportunities and challenges shaping the industry. Designed to inspire discussion long after the keynote ends, this session sets the stage for two days of exploring AI, communication, and what's possible together.
2:00 - 2:15 PM	Break
2:15 - 3:00 PM	You Asked, We Built It Jackie Booth , Chief Product Officer – Hi Marley Let's look back on a year of innovation at Hi Marley. Hear from Chief Product Officer Jackie Booth as she shares the problems we set out to solve, the solutions we built, and the customer conversations that inspired them. You'll get a closer look at our latest innovations and the customer needs and industry trends shaping our product decisions.
3:00 - 3:45 PM	Leading Through This Next Era: A Market and Carrier Perspective • Bill Bloom, Former EVP – Travelers and The Hartford • Mary Boyd, CEO – Hiscox USA • Mike Greene, Co-Founder & CEO – Hi Marley AI is creating new possibilities for insurance and challenging leaders to think differently about what comes next. Join experienced insurance leaders for a conversation on what makes this technology cycle different, which lessons from past transformations still matter, and where AI could meaningfully reshape the industry. Together, we'll explore the choices leaders are making around work, communication, customer experiences, and trust—and what they could mean for the next era of insurance.
4:00 - 5:30 PM	Cheers and Connection at Omni Hotel

6:00 - 8:30 PM

Appreciation Dinner at Moood... Seaport

Tuesday, September 15:

TIME	SESSION TITLE
8:00 - 9:00 AM	Breakfast
9:00 - 9:45 AM	Building on the Power of Hi Marley Dan Ko , Director, Customer Success – Hi Marley Connect with your peers through interactive roundtable discussions on the opportunities and challenges shaping insurance today. Exchange best practices, hear what's working across the industry, and walk away with practical ideas and fresh perspectives you can bring back to your own organization.
9:45 - 10:15 AM	From Day One to Done: How Our Peers Are Making the Next Wave of Transformation Work in the Real World Kim Johnson, Chief Customer Officer – Hi Marley Hear how other carriers are approaching AI implementation – from identifying opportunities and navigating organizational change to the lessons they're learning along the way. Through candid reflections and audience Q&A, you'll gain practical insights to help guide your organization's AI journey.
10:15 - 10:30 AM	Morning Break
10:30 - 11:45 AM	State of AI in Insurance Communication Report Alex Burgess, VP, Industry Strategy – Hi Marley Stephanie Behnke, Principal Industry & Market Insights – Hi Marley Get an exclusive first look at Hi Marley's inaugural <i>State of AI in Insurance Communication Report</i> . Based on insights from insurance leaders and policyholders across the U.S. and Canada, this session will uncover emerging trends, highlight opportunities for the industry, and spark discussion about how AI-powered communication will shape the future for carriers.
11:45 - 12:45 PM	Lunch
12:45 - 1:15 PM	Imagining the Future: Product Roadmap Vision Jackie Booth , Chief Product Officer – Hi Marley

See what's next for Hi Marley. Chief Product Officer Jackie Booth will bring our product vision to life, share the strategic priorities shaping our roadmap, and reveal how evolving customer needs are guiding where we invest and innovate next.

1:15 - 2:15 PM

Building Together: Help Shape What's Next for Hi Marley

- **Nick Cook**, Director, Product – Hi Marley
- **Cassie Dewey**, Director, Product – Hi Marley

Help influence the direction of our platform. Join Hi Marley product leaders for interactive table discussions where you'll explore future roadmap priorities and share your perspectives directly with the teams building what's next. Together, we'll explore what's possible and shape where the conversation goes next.

2:15 - 2:30 PM

Parting Words: Commitments and Appreciation