

INTRODUCTION TO LEGACY CLAIMS

Understanding the Past, Managing the Future

TUESDAY 6 OCTOBER 2026 | 08:00 - 09:00

Overview

IRLA presents an introduction to the presentation, management and processes of claims in the legacy management environment.

TARGET AUDIENCE

Those with limited or no legacy claims experience.

Learning outcomes

- Identify and apply the key principles and processes involved in the management of legacy claims.
- Explain the unique challenges presented by abuse claims and discuss emerging trends and developments.
- Recognise developing risks within the legacy market and evaluate their potential liability implications.
- Understand the role of technology, data analytics and artificial intelligence in legacy claims management.
- Demonstrate awareness of the legal, insurance and operational issues that influence decision making.

Speakers

Chris Henson

PwC

Claims management and the increasing use of artificial intelligence in claims handling.

Dan Heaton

Municipal Mutual Insurance

Common claim types in the legacy market, with a particular focus on abuse claims.

VENUE

America Square Conference Centre

1 America Square, London, EC3N 2LB

ONLINE BOOKING

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