Cargo Claims and Loss Prevention Webinar

Preliminary Agenda

Wednesday 17 November 2021 2:00pm to 4:00pm (CET)

14:00 – 14:05  Welcome & Introduction
  Christian Piaget, Head, Cargo Border Management & Claims, IATA

14:05 – 14:20  Keynote Speech
  Tim Strauss, Chief Executive Officer, Amerijet International

14:20 – 14:40  Overview of what is happening in the cargo industry
  This session will address, generally, the increasingly rapid application and integration of digital technology in the air cargo (and multimodal) supply chain. It will demonstrate the potential to improve air cargo operations.
  Henk Mulder, Head Digital Cargo, IATA
  Clera Lam, Cargo Digital Head, Cathay Pacific

14:40 – 15:10  What does this mean for cargo claims and loss prevention?
  This session will try to answer to this question by discussing digital adoption in airlines and how, as a result, the claims handling and management function may be expected to change and adapt, possibly providing opportunities for claims managers to be more integrated with air cargo operations, by adding value through their function.
  Sebastian Cosgrove, General Manager Customer Service, Air Canada
  Kelly Shoaf, Manager Customer Care & Claims, American Airlines
  Tomol Sohorab, Manager Cargo Solutions Strategy and Business Development, Air Canada

15:10 – 15:40  Legal Panel
  This Panel of legal experts will discuss how digital and transport law is or may be evolving and the potential legal issues that claims managers may face as claims handling and management becomes increasingly digitally based.
  Panelists:
  Lucy England, Partner, Fox Williams
  Bart Banino, Partner, Condon & Forsyth LLP
  Georgios Leloudas, Swansea University

  Moderator:
  Dan Soffin, International Aviation Advisory Service
15:40 – 15:55  The Way Forward

This session will provide some practical conclusions for claims managers and handlers to help them prepare for this rapidly changing logistical, operational, and technological air cargo world.

Dan Soffin, International Aviation Advisory Service

15:55 – 16:00  Wrap-up

Christian Piaget, Head, Cargo Border Management & Claims, IATA