



**The Louisiana Department of Insurance
Office of Consumer Advocacy & Diversity
Division of Diversity & Opportunity
Presents**

Business Building Blocks Webinar

Technology In Insurance

December 1, 2021

Agenda

- 10:00 AM – 10:05 AM **Introduction/Moderator**
Patrick Bell, Assistant Commissioner
Office of Consumer Advocacy & Diversity
Diversity & Opportunity
- 10:05 AM – 10:10 AM **Welcome**
James J. Donelon
Commissioner of Insurance
- 10:10 AM – 10:55 AM **"The Insurance Customer Technology Journey"**
Dr. Billy R. Williams, Ph.D., President
Inspire A Nation Business Mentoring
- 10:55 AM – 11:00 AM **Q&A**
Closing Remarks
Gayle L. Raby, Executive Staff Officer
Office of Consumer Advocacy & Diversity