



2023 Farm Bureau Operations Conference Embassy Suites – Downtown Indianapolis October 8 – 11, 2023

Sunday, October 8

TIME	AGENDA ITEM	LOCATION
03:00 – 05:30 pm	Conference Registration (official hotel check-in: 4pm)	Embassy Suites Lobby – 4 th Floor
05:30 – 06:30 pm	Opening Reception	Indianapolis Artsgarden (upper)
06:30 – 08:00 pm	Dinner & Entertainment	Indianapolis Artsgarden (lower)
08:30 – 10:30 pm	Hospitality Suite	Governor's Suite (Room 2008)

Monday, October 9

TIME	AGENDA ITEM	PRESENTER	LOCATION
06:30 – 08:30 am	Made-to-Order Breakfast		Hotel Lobby
08:30 – 08:45 am	Welcome & Opening Remarks	John Benjamin	Coronation Ballroom – 5 th Floor
08:45 – 09:45 am	KEYNOTE ADDRESS – <i>Infinitely IN</i>	Todd Sinelli	
09:45 – 10:30 am	State Reports	Various	
10:30 – 10:45 am	Break		
10:45 – 11:15 am	State Reports	Various	
11:15 – 11:30 am	GOLD SPONSOR – Paymentus	Rob Eberly	
11:30 – 11:45 am	GOLD SPONSOR – Lenderdock	Frank Eubank	
11:45 – 12:45 pm	Lunch		Consulate Ballroom – 5 th Floor
12:45 – 01:00 pm	GOLD SPONSOR – HM Document Solutions	Susan Cotter	Coronation Ballroom – 5 th Floor
01:00 – 01:15 pm	GOLD SPONSOR – Invoice Cloud	Angela Abbott Kevin Moon	
01:15 – 02:30 pm	Break-out Groups by FUNCTION⁽¹⁾	See Function List	Coronation & Chancellor
02:30 – 02:45 pm	Break		
02:45 – 03:15 pm	Innovate: Robotic Process Automation @ INFB	Ken Emerson	
03:15 – 03:45 pm	Innovate: Online Sales	Philena Mead Matt White	
03:45 – 04:15 pm	American Ag™ Update	Sarah Kuhn	
07:30 – 10:30 pm	Hospitality Suite		Governor's Suite (Room 2008)



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Tuesday, October 10

TIME	AGENDA ITEM	PRESENTER	LOCATION
06:30 – 08:30 am	Made-to-Order Breakfast		Hotel Lobby
08:30 – 09:00 am	Inform: The Experience Matters!	Chelse Clark	Coronation Ballroom – 5 th Floor
09:00 – 10:15 am	Break-out Groups by TOPIC ⁽²⁾	Various	Coronation & Chancellor
10:15 – 10:30 am	Break		
10:30 – 11:30 am	SPONSOR TRADE SHOW		Consulate Ballroom – 5 th Floor
11:30 – 12:00 pm	Innovate: AI & “hackathon” @ INFB	Andrew Marsh Darian Featherston	
12:00 pm	Closing Session / Announcements	John Benjamin	Coronation Ballroom – 5 th Floor
12:30 – 03:30 pm	Lunch & Activities @ Punch Bowl Social		Circle Centre Mall
07:30 – 10:30 pm	Hospitality Suite		Governor’s Suite (Room 2008)

Wednesday, October 11

TIME	AGENDA ITEM	PRESENTER	LOCATION
06:30 – 08:30 am	Made-to-Order Breakfast		Hotel Lobby
08:30 – 09:00 am	Inform: Payments Transformation	Zeryab Alam	Coronation Ballroom – 5 th Floor
09:00 – 10:30 am	Open Forum Discussions	John Benjamin / ALL	
10:30 – 10:45 am	Break		
10:45 – 10:50 am	Invitation to 2024 Conference	Terry Tribbey	
10:50 – 11:00 am	Closing Remarks		Safe Travels!



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(1) Break Out Groups 1 – by Function:

- Imaging / Mailroom / Print Processing
(Facilitator: Chris Caldwell -- GA)
- Contact / Call Center / Customer Support
(Facilitator: Elaine Evans – NC)
- Billing / Payments
(Facilitator: Pam Reilley – NC)
- Testing / BAs / Product Owners / PMO
(Facilitator: Brian Thompson – NC)
- Policy Support / Policy Processing
(Facilitator: Melissa Webster - KY)
- Other / Multiple
(Facilitator: Theresa Bollig - Rural)

(2) Break Out Groups 2 – by Topic:

- 3rd Party data providers (LexisNexis, Verisk, etc.)
(Facilitator: Kristen Mellinger – KY)
- Digital Sales & Digital Customer Service
(Facilitator: Philena Mead - IN)
- Billing & Payment Processing Innovations
(Facilitator: Zeryab Alam - IN)
- Customer Service Issues / Top Complaints
(Facilitator: Lesa Barker – MI)
- Policy Systems Implementation & Training
(Facilitator: Jacob Davis – TX)
- Paperless Adoption / Increasing E-delivery
(Facilitator: Allie Johnson - Country)