ACT Work Groups 2026

Focused. Practical. Ecosystem-Driven.

ACT work groups remain a core mechanism for bringing agencies, carriers, and technology providers together in a neutral environment to address the most pressing technology challenges facing the independent agency channel.

From these discussions, ACT will create resources to share with Big "I" members agents and the industry at large, as well as amplify and credit the thought leadership and contributions of work group participants.

ACT will operate **two primary work groups**, supported by a layered engagement model to ensure the independent agency voice remains central.

◆ **WORK GROUP 1: AI & Intelligent Agency**

Purpose: Advance the practical, responsible adoption of AI and automation across independent agency workflows.

As AI moves from experimentation to operational reality, this group focuses on where intelligence is delivering real efficiency, where risks must be managed, and how agencies can adopt AI with confidence.

Strategic Focus Areas

1. Practical AI in Agency Workflows

2. AI Readiness, Risk & Governance

3. Emerging Intelligent Capabilities

Ideal Participants

- Independent agents (tech-forward operators)

- Carrier innovation and digital leaders

- Insurtech and AI solution providers

- AMS/platform experts

- AI governance or risk specialists

◆ **WORK GROUP 2: Data, Connectivity & Infrastructure**

Purpose: Strengthen the foundational data quality, connectivity, and interoperability capabilities required to support modern digital and AI-enabled agency operations.

This group addresses the persistent friction that continues to limit automation and real-time workflows across the ecosystem.

Strategic Focus Areas

1. Data Quality & Stewardship

2. Connectivity & Real-Time Exchange

3. Infrastructure Readiness for Automation

Ideal Participants

- Agency operations/data leaders
- Carrier connectivity and API teams
- AMS/platform providers
- Standards organizations
- Integration specialists
- Download/data experts

ACT Engagement Model: Thought Leader Discussions

Primary Objective: Provide insight, field validation, and peer exchange.

- Participate in bi-monthly discussions
- Join panels or roundtables
- Share market perspective
- Pressure-test ACT outputs
- Elevate emerging issues

Secondary Objective: Develop tangible ACT resources. (Optional)

- Review frameworks/resources

- Contribute use case ideas and ideas

- Provide structured feedback

Time Commitment

- Every other month work group meeting

- Optional panel participation

- Minimal async work

Benefits of Participating

- Engage in high-value peer exchange

- Elevate industry thought leadership visibility

- Gain insight into emerging trends and real-world use cases

- Connect with forward-looking leaders across agencies, carriers, and technology providers

- Directly influence ACT resources and guidance

- Showcase subject matter expertise