Farmers Insurance

Quang Lam, Head of Total Rewards

Quang Lam is a senior HR and rewards leader with nearly two decades of experience designing and delivering compensation and benefits strategies for complex, global organizations. Currently Head of Total Rewards at Farmers Insurance, he oversees enterprise-wide compensation, benefits, and executive pay programs that attract, retain, and motivate top talent.

The companies comprising the Farmers Insurance Group of Companies® currently make up one of the country's largest insurers of vehicles, homes and small businesses, and provide a wide range of other specialty insurance and financial services products. Today at Farmers® we proudly serve more than 10 million households with more than 19 million individual insurance policies across all 50 states through the efforts of nearly 48,000 exclusive and independent agents and approximately 21,000 employees. Our experience provides a rich history and legacy of service and strong customer relationships, while our focus on smart innovation, technology and entrepreneurship helps us to stay creative, to continually improve our product offerings and to drive the evolution of the insurance industry.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?
Optimize benefits spend, control medical costs, and promote financial wellness.

WHAT IS YOUR CURRENT TECHNOLOGY STACK?
SAP

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?
15

WHO DO YOU REPORT TO?
CHRO

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?
$10 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION
Optimize benefits spend, control medical costs, and promote financial wellness.

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?
Open to all

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?
3 years

WHAT IS YOUR BUDGET FOR THIS PROJECT?
$2-5 million

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance below.

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Global research on employee engagement, retention and the role of recognition.	A
Building high priority talent pipelines internally through skilling and career pathways.	B
Maximize retention and employee engagement through personalized benefits.	D
Clinical, emotional, and financial support for women's and family health.	E
Digital workforce experience, infused with A.I.	C
Redefining how employers support families through loss and legacy planning.	B
Sales incentive compensation design and administration.	A
On-demand pay and financial wellness.	D
Lower healthcare costs for you and your employees by driving care to the best doctors in the existing network.	C
Globally benchmark your hr practices alongside 2,400+ top employers.	E
Redefining how employers support families through loss and legacy planning.	A
Global workforce mental health.	C
Frontline employee engagement & retention.	D
How conversational A.I helps global organizations hire faster and reduce cost for every type of role.	E
Skills-powered organizations and the technologies that support them.	B
Employee purchase program and financial wellness solution.	C
Neurodiversity support for the workplace and home.	D