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Spencer Kook Explores How AI is Reshaping the Insurance Workforce

Featured in a *P&C Specialist* Article

In The News | less than 1 min read
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Hinshaw partner Spencer Kook was recently featured in the *P&C Specialist* publication discussing the critical importance of human oversight as the insurance industry increasingly turns to artificial intelligence in its business procedures.

The article examines how insurers are automating claims, underwriting, compliance, and customer service—and why skilled professionals remain indispensable to that process.

Spencer highlighted the legal and regulatory risks that will persist even as AI accuracy improves: “The technology could be that good, but from a risk management and liability concern perspective, I don’t know [that] we could ever completely exclude human involvement.”

- *P&C Specialist:* “Insurance Workers Are Training AI to do Their Jobs” (September 9, 2026)

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