Frequently Asked Questions
DXC Connect Customer Week | Charleston

WHO SHOULD ATTEND AND WHY

Why should I attend DXC Connect Customer Week?

Igniting our customer community is one of the top priorities for DXC's Insurance Software and BPS team. We are committed to sharing updates with our customers and listening, learning and acting based on your feedback.

During our time together, you can expect:

- Diverse sessions, including exploration of product roadmaps, interactive workshops and roundtables
- Influential discussions regarding the features and enhancements your business needs
- Opportunity to schedule a 1:1 clinic with a product expert on a topic of your choice or stop by the solution lab

Who should attend?

The DXC Connect Customer Week agenda is designed for the day-to-day users of our software and services. While our conversations will be focused on more near-term enhancements and priorities, we will discuss strategic topics such as how DXC is leveraging AI in our insurance solutions.

What to expect for 2026 DXC Connect Customer Week?

Customer Week creates space for open dialogue among our user community. Interactive sessions provide opportunities to ask questions and share feedback in a collaborative environment that goes beyond day-to-day interactions.
Our 2026 agenda will include:

- Practical, product- and industry-focused sessions, workshops and roundtable discussions
- Influential discussions regarding product roadmaps and the features and enhancements your business needs both now and in the future
- Opportunity to schedule a 1:1 consultation with a product expert on a topic of your choice
- Engaging networking, including evening social events that showcase Charleston's hospitality and culinary traditions

- An enhanced Assure Smart App Studio experience, where you can learn how we are using AI to simplify insurance processes; ask questions about existing apps, provide feedback for future ones or view a demonstration tailored to your business needs.

What DXC partners are included?

The DXC Partner Ecosystem plays a vital role in the value we deliver for our insurance customers, enabling us to accelerate innovation and deliver services more effectively worldwide. You will be introduced to innovations from DXC and our partners throughout the conference.

ACCOMMODATIONS AND TRANSPORTATION

When and where does customer week take place?

DXC Connect Customer Week will take place October 20 – 21, 2026, at Charleston Marriott at 170 Lockwood Drive, Charleston, SC 29403.

How can I reserve a hotel room?

You can reserve a hotel room during the registration process. The room rate is $252 USD per night plus applicable taxes and fees. To guarantee accommodations, please reserve your hotel room by **Monday, September 21, 2026**. Reservations made after September 21 are not guaranteed at the negotiated executive forum room rate.

Individual attendees can make their room reservations by:

- Calling 1-800-649-9379
- Via booking link

Please make sure to reference this meeting to take advantage of group rates. A first night's deposit must be guaranteed via a major credit card, which will be forfeited if the reservation is cancelled less than 7 days prior to arrival. A failure to cancel the reservation prior to day of arrival will result in a cancellation fee for the full length of stay.

Can I take advantage of reserved room blocks/pricing if I want to extend my trip a few days before or after the forum?

The negotiated DXC group rate is valid for 3 days before and after the program dates of October 20 – 21, 2026. However, rooms are subject to availability and are expected to sell out quickly.

What time is check-in and check-out at The Charleston Marriott Lockwood?

- Check-in: 4:00 p.m. | If you arrive early, you are welcome to enjoy the hotel's amenities until your room becomes available.
- Check-out: 11:00 a.m.| After checking out of your room, feel free to continue enjoying the hotel's amenities and experiences for the remainder of the day.

Will transportation be provided between the airport and the hotel?

Transportation between the airport and hotel is not provided by DXC.

Private airport transfers can be scheduled with the hotel directly. Charleston International Airport (CHS) is in North Charleston, approximately 12 miles (18 minutes) from The Charleston Marriott Lockwood. Taxis, Uber and Lyft are readily available outside the airport and require no advance reservations.

Will transportation be provided between offsite activities and the hotel?

Yes, transportation will be provided for the offsite event that is happening on Wednesday, October 21.

REGISTRATION, FEES AND GUESTS

What are the registration fees for the event?

The registration fee is $495 USD per person.

What types of payment do you accept for registration?

We accept payment only by credit card via our event registration site. Your conference badge can be printed onsite only if payment has been received.

What is included in the registration fee?

The registration fee for a full user conference pass entitles you to the following:

- Access to evening events
- Access to general sessions, roundtable discussions, breakout sessions, clinics and Solution Lab, Assure Smart App Studio
- Hot breakfast, lunch, dinner and all break refreshments each day

Is there a deadline for registration?

No. You can register online all the way up until the first day of the conference unless we have reached capacity.

Whom do I contact for questions with registration?

Please email any questions to DXCConnectEvents@dxc.com. A response will be provided within 24 hours.

Do you offer single-day passes or rates?

There are no single-day or partial registration rates.

Do you have a discounted group rate?

No, we do not offer a discounted group registration rate. For additional questions, please reach out to your account executive.

MEALS AND SERVICES

Are special dietary requirements accommodated?

Yes. If you have any special dietary requests, please inform us during the registration process and we will be sure to accommodate your request. If a special need or request arises onsite at the forum, please find a DXC staff member to assist you.

Whom do I contact to request auxiliary aids and services?

There is a section on the registration form for accessibility requirements. Please indicate your requirements in this section while registering, or email us. A member of our team will contact you to discuss your specific requirements.

CANCELLATION

What is your cancellation policy?

Cancellations made by August 31, 2026, at 11:59 EST, will be refunded the paid registration fee in full. Cancellations made after August 31, 2026, will be refunded the paid registration fee, minus $250 USD. All DXC Connect Customer Week cancellations must be sent in writing to DXCConnectEvents@dxc.com.

If the conference is canceled, DXC will refund the full registration fee within 90 days of cancellation. DXC is not responsible for airfare, hotel or other costs.

AT DXC CONNECT CUSTOMER WEEK

What is the recommended attire for DXC Connect Customer Week?

Casual attire is recommended. The meeting rooms tend to be cool, so be sure to pack a light jacket or sweater.

What is the weather like in Charleston in October?

The average temperature in Charleston in October for a typical day range from a high of 77°F (25°C) to a low of 65°F (18°C).

Will I need a badge to get in?

Yes, a badge is required for entry into the conference and evening dinners and should be worn at all times. Please pick up your badge at the registration desk during open registration hours.

Whom do I contact in case of an emergency?

In case of an emergency, please call 911.

Whom do I contact for special needs?

If a special need or request arises onsite at the forum, please find a DXC staff member or hotel staff member to assist you. Prior to the user conference, please contact the organizers at DXCConnectEvents@dxc.com.

Can I get copies of the material presented?

Most presentations will be made available after the event for DXC Connect Customer Week attendees. In some cases, for example, where sessions are discussion-based, presentation decks will be limited and not shared post-event.

Will you be sending out an attendee list?

Due to privacy concerns and to comply with GDPR, we are unable to share an attendee list. We know that connecting is a key reason for attending. That is why we have a private event networking app. Using filters, you may discover all registered attendees (whether they have logged in or not).