

Asia Summit on Claims Management in a Disrupted and Automated World

19-20 November 2018
Mandarin Orchard Hotel, Singapore

Theme:

**“Superior Claims Handling Through Efficient Underwriting
as the Future of Insurance”**



Organised by

**ASIA
INSURANCE REVIEW**

Supported by

iis INTERNATIONAL
INSURANCE
SOCIETY

Media Partner

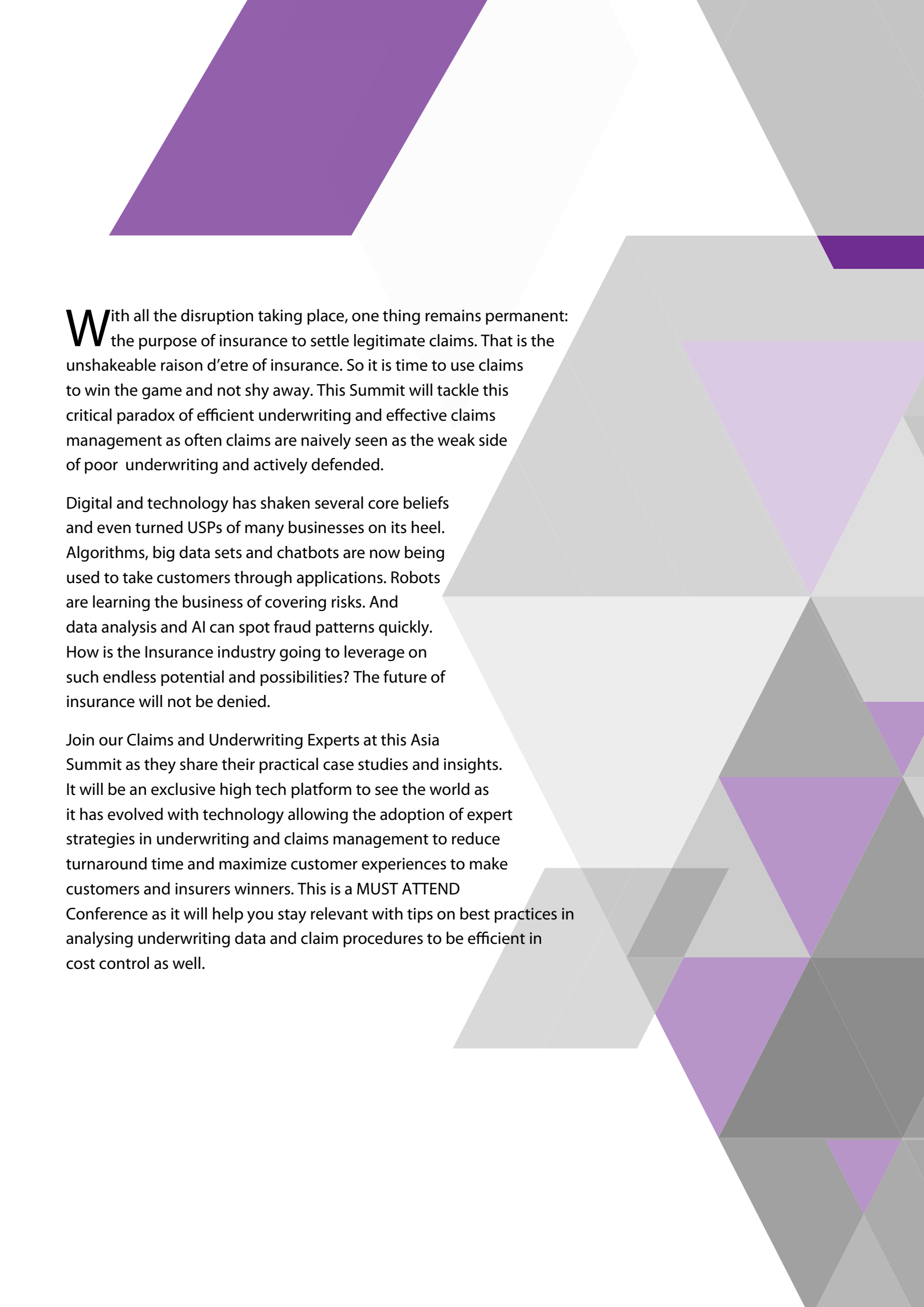
**MIDDLE EAST
INSURANCE REVIEW**

Follow this conference on social media

 @AIRDaily #AIRclaims  /company/asia-insurance-review  /AsiaInsuranceReview

www.asiainsurancereview.com/airclaims

For speaking, sponsorship and partnership opportunities, email: saraniya@asiainsurancereview.com DID: +65 6372 3166 or
email: fazlan@asiainsurancereview.com DID: +65 6372 3130



With all the disruption taking place, one thing remains permanent: the purpose of insurance to settle legitimate claims. That is the unshakeable *raison d'être* of insurance. So it is time to use claims to win the game and not shy away. This Summit will tackle this critical paradox of efficient underwriting and effective claims management as often claims are naively seen as the weak side of poor underwriting and actively defended.

Digital and technology has shaken several core beliefs and even turned USPs of many businesses on its heel. Algorithms, big data sets and chatbots are now being used to take customers through applications. Robots are learning the business of covering risks. And data analysis and AI can spot fraud patterns quickly. How is the Insurance industry going to leverage on such endless potential and possibilities? The future of insurance will not be denied.

Join our Claims and Underwriting Experts at this Asia Summit as they share their practical case studies and insights. It will be an exclusive high tech platform to see the world as it has evolved with technology allowing the adoption of expert strategies in underwriting and claims management to reduce turnaround time and maximize customer experiences to make customers and insurers winners. This is a **MUST ATTEND** Conference as it will help you stay relevant with tips on best practices in analysing underwriting data and claim procedures to be efficient in cost control as well.

PROGRAMME

Monday, 19th November 2018

8.00am Registration and coffee

9.00am **Opening Remarks**
Sivam Subramaniam
Editor-in-Chief,
Asia Insurance Review



9.05am **Welcome Address by Conference Chairman**

9.10am **Official Keynote Address**

9.30am **Special Address**

Simon Johnson
Head of Claims, QBE Asia Pacific



10.00am Q & A

10.10am Tea break

Underwriting VS Claims

10.40am **The Dynamics of Being a Leader in Claims Management**

Kelvin Foong
Director, Senior Consultant, JDK Advisory Pte Ltd



11.10am **Evolution of Underwriting to Thrive in Tomorrow's Highly Dynamic and Competitive Marketplace**

Kei Takasaku
Senior Manager, ABeam Consulting



11.40am **The Strategic Link Between Underwriting and Claims**
Mark Burr
Vice President, Head of Large and Complex Claims, Allied World



12.10pm Q&A
12.20pm Lunch

Claims Excellence in a Tech Savvy World

1.45pm **The World of InsurTech in Claims Management**
Sinuhe Arroyo
CEO, Taiger



2.15pm **Global Insurtech Scene in Claims Management Data**
Theresa Blissing
Director, Accelerating Insurance



2.45pm **Digital Video Transformation for Insurers :
How to Successfully Implement Live Video for Claims**
Alex Leroux
Regional Director APAC, SightCall



3.15pm **The Claims Team of the Future**
Dr Shonali Krishnaswamy
Chief Technology Officer, AIDA Technologies



3.45pm Q&A
4.00pm Tea Break

4.15pm Panel on Digital Underwriting

Panellists:

Dr Heru Sutomo

Chief Underwriter, Sun Life Financial

Manu Mehta

Managing Director, Innovation Group (India) Claims Management Pte Ltd

John Kenny

Head of Claims, Asia Capital Reinsurance Group Pte Ltd

5.15pm End of Day One & Tea Break



PROGRAMME

Tuesday, 20th November 2018

- 8.00am Registration & Coffee
- 9.00am **Keynote Address: Regulatory Updates in Insurance Claims**
- 9.30am **How Data Analytics Can Help You Be The Leader in Claims Settlement**
Nikos Kouvaras
Head of Medical Operations and Claims, Vice President, Life and Health Swiss Re
- 10.00am **Claims for 3rd Party Providers: Best Practices in Claims Vendor Management**
Audrey Warren
Regional Claim Vendor Manager, Chubb
- 10.30am **The Role of the Forensic Accountant in the Claims Process**
Andrea Ilie
Partner, Matson Driscoll & Damico Pte Ltd
- 11.00am Q&A
- 11.10am Tea Break
- 11.40am **Best practices and workflow in catastrophe claims with case studies**
Pooba Mahalingam
Director, Training and Business Development Talent Asia Training and Consulting
- 12.10pm **Pleasing your Customers via Efficient Claims Handling**
Dr Saswat Das
Head of Asia Underwriting & Claims Practices, Manulife Financial Asia Limited
- 12.40pm Q&A
- 12.50pm Lunch



2.00pm

Trends in Corporate Claims in 2018 - the big, the bad and the disrupted?

Volker Ziegs

Regional Head of Long Tail Claims
Allianz Global Corporate & Specialty, Asia Pacific



2.30pm

Fraudsters Love Digital

Nick Feast

Security Intelligence Asia Pacific, SAS



3.00pm

Panel on Claims Management: Starting with the Sale

Chay Wilkinson

Head of Claims and Business Development-Asia, Markel International Pte Ltd



Steven Dewhurst

Partner, DAC Beachcroft LLP



4.00pm

End of Summit and Tea Break

Asia Summit on Claims Management in a Disrupted and Automated World

19-20 November 2018 • Mandarin Orchard Hotel, Singapore

Registration Email: Ivan@asiainsurancereview.com

Conference Registration

Registered by _____

To: Mr Ivan, Asia Insurance Review
69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583
DID: +65 6372 3169 • Fax: +65 6224 1091 • www.asiainsurancereview.com
Co. Regn no.: 199 003 818 H • GST Regn no.: M2-009 466 93

PERSONAL PARTICULARS

Name: Mr/Mrs/Ms/Dr/Prof

First Name: _____ Last Name/ Surname: _____

Nationality _____

Passport No _____

Job Title _____

Company _____

Address _____

Country _____

Tel: () _____

Cellular: () _____

Fax: () _____

email: _____

REGISTRATION

Early Bird (valid till 19 Oct 2018)

Subscribers US\$1,280

Non-Subscribers US\$1,580*

(*Free One Year Subscription to Print Edition of Asia Insurance Review & AIR e-Daily)

Normal Registration

Subscribers US\$1,780

Non-Subscribers US\$1,980*

Full registration fees MUST be paid before the valid dates for admittance at conference.

Only registrations FULLY PAID FOR by the early-bird deadline will be eligible for the discount.

I came to know about this conference through:

AIR/MEIR magazine AIR/MEIR Website Brochure Email

Referral by (Association/ Sponsor/ Speaker/ Exhibitor/ Business Contact)

Group registration: Special Offer for Year 2018

Register three delegates from the same company, and send the fourth delegate to attend the conference free of charge!

(Valid only for delegates from the same company in the same country)

Registration fee includes participation at Conference plus tea breaks and lunches. All meals are prepared without pork, lard and beef.

Special Dietary Requirements

I would like to have vegetarian meals during the Conference.

Accredited by General Insurance Association of Singapore

Closing date for registration: 12 November 2018

For cancellation in writing made before **19 October 2018**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **19 October 2018**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

I enclose a cheque / bankdraft in US Dollars made payable to "ASIA INSURANCE REVIEW"

Telegraphic / Wire Transfer to the following account:

DBS Bank
Marina Financial Centre, 12 Marina Boulevard,
#03-00 MBFC, Tower 3, Singapore 018982
Branch: Marina Financial Centre Branch
Account Name: Ins Communications Pte Ltd
• US\$ (Account No.: 0001 - 004838-01-9-022)
• Swift Code: DBS SSGSG

Please debit the sum of US Dollars US\$ _____ for Conference Registration fee from my

Mastercard

VISA

American Express

Card Holder's Name: _____

Signature: _____

Card No.: _____

Date: _____

Expiry Date: _____ - _____ (mm-yy) Total Amount: US\$ _____

(Conference fee is inclusive of prevailing GST for Singapore incorporated business)

Hotel Reservation:

Email: danny.kong@meritushotels.com

Hotel Contact

Attn: Mr Danny Kong, Senior Business Development Manager

Email: danny.kong@meritushotels.com

Mandarin Orchard Singapore, by Meritus

333 Orchard Road, Singapore 238867

Tel: +65 6737 2200, +65 6737 4411

www.meritushotels.com

ROOM RATE

Deluxe Room: Single S\$300++ per night • Double S\$320++ per night

(Inclusive of daily Buffet Breakfast at Triple Three at Level 5 and Internet)

Meritus Club Room: Single S\$400++ per night • Double S\$400++ per night

(Inclusive of access to Top of the M at Level 38/39, with all day refreshments including daily Buffet Breakfast and internet)

For speaking, sponsorship and partnership opportunities, email: saraniya@asiainsurancereview.com DID: +65 6372 3166 or
email: fazlan@asiainsurancereview.com DID: +65 6372 3130