

INSURANCE 2030 CONFERENCE

From Science Fiction to Reality

Theme: "Artificial Intelligence – The Future Revolution and Quantum Leap"


23-24 August 2023

Concorde Hotel,
Singapore




Organised by:

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INSURANCE REVIEW**

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Visit <https://www.asiainsurancereview.com/Events/Home/Asia/airscifi2023>
for more information.

The convergence of Artificial Intelligence (AI) and insurance is reshaping the industry landscape.

As we approach Insurance 2030, it is imperative for industry leaders to recognize the significant role that machine learning and generative AI will play in shaping the future of insurance and how one does business. The integration of AI, Web 3.0 and the Metaverse offers a powerful new universe of unlimited potential.

The transformative potential of AI will revolutionize every aspect of the insurance value chain, from research and development to marketing, sales and customer operations. Embracing this will offer an unprecedented opportunity to reimagine processes, enhance efficiency and drive innovation. AI will have the most substantial influence to build the industry roadmap moving towards 2030.

Are you ready for AI to unlock new levels of agility, responsiveness and innovation to be positioned at the forefront of the industry?

What significant advantages will insurers gain by leveraging AI's capabilities in data analysis, fraud detection and cyber risk assessment? How is it creating a customer-centric and dynamic future for the insurance industry? All this and more will be addressed at this year's exciting INSURANCE 2030 event!

This premier conference is a must-attend for those who want to learn how to embrace the future of Insurance 2030.

Are you Insurance 2030 ready?

Sign up today!

Planned Topics Include:

- **The Potential of AI in Insurance:** Analyzing Data for Individualized Risk Profiles and Fraud Detection
- **The Crucial Role of AI in Cyber Risk Assessment:** Enabling Comprehensive Cyber Insurance Products
- **Leveraging AI for Streamlined Insurer Operations:** Enhancing Underwriting, Claims Handling, and Customer Interactions with Tailored Solutions
- **AI's Transformational Impact on the Insurance Industry:** Reimagining Processes, Enhancing Customer Experiences, and Proactive Risk Mitigation
- **Embracing generative AI, Emerging Technologies, Climate Change, and Changing Demographics:** Crucial for Insurers to Stay Competitive in the Future
- **Unleashing AI's Potential in Insurance:** Advantages in Data Analysis, Fraud Detection, and Cyber Risk Assessment
- **AI's Impact on the Agency Model:** Will it Reduce the Agency Force and Talent Retention? How can the fallout be managed?
- **AI in Bancassurance:** AI-Driven Technology Expedites Sales, Boosts Performance, Enhances Customer Experiences, and Drives Overall Growth
- **Liability and Accountability:** The Legal Responsibility when AI Systems make Significant Decisions and Potential Errors or Biases Arise
- **Cross-Sector Regulations:** Consider Legal Implications at the Intersection of Insurance and Other Sectors, Meeting Regulatory Compliance Requirements
- **Metaverse in Insurance:** New Frontier for User Experience and Risk Coverage? - Utilizing digital avatars, twins for underwriting, and covering digital assets?
- **Metaverse Technology in Insurance:** Game-Changing Opportunities and Hidden Threats?

- **AI's Customer-Centric Revolution:** Paving the Way for a Dynamic Future in Insurance
- **Insurance KOL with AI:** Boosting Awareness and Sales with AI KOL Models, Social Media Monitoring, and Customer Engagement
- **AI-Enhanced Portable Medical Records:** Securely Store Comprehensive Assessments and Treatments - Accessible to a wide range of doctors, clinics, and hospitals
- **AI-Driven Digital Marketing:** Enhancing Direct Consumer Marketing Throughout the Customer Journey Using AI-powered Chatbots

Planned Panel Discussion Topics Include:

- **How Can the AI-driven Insurance Industry Promote Sustainability and Resilience?**
- **Building Cyber Resilience in the Age of AI:** How AI Can Play a Crucial Role in Assessing and Mitigating Cyber Risks?
- **Role of AI in insurance distribution:** How will the Developments in AI Impact the Future Distribution Model
- **Unleashing the Power of Generative AI and Emerging Technologies in Insurance:** Applications, Challenges, and Opportunities
- **Regulatory Challenges for AI Rollout:** Collaboration with Government Entities is Critical to Protecting Client Privacy and Maintaining the Quality of Advice
- **Ethical Considerations and Responsible AI Adoption:** How can Insurers Ensure Ethical and Unbiased Use of AI in Decision-Making Processes?
- **Exploring New Frontiers:** What Are the Game-Changing Opportunities Presented by the Metaverse in Insurance, such as Virtual Training or Digital Asset Protection?

Who Should Attend

- Senior Management from Insurance & Reinsurance Companies
- Governments, Regulators & Health Authorities
- Innovation Lab Executives
- InsurTech Start-ups & Startup Accelerators
- Technology Experts & Service Providers to the Insurance Industry
- FinTech Companies
- Management Consultants; Lawyers; Risk Managers; Claims Specialists
- Brokers
- Legal Advisers
- Venture Capitalists
- Banks & Financial Institutions

Day One

23 August 2023, Wednesday

8.00 am Registration & Coffee

9.00 am Welcome Address

9.15 am Opening Address



Embracing the Future: Insurance 2030 Powered by Generative AI

Chia Tek Yew

Head of Insurance, Asia Pacific and Vice Chairman, Singapore, Oliver Wyman

9.45 am



AI's Transformational Impact on the Insurance Industry: Reimagining Processes, Enhancing Customer Experiences, and Proactive Risk

Sami Mahmal

Senior Data Lead, APAC, Zurich Insurance

10.15 am



Leveraging AI for Streamlined Insurer Operations: Enhancing Underwriting, Claims Handling, and Customer Interactions with Tailored Solutions

Ian Yen Lee

General Manager, Asia Fintech Center, Regional Commercial Head, ZA Tech Global

10.45 am Q&A

10.55 am Tea Break

11.20 am



Metaverse in Insurance: A New Frontier for User Experience and Customer Engagement

Christian Glessner

Microsoft MVP, Founder & CTO, Hololux

11.55 am



Causal AI: Decoding Cause and Effect in Decision Making

David Piesse

International Insurance Society Research and Advisory Board & Vulcain.Ai, Board Advisor

12.25 pm Q&A

12.35 pm Lunch

2.00 pm

Panel Discussion: Unleashing the Power of Generative AI and Emerging Technologies in Insurance: Applications, Challenges, and Opportunities



Moderator

John Spence

Managing Director, Asian Capital Advisors



Panellists:

Varun Mittal

Head of Innovation and Ecosystems, Singlife



Ian Yen Lee

General Manager, Asia Fintech Center, Regional Commercial Head,
ZA Tech Global



Dr Ramesh Rajentheran

CEO & Founder, MiyaHealth



Christian Glessner

Microsoft MVP, Founder & CTO, Hololux

3.00 pm

Panel Discussion: Ethical Considerations and Responsible AI Adoption: How can Insurers Ensure Ethical and Unbiased Use of AI in Decision-Making Processes?



Moderator

Na Zhou

Data and Analytics Lead, Asia Pacific, Oliver Wyman



Panellists:

Maxim Afanasyev

Financial Services Solutions Lead, Google Cloud



David Tan

Chief Data Officer, Income Insurance



Leslie Teo

Senior Director, AI Products, AI Singapore



Ankit Shrivastava

Senior Vice President- Digital Transformation Leader, Asia, Liberty Mutual Insurance

4.00 pm Tea break & Close of Day One

Day Two

24 August 2023, Thursday

9.00 am Registration & Coffee

9.15 am Panel Discussion: Role of AI in insurance distribution: How will the Developments in AI Impact the Future Distribution Models



Moderator:

Ajit Rochlani

Principal, Insurance - Asia Pacific, Oliver Wyman



Panellists:

Ronak Shah

President, General Insurance Association of Singapore & CEO, QBE



Bala Chandrasekaran

Digital Leader/ Managing Director, Marsh McLennan Asia



Nipun Grover

Head of Insurance Business Development, Amazon Web Services (AWS)



Jean Michoud

Senior Vice President, Asia Digital & Direct, Liberty Mutual APAC

10.15 am



Big Data in Claims: Unlocking the Value of Claims Data to Feed AI Engines and Power AI Solutions.

Shawn Ng Wei Leung

AI Product Manager, Fermion Merimen Singapore

10.45 am **Tea Break**

11.15 am



AI and The Modern Insurance Agent: Practical Use Cases and Impact

Paul Chong

Corporate Director, Co-Founder, Panmeta Corporation

11.45 am

Panel Discussion: How Can the AI-driven Insurance Industry Promote Sustainability and Resilience?



Moderator:

David Piesse

International Insurance Society Research and Advisory Board & Vulcain.Ai, Board Advisor



Panellists:

Enoch Chan

Partner, McKinsey & Company



Chetan Prakash

Director, Simon-Kucher & Partners



Abhishek Rathi

Vice President, Digital Solutions, Customer Engagement & Wellness, Prudential Financial

12.45 pm **Lunch**

2.00 pm

Panel Discussion: Building Cyber Resilience in the Age of AI: How AI Can Play a Crucial Role in Assessing and Mitigating Cyber Risks?



Moderator:

Jane Cheng

Partner, NMG Consulting



Panellists:

Subhajit Mandal

Co-Founder, Cyber Sierra and Co-Founder, India InsurTech Association



Damian Bierman

Founding Partner, Blackwired



Abhijit Banerjee

Technology VC, Fintech Sales Leader, Managing Director APAC@
FintechOS

3.00 pm

**Closing By AIRIS
Networking Tea break
End of Conference**

***Programme is subject to change.**

Insurance 2030 Conference: From Science Fiction to Reality

23-24 August 2023, Concorde Hotel, Singapore

Registration Email: weeling@asiainsurancereview.com

Conference Registration

To: Ms Wee Ling, Asia Insurance Review
103A Amoy Street, Singapore 069 923
Tel: (65) 6224 5583 • www.asiainsurancereview.com
Co. Regn no.: 199 003 818 H • GST Regn no.: M2-009 466 93

Registered by _____

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 9 August 2023)

Subscribers ☐ US\$1,280

Non-Subscribers ☐ US\$1,580*

Normal Registration

Subscribers ☐ US\$1,780

Non-Subscribers ☐ US\$1,980*

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

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 2023

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.

Closing date for registration: 21 August 2023

For cancellation in writing made before **9 August 2023**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **9 August 2023**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

☐ 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: Jane.Chua@concorde.net

Hotel Contact

Attn: Ms Jane Chua, Senior Sales Manager

Email: Jane.Chua@concorde.net

DID: +65 6739 8323 / Mobile: +65 9022 1808

Concorde Hotel Singapore

100 Orchard Road, Singapore 238840

Tel: +65 6733 8855

<https://singapore.concordehotelsresorts.com/>

ROOM RATE

☐ **Deluxe room at \$250.00++** per room night (inclusive of Breakfast and Wi-Fi) for single occupancy

☐ **Deluxe room at \$265.00++** per room night (inclusive of Breakfast and Wi-Fi) for double occupancy

- Non-guaranteed blockage and rooms will be subjected to availability upon reservation.
- Prices are subject to 10% service charge and thereafter, prevailing GST (currently at 8%).

For speaking, sponsorship and partnership opportunities,

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