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4th Asia Life Insurance Summit

2 – 3 July 2012, Hotel Mulia Senayan, Jakarta, Indonesia

Theme: “Surviving the Challenges of the Day –
A New Deal for Life”

Official Keynote Address



Mr Isa Rachmatarwata
Chief, Insurance Bureau,
Capital Market & Financial Institutions
Supervisory Authority,
Ministry of Finance, Republic of Indonesia



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The dynamic growth of the Asian life market has been the envy of the world with more competitors entering the fray. The continuing economic growth leading to better lifestyle and more wealth accumulation have boosted greater awareness of the need for protection beyond just savings products.

With the current Euro zone crisis, dithering investment climate with greater volatility, intense competition in Asia as well as the increasing sophistication of consumers, the life industry is entering a new and more challenging business environment. The new world of wealth in Asia demands insurers' attention with the high net worth markets blooming, while the masses in emerging markets need to be covered.

The **Asia Life Insurance Summit**, now in its 4th successful biannual run organised by Asia Insurance Review, has embraced the theme: *Surviving Challenges of the Day – A New Deal for Life*. The two-day Summit will provide cutting-edge strategies to grow your business effectively and efficiently to shore up your company's bottom line, comparative insights into the changing life insurance landscape across Asia as well as the competitive edge to capture the emerging opportunities. We will also look at hot issues affecting the life business today and offer tips on the key critical success factors to be a winner today and tomorrow.

**Sign Up Now and
Take Advantage of the
Early Bird Discounts!**

Who Should Attend

- CEOs, COOs, CFOs and CIOs of Life and Composite Insurance companies
- Wealth Management and Fund Managers
- Savings/Pension funds/ Unit Trusts entities
- Investment & Risk Analysts
- Banks
- Brokers
- Reinsurers
- Regulators
- Professionals Serving the Insurance Industry: Investment Managers, Actuaries, Auditors, Lawyers, IT Experts and Management Consultants

Key Topics

- Leadership in the 21st Century: Challenges Facing Life CEOs Today
- Maximising Customer Lifetime Value through Direct Marketing
- Country Focus on Indonesian Life Market – Defining the Next Stage of Industry Evolution
- Critical Success Factors to Drive Life Business in the Changing Environment – The Indian Experience
- Achieving Operational Excellence: Technology as a Business Driver
- Regional Trends in New Business and Underwriting – The Changing Insurance Landscape
- Regulatory Trends Facing Life Insurance and the Potential Impact on Asia

Panel Discussion on Is the Asian Life Insurance Industry Ready for M&As

Panellists will discuss pertinent issues and changes in the market including:

- The dynamics of the M&A market today
- Initial observations on M&As in Asia
- Challenges and opportunities facing the development of M&A
- How might attitudes to transactions be changing
- Some key considerations in pursuing a potential deal
- Initial Public Offerings

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PROGRAMME

Day One: Monday, 2 July 2012

Chairman of Conference

Rod Shay, Head of Distribution Solutions, Asia, Swiss Re

8.00 am Registration & Coffee

9.00 am **Welcome Address**

Sivam Subramaniam, Editor-in-Chief, Asia Insurance Review & Middle East Insurance Review

9.15 am **Official Keynote Address**

Isa Rachmatarwata, Chief, Insurance Bureau, Capital Market & Financial Institutions Supervisory Authority, Ministry of Finance, Republic of Indonesia

9.45 am **Special Address: Microinsurance - Life Insurance for the Masses**

Hendrisman Rahim, Chairman, Indonesia Life Insurance Association (Asosiasi Asuransi Jiwa Indonesia) & Indra Catarya Situmeang, Technical Director, PT Asuransi Jiwasraya & Member, Indonesia Life Insurance Association (Asosiasi Asuransi Jiwa Indonesia)

10.15 am Tea Break Hosted by

IndiaFirst Life Insurance Company

Special Theme Focus: Competing Successfully in the New Life Business Environment

10.45 am **Building a Sustainable Family Takaful Business**

Zainudin Ishak, Executive Director & Chief Executive Officer, HSBC Amanah Takaful (Malaysia) Sdn Bhd

11.15 am **Critical Success Factors to Drive Life Business in the Changing Environment - The Indian Experience**

Dr P Nandagopal, Managing Director & CEO, IndiaFirst Life Insurance Company Ltd

11.45 am **Achieving Operational Excellence: Technology as a Business Driver**

Steven Noll, Director, Asia Pacific Region, CallidusCloud Inc

12.15 pm Lunch

Distribution as the Strategic Winning Force

1.30 pm **Maximising Customer Lifetime Value through Direct Marketing**

Craig Orton, Chief Executive, Asia Pacific, AEGON Direct & Affinity Marketing Services Limited

2.00 pm **Optimising Bancassurance as a Key Growth Channel and How Reinsurer Can Play a Part**

Rod Shay, Head of Distribution Solutions, Asia, Swiss Re

2.30pm Tea Break Hosted by

IndiaFirst Life Insurance Company

Country Focus on Indonesian Life Market – Defining the Next Stage of Industry Evolution

3.00 pm **War of Talents – Identifying and Retaining Talent in the Fast Growing Market for Insurance Industry**

Joachim Wessling, CEO & Country Head, PT Asuransi Allianz Life Indonesia

3.30 pm **Living the GREAT Life – Insurance the Great Eastern Way**

Ivan Chak, President Director, PT Great Eastern Life Indonesia

4.00 pm **The New Verve in the Indonesian Life Market**

Christine W. Setyabudhi, CEO & President Director, PT Asuransi Cigna Indonesia

4.30pm Close of Day One

Day Two: Tuesday, 3 July 2012

9.00 am

Special Keynote Address

Kornelius Simanjuntak, Chairman, Insurance Council of Indonesia (Dewan Asuransi Indonesia)

Life Insurance in the New Global Financial Landscape

9.30 am

Leadership in the 21st Century: Challenges Facing Life CEOs Today

Benjamin McDermott, Head of Insurance Management Consulting and Regional Director, Asia Pacific, Towers Watson

10.00 am

Regional Trends in New Business and Underwriting – The Changing Insurance Landscape

Low Shih Nin, Chief Marketing Officer, RGA Reinsurance Company, Hong Kong and Southeast Asia

10.30 am

The Strategic Importance of Group Insurance in Addressing the Challenges Companies Face Today

Margrit Schmid, CEO, Corporate Clients of Swiss Life International & Head, Swiss Life Network

11.00 am

Tea Break Hosted by

IndiaFirst Life Insurance Company

Issues Affecting Life Business Today

11.30 am

Regulatory Trends Facing Life Insurance and the Potential Impact on Asia

Paul P. Chen, Partner, Corporate & Finance Group, DLA Piper LLP (US)

12.00 nn

Listen to Your Customer: What Consumers Want From Life Insurance & Insurance Companies

Russel Lok, Partner, Advisory Services, Ernst & Young Advisory Ptd Ltd

12.30 pm

An Agent's Expectations of a Life Insurance Company

Benjamin Ang, Journalist, Asia Insurance Review (Former Prudential Agent)

1.00 pm Lunch

Special Panel Discussion: Is the Asian Life Insurance Industry Ready for M&As

2.30 pm

Panellists will discuss pertinent issues and changes in the market including:

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- How might attitudes to transactions be changing
- Some key considerations in pursuing a potential deal
- Initial Public Offerings

Panel Chairman: Mark Saunders, Asia Pacific Risk Consulting Practice Leader & Managing Director, Towers Watson

Panellists:

- **Keith Walter, Director, Risk Consulting & Software, South East Asia, Towers Watson Risk Consulting Pte Ltd**
- **Paul P. Chen, Partner, Corporate & Finance Group, DLA Piper LLP (US)**
- **Ivan Chak, President Director, PT Great Eastern Life Indonesia**

3.30 pm

Close of Conference with Tea Break Hosted by **IndiaFirst Life Insurance Company**

Programme is subject to change

