



# 15<sup>th</sup> Asia Insurance Industry Awards 2011

## How to Enter

ENTRIES DEADLINE: 31 MAY 2011

AWARDS DINNER: 31 OCTOBER 2011

VENUE: THE SHANGRI-LA HOTEL, SINGAPORE

**ASIA  
INSURANCE REVIEW**  
[www.asiainsurancereview.com](http://www.asiainsurancereview.com)

**THE  
Review**  
WORLDWIDE REINSURANCE  
[www.thereview.biz](http://www.thereview.biz)

**A**sia is making definite waves in the market despite the uncertainties in the world! The Asia Awards is a pace setter too.

As we launch this 15th Asia Insurance Industry Awards, we take one more big step to bring the finalists face-to-face with the judges so that they can see who the people are behind the corporate creating excellence in the market.

With so much hype and happenings in the market, companies are prepared to try, and indeed do try new ideas! There is also greater appreciation of the need to meet the various extensive demands of individuals and corporates. The insurance industry in Asia is stepping up to the challenge, and we see a proliferation of new products and services even as new players continue to come in.

The 15th Asia Awards will be hotly contested as there is no want of companies doing extraordinarily well. And to enhance the excitement and drama, we are making a big change of announcing the top-three finalists who will be invited to meet the panel of distinguished judges who will then choose the winner. The results will be announced at the Asia Insurance Industry Awards Gala Presentation Dinner on 31 October 2011 at the Shangri-La Hotel in Singapore in conjunction with the 11th Singapore International Reinsurance Conference.

The image of the Awards is dependent on the transparency and integrity of the Judging system. Hence, we are indeed delighted to have assembled a very distinguished panel of 29 sterling industry leaders, practitioners and regulators from the markets in Asia and around the globe. The selection process will be rigorous in three stages and audited by an independent consultant.

To take part in the Awards, all you have to do is nominate your partners, competitors or leaders and tell us why they deserve to win in that particular awards category (see page 3 for more details). You can always nominate yourself if you believe in what you do as being the best. You will get a chance to explain your excellence to the Judges yourself if you make it to the finals on 24 August.

So join us in the race to find and salute excellence in the market. For without the drive to be the best, what can ail you, “alone and palely loitering”.

Stand up to be counted and feted as excellent.



**Sivam Subramaniam**  
Editor-in-Chief  
*Asia Insurance Review &  
MiddleEast Insurance Review*



**Ruth Lythe**  
Editor  
*The Review*

# How to enter

## Who can enter?

- Entries are sought from around the region and can focus on regional or specialised activities.
- Entries in more than one category are allowed. Organisations, teams or individuals may be nominated for an award by a third party or by self-nomination through submission of an application.

## Self-nominations

If you are nominating yourself or your own company, using the criteria for guidance, explain in not more than 1,000 words why your company or chosen individual should win the award.

## Third-party nominations

If you are nominating another individual or company, submit the nomination form and a 200 word statement summarising why the applicant would be a worthy recipient of the award. If the nomination is shortlisted, the Awards Administrators will contact the nominee and invite them to submit a full application for the award categories in which they have been nominated.

## Where to send your entries

- Entries must be received no later than **31 May 2011** and may be submitted online at: [www.asiainsurancereview.com](http://www.asiainsurancereview.com) OR email to: [awards@asiainsurancereview.com](mailto:awards@asiainsurancereview.com) and must not exceed 5 MB.

## Application Requirements

- A nomination form is included with this brochure on page 7 or may be completed online at [www.asiainsurancereview.com](http://www.asiainsurancereview.com).
- All entries must be written in English and must:
  - Specifically address each criteria\*
  - Not exceed 1,000 words\*\*

\* *The judging panel reserves the right to only consider applications that separately address each criterion in the selected award category*

\*\* *Entries received without the 1,000-word write-up or 200-word statement (where applicable) will NOT be considered.*

**Should the word count of an application exceed the word limit, the judges may not read it.**

- Writeups must use the following format: Font used must be Times New Roman, size 13; Left and right margins must be 1.0" each; Line spacing between lines must be 1.0.

### IMPORTANT!

**Entries which do not adhere to these requirements will automatically be disqualified!**

## Optional

- Entries may include additional supporting documents such as a company's latest financial statistics or reports, but these must be limited to a total of four pages.
- A representative from the top-three finalists of each category will be invited to meet the panel of judges on 24 August 2011 for a 5-10 minute interview.
- The organisers reserve the right to publish some or all information of winning entries given at nomination.
- The verdict of the judging panel is final, as scrutinised by the independent auditor.

**New!**

**For all categories, the qualifying period is from 1 April 2010 to 31 March 2011.**

## • About the organisers •

# ASIA INSURANCE REVIEW

Asia Insurance Review celebrates its 20 years of dedicated service to the insurance industry of Asia amidst accolades of being a “Must-read market leader”, “the Voice of Asia”, and “the premier professional regional journal that brings you informative editorial on trends and developments in Asia”. It organises insurance and technical conferences to support the industry’s march towards higher standards and greater professionalism and the Awards to recognize and salute excellence in the industry.

AIR is the official media partner of leading industry events in Asia including the East Asian Insurance Congress (EAIC), and the Singapore International Reinsurance Conference (SIRC), while being the Permanent Observer of the Asean Insurance Congress.

Together with its sister publication, MiddleEast Insurance Review Incorporating Global Takaful, Asia Insurance Review now meets the information needs of the insurance practitioners globally reaching out to the Middle East and Asia and the rest of the world in general.

[www.asiainsurance.com](http://www.asiainsurance.com)

# THE Review

WORLDWIDE REINSURANCE

*The Review – Worldwide Reinsurance* is the longest established publication dedicated to senior re/insurance professionals worldwide.

A market leader for 140 years, *The Review* reports on and analyses the current issues affecting the industry. In addition to the monthly magazine, *The Review* is also renowned for its coverage of the major industry conferences.

It is the official publication of the Baden-Baden Reinsurance Meeting, producing an annual directory of the delegates attending, who register through the website [www.badendirectory.com](http://www.badendirectory.com). It also publishes daily newsletters and *The ReBrief* – the industry’s only standalone conference round-up publication. For more information on

[www.thereview.biz](http://www.thereview.biz)

## • The Categories •

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## SOMPO JAPAN

Sompo Japan Insurance Inc. is one of the leading non-life insurers in Japan with consolidated revenues of JPY1,807 billion (approximately \$19,430 million). Consistent with its corporate image of a comprehensive service provider for risk and asset management, Sompo Japan group provides expansive products in the fields of non-life, life insurance, healthcare business, asset management and wide-ranging risk consultation services.

One major strategy of Sompo Japan’s group is expanding group profits through contribution by global subsidiaries and associated companies operating in 29 countries worldwide.

In September 2008, Sompo Japan Asia Holdings was established in Singapore as an umbrella organisation in Asia, particularly the ASEAN region. The company will develop business strategies with a regional perspective to enhance planning support, administration, internal control and corporate governance to achieve greater business success.

Sompo Japan Group is committed to create value to society and its wide range of stakeholders, and to increase the corporate value of the Group.

At the World Economic Forum in Davos in January 2010, Sompo Japan Group was proclaimed as one of the “Global 100 Most Sustainable Corporations in the World” for the second year in a row.

[www.sompo-japan.co.jp](http://www.sompo-japan.co.jp)

## Lifetime Achievement Award

‘For the person who has made the most outstanding long-term contribution to the re/insurance industry in Asia’

### CRITERIA:

- Shown demonstrable leadership qualities in the industry throughout his/her career
- Demonstrated a track record in technical standards and innovation
- Contributed significantly towards developing international trading links or enhancing insurance in the country’s economy
- Made consistent contribution to the growth of the insurance sector in theory and practice
- Has recorded at least 20 years of achievement in the industry
- Enjoys the respect and admiration of the industry and his/her peers

## Life Insurance Company of the Year

‘For the most constructive contribution to the efficiency and effectiveness of the financing of insurable risk in Asia’

### CRITERIA:

- In-depth knowledge and understanding of the market
- Responsiveness to both end-user and intermediary needs
- Industry leadership as shown through innovation in products, provision of best quality service, strong underwriting discipline, exemplary employer practices, claims management, business growth, as well as contribution to boosting the industry’s image
- Sound financial management and transparency of accounts and processes
- Setting professional standards

SPONSOR



Reinsurance Group of America, Incorporated (RGA) is a leader in the global life reinsurance industry with more than \$2.5 trillion of life reinsurance in force. From its world headquarters in St. Louis, Missouri, U.S.A. and operations in 23 countries, RGA provides clients with life reinsurance, facultative underwriting, risk management, product development and financially-motivated reinsurance services.

A 2010 study of life insurers in the Asia Pacific region, conducted by NMG Consulting, ranked RGA first in NMG’s Business Capability Index. RGA is also recognized as a leading provider of financially-motivated reinsurance.

RGA was named “Australia and New Zealand Reinsurance Company of the Year” by the 2010 Australia and New Zealand Insurance Industry Awards, the second consecutive year RGA has received this award. RGA was also named “Number One Life Reinsurer” in 2010 by Risk Management, Insurance & Finance magazine and “Best Global Reinsurance Company for Life” by the 2010 Reactions Global Awards. In addition, RGA Reinsurance Company was named “Best Overall Life Reinsurer” for the fourth consecutive time by North American life insurers in the 2011 Flaspöhler Cedant Survey (Life – North America).

In Asia Pacific, RGA has subsidiary companies or offices in Australia, China, Hong Kong, India, Japan, Malaysia, New Zealand, South Korea and Taiwan. RGA also provides reinsurance services to clients throughout the Americas, Asia, Europe, Africa and the Middle East.

[www.rgare.com](http://www.rgare.com)

## General Insurance Company of the Year

# GUY CARPENTER

Guy Carpenter & Company, LLC is the world’s leading risk and reinsurance specialist and part of the Marsh & McLennan Companies. With over 50 offices, Guy Carpenter creates and executes integrated reinsurance and capital management solutions for clients across the globe.

The firm’s services includes line of business expertise in areas including Property; Agriculture; Aviation; Construction and Engineering; Excess and Umbrella; Life, Accident and Health; Marine; Political Risk and Trade Credit; Terrorism; Professional Liability; and Retrocessional Reinsurance. GCFac®, Guy Carpenter’s dedicated global facultative reinsurance unit, provides placement strategies, timely market access and centralised management of facultative reinsurance solutions. Guy Carpenter’s analytics unit utilises industry-leading quantitative skills and proprietary modeling tools that optimise the reinsurance decision-making process and help make clients more successful.

In addition to professionals in Beijing, Hong Kong, Singapore, Kuala Lumpur, Taipei, Seoul, Tokyo, Sydney and Melbourne, Guy Carpenter has dedicated Asia-Pacific broking and analytical teams in London, New York and Seattle to provide truly end-to-end reinsurance solutions.

Guy Carpenter’s intellectual capital website, [www.GCCapitalIdeas.com](http://www.GCCapitalIdeas.com), leverages blog technology, including Real Simple Syndication (RSS) feeds and searchable category tags, to deliver Guy Carpenter’s research as it is posted. Articles also can be delivered to BlackBerrys and other handheld devices. Follow Guy Carpenter on Twitter at @guycarpenter.

[www.guycarp.com](http://www.guycarp.com)

‘For enhancing the range of products and quality of service available to customers in the Asian market’

### CRITERIA:

- In-depth knowledge and understanding of the market
- Responsiveness to customers’ needs
- Industry leadership as shown through innovation in products, provision of best quality service, strong underwriting discipline, exemplary employer practices, claims management, business growth, as well as contribution to boosting the industry’s image
- Sound financial management and transparency of accounts and processes
- Setting professional standards

## Educational Service Provider of the Year

### Sponsorship available

Interested parties, please contact  
[sheela@asiainsurancereview.com](mailto:sheela@asiainsurancereview.com)

'For outstanding and continuous training service to the insurance and reinsurance industry'

#### CRITERIA:

- In-depth knowledge and understanding of the market as manifested by its wide range of educational services for the industry
- Responsiveness to customers' educational or training needs
- Innovation in terms of developing educational/training services that meet the market's needs
- Providing leadership to the market in anticipating needs and demands
- Contribution to boosting educational standards of the industry
- Range, relevance and quality of training programmes offered
- Setting high professional standards in providing educational services to the industry

## Innovation of the Year

'For the operation that generated the most innovative approach to a significant business area'

#### CRITERIA:

- Extent of innovation in/originality of product/service offered
- Proof of product/service in responding to customers' needs and wants
- Quality and effectiveness of innovation
- Industry leadership as shown through continuous effort to be innovative in its products/services
- Service flexibility and efficiency
- Proof of success of the product/service in the market

SPONSOR

**HSBC**   
**HSBC Insurance**

**H** SBC is one of the world's leading bancassurers. Through its banking, consumer finance and insurance subsidiaries, it provides insurance products and services to its personal, commercial, corporate, institutional and private banking customers in around 50 countries and territories. These are offered through its manufacturing operations worldwide, supplemented by preferred strategic providers where appropriate. In 2010, HSBC Insurance contributed US\$3.3 billion in pre-tax profit, a 33% increase on the results of 2009.

HSBC Insurance (Asia-Pacific) Holdings Limited is a wholly owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited, which is in turn owned by HSBC Holdings plc, the London-based holding company of the HSBC Group. It is the holding company for HSBC insurance manufacturing operations in Asia Pacific, where HSBC Insurance has manufacturing capability in nine markets, including Hong Kong, India, Macau, Mainland China, Malaysia, Singapore, South Korea, Taiwan and Vietnam.

HSBC Insurance provides quality insurance products and services, including life, pension plans, health, marine, property casualty and liability insurance for corporate and individual customers. It is also the largest administrator of retirement schemes in Hong Kong. Members of the HSBC Group provides customers with the full range of services required to arrange and maintain a Mandatory Provident Fund scheme comprising administration, custodianship, fund management and trustee services.

[www.insurance.asiapacific.hsbc.com](http://www.insurance.asiapacific.hsbc.com)



# Nomination Form

## SELF-NOMINATION

If you are nominating your own company or yourself:

Name of company/your name

.....

Title

.....

Address

.....

Tel/Fax

.....

Email

.....

## NOMINATING ANOTHER

If nominating another company or individual:

Name of company/individual's name

.....

Title (if applicable)

.....

Contact person

.....

Address

.....

Tel/Fax

.....

Email

.....

## NOMINATED BY (OPTIONAL)

Name

.....

Tel/Fax

.....

Email

.....

More than one category may be entered.

## AWARD ENTERED

(please tick box):

- Life Insurance Company of the Year
- General Insurance Company of the Year
- Educational Service Provider of the Year
- Innovation of the Year
- Service Provider of the Year
- Risk Manager of the Year
- Broker of the Year
- Life Reinsurer of the Year
- Reinsurance Broker of the Year
- General Reinsurer of the Year
- Corporate Social Responsibility Award
- Green Company of the Year
- Technology Initiative of the Year
- Personality of the Year Award
- Lifetime Achievement Award

## ENTRIES CAN BE SUBMITTED VIA:

- **email:** [awards@asiainsurancereview.com](mailto:awards@asiainsurancereview.com) or
- **mail:** Co-ordinator,  
Asia Insurance Review,  
69 Amoy Street, Singapore 069888 or
- **online:** [www.asiainsurancereview.com](http://www.asiainsurancereview.com)

## TABLE BOOKINGS:

If you would like to host a table at this networking industry event, please contact Ms Ann Tay at Asia Insurance Review on tel (65) 6372 3192 or email: [ann@asiainsurancereview.com](mailto:ann@asiainsurancereview.com)



# 15<sup>th</sup> Asia Insurance Industry Awards 2011

## Categories at a glance

### Life Insurance Company of the Year

'For the most constructive contribution to the efficiency and effectiveness of the financing of insurable risk in Asia'

#### CRITERIA:

- In-depth knowledge and understanding of the market
- Responsiveness to both end-user and intermediary needs
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- Setting professional standards

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'For enhancing the range of products and quality of service available to customers in the Asian market'

#### CRITERIA:

- In-depth knowledge and understanding of the market
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### Educational Service Provider of the Year

'For outstanding and continuous training service to the insurance and reinsurance industry'

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- In-depth knowledge and understanding of the market as manifested by its wide range of educational services for the industry
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- Extent of innovation in/originality of product/service offered
- Proof of product/service in responding to customers' needs and wants
- Quality and effectiveness of innovation
- Industry leadership as shown through continuous effort to be innovative in its products/services
- Service flexibility and efficiency
- Proof of success of the product/service in the market

### Service Provider of the Year

'For enhancing the stability and security of the Asian insurance industry in an exemplary manner'

#### CRITERIA:

- Breadth of services provided in responding to needs of the market
- Innovation in services that resulted in broadening of its market
- Creating a benchmark of quality in service provision
- Service flexibility and efficiency
- Industry leadership as shown through the service offered that made it different from others
- Performance in the market in terms of market share, revenue, and profit

### Risk Manager of the Year

'For creativity in managing companies' risks and the promotion of risk management in Asia'

#### CRITERIA:

- In-depth knowledge and understanding of the risks involved and measures taken to minimise and manage the exposures
- Innovation in the area of risk management/loss control/and containment of losses
- Industry leadership in actual practices of risk management internally
- Promotion of risk management as a philosophy and business discipline
- Professional standards

### Broker of the Year

'For adding significant value to the insurance process in the course of generating new business'

#### CRITERIA:

- In-depth knowledge and understanding of the market
- Responsiveness to clients' needs
- Innovation in services rendered, including risk management and other value-adds
- Industry leadership in broking services and customer services, as well as in boosting the image of the broking profession
- Sound financial management with proven track record of business growth and retention
- Professional standards

### Life Reinsurer of the Year

'For enhancing the stability and security of the Asian life reinsurance industry in an exemplary manner'

*(Open to companies that underwrite life reinsurance either as the main source of business or as part of an overall premium income mix)*

#### CRITERIA:

- In-depth knowledge and understanding of the market with published research offerings
- Responsiveness to insureds' and/or insurers' needs
- Offering superior service and security to clients
- Leadership with ability to adapt to, and lead the industry to meet changing demands
- Sound financial management, corporate governance and disclosure
- Professional standards

### Reinsurance Broker of the Year

'For adding significant value to the reinsurance process in the course of generating new business'

#### CRITERIA:

- In-depth knowledge and understanding of the market
- Responsiveness to clients' needs
- Innovation in services rendered, including market research, risk management and other value-adds
- Industry leadership in offering services to insurers and boosting the image of the profession
- Sound financial management with proven track record of business growth and retention
- Professional standards

### General Reinsurer of the Year

'For enhancing the stability and security of the Asian general reinsurance industry in an exemplary manner'

#### CRITERIA:

- In-depth knowledge and understanding of the market with published research offerings
- Responsiveness to insureds' and/or insurers' needs
- Industry leadership as shown through innovation in products, provision of best quality service, strong underwriting discipline, exemplary employer practices, claims management, business growth and retention of, as well as contribution to boosting the industry's image
- Sound financial management and transparency of accounts and processes
- Setting professional standards

### Corporate Social Responsibility Award

'For the company that has committed substantial resources to achieve significant and sustainable benefit to the community in social, economic and/or environmental arenas, through non-profit driven ventures'

#### CRITERIA:

- Type of contribution and its outstanding values/benefits to the community
- Demonstrated/provided key examples of work from the project with details on motivation, capital resource, management and staff commitment, results and benefits
- Demonstrated socially responsible leadership in the market by pioneering and/or consistently living by a CSR-guided philosophy in its operations
- Demonstrated true "grassroots" engagement with the community
- Demonstrated/provided evidence of the community's support/appreciation of the venture

### Green Company of the Year

'For the company that has adopted and given long-term commitment and resources to a sustainable green program and has ensured its successful implementation'

#### CRITERIA:

- Shown innovation in promoting environment-friendly or green practices, such as in minimising the use of energy and other resources and in reducing company waste
- Has implemented the green programme and shown concrete results, eg percentage of waste reduction
- Shown programme's sustainability and the company's long-term commitment to it
- Demonstrated its environmental impact, such as through reduced waste by recycling or reusing
- Shown programme's impact on the workplace through employees' observance of green practices
- Demonstrated programme's potential to achieve successful adoption and implementation outside the company (ie by other organisations, insurance and non-insurance)
- Has worked with other parties (eg government, NGOs) to create a bigger impact and to encourage its community to do its part in protecting the environment

### Technology Initiative of the Year

'For a breakthrough technology initiative that innovatively addresses a significant need of the industry and allows for higher efficiency or greater profitability in insurance business'

#### CRITERIA:

- Addresses a significant need in the industry at large
- Shows a high level of innovation in responding to that need
- Responds to customer needs, ie by paving way for faster services or simpler transaction processes
- Represents a breakthrough in the industry's use of technology
- Enables significant improvement in the system of an aspect of business, leading to, eg higher efficiency of service or greater profitability
- Allows for easy use and adoption
- Allows for use by the industry at large, as opposed to just meeting the needs of certain companies
- Boosts the industry's professional standards, ie by improving practitioners' efficiency

### Personality of the Year Award

'For the person who has made the most outstanding individual contribution to the Asian insurance or reinsurance industry for the period under review'

#### CRITERIA:

- Demonstrated outstanding leadership qualities
- Demonstrated superior social and communication skills
- Promoted the image and enhanced the reputation of the insurance industry to the wider community, including lobbying the government
- Shown in-depth knowledge and understanding of the market
- Influenced the development of insurance/reinsurance practices to enhance stability and growth in the market
- Embraced professional standards and actively worked towards boosting greater professionalism in the market

### Lifetime Achievement Award

'For the person who has made the most outstanding long-term contribution to the re/insurance industry in Asia'

#### CRITERIA:

- Shown demonstrable leadership qualities in the industry throughout his/her career
- Demonstrated a track record in technical standards and innovation
- Contributed significantly towards developing international trading links or enhancing insurance in the country's economy
- Made consistent contribution to the growth of the insurance sector in theory and practice
- Has recorded at least 20 years of achievement in the industry
- Enjoys the respect and admiration of the industry and his/her peers

#### Where to send your entries

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- Should the word count of an application exceed the word limit, the judges may not read it.**
- Entries may include additional supporting documents such as a company's latest financial statistics or reports but these must be limited to a total of four pages.
  - Writeups must use the following format: Font used must be Times New Roman, size 13; Left and right margins must be 1.0" each; Line spacing between lines must be 1.0.
  - The organisers reserve the right to publish some or all information of winning entries given at nomination.

**IMPORTANT!**  
Entries which do not adhere to these requirements will automatically be disqualified!



## 2010 Roll of Honour

LIFE INSURANCE COMPANY OF THE YEAR  
**China Pacific Life Insurance Co**

GENERAL INSURANCE COMPANY OF THE YEAR  
**Lonpac Insurance**

EDUCATIONAL SERVICE PROVIDER OF THE YEAR  
*Joint Winners:*  
**The Australian and New Zealand  
Institute of Insurance and Finance  
&  
MicroInsurance Academy**

INNOVATION OF THE YEAR  
**EQECAT, Inc**

SERVICE PROVIDER OF THE YEAR  
**ReMark International**

BROKER OF THE YEAR  
**Marsh**

LIFE REINSURER OF THE YEAR  
**Swiss Re**

REINSURANCE BROKER OF THE YEAR  
**Guy Carpenter**

GENERAL REINSURER OF THE YEAR  
**Allianz SE Reinsurance Branch Asia Pacific**

CORPORATE SOCIAL RESPONSIBILITY AWARD  
**Aviva Life Insurance Co India**

GREEN COMPANY OF THE YEAR  
**Sompo Japan Insurance**

TECHNOLOGY INITIATIVE OF THE YEAR  
**Financial Information Network and  
Operations Ltd**

PERSONALITY OF THE YEAR  
**Leslie John Mouat**

LIFETIME ACHIEVEMENT AWARD  
**Alfonso T Yuchengco  
&  
Bernie Fung (1953 - 2010)**

## Service Provider of the Year

'For enhancing the stability and security of the Asian insurance industry in an exemplary manner'

### CRITERIA:

- Breadth of services provided in responding to needs of the market
- Innovation in services that resulted in broadening of its market
- Creating a benchmark of quality in service provision
- Service flexibility and efficiency
- Industry leadership as shown through the service offered that made it different from others
- Performance in the market in terms of market share, revenue, and profit

## Sponsorship available

Interested parties, please contact  
sheela@asiainsurancereview.com

## Risk Manager of the Year

SPONSOR



Chartis is a world leader in property-casualty and general insurance, serving more than 450 million customers in over 160 countries and jurisdictions across the globe.

With a 90-year history, an extensive range of products and services, deep claims expertise and excellent financial strength, Chartis provides businesses and individuals with all the insurance resources needed to manage virtually any risk with confidence.

Chartis companies around the world are independently regulated entities, each financially strong and well capitalized. In Asia Pacific, Chartis offices are located in Australia, China, Guam, Hong Kong, Indonesia, Macau, Malaysia, New Zealand, Philippines, Papua New Guinea, Saipan, Singapore, Taiwan, Thailand, and Vietnam.

Chartis is also a proud corporate citizen, committed to the health and wellbeing of the communities where employees and customers live and work.

[www.chartisinsurance.com](http://www.chartisinsurance.com)

'For creativity in managing companies' risks and the promotion of risk management in Asia'

### CRITERIA:

- In-depth knowledge and understanding of the risks involved and measures taken to minimise and manage the exposures
- Innovation in the area of risk management/ loss control/and containment of losses
- Industry leadership in actual practices of risk management internally
- Promotion of risk management as a philosophy and business discipline
- Professional standards

## Broker of the Year

SPONSOR



**TOKIO MARINE**

**T**okio Marine Asia Pte. Ltd. is the Asia-Pacific Regional Headquarters of the Tokio Marine Group, which is one of the largest insurance group in the world with its flagship company The Tokio Marine and Nichido Fire Insurance Co. Ltd. (Japan). Tokio Marine Asia has a vision to become one of the top-tier insurance groups in Asia-Pacific with "Sustainable and Profitable Growth".

Tokio Marine Asia is also the intermediate holding company as well as the management company of 14 group companies within Asia-Pacific – in Singapore, Malaysia, Indonesia, Thailand, Hong Kong, Philippines, Taiwan, Vietnam, India and Australia. It manages 10 non-life insurance companies, 3 life insurance companies and 1 reinsurance company.

Tokio Marine Asia has 65 staff, a paid-up capital of SGD71 million, and total assets worth SGD608 million.

In its commitment to expand the insurance business in the region, Tokio Marine Asia continues being the exclusive sponsor in its 9th consecutive year running for the "Broker of the Year" category at the 2011 Asia Insurance Industry Awards.

[www.tokiomarineasia.com](http://www.tokiomarineasia.com)

'For adding significant value to the insurance process in the course of generating new business'

**CRITERIA:**

- In-depth knowledge and understanding of the market
- Responsiveness to clients' needs
- Innovation in services rendered, including risk management and other value-adds
- Industry leadership in broking services and customer services, as well as in boosting the image of the broking profession
- Sound financial management with proven track record of business growth and retention
- Professional standards

## Life Reinsurer of the Year

For enhancing the stability and security of the Asian life reinsurance industry in an exemplary manner' (Open to companies that underwrite life reinsurance either as the main source of business or as part of an overall premium income mix)

**CRITERIA:**

- In-depth knowledge and understanding of the market with published research offerings
- Responsiveness to insureds' and/or insurers' needs
- Offering superior service and security to clients
- Leadership with ability to adapt to, and lead the industry to meet changing demands
- Sound financial management, corporate governance and disclosure
- Professional standards

SPONSOR



**M**anulife Financial is a leading Canadian-based financial services group operating in 22 countries and territories worldwide. For more than 120 years, clients worldwide have looked to Manulife for strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions. Our international network of employees, agents and distribution partners offers financial protection and wealth management products and services to millions of clients around the world. We provide asset management services to institutional customers worldwide as well as reinsurance solutions, specializing in life and property and casualty retrocession. Funds under management by Manulife Financial and its subsidiaries were \$475 billion (US\$478 billion) as at December 31, 2010. The Company operates as Manulife Financial in Canada and Asia and primarily as John Hancock in the United States. Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '945' on the SEHK.

[www.manulife.com](http://www.manulife.com)

## Reinsurance Broker of the Year

'For adding significant value to the reinsurance process in the course of generating new business'

### CRITERIA:

- In-depth knowledge and understanding of the market
- Responsiveness to clients' needs
- Innovation in services rendered, including market research, risk management and other value-adds
- Industry leadership in offering services to insurers and boosting the image of the profession
- Sound financial management with proven track record of business growth and retention
- Professional standards

SPONSOR



The Toa Reinsurance Company, Limited (Toa Re) has been experiencing steady growth since its establishment in 1940, and Toa Re will proceed to the next stage after having marked its 70th anniversary in last October.

With the insurance market evolving and customers' needs expanding, Toa Re has been providing a diverse line of both life and non-life reinsurance products to its clients over the world as Japan's primary professional reinsurer.

Toa Re has successfully developed business, and maintained a strong market position in Asian regions through three branches in Singapore, Kuala Lumpur and Hong Kong and through a liaison office in Taipei. During the years of the engagement in Asia, Toa Re has been strengthening the relationship with its clients by overcoming many hardships.

Having built its overseas network including subsidiaries in USA and Switzerland, the whole Toa Re group, with its head office in Tokyo playing a central role, has been contributing to the insurance and reinsurance markets over the world.

In acknowledgment of its outstanding financial profile, Toa Re has been assigned credit ratings of 'A+', 'A+(Superior)' by Standard & Poor's, AM Best respectively, which enables Toa Re to be a long-term and stable provider of quality reinsurance products and services.

[www.toare.co.jp](http://www.toare.co.jp)

## General Reinsurer of the Year

SPONSOR



MSIG has been tending to general insurance needs across Asia for more than 100 years.

Combining global and local best practices, MSIG leverages on its multi-channel distribution, strong partnerships with intermediaries and extensive geographical network – which includes representation in every ASEAN country – to offer a wide range of insurance solutions across major personal and commercial lines.

MSIG is a member of MS&AD Insurance Group, one of the largest general insurers in the world with presence in 42 markets globally, 17 of which are in Asia.

[www.msig-asia.com](http://www.msig-asia.com)

'For enhancing the stability and security of the Asian general reinsurance industry in an exemplary manner'

### CRITERIA:

- In-depth knowledge and understanding of the market with published research offerings
- Responsiveness to insureds' and/or insurers' needs
- Industry leadership as shown through innovation in products, provision of best quality service, strong underwriting discipline, exemplary employer practices, claims management, business growth and retention of, as well as contribution to boosting the industry's image
- Sound financial management and transparency of accounts and processes
- Setting professional standards

## Corporate Social Responsibility Award

SPONSOR

# Swiss Re



Swiss Re is a leading and highly diversified global reinsurer. The company operates through offices in more than 20 countries. Founded in Zurich, Switzerland in 1863, Swiss Re offers financial services products that enable risk-taking essential to enterprise and progress. The company's traditional reinsurance products and related services for property and casualty, as well as the life and health business are complemented by insurance-based corporate finance solutions and supplementary services for comprehensive risk management.

Swiss Re has been associated with Asia since 1913, joining local skills and expertise with global resources, and maintaining a depth of local knowledge yet benefitting naturally from a global perspective.

In Asia-Pacific today, Swiss Re has offices in Tokyo, Seoul, Beijing, Shanghai, Hong Kong, Kuala Lumpur, Singapore, Sydney, Mumbai and Bangalore, where it operates a global BPO centre. Swiss Re has also established a dedicated Retakaful branch in Kuala Lumpur, Malaysia offering General and Family Retakaful solutions to Takaful operators worldwide.

Additionally, Swiss Re is in a strategic partnership with Vina Re, Vietnam's leading reinsurance provider.

Swiss Re was among the first foreign reinsurers to enter China after the country joined the WTO. The company's Asia Division headquarters is in Hong Kong.

[www.swissre.com](http://www.swissre.com)

'For the company that has committed substantial resources to achieve significant and sustainable benefit to the community in social, economic and/or environmental arenas, through non-profit driven ventures'

### CRITERIA:

- Type of contribution and its outstanding values/benefits to the community
- Demonstrated/provided key examples of work from the project with details on motivation, capital resource, management and staff commitment, results and benefits
- Demonstrated socially responsible leadership in the market by pioneering and/or consistently living by a CSR-guided philosophy in its operations
- Demonstrated true "grassroots" engagement with the community
- Demonstrated/provided evidence of the community's support/appreciation of the venture

## Green Company of the Year

'For the company that has adopted and given long-term commitment and resources to a sustainable green program and has ensured its successful implementation'

### CRITERIA:

- Shown innovation in promoting environment-friendly or green practices, such as in minimising the use of energy and other resources and in reducing company waste
- Has implemented the green programme and shown concrete results, eg percentage of waste reduction
- Shown programme's sustainability and the company's long-term commitment to it
- Demonstrated its environmental impact, such as through reduced waste by recycling or reusing
- Shown programme's impact on the workplace through employees' observance of green practices
- Demonstrated programme's potential to achieve successful adoption and implementation outside the company (ie by other organisations, insurance and non-insurance)
- Has worked with other parties (eg government, NGOs) to create a bigger impact and to encourage its community to do its part in protecting the environment

SPONSOR



ING Insurance Asia/Pacific is part of ING Group and represents ING's insurance and retirement services across the region.

The division is responsible for nine life insurance operations in seven markets including China, Hong Kong, India, Japan, Malaysia, South Korea and Thailand. We have general insurance activities in Hong Kong and Malaysia.

One of the leading insurers in the region, ING Insurance has over six million customers serviced by its 7,000 staff.

As a company, we are committed to ensuring that the impact we have on the broader society is positive. As a result, all ING employees have signed up to our business principles. These state that we act with integrity, are open and clear, respect each other and are socially and environmentally responsible. ING has been carbon neutral since 2007.

These businesses operate alongside ING's broader activities of investment management, and retail and commercial banking. Across the Group, ING is active in 13 major economies in Asia Pacific.

[www.ing.com](http://www.ing.com)

## Technology Initiative of the Year

'For a breakthrough technology initiative that innovatively addresses a significant need of the industry and allows for higher efficiency or greater profitability in insurance business'

### CRITERIA:

- Addresses a significant need in the industry at large
- Shows a high level of innovation in responding to that need
- Responds to customer needs, ie by paving way for faster services or simpler transaction processes
- Represents a breakthrough in the industry's use of technology
- Enables significant improvement in the system of an aspect of business, leading to, eg higher efficiency of service or greater profitability
- Allows for easy use and adoption
- Allows for use by the industry at large, as opposed to just meeting the needs of certain companies
- Boosts the industry's professional standards, ie by improving practitioners' efficiency

SPONSOR



With almost 20 years in the life insurance industry, shanghai-headquartered China Pacific Life Insurance Co., Ltd (China Pacific Life) is a leader in China's life insurance industry. It is the country's third largest life insurer and the second largest private pensions provider, as well as a core member of China Pacific Insurance Group, a member of Fortune 500 and the "Life Insurance Company of the Year" recognized by Asia Insurance Industry Awards in 2010.

China Pacific Life has an extensive network across Mainland China covering 99% of the population with 3,598 branches and sub-branches, 254,000 agents, 34,000 staff serving 33,900,000 individual customers and 323,000 institutional clients. As at Sept., 30, 2010, its total assets were worth RMB 366.6 billion.

China Pacific Life responds ahead of the market when it sees the opportunity to serve the customers' lifetime insurance needs, launching four series of products covering savings, protection, annuities and health, under the theme of "Four Seasons of Life-Fully Protected-True Happiness".

China Pacific Life's innovation has also been exemplified through its electronic point of sales e-issuance system, using GPRS. It is said to be the first such system in China, providing individually identifiable travel, accident and other short-term policies at any point of sales, 24\*7.

In its commitment to improve the regional profile and with a vision to achieve "Sustainable and Profitable Growth", China Pacific Life is the exclusive sponsor of "Technology Initiative of the Year at the 2011 Asia Insurance Industry Awards.

[www.cpic.com.cn](http://www.cpic.com.cn)

## Personality of the Year Award

SPONSOR

# ReMark

Since 1984, ReMark has been providing end-to-end marketing, product, technology and financing solutions to banks, insurers and affinity groups.

Our direct operational experience in over 40 countries and 21 languages has earned us global leadership status in direct distribution of insurance products.

A worldwide team consisting of over 150 marketing specialists, actuaries and campaign and channel managers, all work with one focus: maximum value creation for our partners and clients. Together they design and execute direct marketing programmes that establish and drive brand loyalty, increasing the lifetime value and profitability of each customer.

Whether acquiring new customers, retaining existing ones, generating leads or cross-selling to your customer base we can help maximise your return on investment.

- Over 25 years experience as a marketing partner to over 200 world leading financial institutions
- 48,000 programmes implemented in over 40 countries
- Over 9 million insurance policies written worldwide generating business value in excess of € 1 billion
- 510,000,000 customers reached via multiple channels with focus on mail, telephone and digital media (internet, DRTV and mcommerce)
- Multiple marketing domain experience including bancassurance, life and non-life insurance policyholders, takaful banking & insurance, and affinity partnerships

Our philosophy is simple: we only win if you win. So we work closely with you to design a financial model that best meets your current objectives and needs – and structure true partnerships that share the financial risks and rewards.

[www.remarkgroup.com](http://www.remarkgroup.com)

'For the person who has made the most outstanding individual contribution to the Asian insurance or reinsurance industry for the period under review'

### CRITERIA:

- Demonstrated outstanding leadership qualities
- Demonstrated superior social and communication skills
- Promoted the image and enhanced the reputation of the insurance industry to the wider community, including lobbying the government
- Shown in-depth knowledge and understanding of the market
- Influenced the development of insurance/ reinsurance practices to enhance stability and growth in the market
- Embraced professional standards and actively worked towards boosting greater professionalism in the market



• The Honourable Judges •

**Annie Choi**

Commissioner of Insurance, Hong Kong

**Huang Tien-Mu**

Director General, Insurance Bureau, Financial Supervisory Commission, Taiwan

**Viwat Kerdpaiboon**

Office of Insurance Commission, Thailand

**Alan Wilson**

Regional Chief Executive Officer, MSIG Holdings (Asia) Pte Ltd

**Bernd Kohn**

Chief Executive Officer & Principal Officer, Munich Re Singapore Branch

**Chai Sophonpanich**

Chairman and President, Bangkok Insurance Public Co Ltd

**Christopher Ho**

Chairman, Singapore Reinsurers' Association

**Clarence Yeung**

Managing Director & Head of South/East/Southeast Asia, Swiss Reinsurance Company

**David L Fried**

Group General Manager and Group Head of Insurance, HSBC Holdings plc

**David Kinloch**

Chief Executive Officer, Labuan IBFC Inc Sdn Bhd

**Geoff Riddell**

Member of the Group Executive Committee & Chairman, Asia Pacific & Middle East, Zurich Financial Services Ltd

**Hashim Harun**

Chairman, General Insurance Association of Malaysia

**Hiroshi Fukushima**

President & Chief Executive, The Toa Reinsurance Co Ltd

**Keishi Nakamura**

Managing Director, Sompo Japan Asia Holdings Pte Ltd

**Leslie J Mout**

Chairman, Chartis Asia Pacific Pte Ltd

**Malcolm Steingold**

Chief Executive Officer Asia Pacific, AON Benfield Asia Pte Ltd

**Richard Austen**

Chairman, Reinsurance Brokers' Association (Singapore)

**Scott Ryrice**

Chief Executive Officer, Allianz SE Reinsurance Branch Asia Pacific

**Shih Tsan-Ming**

Chairman, Fubon Insurance Co Ltd

**Simon Machell**

Chief Executive Officer, Asia Pacific, Aviva Asia Pte Ltd

**Takashi Yoshikawa**

Chief Executive Officer, Tokio Marine Asia Pte Ltd

**Teddy Hailamsah**

President, EAIC Executive Board & Secretary-General, Asean Insurance Council

**Tony Cheng**

Chief Executive Officer, Hong Kong & Southeast Asia/Senior Vice President, Asia RGA Reinsurance Company

**Yogesh Lohiya**

Chairman-cum-Managing Director, General Insurance Corporation of India

**International Judges**

**Henry C V Keeling**

President & CEO, International Operations, Guy Carpenter & Company Ltd

**Jose Ribeiro**

Director, International Markets Lloyd's

**Michael Morrissey**

President & Chief Executive Officer, International Insurance Society Inc

**Patrick M Liedtke**

Secretary General & Managing Director, The Geneva Association

**Stephen Collins**

Group Chief Executive Officer, ReMark International B V