

# THE WINNERS



# 19<sup>TH</sup> ASIA INSURANCE INDUSTRY AWARDS 2015

ASIA  
INSURANCE REVIEW



1 MESSAGE

2 THE JUDGES

## THE AWARDS

13 LIFE INSURANCE COMPANY OF THE YEAR

15 GENERAL INSURANCE COMPANY OF THE YEAR

17 EDUCATIONAL SERVICE PROVIDER OF THE YEAR

19 INNOVATION OF THE YEAR

21 SERVICE PROVIDER OF THE YEAR

23 CORPORATE RISK MANAGER OF THE YEAR

25 BROKER OF THE YEAR

27 REINSURANCE BROKER OF THE YEAR

29 GENERAL REINSURER OF THE YEAR

31 LIFE REINSURER OF THE YEAR

33 CORPORATE SOCIAL RESPONSIBILITY AWARD

35 TECHNOLOGY INITIATIVE OF THE YEAR

37 EMPLOYER OF THE YEAR

39 PERSONALITY OF THE YEAR

41 LIFETIME ACHIEVEMENT AWARD

I love the Awards as they symbolise the best in the industry.

The insurance industry always finds itself at the crossroads in good times and bad, and the Awards help to ensure a certain consistency and standard in these dynamic and rapidly changing times.

This year, the theme throughout has been disruption and how insurers have effectively faced disruptive innovation to create more business opportunities for themselves. This year's list of entries showed derring-do in bucking market trends with creative innovation, although at times, the voice of education calls into question the quality of the very innovation. It is anyone's guess if some of these innovations can be sustainable, as the market is forever changing and the digital generation is coming of age to create another revolution.

But whatever the flavour of the month may be, the insurance industry is forever committed in its search for excellence. The entries this year showed passion and dedication to be different. There were some tough choices faced by Judges to select the winners, but the face-to-face meeting with the finalists helped to swing votes as the candidates, often represented by the CEOs themselves, showed a deep commitment to excellence and setting market-leading positions.

These leaders make the industry shine, and so do the Judges with their commitment to the task of selecting winners. I salute and thank the Judges for their time and commitment to the whole long process, and lending their names to the prestige of the Awards.

I also salute all participants who had the pride, guts and gumption to take pride in what they do and want to share their story.

As for the finalists, to have come this far is a feat itself, given the astounding quality of entries in several categories. Even for me, a veteran journalist, there were several "wow" moments.

The whole Judging process – the first round done remotely and the second in face-to-face meetings – was carried out over several weeks and the final votes for the winners were carried out by a secret ballot audited by independent auditor, Mr Lau Kam Yuen of KPMG, to whom we owe a big vote of appreciation for his meticulous attention to detail.

I salute the winners of the 19th Awards and exhort you to go the extra mile to get the industry to make a difference and be counted on by the public and governments too. Do use your Award to make an impact!

More is now expected of you to lead the way in the industry. Congratulations!

**Sivam Subramaniam**

Editor-in-Chief, *Asia Insurance Review* & *Middle East Insurance Review*





**ANNIE CHOI****Former Commissioner of Insurance, Hong Kong**

Ms Choi joined the Hong Kong Government in 1986. A seasoned public officer, she has worked in different policy areas before assuming the position of Commissioner of Insurance in September 2009. Since she took up the post, she has been responsible for driving a number of regulatory reforms in Hong Kong, including the establishment of a statutory regulatory body to replace the existing government department to regulate the industry; development of a risk-based capital and

group supervisory framework; and introduction of remuneration disclosure and other conduct requirements for the sale of insurance products.

Ms Choi obtained her Bachelor's and Master's degrees in Law as well as Postgraduate Certificate in Law from the University of Hong Kong. She also did postgraduate studies in Public Administration at Oxford University in the UK and Tsinghua University in China.

Since August 2015, Ms Choi has moved on to her new role as Commissioner for Innovation & Technology.

**ALAN WILSON****Regional CEO, MSIG Holdings (Asia) Pte Ltd**

Mr Wilson helms the Singapore-based Asia regional holding office of Mitsui Sumitomo Insurance Company (MSIG) as its Regional CEO, a position he has been holding since 2008. In his capacity as Regional CEO, he is also a Chairman or Director (or the equivalent) of 13 MSIG companies around the region. The MSIG network in Asia has now expanded to 17 markets.

Mr Wilson was appointed as Executive Officer, Mitsui Sumitomo Insurance Co Ltd (Japan) from April 2015. Prior to joining MSIG Asia, Mr Wilson was the Asia CEO at Allianz, a position he held for over five years from 1999. In this role, he

assumed overall responsibility for managing over 20 general, life and health insurance operations across 14 countries. He later served on several boards in Asia for Allianz and other groups such as Parkway.

Mr Wilson joined Allianz from Guardian Royal Exchange Assurance Group where, over the course of 21 years, he held various senior positions with progressive responsibilities, most recently as the Asia Managing Director, where he managed general and life insurance business in 11 countries.

A British national and a Singaporean Permanent Resident, Mr Wilson has lived and worked in Asia since 1982 in various places, including Hong Kong, Indonesia, Pakistan and Singapore.

**ATTAPHON PHIBUNTHANAPHATTANA****Assistant Secretary General, Office of Insurance Commission, Thailand**

Mr Atthaphon joined the Department of Insurance, Ministry of Commerce (currently transformed into the Office of Insurance Commission: OIC), Thailand in 1998 as the Officer for International Affairs, and became the Executive Director of the International Affairs Department of the OIC in 2007. He was appointed as the OIC's Assistant Secretary-

General in 2011, responsible for personnel development of the insurance industry at the OIC Advanced Insurance Institute. He is currently the Assistant Secretary-General for the Insurance Intermediary Development and Supervision.

Mr Atthaphon earned a BBA (Cum Laude) in International Business Management from Assumption University; MA in International Economics and Finance from Chulalongkorn University, and MS in Financial Economics from Boston University.

**CHAI SOPHONPANICH****Chairman & CEO, Bangkok Insurance Public Co Ltd**

Mr Chai, past Chairman of the Federation of Thai Insurance Organization, and past President of the East Asian Insurance Congress (1985-1986 and 2004-2005), is a leading and a revered elder in the Thai insurance market.

Having served five two-year terms as the head of the non-life body, he has spearheaded several initiatives to nurture the image of the industry as being more responsive to the needs of the people and the economy.

A science graduate from the University of Colorado, Mr Chai has been with Bangkok Insurance for 47 years.]

Since 1978, he has been the Chairman & CEO of Bangkok Insurance. During this time, the company has grown to be a big player with a staff strength of more than 1,200.

Under his stewardship, the company received the ISO 9002 certification in 1997 and ISO 9001 in 2002, and was named the best non-life insurer for three consecutive years since its inception in 2002 by the Thai regulator.

A dependable and selfless industry leader, Mr Chai has also served several terms as Vice Chairman and Chairman of the ASEAN Insurance Council, an organisation which he helped pioneer.

He was named Personality of the Year at the inaugural Asia Insurance Industry Awards in 1996.

**CHRISTOPHER TOWNSEND****President, Asia, MetLife Inc**

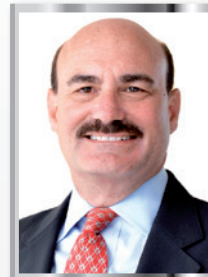
Mr Townsend is President of MetLife's Asia region and a member of the company's Executive Group. Appointed to this position in August 2012, he oversees all of MetLife's businesses in Asia.

Prior to joining MetLife, Mr Townsend was, since 2010, CEO of the Asia-Pacific region at AIG, a business spanning 15 countries. From 2007 to 2010, Mr Townsend was CEO of AIG Australasia, responsible for the company's businesses across Australia and New Zealand.

Earlier in his career, Mr Townsend was CEO of AIG Hong Kong, served as Senior Vice President of Mergers & Acquisitions and also

held a number of senior leadership roles in Hong Kong, London and Sydney. He joined AIG in the UK in 1991 and spent more than half of his 21-year career in the company in the Asia-Pacific region.

Mr Townsend currently sits on the Board of Directors for MetLife's philanthropic organisation, the MetLife Foundation, serves as Vice Chairman of the US-Korea Business Council and also is an Advisor to the Asia Society. He previously served as a board member of the Hong Kong Federation of Insurers, governor of the American Chamber of Commerce and board member of the Insurance Council of Australia. Mr Townsend is a Chartered Insurer.

**DAVID L FRIED****CEO, Emerging Markets, QBE Insurance Group**

Mr Fried joined the QBE Group in April 2013 as CEO, Asia Pacific. He was appointed as CEO, Emerging Markets in August 2014, responsible for the strategy and business of the QBE Group in Latin America, in addition to Asia Pacific. He is also a member of the QBE Group Executive Committee.

Mr Fried has more than 30 years of experience in insurance management. He has an outstanding record of achievement and intimate understanding of the insurance sector in both emerging and developed markets. He also has extensive experience in a number of globally focussed strategic roles.

Prior to joining the QBE Group, Mr Fried was the Regional

CEO of Allianz Asia Pacific, where he managed life and non-life businesses across 14 countries.

Mr Fried also spent 27 years with HSBC where he served in various managerial capacities across the Americas, Asia and the UK in areas including life and non-life insurance and reinsurance, agency, broking and captive management. He was Group General Manager and Group Head of Insurance overseeing the company's insurance operations in 54 countries with profits in excess of US\$3 billion.

He is married with two children. He enjoys his time with friends and family and is a lover of the Arts, having served on the Board of the Buffalo Philharmonic Orchestra in the US and the Hong Kong Philharmonic Orchestra.







## FRANZ JOSEF HAHN

**CEO, Peak Re**

Mr Hahn is the Co-founder and CEO of Peak Re. With more than 29 years of reinsurance industry experience, Mr Hahn has successfully helped in building and shaping the reinsurance business in the Greater China and Asia Pacific region.

Prior to founding Peak Re, Mr Hahn was the Managing Partner of FJ Hahn & Associates, offering strategic

business advisory services to insurance companies and other financial institutions across the globe.

Mr Hahn was the Managing Director of Swiss Re's Greater China region between 1997 and 2008. Before that, he spent nine years at Munich Re, of which six years were as Head of Casualty in Hong Kong.

Before launching his reinsurance career, he was a lawyer.



## FRANCK BARON

**Chairman, Pan-Asia Risk & Insurance Management Association (PARIMA)**

Mr Baron has been the Group General Manager, Risk Management and Insurance at International SOS Singapore since September 2011 and has been the founding chairman of PARIMA (Pan Asian Risk & Insurance Management Association) since 2013.

He was previously with Global Business Development – Risk Consulting at AXA Corporate Solutions, Paris, France; and Vice-President Risk Management & Insurance at Firmenich, in Geneva, Switzerland and Princeton, USA.

Mr Baron has a Masters degree in Risk Management, Bordeaux Business School (1990-1991); Management Degree in European Law and Economics, Bordeaux University (1989-1990); and Management Degree in Political Sciences, Bordeaux IEP (1986-1989). He is a European Fellow in Risk Management, EFARM (1999) and Associate in Risk Management (ARM), Insurance Institute of America (1994-1995). He was awarded "European Risk Manager of the year" by Strategic Risk in April 2007 and "Corporate Risk Manager of the Year" by *Asia Insurance Review* in 2014.



## GEOFF RIDDELL

**Adviser – Asia-Pacific, Middle East and Africa, Zurich Insurance Group Ltd**

Mr Riddell is currently the Adviser of Asia Pacific, Middle East and Africa (APMEA), Zurich Insurance Group. He was the former Regional Chairman of APMEA from July 2010 until April 2015. He is also currently a Vice Chairman of the Council of the British Chamber of Commerce in Hong Kong

He joined Zurich in 2000, where he took on roles including Managing Director of Zurich Commercial in the UK, CEO of General Insurance in the UK, Ireland and Southern Africa, CEO of Global Corporate. He became a member of the Group Executive Committee in October 2004.

He started his career with Price Waterhouse in the UK, before joining AIG in 1982 where he held numerous roles including country manager for Hong Kong, Belgium and France. At AIG,

he set up the first foreign general insurance company in China.

A director of Pool Re from 2005 to 2010, he was until late 2009, a member of the Foundation Board of IMD in Lausanne, the City of London EU Advisory Committee and the Lord Mayor of London's Advisory Committee.

A former member of the World Economic Forum's Advisory Council on Global Growth Companies, he was also a member of the WEF's Global Advisory Council on Insurance and Investment from 2009 –2011, chairing it in 2010.

He was a former member of the Hong Kong Federation of Insurers Council (1990-95), and the General Insurance Council of the Association of British Insurers. For the last three years he has been a judge for the Asia Insurance Industry Awards.

Mr Riddell holds a MA degree from Oxford University and is a chartered accountant.



## KATSUO MATSUSHITA

**Special Adviser & Liaison Officer for Japan & East Asia, The Geneva Association**

With nearly 40 years' engagement with the general insurance industry in Japan and abroad, Mr Matsushita has a wide range of experience handling insurance business and regulatory issues.

Mr Matsushita started his career by working for The Tokio Marine and Fire Insurance Company (Tokio Marine, currently Tokio Marine & Nichido Fire Insurance Co., Ltd.), charged with responsibility for international and corporate planning. He worked for The General Insurance Association of Japan (GIAJ) as General Manager from

June 2002 to June 2009.

Mr Matsushita's role is to engage with insurance companies and other industry stakeholders present in Japan and East Asia on behalf of The Geneva Association, to provide local representation at conferences and other industry events, and to provide special advice to The Geneva Association on its activities in the region.

Mr Matsushita was Member of the Executive Board of East Asia Insurance Congress (EAIC) from 2002 through 2008, and is a Member of the Judging Panel of the Asia Insurance Industry Awards. He holds a Bachelor of Arts (Law) degree from Tokyo University of Japan.



## KAZUHITO OURA

**Director and General Manager, The Toa Reinsurance Company, Limited**

Mr Oura is in charge of overseas reinsurance marketing as Director and General Manager of The Toa Reinsurance Company, Ltd. ('Toa Re'), the professional reinsurer in Japan which marks its 75th anniversary in 2015, providing a diverse line of both life and non-life reinsurance products to its clients

all over the world.

Mr Oura joined Toa Re in 1983 after graduating from Waseda University of Japan with Bachelor of Commerce. He has more than 30 years of experience in both domestic and overseas markets, devoting every effort to develop company's reinsurance business.

Mr Oura worked for the Hong Kong branch for two years as CEO from April 2004 to May 2006, successfully strengthening the relationship with its clients in Asian regions, mainly China, Hong Kong, Taiwan, Korea and Macau. He then continued to add to his wide range of experience at several administrative departments such as the Information Technology Department and Management Planning Department.

His present position covers Europe and Asia. Mr Oura presides over three branches (Singapore, Kuala Lumpur and Hong Kong) underwriting non-life reinsurance, a representative office in Taiwan, and European business underwritten from Toa Re's Tokyo headquarters.



## KENT CHAPLIN

**Head of Asia Pacific & Managing Director, Lloyd's Asia**

Mr Chaplin qualified with honours as a barrister and solicitor in New Zealand, specialising in insurance and commercial litigation. Moving to the United Kingdom in 1996, he practised as an insurance solicitor for leading London law firm Herbert Smith, before his appointment as Claims Director

for Aon Limited's Professional Risks division.

He joined Lloyd's in October 2004 as the Head of Claims to implement Lloyd's claims management strategy and to provide leadership on market-wide claims and major loss issues.

In January 2011, he was appointed Head of Asia Pacific and Managing Director of Lloyd's Asia, where he is responsible for managing the Lloyd's Asia platform in Singapore, overseeing Lloyd's offices and extending Lloyd's footprint in the Asia Pacific region.





## THE JUDGES



### MALCOLM STEINGOLD

**CEO, Aon Benfield Asia Pacific**

Mr Steingold has 35 years of reinsurance and associated industry experience. His background includes reinsurance underwriting, legal practice and reinsurance broking.

Having practised as a lawyer specialising in insurance and reinsurance law, Mr Steingold was recognised as a leading industry expert in legal liability insurance in Australia. He subsequently developed specific expertise in property catastrophe and alternate methods of risk transfer.

Mr Steingold assumed the role of CEO of Aon Re Australia Ltd in March 2000 and under his leadership, Aon Re Australia developed into the market leader in both liability and property classes of businesses with market shares of 45% and 60%, respectively.

Mr Steingold was appointed CEO of Aon Re Asia Pacific in April 2005. Following the acquisition of Benfield on December 2008, he was appointed CEO, Aon Benfield Asia Pacific and Chairman of Aon Benfield APAC Executive. Mr Steingold represents the Asia-Pacific region on the Aon Benfield International Executive. He is also a member of the Aon Asia's Executive which oversees governance of all of Aon's businesses throughout the region.



### MARK NEWMAN

**Head of Asia and Deputy Chief Executive, Asia Pacific, Insurance, XL Catlin**

Mr Newman has been in the insurance industry for 30 years, having begun his career as a trainee broker with Sedgwick Group in London in 1985. After the merger with Marsh in 1997, he led its International Broking Division team, specialising in non-marine lines, with a particular focus on Asia Pacific, Latin America and Europe.

In 1999 Mr Newman transferred to Guy Carpenter, the dedicated reinsurance brand within Marsh & McLennan Companies. In 2000, he moved to Tokyo, Japan to establish Guy Carpenter's first dedicated facultative operation in Asia Pacific. He then re-located to Singapore in September 2003 to assume the Asia Pacific CEO role, and helped to establish new operations in Sydney, Melbourne, and Seoul.

Mr Newman moved from being a broker to a risk carrier, and joined Catlin Asia Pacific in May 2008, assuming the position of regional CEO. In May 2015, Catlin Group was acquired by XL Group plc, and was been appointed as Head of Asia and Deputy Chief Executive Asia Pacific, Insurance, for the combined company which is now known as XL Catlin. He is responsible for activities within the Asia Pacific region, including broker management, client management, country management and legal entity management. His role also includes shared responsibility for regional underwriting across underwriting divisions and regions.

Mr Newman loves to run and regularly takes part in charity runs across the region. He is married with two daughters and calls Singapore home.



### RICHARD AUSTEN

**Chairman, Reinsurance Brokers' Association (Singapore) & CEO, Asia Reinsurance Brokers Pte Ltd**

Mr Austen started his career in Lloyd's of London in 1972 working for the Lloyd's broker Thompson Graham Ltd that later became Jardine Thompson Graham. He first became actively involved in Asian reinsurance in 1974 and moved to Singapore in 1982 where he incorporated Singapore's first regional specialist reinsurance broking business.

Adopting Singapore and Asia as his home, Mr Austen has travelled extensively in Asia in pursuit of delivering reinsurance and corporate solution to clients. He has served on many Industry committees and spoken at numerous reinsurance conferences.

Over the past 3 decades of living in Singapore, Mr Austen has helped incorporate and develop major regional insurance

and reinsurance businesses, notably Jardine Lloyd Thompson, Arthur J, Gallagher, and Asia Reinsurance Brokers.

Outside the Insurance world, he has developed businesses in software, property, distribution, and manufacturing.

Mr Austen is Chairman of Asiare Holdings and the Reinsurance Brokers Association (Singapore), a judge for the Asia Insurance Industry Awards (AIR), a member of the ASEAN Natural Disasters Research Works Sharing (ANDREWS) committee and a member of the organizing committee of the Singapore International Reinsurance Conference (SIRC).

He is also CEO of Catalytics Pte Ltd, the fastest growing natural catastrophe risk mitigation company in Asia, which sponsors "CARMA" (Catastrophe and Risk Management in ASEAN), an on-line information portal initiated and mandated by the ASEAN Insurance Council.



### DR ROGER SELLEK

**CEO, A.M. Best – EMEA & Asia Pacific**

Dr Sellek oversees A.M. Best's ratings, information-services and news businesses outside of the Americas. He is based in the Group's recently-established Singapore office having relocated from London in mid 2015.

Prior to joining A.M. Best, Dr Sellek was Commercial Director for Lloyd's of London for six years, responsible for the market's strategic business relationships with its investor base, brokers, the rating agencies and the financial analyst community. Shortly after joining Lloyd's, he was appointed Head of Commercial Policy and subsequently became Managing Director of Lloyd's Market Risk Unit, where he directed the development and application of the market's risk-based capital

system. He had earlier worked as a consultant to the Equitas Project, assuming management responsibility for the analysis of all non-APH liabilities.

In addition to 15 years of extensive experience and achievement in the insurance and reinsurance sectors, Dr Sellek has a long academic background, graduating with a BSc in mathematical physics from the University of Exeter and with a PhD three years later. He also holds an MBA in strategic management from Imperial College at the University of London and carried out post-doctoral research at the University of Cambridge. He has worked in a number of academic positions in the United Kingdom and overseas, including as a lecturer in applied mathematics at the University of Sydney, Australia. He also spent two years as the National Squash Coach for Thailand.



### SARA LAMSAM

**President, The Thai Life Assurance Association & President, Muang Thai Life Assurance Co Ltd**

Mr Sara has been a great contributor to the success of the TLAA, where he was on the Board from 1998 to 2004. From 2004 to 2006, he was appointed as a Secretary General of TLAA, later took office as a President from 2006 to 2010 and then reelected for a second term from 2012

to 2016. During his presidency, Mr Sara had been driving the organisation to its greatest potential by gaining the trust from both government and private sectors, and had also brought it many excellent achievements. One of the greatest accomplishments was the "Outstanding Organization" awards in 2006-2007 and 2013-2015 from the Department of Business of Development of the Ministry of Commerce and the Board of Trade of Thailand.

As the President and CEO of Muang Thai Life Assurance (MTL), Mr Sara continues to set new standards for the Thai life insurance industry while maintaining commitment to provide happiness to society and achieving its aspiration in being the No.1 life insurance company in Thailand. MTL's integrity and best in class flair is confirmed by the recognition as 1st place Life Insurance Company with Outstanding Management for 9 consecutive years since 2006 and as a Life Insurance Company of the Year in 2014 from the Asia Insurance Industry Awards.

As an individual, he has also been recognised by many outstanding awards; in 2005, he was granted the "Young ASEAN Manager Award" (1st in Thailand) by the ASEAN Insurance Council (AIC). In 2013, Mr Sara also received the "Outstanding Entrepreneurship Award" from The Asia Pacific Entrepreneurship Awards of Thailand and was named the "Financier of the Year 2013" by Money and Banking Online.



### SHARON OOI

**Managing Director, Client Markets Asia, & Principal Officer, Swiss Re Singapore Branch**

Ms Ooi is Managing Director of Client Markets Asia for the Reinsurance business in Swiss Re. She heads the Property & Casualty (P&C) Reinsurance for SID, which comprises Southeast Asia, India, Hong Kong, Taiwan and Korea. She is also the Country President of Swiss Re for Singapore.

Ms Ooi joined Swiss Re in 2006 as Head of the Property & Engineering Treaty business for Southeast Asia and India, following Swiss Re's acquisition of the former Insurance Solutions, where she worked for five years as part of the leadership team. She was responsible for the strategy and technical underwriting of all Property & Casualty treaties booked in the Singapore office, which covered the South and Southeast Asian nations.

Ms Ooi was also responsible for the technical underwriting of regional treaties, including Hong Kong and China businesses and for all Property Per Risk treaties for Asia Pacific. In addition to her underwriting role, She also supported the day-to-day running of the Singapore branch as the Assistant General Manager, and took part in client and internal branch audits, as well as internal and external training on property underwriting and reinsurance principles.

Prior to former Insurance Solutions, Ms Ooi was with OCBC Bank in Singapore in Business Process Reengineering/Risk Management where she was involved in improving business processes in the bank's various departments. She then moved to General Cologne Re as Property & Casualty Underwriter for South East Asia.

Ms Ooi holds an Honours Degree in Cell and Molecular Biology from the National University of Singapore.



## THE JUDGES



**SIMON COPLEY****Asia Pacific Insurance Leader, PwC Hong Kong**

Mr Copley is a partner in Hong Kong and has a broad range of experience in audit and advisory work for leading financial services groups, principally life insurance companies and international investment and commercial banks. He also leads the Asia Pacific insurance industry group and has previously held various management roles including leading PwC's risk consulting practice in Hong Kong.

Mr Copley has been based in Hong Kong for the last 22 years

having previously been with PwC in London since 1985 and has worked extensively around the Asia Pacific region.

He has also been involved in authoring many articles and thought leadership pieces for PwC as well as lecturing for the Euromoney Institute of Finance, Insol and other organizations on financial services issues and on sustainability and climate change related matters.

He is a member of the Hong Kong Institute of Certified Public Accountants (HKICPA) and the Institute of Chartered Accountants in England and Wales (ICAEW).

**THOMAS LILLELUND****Chairman, Singapore Reinsurers' Association; & Managing Director – Asia Pacific, Aspen Re**

Mr Lillelund has been the Managing Director for Asia Pacific since 2012, having joined Aspen in 2008. He began his career in underwriting and management in 1995 and has previously worked at General Re, Swiss Re and AIG.

Mr Lillelund is originally from Denmark and has lived and worked in Latin America, North America, Europe, Africa, Middle East and Asia. He has a BA in economics from the College of William & Mary, an MBA from the Ivey Business School at the University of Western Ontario and is an Associate in Reinsurance (ARE).

**DR TILL BÖHMER****CEO, Munich Re Singapore Branch**

Dr Böhmer took up the position of CEO for Southeast Asia at Munich Re Singapore since April 2015. Dr. Böhmer joined Munich Re in 2009 and headed up the strategy department for the last five years. During this period, he led a number of major initiatives for the Munich Re group mainly on innovation, data analytics and reinsurance as capital relief

instrument. He also devised and implemented various market and client strategies across the globe and strategically re-aligned their primary insurance subsidiaries in the US. Prior to that, he worked as a project leader at The Boston Consulting Group for six years in the insurance practice.

Dr Böhmer holds a doctorate in Law from the Humboldt University in Berlin.

**THOMAS YU-HUI CHANG****Deputy Director General, Insurance Bureau, Taiwan**

Mr Chang is the Deputy Director General of the Insurance Bureau under the Financial Supervisory Commission (FSC). Before he was appointed to his current position in October 2012, he held various positions related to insurance supervision, including Secretary General and Director of Solvency and Investment Division in the Bureau and the Department of Insurance under the Ministry of Finance in the past 24 years, as

well as Head of Investment Section of the Civil Service Pension Fund for eight months in between.

Mr Chang is currently a member of the Insurance Groups Working Group (IGWG) of the International Association of Insurance Supervisors (IAIS).

He holds a Bachelor of Commerce (major in Banking) and a Master of Social Science (major in Public Finance) from National Chengchi University in Taiwan. He also holds an MBA (major in Investment) from Drexel University in Pennsylvania, USA.

**TONY CHENG****Executive Vice President, Asian Markets, RGA Reinsurance Company**

As Executive Vice President, Asian Markets, Mr Cheng has executive oversight of all of RGA's Asian operations. In addition, he has been CEO of the Hong Kong office since 2004, responsible for overseeing all business activity in Hong Kong and Southeast Asia.

Mr Cheng joined RGA in 1997, and has nearly 20 years of experience in the life insurance industry. Prior to that, he served in various senior actuarial and management roles for insurers in Australia, Malaysia, the US and Hong Kong.

Mr Cheng received a Bachelor of Economics degree from Macquarie University in Sydney, Australia, and an MBA from Washington University in St. Louis's John M. Olin School of Business. He became a Fellow of the Institute of Actuaries of Australia (FIAA) in 1997.

Mr Cheng is also an active participant in the Actuarial Society of Hong Kong. He was elected President in 2008 and has served as a Council Member of the Society since 2005. He is currently the Chairperson of the Life Committee, a post he held in 2006 and 2007. Previously, he served as Chairperson of the Experience Committee from 2010 to 2013.

**TSUTOMU TERABAYASHI****Managing Director & Chief Operating Officer, Tokio Marine Asia Pte Ltd**

Mr Terabayashi has more than 33 years of industry experience beginning with The Tokio Marine and Fire Insurance in 1982, after graduating with Bachelor in Economics from Waseda University, Japan.

Mr Terabayashi is the Executive Officer

of Tokio Marine & Nichido Fire Insurance Co Ltd, and the Managing Director and Chief Operating Officer of Tokio Marine Asia, the regional head office of the Tokio Marine Group for Asia Pacific Region.

Prior to this, he was General Manager of Tokio Marine & Nichido Fire Insurance Co Ltd, overseeing the Tokyo Automobile Industry Business.







## GREGORY MACIAG

**President & CEO, ACORD**

Mr Maciag is President and CEO of ACORD, the insurance industry's nonprofit Standards Development Organization. He joined ACORD in 1977 and served in various roles prior to being appointed President in 1994. Mr Maciag led the expansion of ACORD from its origins in U.S. Property & Casualty forms to its current status as a world-class data standards organization serving all lines of business across global markets.

Mr Maciag is the author of two books: *The Real-Time World*, published in 2009, and *The Business Information Revolution*, published in 2005. He blogs about ACORD at [www.acordceo.org](http://www.acordceo.org), writes a monthly Tech Focus article for London-based Insurance Day magazine and contributes to other publications.

Tech Decisions magazine named Mr Maciag one of the "Ten People You Need to Know in Insurance" in 2000. He accepted Insurance Day awards from the London Market for ACORD in 2003 and 2004. He received the Wade S. Dunbar Jr. Award for significant contributions to insurance industry automation from NetVU in 2005, and was listed as one of the "100 Most Powerful People in the Insurance Industry" by Insurance Newscast in 2011. In 2012 he was recognized as #12 on the list of the "Top 25 Living Legends of Insurance" by PropertyCasualty 360.com.

Mr Maciag is the principal advocate for the industry standards that have become increasingly essential in today's digital world. He and his staff work with thousands of firms around the world to support system interoperability across platforms.



## PATRICK LIEDTKE

**Managing Director & Head of Financial Institutions Group – EMEA, BlackRock**

Mr Liedtke, Managing Director, is BlackRock's Head of the Financial Institutions Group (FIG) for Europe, Middle East and Africa. He is a member of the global FIG Executive Committee and the global Institutional Client Business Leadership Committee.

Prior to joining BlackRock in 2012, he was the Secretary General and Managing Director of The Geneva Association, a position he held from 2001, having joined The Geneva Association in 1998.

He began his career in capital markets analysis and economic research in England, Germany and Switzerland. He is also a Surveillance Board Member of Zwiessel Kristallglas AG, Zwiessel, and a member of the Club of Rome, having served two terms on

its Executive Committee; a member of the World Academy of Arts and Sciences; and a member of the International Advisory Board of the China Centre for Insurance and Social Security in Beijing; as well as several other international expert groups.

Mr Liedtke earned graduate and post-graduate degrees from the Technical University of Darmstadt in electrical engineering and financial economics. He is the founder of the Chief Investment Officers Network, the Financial Directors Network, the Amsterdam Circle of Chief Economists, and co-founder of the Chief Risk Officers Network in insurance, the World Risk and Insurance Economics Congress, and the Silver Workers Institute. Mr Liedtke has authored and edited several books and over 150 articles and papers on insurance, finance and economics and is an Honorary Visiting Professor at Cass Business School at City University in London. He speaks English, Spanish, French and German fluently.



## STEPHEN COLLINS

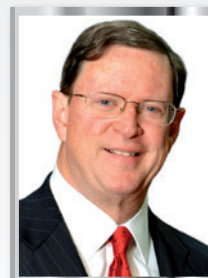
**Group CEO, ReMark Group**

Mr Collins is the Group CEO of ReMark International – the global leader in alternative distribution and marketing solutions for the insurance industry.

He has close to 30 years' experience in the financial services industry, providing consulting services to clients on bancassurance, marketing, product development and direct distribution strategies across Asia, Europe and the Americas.

Mr Collins is well-known in the region as a long-time advocate of knowledge sharing within the industry through his work with *Asia Insurance Review (AIR)*. Together with *AIR*, he is a co-founder of Asia's leading annual Bancassurance and Alternative Distribution Channels Conference (since 1999). Besides being a member of the prestigious Asia Insurance Industry Awards Judging Panel, he is a regular article contributor to *AIR*.

Although currently based in the Netherlands, he continues to enjoy close personal, professional and private commercial interests in Asia.



## MICHAEL MORRISSEY

**President and CEO, International Insurance Society**

Mr Morrissey is the President and CEO of the International Insurance Society (IIS). Founded in 1965, it is the world's largest and most diverse industry organisation, with members representing global insurance leaders, international regulatory authorities and worldwide insurance scholars from over 95 countries.

Prior to joining IIS, Mr Morrissey was Chairman and CEO of Firemark Investments. He was also the firm's Chief Investment Officer and invested in insurance companies worldwide. He has advised insurance company management and regulators and served on a number of insurers' boards in North America, Europe and Asia. Mr Morrissey currently is a member on the Board of Directors of Selective Insurance Group, Inc. and is Chairman of its Finance Committee.

Mr Morrissey is a member of the Board of Overseers of the St John's University School of Risk Management, Senior Advisor to the Asia-Pacific Financial Forum (APFF) and a member of the Board of Governors of the Asia Pacific Risk & Insurance Association. He is also a member of the American Risk & Insurance Association and the Group of Risk & Insurance Economists. He is an advisor to the United Nations Environmental Program Finance Initiative's Principles for Sustainable Insurance, and was the global insurance industry representative on the Private Sector Taskforce on Regulatory Convergence in Financial Services, organised by the G-20.

Mr Morrissey holds a BA from Boston College, an MBA from Dartmouth College and graduated from the Harvard Business School's Corporate Finance Management Program. He is also a CFA charterholder and past President of the Association of Insurance and Financial Analysts.



## YASSIR ALBAHARNA

**CEO, Arab Insurance Group (Arig)**

Mr Albaharna graduated in 1984 with a Bachelor degree in Engineering (Mechanical) from McGill University in Montreal and then in 1986 obtained dual Masters in Engineering (Manufacturing) and an M.B.A (High Honors) from Boston University. He subsequently joined the Arab Insurance Group (Arig) in 1987 and was elected as "Fellow" and "Chartered Insurer" of the Chartered Insurance Institute (CII) in 1993.

Mr Albaharna worked within the reinsurance division of Arig during his entire working career and assumed various underwriting and managerial positions. Throughout, he has traveled extensively and represented Arig in numerous regional and international fora.

Mr Albaharna is currently the CEO of Arig, Chairman of Arig Capital Limited (London), Chairman of Gulf Warranties (Bahrain), Chairman of FAIR Oil & Energy Insurance Syndicate (Bahrain), Board member of Arima Insurance Software (Bahrain), Board member of the FAIR Non-Life Reinsurance Pool (Istanbul), Board member of Takaful Re (Dubai International Financial Center) and Board member of GlobeMed (Bahrain).

Mr Albaharna is also Board member of the International Insurance Society (New York), Board member of the Federation of Afro-Asian Insurers & Reinsurers (Cairo), Vice President of the Association of Insurers and Reinsurers of Developing Countries (Philippines), Board member of Bahrain's Specific Council for Vocational Training (Banking Sector) as well as Board of Trustees of Bahrain's Human Resources Development Fund (Banking & Financial Sector).





## Our people make all the difference

Risks and opportunities change all the time. What doesn't change is RGA's dedication to helping you manage both.

Our people are the difference between following the same path and clearing a new one. Between just collecting data and gaining insights into what's driving your results. Between fearing seismic changes in the insurance marketplace and capitalizing on them.

Find out what a difference RGA can make to your business.



The security of experience. The power of innovation.

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

LIFE INSURANCE COMPANY OF THE YEAR



## SUN LIFE OF CANADA (PHILIPPINES) INC

*The top life insurer in the Philippines for the fourth year in a row, Sun Life is also the country's longest standing life insurer. 2015 marks its 120th year of service to the market. Its commitment to help Filipinos achieve lifetime financial security makes it a deserving winner of the Life Insurance Company of the Year award.*

In 2014, despite the insurance industry experiencing a 7.8% decline, Sun Life experienced 3.5% growth and ended the year with over PHP 30 billion in total premiums. It led the market with PHP12 billion – 68% higher than the next insurer – and a net income of PHP4.3 billion that was double of its previous year's showing. It is known for having the most productive agency force, with the most number of General Agency Management Association and Million Dollar Round Table qualifiers in the country. To date, the company has built up an agency force of over 6,700 and opened 60 sales offices nationwide, in order to increase insurance accessibility. Its net promoter scores indicate a 96.46% satisfaction rating from customers.

The insurer has also been a pioneer in promoting financial literacy in the Philippines since 2009. In June 2014, Sun Life declared a "Financial Independence Month" in the country with an anti-inflation campaign. Recently, it was awarded the Institution of the Year award by Angat Pilipinas Coalition for Financial Literacy, a recognition of its thought leadership in the field, amid other awards like the Philippine Quill Awards, Anvil and PANATA Awards.

The company has shown its understanding of the young market by using mobile applications and social media channels, where it enjoys the highest share of social engagement among insurance companies in the country and a "#PYOLO" (Plan. You Only Life Once) campaign. Beyond Metro Manila where business is concentrated, Sun Life has worked to improve its growth and presence in the provinces, recognising that majority of the population live there.

In its product offerings, Sun Life has also addressed the needs of customers by introducing new unique record-earning life insurance funds to cater for more flexibility. In terms of service delivery, it has offered e-Notice and SMS billing notifications, opened dedicated counters in accredited diagnostic centres and additional self-service kiosks.

By engaging heavily in media relations and its outreach to the public, including participation in community outreach efforts from its foundation, Sun Life has helped make insurance more visible, relatable and less intimidating for Filipinos.

### SPONSOR'S PROFILE

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



Reinsurance Group of America, Incorporated (RGA) is a global leader in the life reinsurance industry, with approximately \$2.9 trillion of life reinsurance in force. From its world headquarters in St. Louis, Missouri, U.S.A. and operations in 27 countries, RGA provides clients with expert solutions in individual life reinsurance, group reinsurance, health reinsurance, facultative underwriting, product development and financially motivated reinsurance.

After more than four decades of growth, RGA has become one of the world's most highly respected reinsurers, recognized for expertise in risk assessment and capital management, its ability to develop innovative solutions, and its unwavering commitment to its clients.



## The Courage to Deliver

Peak Re is a reinsurer for the times we live in. Founded on time-tested principles, and united by a collective attitude to embrace the rapid change and innovations of the modern era, we unlock the power of reinsurance.

How can we have the confidence to say this?

Because we listen, make decisions with speed and integrity, and we have the ability and the courage to deliver.

## 高瞻远瞩 勇于创新实践

作为一家新时代下成立的再保险公司，鼎睿再保险建基于久经历练的专业准则，并矢志针对亚太区在急速变化和革新下面对的挑战，发挥再保险方案的最大潜能。

鼎睿再保险的信心源于 —

我们聆听，并作出敏锐及具诚信的决策。同时，我们拥有富有实力的团队，勇于创新实践。



## MSIG INSURANCE (MALAYSIA) BHD

*For its outstanding efforts to advance the customer experience and industry leadership in ERM in the past year, MSIG Insurance (Malaysia) Bhd wins the title of General Insurance Company of the Year.*

**D**espite the tough market conditions in 2014, MSIG Insurance (Malaysia) Bhd managed to turn in a sterling performance with good growth; it recorded 4.26% growth y-o-y in gross written premiums to reach MYR1.49 billion in 2014.

Ranked among the top three in four key classes in Malaysia, the company has grown from strength to strength with 700,000 policyholders today, catering to a diverse customer base from individuals to large MNCS via multi-distribution channels. Its claims philosophy guarantees action within 24 hours and it provides technological solutions in enhancing business efficiency, while providing 24 hour assistance hotlines that also extend to motor, home and travel issues.

For corporate clients, MSIG has provided risk management and loss prevention services via its affiliated engineering risk solutions company and infrared thermos inspection services, with over 180 agents worldwide for Marine Cargo. In Malaysia, it has an established branch network in 20 cities towns.

Demonstrating its commitment to customer service, MSIG undertook a major move to a new office in 2014 with

larger self-service agency areas and training capacity to support long term development plans for its partners and staff. Responding to the digital era and its digitally-savvy customers, it developed a first-of-its-kind online platform, "Take It Easy", and mobile application "Home Assist" to allow customised products for individual lifestyles and to provide home-related claims accessibility respectively.

In terms of leadership, MSIG has played a pioneering role in Enterprise Risk Management (ERM) in the region, by improving risk decision-making to drive sustainable performance and establishing structured ERM indicators and committees, which meet regularly to drive ERM initiatives, setting the tone from the top. This has contributed to its outstanding Composite Risk Rating from Bank Negara Malaysia for 6 consecutive years.

MSIG's CEO, Mr Chua Seck Guan is currently the Chairman of the General Insurance Association of Malaysia (PIAM) and also serves as Chairman of the ASEAN Insurance Council and sits on the Financial Mediation Bureau and Malaysia Insurance Institute boards. He embodies the industry leadership that his company has also shown, and that has made MSIG the deserving General Insurance Company of the Year.

### SPONSOR'S PROFILE

www.peak-re.com

## PeakRe >

**B**ased at the heart of the Asia Pacific region in Hong Kong and authorized by the Office of the Commissioner of Insurance of Hong Kong (OCI), Peak Reinsurance Company Limited (Peak Re) was licensed in December 2012.

With an initial capital of US\$550 million, Peak Re is committed to providing innovative and visionary reinsurance services for our clients in the Asia Pacific region and beyond. Peak Re is now one of the few locally established reinsurance companies in Asia-Pacific, underwriting both life & health and property & casualty reinsurance business. We offer treaty reinsurance services, tailor-make risk transfer and capital management vehicles to best fit clients' needs. As at 31 December 2014, Peak Re is already working with 175 clients in 30 markets globally.

Peak Re's mission is to modernize the reinsurance industry through a fresh perspective on protecting the prosperity and continuing growth of the Asia Pacific region. We blend our local expertise with international experience to benefit our clients, and with a visionary culture, Peak Re brings new solutions to the reinsurance industry. Because we listen, we make decisions with speed and integrity, we have the commitment and courage to deliver.

Peak Re is backed by Fosun International Limited and the International Finance Corporation, which respectively invested 85.1% and 14.9% in the Company. Peak Re is rated "A-" by A.M.Best.

To learn more about how Peak Re can help you achieve a better financial position and protection, please visit our website.



# Let your DATA FLOURISH

**Data is the foundation of understanding your risks.**

At Aon Benfield we go one step further by using our tools and experts to bring data to life and help transform your business decisions. Learn more about our analytical capabilities at [aonbenfield.com](http://aonbenfield.com).

**Aon**  
Empower Results®



## AUSTRALIAN AND NEW ZEALAND INSTITUTE OF INSURANCE AND FINANCE

*For its consistent efforts in providing training and professional development to the insurance industry across the Asia-Pacific region in the past year, the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) brings home the Educational Service Provider of the Year award once again.*

**T**he Australian and New Zealand Institute of Insurance and Finance (ANZIIF) has demonstrated in-depth knowledge and understanding of the market through the wide range of training it provides, which cover comprehensive qualifications, industry events, customised workshops, publications and the use of social media.

For the period under review, ANZIIF had provided educational programmes to over 6,390 students in over 31 countries and held 63 events in the Asia-Pacific region. While its conferences are internationally focused, ANZIIF works with partners to deliver courses to local insurance markets such as Thailand and Indonesia. In 2014, ANZIIF re-developed its publication, the *Journal*. From March 2015, it started featuring technical content by industry sector to allow professionals to stay on top of their educational needs.

ANZIIF also responds to the market's needs innovatively. In September 2014, it launched a new website for members

so as to be more agile in providing information. To address public underinsurance, the service provider continued to develop its Know Risk network, running several awareness campaigns in 2014-15. It also added QR codes to its *Journal*, allowing members to read articles in Mandarin, and developed a Motor Insurance Programme and Advanced Diploma of Risk Surveying which will be launched in late 2015 to address China's changing industry landscape.

In 2014, ANZIIF hosted five Chinese delegations made up of key insurance influencers. It brought together key industry bodies in July 2014 to launch an industry-wide careers programme and conducted a survey of women in the insurance industry in November 2014 which led to a series of industry discussions in the region on the educational needs of women in insurance. Through its efforts in providing responsive leadership across a range of sectors, ANZIIF truly deserves the Educational Service Provider of the Year award.

### SPONSOR'S PROFILE

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

**Aon**  
Empower Results®

**A**on Benfield, a division of Aon plc, is the world's leading reinsurance intermediary and full-service capital advisor. We empower our clients to better understand, manage and transfer risk through innovative solutions and personalised access to all forms of global reinsurance capital across treaty, facultative and capital markets. As a trusted advocate, we deliver local reach to the world's markets, an unparalleled investment in innovative analytics, including catastrophe management, actuarial and rating agency advisory.

Through our professionals' expertise and experience, we advise clients in making optimal capital choices that will empower results and improve operational effectiveness for their business. With more than 80 offices in 50 countries, our worldwide client base has access to the broadest portfolio of integrated capital solutions and services.

To learn how Aon Benfield helps empower results, visit our website.





We trust **Manulife**  
for our big financial decisions

### Always your most trustworthy financial partner

Established in Canada in June 1887, Manulife has grown into a truly international financial institution with a global network spanning Asia, Canada and the United States. With 118 years of continuous operations in Asia, we offer you the advantage of our global strength and pan-Asia expertise. From China to Vietnam, Japan to Indonesia, our customers benefit from our unrivalled professional understanding of insurance, wealth management and employee benefits markets.

We have provided millions of customers with strong, reliable, trustworthy and forward-thinking financial solutions for more than a century. Let us help you with your most significant financial decisions for your future.

## ASIAN ALLIANCE INSURANCE PLC

*For its innovation in eliminating the traditional accident claims process in motor insurance and for bringing revolutionary change to Sri Lanka's motor insurance industry, Asian Alliance Insurance PLC has won the Innovation of the Year award.*

**A**sian Alliance Insurance PLC's (AAI) Click2Claim mobile application has revolutionised motor claims settlement in Sri Lanka, bringing benefits including speed, convenience of use, which results in time and energy savings and greater customer satisfaction, elimination of paper work, a lower claim processing fee and a competitive advantage for the company.

Sri Lanka's insurance industry has been slow and unresponsive in addressing the inconvenience and hassle that follows a motor accident. The ensuing waiting period for the assessor to arrive and the lengthy claims settlement procedure is stressful and inconvenient and causes traffic hold ups. In Sri Lanka, the assessor's assessment is mandatory to process a claim.

By eliminating the assessor role, Click2Claim has brought value to customers, reducing the average claim processing time by 50% and enabling AAI to command a premium price in an industry where severe price competition prevails, by offering speed and convenience, which are highly regarded in today's fast-paced lifestyle.

Through Click2Claim, AAI has set a new standard in the industry with the fastest claim settlement standard in

the market. Click2Claim is an advanced product which has secured the company new business growth of 12% despite a price increase of 15%, with the app leading to overall cost savings by 17% compared to the usual claim costs. The app usage increased from 7% to 53% within a mere four months of its launch, and continues to capture customers at an increasing rate.

It was AAI's robust stakeholder engagement process which resulted in Click2Claim. A recent survey held in March 2015 revealed that its customer satisfaction rate has jumped to 93% from 55%. AAI is already present nationwide, but Click2Claim has empowered its rollout further by eliminating geographical constraints. It is an in-house development which AAI can process using its own resources.

The product has a high sustainability quotient, as it has enabled a paperless environment and also saved storage space, filing time, fuel spent by assessors travelling to accident sites and has helped AAI reduce its carbon footprint across several dimensions. AAI, in its own words, has truly "heralded a new horizon for Sri Lanka's motor insurance industry to reach the next level".

### SPONSOR'S PROFILE

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



**M**anulife Financial Corporation is a leading international financial services group providing forward-thinking solutions to help people with their big financial decisions. We operate as John Hancock in the United States, and Manulife elsewhere. We provide financial advice, insurance and wealth and asset management solutions for individuals, groups and institutions. At the end of 2014, we had 28,000 employees, 58,000 agents, and thousands of distribution partners, serving 20 million customers.

At the end of June 2015, we had \$883 billion (US\$708 billion) in assets under management and administration, and in the previous 12 months we made more than \$22 billion in benefits, interest and other payments to our customers. Our principal operations are in Asia, Canada and the United States where we have served customers for more than 100 years. With our global headquarters in Toronto, Canada, we trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong. Follow Manulife on Twitter @ManulifeNews.



# FITTING PROTECTION FOR THE BUSINESS YOU LOVE.

Zurich offers many distinct products and services for a diverse range of businesses. We can put them together in a way that perfectly fits your business to protect the things that matter most to you.

FIND OUT MORE AT  
[zurich.com/protection](http://zurich.com/protection)



**ZURICH INSURANCE.  
FOR THOSE WHO TRULY LOVE THEIR BUSINESS.**



Zurich Insurance Group (Zurich) is a leading multi-line insurer that serves its customers in global and local markets. With more than 55,000 employees, it provides a wide range of general insurance and life insurance products and services. Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations, in more than 170 countries. The Group is headquartered in Zurich, Switzerland, where it was founded in 1872. The holding company, Zurich Insurance Group Ltd (ZURN), is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt (ZURVY) program, which is traded over-the-counter on OTCQX. Further information about Zurich is available at [www.zurich.com](http://www.zurich.com)

**SERVICE PROVIDER OF THE YEAR**



## REMARK INTERNATIONAL

*For its success in helping its insurance partners achieve greater efficacy in their distribution efforts, its breadth of services, and innovation and service efficiency, ReMark is the worthy winner of the Service Provider of the Year award.*

**H**aving operated in Asia since 1986, ReMark has since increased its presence in the region, which today accounts for 60% of its global business. The company has broadened its service provision to meet rising demand for innovation through integrating mobile marketing activity, introducing a broader range of customisable protection insurance products and direct distribution.

Placing customers at the centre of its partners' distribution strategy, ReMark has helped them run fully-integrated channels both online and offline, and expects to execute close to 100 fully-integrated programmes in 2015, reaching over 30 million customers in the region. Over the years, it has established enduring partnerships with some of the most significant financial brands in Asia.

As the first service provider in Asia to create white-labelled mobile applications and WeChat enterprise applications, which clients are customising to enhance the digital presence of their brands and build customer engagement, ReMark launched 3 mobile apps and 3 WeChat enterprise apps for

6 client brands in the region this year. Its mobile service centre using a WeChat interface and internal CRM has generated multiple touchpoints with existing and prospective customers. It has built and deployed sophisticated modelling techniques for clients throughout Southeast Asia in the past three years.

In 2013, ReMark launched the first digital Direct-to-Consumer brand in Malaysia, EZTakaful, which has sold over 4,000 policies and has an in-force value of MYR3 million and is anticipated to acquire over 15,000 customers by end of this year. It instituted a ReMark Graduate Development Programme in September 2013, which is designed to create a talent pool of future leaders within the business. In 2014, it published the first in a series of annual studies examining consumer trends in the global insurance industry.

ReMark's US\$22 million new business premium in 2014 and its recognition as the distribution partner of choice in Japan, China, Singapore and Malaysia are testament to its success in improving its partners' performance.

### SPONSOR'S PROFILE

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



**Z**urich is a leading multi-line insurer that serves its customers in global and local markets. With more than 55,000 employees, it provides a wide range of general insurance and life insurance products and services. Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations, in more than 170 countries. Founded in Switzerland in 1872, Zurich is one of the world's most experienced insurers. Our customers choose Zurich to protect the people and things they love because they value our knowledge, expertise and stability. Zurich has three core business segments – General Insurance, Global Life, and Farmers.

General Insurance is the segment through which the Group provides a variety of motor, home and commercial products and services for individuals, as well as small and large businesses.

Global Life delivers financial protection when our customers need it most. We help individual customers prepare for the future and corporate customers attract and retain the best talent through the provision of attractive employee benefit packages.

Farmers includes Farmers Management Services which provides non-claims management services to the Farmers Exchanges (which we do not own), as well as Foremost and 21st Century brands in the United States, and Farmers Re.





「Risk is everywhere.  
And so are we.」



## Committed to Asia and the world since 1919.

AIG was founded in Asia nearly 100 years ago, and our commitment to the region is as strong as ever. With unmatched breadth of coverage, depth of experience and understanding of local markets in Asia and 100 countries around the globe, we can help you stay out in front wherever you expand. All with the high level of service and expertise you enjoy at home. Learn more at [www.AIG.com](http://www.AIG.com)



Bring on tomorrow

All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. For additional information, please visit our website at [www.AIG.com](http://www.AIG.com)

## CORPORATE RISK MANAGER OF THE YEAR



## MR RYAN TAN

HEAD, STRATEGY AND RISK MANAGEMENT  
SMRT CORPORATION, SINGAPORE

*For his unique dual role in spearheading strategy development and Enterprise Risk Management (ERM) functions in his organisation and promoting risk management as a philosophy and business discipline, Ryan Tan is honoured with the Corporate Risk Manager of the Year award.*

**M**r Ryan Tan leads the Strategy and Risk Management Office in Singapore's leading multi-modal public transport operator, which serves 3 million commuters daily via its metro, light-rail, bus and taxi operations. SMRT Corporation's ERM framework is underpinned by the principle that managing risk is integral to, and not separate from the company's strategy and business activities.

He has aligned risk management and strategy by conducting analysis that drives towards actionable business unit-level business insights and engrained risk management into line business units, by engendering a culture that accepts risk management principles and standards.

Mr Tan has ensured that ERM is part of an improved bottom-up, top-down process where risk inputs are collated from multiple channels. He introduced two recent refinements to incorporate business opportunity angles to risk assessment and consolidate all risk-based processes within the Trains business unit.

To date, the ERM processes have resulted in better overall operational performance and a more engaged and proud workforce compared to global benchmarks. A revised safety framework also led to a significant reduction in safety incidents since 2014. SMRT anticipates 10% savings in energy costs from 2013 to 2018 through initiatives to manage the risk of rising energy costs. An organisation-wide service culture programme to alleviate reputational risks was commissioned in collaboration with Disney and will see full completion in 2016.

Mr Tan has promoted risk management beyond SMRT to the larger Singaporean and global metro communities, to organisations such as Singapore Power, Changi Airport Group and will also be sharing on ERM in November 2015 at CoMET/ Nova, a global benchmarking platform for metro operators.

With his innovative initiatives in driving ERM in SMRT and in enhancing the profile of ERM in Singapore and beyond, Mr Tan deserves recognition as the Corporate Risk Manager of the Year.

### SPONSOR'S PROFILE

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



**A**merican International Group, Inc. (AIG) is a leading global insurance organization serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at [www.aig.com](http://www.aig.com) | YouTube: [www.youtube.com/aig](http://www.youtube.com/aig) | Twitter: @AIGinsurance | LinkedIn: <http://www.linkedin.com/company/aig>

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at [www.aig.com](http://www.aig.com). All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain property-casualty coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds.



With a history of over 130 years, building and strengthening partnerships, our services are now delivered through a network that spans 37 countries in 469 cities. Through it all, we have never lost sight of conducting business with

Integrity,  
Passion and  
Quality.



**Doing business in Asia? Talk to us.**  
Every step you take in life should move you forward. And if the next step is expanding your business to the region and beyond, Tokio Marine's range of Life and General Insurance solutions keeps you covered, so you can focus on what matters to you.

**TOKIO MARINE. READY FOR WHAT'S NEXT.**  
For a strong global partner, call us at (65) 6372 2988.

[tokiomarine.com](http://tokiomarine.com)  
Life & Health | Property & Casualty

**BROKER OF THE YEAR**



**AON**

*For its continued leadership and ability to deliver on its clients' needs and retain their business, Aon is the Broker of the Year.*

**A**on's success to-date is due to its focus on delivering value. With an in-depth knowledge and understanding of its clients' unique needs and the insurance market which is the foundation of the "Aon Client Promise", it scored highly in several key areas of responsiveness to clients in its 2014 client survey, helped by tools such as Aon GRIP, a world leading repository of risk and insurance placement data, and AonLine, its extranet service which is exclusively available for clients and provides access to key information 24/7.

It has innovated in the services rendered to clients, including risk management and value adds like AonPulse, its unique web-based data analytics platform, and Aon BenefitsPLUS, an expanded benefits programme and the Aon Risk Maturity Index. It provides transparency by jointly authoring a plan with clients to define the collaboration and seeks clients' input on how it is doing through feedback sessions and annual surveys. To maintain the highest levels of professionalism, it undertakes rigorous employee development, such as through Aon University, a gateway to internal education and learning for its staff that offers

three types of programmes: signature, business skills and technical.

Aon provides industry leadership from its Global Broking Centre in Singapore for broking teams located in 13 countries across Asia, with over US\$450 million of premiums placed from there. The Centre provides industry leadership in a number of key areas: financial services, professions & casualty, energy, marine, construction power & infrastructure, aviation, property & crisis management and structured portfolio solutions. As well as taking part in over 81 marketing initiatives in 2014, Aon has boosted the image of the broking profession through extensive thought-leadership documents and active engagement with industry bodies, including risk associations.

Aon achieved its most successful new business year on record in Asia, achieving double digit revenue growth on a full year basis and far surpassing its revenue milestone in 2014. With its client retention rate well above 90% and over \$2.5 billion premium placed annually, Aon is truly a leader in its class.

**SPONSOR'S PROFILE**

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



**Tokio Marine Insurance Group**

**M**ore than 130 years ago, we were established as the first insurance company in Japan. Our network now spans 486 cities in 37 countries, and we have never lost sight of conducting business with integrity, passion and quality.

Doing good, being good means profits are not the be all and end all of our existence, but a natural progression of doing the best for customers, employees and society. Working to be a Good Company brings us together as a united global insurance group.

We are a leading multinational insurer with presence in all the major regional markets with a broad distribution strategy, utilizing agency, broker, bank and direct channels. The trusted Tokio Marine brand is one of our most valuable assets. Tokio Marine is a highly customer centric organization and we pride ourselves in putting the customer at the heart of everything we do.

**Tokio Marine in Asia**

**T**okio Marine Asia Pte. Ltd. is the regional headquarters and an intermediate holding company of Tokio Marine Group and a sister company of Tokio Marine and Nichido Fire Insurance Co. Ltd. (Japan).

We oversee 14 group companies within Asia-Pacific – in Singapore, Malaysia, Indonesia, Thailand, the Philippines, Vietnam, India, Australia and Myanmar. This includes 9 general insurance companies and 5 life insurance companies, employing 7,300 employees across the region.

In our commitment to expand the insurance business in the region, Tokio Marine Asia is proud to exclusively sponsor the "Broker of the Year" category for 13 consecutive years, at the 2015 Asia Insurance Industry Awards.



# PROVIDING PEACE OF MIND

Our mission is clear: Deliver life and non-life reinsurance products that satisfy the ever expanding needs of our clients. We have been providing peace of mind since 1940. Toa Re – Japan's primary professional reinsurer.



© 2015 The Toa Reinsurance Company, Limited

REINSURANCE BROKER OF THE YEAR



## AON BENFIELD

*For the continued and holistic value that Aon Benfield brings to its clients and the industry, including thought leadership and innovation in disaster and risk mitigation, Aon Benfield is again bestowed the Reinsurance Broker of the Year award.*

Aon Benfield oversees the placement of more than US\$5 billion of reinsurance premium in the Asia Pacific market annually, which brings it a deep level of insight into sector dynamics and emerging trends. Offering the full range of treaty and facultative, analytical and execution capabilities via its Investment banking group, consultancy arm and data analysis under its platforms, it is in a position to promote clients' business growth and highlight strategic opportunities.

Through the use of innovative tools and services, it is able to assist regional clients with their specific challenges. These include its Combined Hazard information Platform (CHIP) for hazard assessment, financial modelling solutions, a regulatory and rating agency advisory team, helping clients with Enterprise Risk Management in emerging markets and new probabilistic and realistic disaster scenario models for a range of natural-disaster prone locations in Asia. Its thought leadership for key industry challenges is demonstrated via its issuance of more than 80 reports annually on these issues.

Aon Benfield's emphasis on transparency in its key tenets has led it to implement the Aon Benfield Client Promise, which

helps to ensure consistency in client relationships across the firm. It consistently ensures that robust terms of business and service-level agreements are put in place at the inception of a client's programme.

It also offers industry-leading services to the Asia Pacific, with more than 30 regional insurers licensed to use its capital modelling and pricing tools. As part of its service, it provides ongoing support through development and training in capital modelling and pricing in order to meet clients' strategic risk and capital objectives.

In the past year, Aon Benfield has continued to expand research partnerships regionally via the Aon Benfield Research network. It worked with professors in Singapore and Thailand on weather risks in the latter. The World Bank has appointed it to build a multi-peril model for Vietnam, an indication of the trust placed in its sector leadership.

In a challenging era for the reinsurance industry, Aon Benfield has continued to achieve new business growth in Asia Pacific for the past year, in particular for Greater China Treaty Businesses. Its client retention and winning of high profile accounts stand testament to the value it has brought to the market.

### SPONSOR'S PROFILE

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



The Toa Reinsurance Company, Limited (Toa Re), celebrating 75th anniversary this year, has been experiencing steady growth since its establishment in Japan in 1940. With the insurance market evolving and customers' needs expanding, Toa Re has been providing diverse lines 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 representative 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 acknowledgement 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.



Home insurance can be confusing. Until you listen to a five-year-old explain it.



Home insurance can be a tricky subject. Not so for five-year-old Max, Singapore's first insurance mythbuster! He's taken the top three myths about home insurance, and put a spotlight on the important things you need to know. All in short, simple videos that everyone can understand. Home insurance has never been better explained.

Watch Max explain home insurance at [youtube.com/MSIGSingapore](https://www.youtube.com/MSIGSingapore) today!

Always check with your insurer on the provisions and exclusions.



MSIG Insurance (Singapore) Pte. Ltd. is a wholly owned subsidiary of MSIG Holdings (Asia) Pte. Ltd.

A Member of MS&AD INSURANCE GROUP

GENERAL REINSURER OF THE YEAR



## MUNICH RE

For its outstanding contributions at all stages of the value chain of reinsurance, and in boosting the industry's standing by being a voice for key issues at global platforms, Munich Re is honoured as the General Reinsurer of the Year.

**M**unich Reinsurance Company's (Munich Re) principle of "Grow with change" embodies its dedication to supporting clients in achieving their growth objectives amid change.

It has demonstrated leadership in many ways including working with several authorities in Asia to develop RBC/solvency frameworks and regulatory issues in motor insurance. The reinsurer is also active in public-private partnerships to construct a market Nat CAT pool framework in the Philippines and Indonesia and finances a project in India that builds up resilience in response to earthquake and mudslide risks.

Its responsiveness to cedants' needs is shown in its product development, service enhancement and tapping of new markets. It launched new insurance products related to cyber risks and developed green tech solutions to support renewables and energy efficiency. Aside from its organising its Regional CEO Forum in 2014 to discuss global issues of concern, and ERM-driven events in Asia, it also conducts site surveys and seminars to promote risk awareness, fire protection standards and best practices, and also provides a loss prevention engineering certification programme in Australia on behalf of the authorities.

Munich Re is also active in innovation, cooperating with start-ups to promote online insurance in China, linking the ventures to insurers for underwriting and backend support. With partners, it developed the first global IT-based insurance product for cost overruns in construction projects, and a new rating system for risks in such projects. In D&O liability insurance, Munich Re introduced an information app that runs on mobile platforms.

The company has carried out sound financial management, corporate governance and disclosure, including incorporating risk management in its fields of business headed up by its own CRO, thus using risk management to create sustained value for its clients. It has its own Code of Conduct to be met by employees, which incorporate the principles of the UN Global Compact.

A pioneer in Nat CAT research, Munich Re is also a regular contributor to international conferences on topics like climate change; its Geo Risk Research unit publishes studies regularly. Drawing from this unit's database, its natural hazard risk-assessment platform NATHAN Risk Suite is now accessible via mobile for onsite Nat CAT risk assessment, including the new Munich Re Global Flood Maps which show flood zones in unprecedented detail.

### SPONSOR'S PROFILE

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

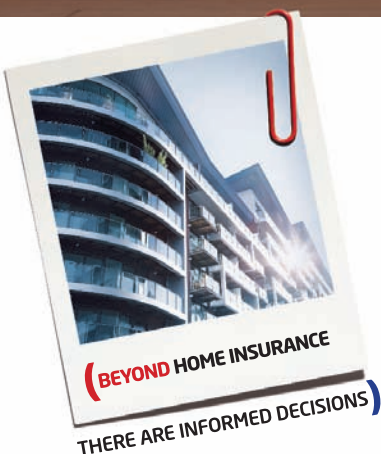


**F**or over 100 years, MSIG has been Asia's leading general insurance provider. Today, with representation in every ASEAN country and Hong Kong, MSIG continues to grow in strength and reach. In May 2015, MSIG became one of the three overseas insurers to receive an underwriting license to operate in the Thilawa Special Economic Zone, Myanmar. With its wealth of experience and commitment to Asia, MSIG is a trusted insurance partner throughout the Asian region. Leveraging on its multi-channel distribution, strong partnerships with intermediaries and extensive geographical network, MSIG offers a wide range of insurance solutions across personal and commercial lines.

MSIG embodies the "Going Above and Beyond" spirit as

it believes in the meaningful purpose of general insurance to protect people's interests and what they value through its commitment to service excellence and innovation. This is why MSIG is engaged in building and nurturing enduring relationships through both good and bad times. Combining global and local best practices, MSIG's 4,500 employees across the region strive to add value to the business and lifestyle of its customers.

MSIG is a part of Mitsui Sumitomo Insurance Company, Limited within the MS&AD Insurance Group. The Group, being one of the top 10 non-life insurance groups in the world, was awarded 'General Insurance Company of the Year' at the 2011 Asia Insurance Industry Awards.





## The Aim Is beyond National Success

Muang Thai Life Assurance is determined to be the life insurance company with strong and secure financial position, service capabilities and image that are recognized based on international standards. Operating with such focus, this led the Company to receive the Life Insurance Company of the Year 2014 Award from the Asia Insurance Industry Awards, thus reflecting acceptance of the Company's business advancement at the Asia regional level. In addition, the Company has set forth to create wonderful activities to ensure that our society is always filled with smile, which is a factor that led the Company to receive the award from the Asia Insurance Industry Awards 2013 in the category of Corporate Social Responsibility.

At the same time, Muang Thai Life Assurance received financial credit ratings of 2014 from Fitch Ratings at AAA(thu) (Outlook Stable) and from Standard & Poor's at BBB+ (Outlook Stable) thus serving as another confirmation of the Company's determination and intention to persistently develop the business to always be worthy of the customers' trust.



Asia Insurance Industry Awards 2013  
Corporate Social Responsibility

Asia Insurance Industry Awards 2014  
Life Insurance Company of the Year

## MUNICH RE

*Analysts and capital markets see Munich Re as the most solid reinsurer which weathered the global financial crisis better than its peers. Today, Munich Re continues to achieve high ratings with a stable outlook, making it a deserving winner of the Life Reinsurer of the Year award and a preferred choice by clients.*

As the only reinsurer that supports all life product lines, Munich Re offers superior financial strength with comprehensive service and dedicated units in Asia for health, variable annuities, high capacity cases, expert underwriting systems, financially-motivated reinsurance and group insurance.

It continues to offer research and other value-added services to members, such as its Centre of Competence for Medical Risks Research that helps insurers understand what new medical findings mean in underwriting. Its online underwriting tool MIRA and risk review papers support transparency in risk assessment. Market research, such as findings from its 2014 Indian Group Life Insurance survey was also shared with the market.

The reinsurer has been identified and surveyed by supervisory bodies in Asia as a benchmark for Enterprise Risk Management (ERM), and shared this expertise in 2014 with clients across Asia to enable the life industry to adjust to the new regulatory environment.

Responding to cedants' needs with new products, its "TheOne Medical Solution", a comprehensive medical insurance product jointly developed with FWD Hong Kong had won awards in 2014 for innovation, best practice and excellent governance. It has supported clients' growth in the

low interest-rate environment – in one typical case, it provided financing through reinsurance of over US\$50 million p.a. in addition to risk management, thus helping the company to record 50% growth of assets under management in the past year. In Malaysia, it transacted the first ever financially-motivated retakaful deal with full regulatory and Shariah board approval in 2014.

Munich Re's industry leadership is demonstrated in how over 20 life insurers in the region use its automated, pioneering underwriting e-platform that connects all parties involved in the new business process. Recently, it implemented solutions which allow agents to sell products and obtain an immediate underwriting decision on tablet computers. Through its scientific, evidence-based underwriting process, one example being the Multivariate Metabolic Risk Calculator it launched last year, Munich Re has enabled unprecedented accuracy, security and fairness based on state-of-the-art medical and statistical knowledge.

Munich Re has outperformed the market and is ranked No. 1 for market penetration, with its value-add generated in the region having risen by more than 50% CAGR over the last eight years, and with the past year seeing Asia contribute over 20% of group-wide total life business.

### SPONSOR'S PROFILE

[www.muangthai.co.th](http://www.muangthai.co.th)



Muang Thai Life Assurance Public Company Limited was founded in 1951 to provide life insurance service to the public with integrity and strong solvency throughout these years. We continue to initiate the service innovation beyond our customer's expectation and expand our market through a variety of distribution channels to reinforce the success of our multi-distribution strategy. We also have a policy to share our profits with the society via different activities that help support the society in all aspects, be it education, environment, religion, etc.

As confirmation of the Company's strength, Muang Thai Life Assurance received credit ratings from Fitch Ratings at A- (Outlook Stable) and AAA (tha) (Outlook Stable) and

from Standard & Poor's at BBB+ (Outlook Stable) and axA+ (ASEAN), plus the ISO 9001:2008 and ISO 22301:2012 (BCMS) certifications. In addition, the Company had received the Life Insurance Company of the Year 2014 award and 1st prize under the category of Corporate Social Responsibility in 2013 from the Asia Insurance Industry Awards.

All these brought Muang Thai Life Assurance Public Company Limited to the leading position in Thai life insurance industry and reflect our positioning in the public's mind. The Company would never stop at contributing to promote a good standard of living in Thai society and to put cheerful smiles on all Thai people's faces.





Your  
insight

+

Our  
ideas

=

Their  
world



At Swiss Re, it's our business to enable risk-taking. Why? Because that's how progress happens. That's how societies become better, safer, and more resilient. And that's why we believe in forging equally resilient partnerships with our clients. Because when we work together, share our ideas, and open our minds to the risks facing both today's communities and future generations, that's when we can identify not just the risks that are out there – but the opportunities too. Not just for you, not just for us, but for everyone. **We're smarter together.**

swissre.com



## DAI-ICHI LIFE INSURANCE COMPANY OF VIETNAM LIMITED

*Dai-ichi Life Insurance Company of Vietnam Limited (DLVN) is the first 100% Japanese-invested life insurance company established in Vietnam in January 2007. With its speed in rolling out products and services to over 1 million customers in 8 years, it has also blazed a trail in its social and community activities.*

As one of the top four life insurance companies in Vietnam, Dai-ichi Life Insurance Company of Vietnam Limited (DLVN) is as committed to making a positive and meaningful difference in the communities where it does business as it is to its operations. It strives to give back in three ways – building stronger communities, promoting health, wellness, education and harnessing the power of volunteering.

From July 2014 to March 2015, DLVN carried out the “Million bricks for a happy life” programme in conjunction with its milestone of serving 1 million customers. The flood season in Vietnam often results in those living in rural areas to have to build simple makeshift bridges from trees. Not only are the fragile bridges easily damaged; they are also a dangerous way to cross rivers and canals. DLVN sponsored the construction of 10 concrete bridges in Vietnamese provinces, enabling an estimated 20,000 residents to enjoy safe and convenient passage. DLVN screened the contractors carefully to seek the most experienced ones, and also worked closely with them and local authorities throughout the entire

construction process.

Notably, the project was not just funded via DLVN's corporate donations, but also included its staff's voluntary contributions and involved a significant level of “grassroots” participation. More than 300 staff and agents from both DLVN's head-office and local provinces where the bridges were to be built were involved, despite the location of the bridges being remote and entailing difficult travelling conditions. With the use of local labour contributions in addition to the contractors, all 10 bridges were completed well and within the intended deadline so that they could be ready for the rainy season.

DLVN's efforts in Vietnam have been honoured with a Prime Minister's Award. Continuing its corporate vision of “Thinking People First”, and its corporate culture of contributing to society and the community, DLVN plans to continue the good work done by establishing the Dai-ichi Life Vietnam Corporate Social Responsibility Foundation focusing on education, healthcare and environmental improvement.

### SPONSOR'S PROFILE

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



The Swiss Re Group is a leading wholesale provider of reinsurance, insurance and other insurance-based forms of risk transfer. Dealing direct and working through brokers, its global client base consists of insurance companies, mid-to-large-sized corporations and public sector clients. From standard products to tailor-made coverage across all lines of business, Swiss Re deploys its capital strength, expertise and innovation power to enable the risk-taking upon which enterprise and progress in society depend.

Founded in Zurich, Switzerland, in 1863, Swiss Re serves clients through a network of about 70 offices globally and is rated “AA-” by Standard & Poor's, “Aa3” by Moody's and “A+” by A.M. Best. Registered shares in the Swiss Re Group holding company, Swiss Re Ltd, are listed in accordance with the

International Reporting Standard on the SIX Swiss Exchange and trade under the symbol SREN.

Asia-Pacific: Swiss Re has been partnering with Asian clients since the early 1900s, joining local skills and expertise with global resources, and maintaining a depth of local knowledge yet benefitting naturally from a global perspective. The company began operations in Asia-Pacific in 1956. Swiss Re has over 1,000 employees in Asia-Pacific, and has offices in Sydney, Beijing, Shanghai, Hong Kong, Tokyo, Seoul, Singapore, Kuala Lumpur, Mumbai and Bangalore, where it operates a global business processing office. Swiss Re's Asia Division headquarters is in Hong Kong.

For more information about Swiss Re Group, please visit: [www.swissre.com](http://www.swissre.com) or follow us on Twitter @SwissRe.



# HELPING MAKE THE BEST INSURERS BETTER

[kpmg.com/cn](http://kpmg.com/cn)  
[kpmg.com/insuranceinnovates](http://kpmg.com/insuranceinnovates)

© 2015 KPMG, a Hong Kong partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. All rights reserved.

## AIA MALAYSIA

*By pushing technology boundaries to respond to its agency force's needs and tapping on mobile solutions for every facet of the agent's journey, AIA Malaysia has been honoured with the Technology Initiative of the Year award.*

AIA Malaysia has harnessed the power of mobile technology well to create a solution that has not only allowed its agents to be more efficient and productive, but also provide a better customer experience.

With the insurer's new Instant Mobile Office (iMO) – an iPad-based suite of applications which acts as a mobile office for all its Malaysia Life Planners – they can conduct business from anywhere in the world. In the past, AIA Malaysia's 16,000 Life Planners had to visit a customer multiple times before submitting a policy application and then make multiple trips to their office. From the customer's perspective, applying for an insurance policy was also a time-consuming process.

The iMO, as a unique interactive point-of-sales technology is the first of its kind in the Malaysian insurance space, providing a comprehensive end-to-end insurance sales application that is integrated with back-end operations, enabling Life Planners to complete the sales process with just one visit. Customer request submissions and agent recruitment can also be done via iMO. iMO's other features include iResources featuring the latest AIA circulars, ePolicy

for customers to access their documents anywhere and anytime, an instant ePayment gateway, and eLearning, a module for Life Planners to view their training roadmap.

The deployment of iMO has resulted in a positive impact on the company's business results, including an increase in agent productivity and a value of new business growth that was 34% higher in 2014 than 2013. The "cool" factor of the iPad has helped AIA Malaysia reach out to the Gen Y market with its products and recruit Life Planners from this sector, resulting in 53% of its newly-recruited agency members being from the younger age group compared to 42% in 2013.

AIA Malaysia continues to enhance the iMO through the introduction of new modules. iMO has proven so successful that the insurer is looking to replicate some of its functionalities in other regional markets. With agents being the face of its business, by creating a legion of confident, efficient and knowledgeable Life Planners armed with sleek iPads, iMO has helped AIA Malaysia to improve its customer experience, translating to an increase in sales and recruitment.

### KNOWLEDGE ADVISOR'S PROFILE

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



KPMG is a global network of professional firms providing Audit, Tax and Advisory services. We operate in 155 countries and have more than 162,000 people working in member firms around the world. The independent member firms of the KPMG network are affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. Each KPMG firm is a legally distinct and separate entity and describes itself as such.

Today, KPMG China has around 9,000 professionals working in 16 offices: Beijing, Chengdu, Chongqing, Foshan, Fuzhou, Guangzhou, Hangzhou, Nanjing, Qingdao, Shanghai, Shenyang, Shenzhen, Tianjin, Xiamen, Hong Kong SAR and Macau SAR. With a single management structure across all these offices, KPMG China can deploy experienced professionals efficiently, wherever our client is located.

KPMG has a dedicated insurance team that brings together experienced individuals who offer insightful and practical business advice based on their international and local experience of serving leading insurers both in China, the region and globally. Their practical experience combined with their knowledge of industry trends means they are well placed to add value to client business. KPMG was the first international firm to be granted a foreign joint venture license in China in 1992. We are also the first Big Four accounting firm in mainland China to convert from joint venture to a special general partnership, as of 1 August 2012.

As China businesses join the global economy and international companies seek to enter the China market, KPMG's blend of international experience and local knowledge makes us well-positioned to serve our clients in this increasingly complex, but exciting market.





# Responding to disruption

pwc



Insurers are facing as much change in the next five years as they've seen in the past 50. Companies that are quick to respond to these changes will gain a competitive advantage.

Your success will depend on being able to predict and embrace the longer term trends that are transforming the market, such as new technology, tighter regulations, changing demographics and evolving customer behaviour.

What will the future of the industry look like and how can you react to new opportunities and challenges? Find out how PwC can help you set the right strategies for a bright future.

Visit [www.pwc.com/insurance](http://www.pwc.com/insurance)

## TATA AIG GENERAL INSURANCE COMPANY LTD

*For its employee-centric HR policies which reward talent, encourage development and chart out a career path for its staff, Tata AIG General Insurance Company Ltd has shown how well it nurtures and retains talent, and is recognised as the Employer of the Year.*

“People” is one of Tata AIG General Insurance Company Ltd’s core values. The insurer focuses on developing 360-degree partnerships with colleagues, customers and associates around the world.

Since the company’s inception 14 years ago, Tata AIG has developed and practiced fairness and transparency in all its actions with internal and external customers, executing policies under the three pillars of Employee Retention, Employee Development and Employee Experience.

Its WINGS onboarding programme focuses on employee experience and retention, and has been recognised as the best internal hiring practice in Tata group. Its learning and development efforts, such as the Tata AIG Academy have helped it to retain 91% of its employees.

It has created structured career paths and also supported staff in actively engaging with professional bodies and insurance associations, having established ongoing partnerships with a range of insurance institutes in India.

Across 44 Tata Group companies, Tata AIG’s Rewards & Recognition schemes have been recognised as one of the best practices out of over 270 initiatives. Through recognising those who inspire others with their exemplary performance and conduct via awards, Tata AIG has found that it helps to result in a higher retention rate among laureates.

Other staff engagement activities include employee satisfaction surveys and VKONNECT, an employee intranet tool which connects staff in a greater way. Staff are encouraged to “celebrate children at work” whilst a monthly engagement platform is held to commemorate internal individual and team achievements, celebrate birthdays and welcome newcomers to the Tata AIG family. Newcomers also get to meet the leadership team over coffee and quarterly town hall meetings. Hiring through employee referral is 63%, higher than the industry average.

With its HR practices that have demonstrated a significant reduction in attrition rates, Tata AIG has proven to be a truly outstanding Employer of the Year.

### SPONSOR'S PROFILE

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



Imagine the power of over 195,000 people with a common purpose – building relationships and delivering expertise that creates value for you and your business. This is PwC, the brand under which the member firms of PricewaterhouseCoopers International Limited operate and provide professional services. Together, these firms form the PwC network, a network with a history of operating in Asia for over 100 years.

We bring global perspectives, with in-depth capabilities and knowledge to solve local, regional and global issues. Every day, our people work collaboratively with you to build value and solve important problems – from world-class business strategy through to execution, by implementing leading edge people-

process-technology transformation initiatives that leverage your organisation’s strengths to build competitive advantage in this digital age. People are at the heart of our business strategy and our success. We value a learning culture where teamwork and collaboration are encouraged, excellence is rewarded and diversity is valued and respected.

As competition in Asia intensifies, the imperative for nurturing and retaining talent and developing organisational capabilities for insurance companies has never been greater. It is only natural then, that we sponsor the Employer of the Year Award in conjunction with *Asia Insurance Review*.

Let us apply our world-class capabilities to help you exceed your business goals. Ask us how.



# Insight.

The essential ingredient for ever smarter customer engagement.

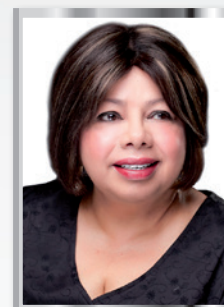


With over 70 million customer data points from 22 countries, ReMark offers the most relevant insight on insurance-specific consumer behaviour.

Visit ReMark's website to download the latest report on the behavioural trends reshaping our industry.

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

**ReMark**  
Maximum Value Creation



## MS ARUNO RAJARATNAM

*With her pioneering role and four decades in the industry, Ms Aruno Rajaratnam is being saluted for her ongoing contributions and thought leadership, putting Asia on the insurance world map. Her role in training and educating the newer generation of insurance professionals is commendable.*

**M**s Aruno Rajaratnam is the 2015 Personality of the Year. Few are those who can match the length, breadth and depth of a career like hers, which spans 40 years in Asia Pacific's insurance industry. She has held diverse roles including principal officer, insurance broker, loss adjuster, claims manager, underwriter and reinsurer.

Ms Rajaratnam has demonstrated outstanding leadership and is a role model for insurance executives in the region. In 2014, she was recognized for her contributions to the liability industry and conferred the PLUS 1 Award at the Professional Liability Underwriting Society (PLUS) International Conference in Las Vegas, USA; she is the first Asian and only the second woman to receive the award.

In her career, she has influenced the development of industry practices and actively worked towards boosting greater professionalism in the market through several pioneering milestones. She was responsible for placing Asia's first D&O policy in 1986, and in 1990 co-authored a

mandatory textbook for the Certificate of General Insurance in Singapore, which was reproduced later for the Hong Kong market. A year later, she developed and managed the first Compulsory Professional Indemnity Insurance Scheme for lawyers.

Ms Rajaratnam has been a trainer and mentor for the "next two" generations of the industry. From being a lecturer at the Singapore College of Insurance and then at the Malaysia Insurance Institute since the 1980s, she has run workshops in India in the last three years for the Bima Gyaan series, a platform which brings like-minded people together to discuss the changing global landscape, emerging trends, product and coverage issues. Today, despite a demanding legal practice, she continues to run workshops at insurance colleges and speaks about the Asian market at regional summits and Lloyd's platforms.

She is a true trailblazer, whose name is familiar throughout the regional industry.

### SPONSOR'S PROFILE

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

## ReMark

**R**eMark provides end-to-end marketing, product, technology and financing solutions to banks, insurers and affinity groups. Since 1984, our operational experience in over 40 countries and 21 languages has earned us global leadership status in the direct distribution of insurance products.

Our worldwide team – marketing specialists, actuaries, campaign and channel managers – works with one focus: maximum value creation for partners and clients. Together, we design and execute direct marketing programmes to establish and drive brand loyalty, increasing the lifetime value and profitability of each customer.

- 48,000 programmes implemented with over 200 premier financial institutions;

- 9 million policies written worldwide generating business value in excess of €1 billion;
- 510 million customers reached via multiple channels, including mail, telephone, email, internet, DRTV; and
- Multi-domain marketing experience, including bancassurance, life and non-life policyholders, takaful, banking and insurance, and affinity partnerships.

Our philosophy is simple: we only win if you win. So we work with you to design a financial model that best meets your needs and objectives – structuring true partnerships that share the financial risks and rewards. Whether acquiring or retaining customers, generating leads or cross-selling to your customer base, we can help you maximise your return on investment.





Scraping skies.  
Powering ports.  
Made possible by QBE.

When it comes to insurance, QBE has Asia Pacific covered. From protecting the region's marine, construction and aviation industries to insuring the ports that connect us to the rest of the world. For 125 years we've risen to all insurance challenges. Whatever yours may be, we can help. After all, experience and understanding make anything possible.

qbeap.com

Made possible by



LIFETIME ACHIEVEMENT AWARD



## MR CHAI SOPHONPANICH

CHAIRMAN AND CEO  
BANGKOK INSURANCE

*For his excellence of service to the insurance industry domestically, in ASEAN and internationally, Mr Chai Sophonpanich is bestowed with the Lifetime Achievement Award.*

Long seen as the “elder” and leader of the Thai insurance market through the various rounds of changes, he is easily the most visible face of the Thai market along with the good and strong performance of his company, Bangkok Insurance, which has received several domestic, regional and international accolades and awards including from the Insurance Commissioner of Thailand as the most outstanding non-life insurer. Under his stewardship, Bangkok Insurance achieved its greatest recognition in 2004 when His Majesty King Bhumibol Adulyadej awarded the company the Royal Garuda - a royal warrant of the company's trustworthiness.

Khun Chai is a science graduate from the University of Colorado, and has been with Bangkok Insurance for over 50 years, serving the industry and company valiantly, taking Bangkok Insurance and the Thai market to various highs. Under his leadership, led Bangkok Insurance extended its retail business to be the “Most Preferred Non-Life Insurer” with a customer-centric approach. The company was listed on the stock exchange of Thailand in 1978 and today boasts a market capitalisation of THB40 billion (USD1.12 billion).

He was the first recipient of the Insurance Personality of Asia Insurance Industry Awards in 1997 and was a Director of the Thai General Insurance Association (TGIA) for 36 years (1970-2004), of which he served 10 years as President TGIA.

He has served as Board, Vice Chairman and Chairman of Thai Re as well as in several companies that Bangkok

Insurance had invested in the region including Asia Insurance in the Philippines, Hong Kong, Cambodia. His corporate social responsibility through insurance has extended to his role as Chairman of the Bangkok Insurance Foundation for more than 20 years; Chairman of the Bumrungrad Hospital Foundation; Director of the Chulalongkorn Medical School Foundation for 18 years; and Member of University Council, Mae Fah Lung University for 8 years. He is still serving in the Princess Srinakarindha's Centenary Celebrations Foundation.

His regional leadership roles have extended to serving on the Executive Board of AIRDC (Association of Insurers and Reinsurers of Developing Countries) from 2012 to date, twice as President of the EAIC – the only person to do so, as it is 20 years apart (1984, 2004); as chairman of ASEAN Insurance Council, and as Chairman of Asean Re as well as Founding Advisor of Asia Insurance Review.

He has been a regular lecturer at the Insurance Management Development Program (IMDP) for 25 years and has also spoken at several high-level events including the EAIC, Monte Carlo Rendezvous, IIS, Indonesia Rendezvous and AIR Conferences and has served as a Member of the Judging Panel for the Asia Insurance Industry Awards for 18 years.

Khun Chai is a legend whose advice is frequently sought by industry and government officials. He is revered by many as a dependable and selfless leader of the industry.

### SPONSOR'S PROFILE

www.qbeap.com



QBE Asia Pacific is part of the Emerging Markets Division of QBE Insurance Group Limited, one of the top 20 insurers and reinsurers worldwide. QBE Emerging Markets Division has a presence in 23 markets in Asia Pacific and Latin America.

QBE has a history of more than one century in Asia Pacific. Over the years, QBE Asia Pacific has developed a wealth of local knowledge and expertise in each of its operating markets in the region. It has also built very strong partnerships with professional insurance intermediaries. These give QBE

Asia Pacific unparalleled advantages in understanding the environments in which its customers operate and the specific risks they face.

QBE believes Asia Pacific will play an even more important role in the future expansion of the Group, recognising the region as the growth engine. With a presence spanning 16 markets in the region, QBE Asia Pacific will continue to grow its business and presence through the provision of all major lines of general insurance cover for personal and commercial risks.





## THE FINALISTS

### LIFE INSURANCE COMPANY OF THE YEAR

AIA Singapore  
MetLife Insurance K.K.  
Sun Life of Canada (Philippines) Inc

### GENERAL INSURANCE COMPANY OF THE YEAR

Bajaj Allianz General Insurance, India  
IFFCO Tokio General Insurance Co  
MSIG Insurance (Malaysia) Bhd

### EDUCATIONAL SERVICE PROVIDER OF THE YEAR

Australian and New Zealand Institute of Insurance & Finance  
The General Insurance Institute of Japan  
The Malaysian Insurance Institute

### INNOVATION OF THE YEAR

Asian Alliance Insurance Plc  
QBE Asia Pacific  
Zurich Insurance Company

### SERVICE PROVIDER OF THE YEAR

CSC  
MDIndia Healthcare Services (TPA) Pvt Ltd  
ReMark International

### CORPORATE RISK MANAGER OF THE YEAR

Cathay Century Insurance Co Ltd  
China Property and Casualty Reinsurance Co  
Ryan Tan, SMRT Corporation, Singapore  
Vincent Ho, MTR Corporation Ltd, HK

### BROKER OF THE YEAR

Aon  
NCI Brokers (Asia) Pte Ltd  
SecureNow Insurance Brokers

## THE FINALISTS



### REINSURANCE BROKER OF THE YEAR

Aon Benfield  
J B Boda Reinsurance Brokers  
PT Andalan Resiko

### GENERAL REINSURER OF THE YEAR

Munich Re  
PartnerRe  
SCOR

### LIFE REINSURER OF THE YEAR

Munich Re  
RGA Reinsurance Company  
SCOR Global Life

### CORPORATE SOCIAL RESPONSIBILITY AWARD

Allianz Malaysia Bhd  
Canara HSBC  
Dai-ichi Life Insurance Company of Vietnam Ltd

### TECHNOLOGY INITIATIVE OF THE YEAR

AIA Malaysia  
Cathay Conning Asset Management Ltd  
MetLife Limited  
Sun Life Malaysia Assurance Bhd

### EMPLOYER OF THE YEAR

Munich Re  
RGA Reinsurance Company  
Tata AIG General Insurance Co Ltd

### PERSONALITY OF THE YEAR

Aruno Rajaratnam  
Chris G Townsend  
Khoo Kah Siang





**RGA**

Sponsor of  
**Life Insurance Company  
of the Year**

**PeakRe**

Sponsor of  
**General Insurance Company  
of the Year**

**AON**

Empower Results®  
Sponsor of  
**Educational Service Provider  
of the Year**

**Manulife**

Sponsor of  
**Innovation of the Year**

**ZURICH**

Sponsor of  
**Service Provider of the Year**

**AIG**

Sponsor of  
**Corporate Risk Manager  
of the Year**



**TOKIO MARINE  
INSURANCE GROUP**

Sponsor of  
**Broker of the Year**

**ToaRe**

Sponsor of  
**Reinsurance Broker of the Year**

**MSIG**

Sponsor of  
**General Reinsurer of the Year**



Sponsor of  
**Life Reinsurer of the Year**

**Swiss Re**

Sponsor of  
**Corporate Social Responsibility  
Award**

**KPMG**

Knowledge Advisor  
**Technology Initiative of the Year**

**pwc**

Sponsor of  
**Employer of the Year**

**ReMark**

Sponsor of  
**Personality of the Year Award**

**QBE**

Sponsor of  
**Lifetime Achievement Award**



**ASIA  
INSURANCE REVIEW**

congratulates

**All Winners  
of the  
19th Asia Insurance  
Industry Awards**



# ROLL OF HONOUR 2015

## **LIFE INSURANCE COMPANY OF THE YEAR**

**Sun Life of Canada (Philippines) Inc**

## **GENERAL INSURANCE COMPANY OF THE YEAR**

**MSIG Insurance (Malaysia) Bhd**

## **EDUCATIONAL SERVICE PROVIDER OF THE YEAR**

**Australian and New Zealand Institute of Insurance and Finance**

## **INNOVATION OF THE YEAR**

**Asian Alliance Insurance PLC**

## **SERVICE PROVIDER OF THE YEAR**

**ReMark International**

## **CORPORATE RISK MANAGER OF THE YEAR**

**Mr Ryan Tan, SMRT Corporation, Singapore**

## **BROKER OF THE YEAR**

**Aon**

## **REINSURANCE BROKER OF THE YEAR**

**Aon Benfield**

## **GENERAL REINSURER OF THE YEAR**

**Munich Re**

## **LIFE REINSURER OF THE YEAR**

**Munich Re**

## **CORPORATE SOCIAL RESPONSIBILITY AWARD**

**Dai-ichi Life Insurance Company of Vietnam Ltd**

## **TECHNOLOGY INITIATIVE OF THE YEAR**

**AIA Malaysia**

## **EMPLOYER OF THE YEAR**

**Tata AIG General Insurance Company Ltd**

## **PERSONALITY OF THE YEAR AWARD**

**Ms Aruno Rajaratnam**

## **LIFETIME ACHIEVEMENT AWARD**

**Mr Chai Sophonpanich**