

Asia Insurance CIO Summit

8 - 9 November 2012, Marina Mandarin Singapore

“The Strategic Role of the CIO in Making Technology the Vital Differentiator”

Stand the chance to win an iPad

Visit www.the-digital-insurer.com for more information



Exhibition booths are available, so book your space early as they run out fast!

Keynote Addresses by



Christian Cadeo
Head of Mobile SEA,
Google



Cyrus Daruwala
Managing Director, Asia Pacific,
IDC Financial Insights



N. Eswaranatarajan
Chief, Operations and Technology,
ICICI Lombard General Insurance
Company Limited

**Register by
19 October 2012 for
Early Bird Discounts!**

Organised by:

**ASIA
INSURANCE REVIEW**

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Register online at www.asiainsurance.com

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Insurers are estimated to be spending some US\$180 billion in technology this year. And the Asia Pacific is one of the big spenders too. But how much of this spending actually translates into boosting the business growth and transformation of insurance companies. Are insurers investing in technology to make a difference in their operating processes to be efficient? Are they investing strategically to position their organizations for the future as insurance continues to dramatically change?

With insurance being information sensitive and information intensive, technology is a strategic partner of the industry and the Chief Information Officer has a critical role to play in the success and sustainability as well as business results of the company, today and in the future.

The CIO Summit will help insurance companies and CIOs align technology with business imperatives and to exploit technology to ensure solid partnership between themselves and the technology service providers.

Some of the hot topics to be covered will include the latest investment trends for CIOs as insurers digitize their customer processes and distribution channels to meet the increasingly sophisticated expectations of today's customer; how CIOs can embrace technology more efficiently to replace rigid, outdated legacy systems while looking at new opportunities for growth using the new increase of mobile communications, social networking platforms, cloud computing etc.

The Summit will provide real solutions to innovate using existing tools and technology to create business value & customer loyalty. With insurers constantly bombarded with a huge myriad of technology choices, the Summit with an exhibition showcasing the latest in technology will help identify real deliverables as opposed to the hypes.

Exhibition booths are available, so book your space early as they run out fast!! Booths are available on a first come first serve basis only. Please contact sheela@asiainsurancereview.com to book yours.

Who Should Attend

- CEOs/CIOs/COOs & CFOs of life and general insurance companies, reinsurers and brokers
- Insurance/Reinsurance Executives dealing with Technology Concerns for their companies
- Management Consultants, IT Specialists and Consultants
- Finance, Operations, Underwriting and Marketing Managers
- Hardware & Software Vendors & Service Providers
- IT & MIS Managers & Analysts

Key Topics:

- Five Trends in Mobile Media and The 5 Things They Can Do
- Rethinking the Road Map for Success – Focusing on real-time mobile communications & Solutions
- Trends in Global IT Spending – how does Asia match up?
- The Strategic Role of the CIO & Technology – Walking the Talk
- Technology as a Differentiator for the future success of insurers: Emerging Insurance Technologies in Life, Annuities, Pensions & P&C

ASIA INSURANCE TECHNOLOGY AWARDS

9 NOVEMBER 2012 | SINGAPORE

Brought to you by CELENT & ASIA INSURANCE REVIEW



ASIA INSURANCE TECHNOLOGY AWARDS

The 2nd Asia Insurance Technology Awards (AITAs) will also be held as part of the Summit

Co-Hosted by
Celent & Asia Insurance Review

For more information, please visit
www.celent.com/node/30188

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PROGRAMME

Day One: 8 November 2012

- 8.00 am Registration & Coffee
- Business Trends for Growth**
- 9.00 am **Welcome Address by Chairman of Conference for Day One**
Dr Neil Katkov, Senior Vice President, Asia, Celent
- 9.20 am **Keynote Address: Five Trends in Mobile Media and The 5 Things They Can Do**
Christian Cadeo, Head of Mobile SEA, Google
- 10.00 am **Rethinking the Road Map for Success – Focusing on Real-Time Mobile Communications & Solutions**
Cyrus Daruwala, Managing Director, Asia Pacific, IDC Financial Insights
- 10.30 am Tea Break & Opening of Exhibition
- 11.00 am **Trend Insurance 2020: Technology & IT Spending Trends Impacting Insurers Over the Next 10 Years**
Stephen Woolley, Partner, Consulting, PwC
- 11.30 am **Setting Standards of Minimum Service**
Francis Chung, Asia Pacific Representative, ACORD
- 12.00 nn **Fraud Detection and Management – Risks that Continue to Impact Insurers**
Mijung Kim, CEO & Principal Consultant, YONG Consulting Corporation
- 12.45 pm Lunch
- CIO Issues**
- 2.00 pm **Industrialization Benchmarking of Insurance Operations in Asia**
Kuah Boon Teck, Associate Director, The Boston Consulting Group
- 2.30 pm **The Strategic Role of the CIO & Technology – Walking the Talk**
N. Eswaranatarajan, Chief, Operations and Technology, ICICI Lombard General Insurance Company Limited
- 3.00 pm **New Age Digital Enterprise: CIO's New Imperatives**
Mahesh Deodhar, Head – Life & Pensions Practice, L&T Infotech
- 3.30 pm Tea Break
- 4.00 pm **Technology as a Differentiator for the Future Success of Insurers: Emerging Insurance Technologies in Life, Annuities, Pensions & P&C**
Dr Neil Katkov, Senior Vice President, Asia, Celent
- 4.30 pm **The Future of Automation in Underwriting Life insurance using Technology**
Des Field Corbett, Business Development Manager, Munich Re Automation Solutions
- 5.00 pm End of Day One

Day Two: 9 November 2012

- Chairman of Conference for Day Two**
Tony Jacob, Managing Director, Worldwide Insurance & Capital Markets/Securities, Microsoft Corporation
- Strategic Issues in Technology**
- 9.00 am **Identifying Practical Technological Investments for Life Insurers: How to Anticipate and Meet the Digital Trends that are Changing the Way Sales and Services can be Delivered**
Hugh Terry FIA, Editor, The Digital Insurer & Director, Insight Consulting
- 9.30 am **Enterprise Mobility: Implementation Opportunities & Challenges**
Tay Beng Hang, Chief Information Officer, SAP Asia Pacific Japan (APJ)
- 10.00 am **New Technologies for Enabling Stronger Advisory Relationships in Insurance**
Tony Jacob, Managing Director, Worldwide Insurance & Capital Markets/Securities, Microsoft Corporation
- 10.30 am Tea Break
- 11.00 am **Implications of Singapore's New Personal Data Protection Law - Implications for Telemarketing for Asian Insurers**
Rajesh Sreenivasan, Partner, Technology, Media & Telecoms, Rajah & Tann LLP
- 11.30 am **CIO Panel: The Strategic Impact and Value Add that CIOs Bring to the Operations**
- Business Interruption Issues
- Cost Control
- Training & Retaining High Quality IT Staff
- Legal Issues

Panel Moderator: *Tony Jacob, Managing Director, Worldwide Insurance & Capital Markets/Securities, Microsoft Corporation*
Panellists include:
Mathew Gundersen, Regional Operations Manager, Catlin Singapore Pte Ltd
Mijung Kim, CEO & Principal Consultant, YONG Consulting Corporation
N Eswaranatarajan, Chief, Operations and Technology, ICICI Lombard General Insurance Company Limited
- Getting your Head in the Cloud**
- 12.00 nn **Leveraging Cloud Services – Insurance Working towards a Cloud Paradigm**
Anand Rao, Director, Galvantrix
- 12.30 pm **2nd Asia Insurance Technology Awards (AITAs)**
Co-Hosted by *Celent & Asia Insurance Review*
- Vendor Platform**
- 2.00 pm **Focus on Real-Time Solutions, Mobile Communications & Social Networking Platforms – A Showcase! Policy Management; Claims Management; Customer Loyalty; Distribution; Innovation; Creating Business Value**

Panellists include:
Tony Jacob, Managing Director, Worldwide Insurance & Capital Markets/Securities, Microsoft Corporation
Steven Noll, Director, Asia Pacific Region, CallidusCloud Hong Kong Limited
Philippe Payet, Assistant Vice President & Lead, Mphasis Wyde Global Sales
Stanley Lee, Sales Director, Asia, NIIT Technologies Pte Ltd
- CRM & Customer Engagement**
- 3.30 pm **Telematics-Based Insurance: Has Its Time Finally Arrived**
Wenli Yuan, Senior Analyst, Global Financial Services, Celent
- 4.00 pm End of Conference & Tea Break

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Fax to: (65) 6512 5335

Conference Registration Form

To: Ms Michelle, Asia Insurance Review
69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583
DID: (65) 6372 3178 • email: michelle@asiainsurancereview.com
or register online at www.asiainsurancereview.com
Co. Regn no.: 199 003 818 H • GST Regn no.: M2-009 466 93

PERSONAL PARTICULARS

| | |
|-------------------------|----------------------------|
| Name: Mr/Mrs/Ms/Dr/Prof | _____ |
| First Name: _____ | Last Name / Surname: _____ |
| Job Title _____ | |
| Company _____ | |
| Address _____ | |
| Tel: () _____ | |
| Mobile: () _____ | |
| Fax: () _____ | |
| email: _____ | |

REGISTRATION

| | |
|---|---|
| Early Bird (valid till 19 Oct 2012) | Normal Registration |
| Subscribers <input type="checkbox"/> US\$980 | Subscribers <input type="checkbox"/> US\$1,480 |
| Non-Subscribers <input type="checkbox"/> US\$1,280* | Non-Subscribers <input type="checkbox"/> US\$1,680* |
| (*Free One Year Subscription to Print Edition of Asia Insurance Review & AIR e-Daily) | |
| Full registration fees MUST be paid before the valid dates for admittance at conference. | |
| Only registrations FULLY PAID FOR by the early-bird deadline will be eligible for the discount. | |
| I came to know about this conference through: | |
| <input type="checkbox"/> AIR/MIR magazine <input type="checkbox"/> AIR/MIR Website <input type="checkbox"/> Brochure <input type="checkbox"/> Email | |
| <input type="checkbox"/> Referral by (Association/ Sponsor/ Speaker/ Exhibitor/ Business Contact) | |
| Remarks: _____ | |

Group registration:
Special Offer for Year 2012 Register two delegates from the same company, and send the third delegate to attend the conference free of charge!
(Valid only for delegates from the same company in the same country)

Registration fee includes participation at Conference plus tea breaks and lunches.

All meals are prepared without pork, lard and beef.

Special Dietary Requirements

I would like to have vegetarian meals during the Conference.

Closing date for registration: 1 Nov 2012

For cancellation in writing made before **19 Oct 2012**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **19 Oct 2012**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

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

Telegraphic / Wire Transfer to the following account:
The Development Bank Of Singapore, 6 Shenton Way,
DBS Building, Singapore 068 809
• US\$ (Account No.: 0001 - 004838-01-9-022)
• Swift Code: DBS SSGS++

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

Mastercard VISA American Express

Card Holder's Name: _____

Card No.: _____

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

Signature: _____ Date: _____

Accredited by
General Insurance Association
of Singapore

Fax to: (+65) 6845 1020

Please fax Room Reservation Form direct to Hotel

Hotel Reservation Form

Attn: Mr Desmond Chong, Meeting Services Manager
DID: +65 6845 1039 • Fax: +65 6845 1020
Email: desmond.chong@meritushotels.com

Marina Mandarin Singapore
6 Raffles Boulevard, Marina Square, Singapore 039594
Tel: +65 6845 1000
www.marina-mandarin.com.sg

Please fill in Guest particulars on Registration Form

Meritus
Connect ID:
W02041

ARRIVAL DATE

Check in date: _____

Flight: _____ ETA: _____

DEPARTURE DATE

Check out date: _____

Flight: _____ ETD: _____

ROOM TYPE / ROOM RATE

Deluxe Room at S\$310++ per night, inclusive 1 daily breakfast and 24hrs internet access

Room Preferences (subject to availability)

Smoking Non-smoking

King bedded Twin bedded

LIMOUSINE ARRANGEMENT

Require Not require

One (1) way limousine transfer (Chrysler Cab) from Airport to Hotel at S\$55.00 subject to 7% GST

One (1) way limousine transfer from Hotel to Airport at S\$55.00 subject to 7% GST

Return limousine transfer at S\$110.00 subject to 7% GST

Car pick up between 2300hr - 0700hr, a surcharge of S\$10 + 7% will be levied.

All pick-ups can be guaranteed upon credit card details received.

Additional comments/ special requirements:

- All room rates are subject to 10% service charge; and 7% Goods Service Tax.
- Check-in time is at 14:00 hours; check-out time is at 12:00 hours. Early check-in and late check-out charges will apply.
- All reservations require credit card guarantee and will receive a confirmation number from the hotel via fax or email.
- Guarantee policy: One night charge will be imposed to the credit card upon cancellation made less than 21 days prior to date of arrival. For No-Show, a full duration of the confirmed booking will be imposed.
- All reservations are to be guaranteed upon credit card details received.

RESERVATION GUARANTEE

Credit Card

Visa Mastercard Amex

Diners JCB

Credit Card Number: _____

Expiry Date : ____ month ____ year

Cardholder's name: _____

Signature of Cardholder: _____

(Conference fee is inclusive of prevailing GST)