

7th Asia Insurance Brokers' Summit

Theme: The seven virtues of brokers that make them indispensable

Sub-text: Being the Best in the Digital Era

5-6 March
2019

The Westin
Jakarta,
Indonesia

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Brokers have faced the threat of disintermediation even before the turn of the century. It is an old debate that started even before the worldwide web was born. Today, we have more brokers in the market handling more risk premiums and there is a mixed bag of small, medium, big and huge brokers, local, regional and multinational vying for the same business whether the risks gets commoditised or complex and complicated.

So what are these seven deadly virtues that make brokers invincible? They come in several mixed combos but the basics are:

- (i) **Insight Knowledge:** They know the risks business better than the clients or the insurers
- (ii) **Customer-centric Network:** Excellent network of contacts to bring supply and demand together; bring needs and wants of clients to insurers to force innovation; and make insurers be customer-centric
- (iii) **Efficient:** Internal operational efficiency to drive the insurance chain
- (iv) **Risk Managers:** Using data and data analytics to fine tune the risk management process for clients
- (v) **Tech Savvy:** able to use tech to understand and exploit AI, Digital Disruption & InsurTech to be ahead of the curve
- (vi) **Full Service Suite:** Driven by competition within peers to be the best offering a full suite of services including consultancy and claims away from just finding the cheapest price.
- (vii) **A Supervisory Eye on Insurers:** The force of the industry

The basic rule is that brokers emerge as the trusted advisors of the modern day clients and the insurers. Brokers have to disrupt to be a dynamic part of the distribution chain as big tech giants such as Amazon, Apple and Google enter the insurance market.

Brokers represent that unique value of personalised customer service and offer that unique customer experience beyond just price. What will these differentiators be? What more can brokers offer their clients to stay entrenched in the game? Can brokers be the king of customer engagement in the insurance value chain? How will they use Social Media to stay ahead?

With this dynamic theme of seven, the Summit will be a thought leadership platform to debate and discuss the key trends in the market and ensure the sustainability of brokers in this digital era. Aside from prominent, thought-provoking keynote addresses, Summit will offer you prime networking opportunities with industry leaders to find your best connections even a partner to merge with or a network to join or just looking at new areas of business you should be focussing on.

The Summit will have two interactive panels looking at the Seven Deadly Sins of Brokers Today as well as the more positive "the Seven Virtues of Brokers that make them indispensable".

Day 1 | 5 March 2019 (Tuesday)

8.00am

Registration & Coffee

9.00am

Welcome Address by Conference Chairperson



Abdul Halim Jantan, CEO, Sterling Insurance Brokers Sdn Bhd, Malaysia

9.05am

Opening Address



Harry Purwanto, Chairman, Association of Indonesian Insurance and Reinsurance Brokers (APPARINDO), Indonesia

9.10am

Official Keynote Address



Riswinandi, Executive Head of Non-Bank Financial Institutions Supervision
Member of the Board of Commissioners of the Financial Services Authority (OJK)

9.40am

Broker Keynote Address: The World Class Broker in the Digital Era



Allan Reynolds, Executive General Manager, Steadfast Group Limited
– Asia, NZ & Direct

10.10am

Industry Keynote Address: Key Requirements for the 21st Century Brokers



Prof. Dr Allan Manning, Managing Director, LMI Group

10.40am

Q&A

10.45am

Tea Break

11.05am

Special Address: How AAUI & APPARINDO Members can Partner in the Digital Landscape



Dadang Sukresna, Chairman, General Insurance Association of Indonesia (AAUI)

11.35am

Data & Digital Innovation and the Future of Global Employee Benefits



Juliet Kwek, Regional Director Asia Pacific, MAXIS GBN, Hong Kong

12.05pm

Q&A

12.10pm

The Seven Virtues that make Brokers Indispensable

Moderator:



Dr Michael Goodwin, Consultant, Steadfast Group Ltd

Panellists:



Aziz Adam Sattar, President Director, PT. QBE General Insurance Indonesia



Robert Logie, President Director & CEO, PT AIG Insurance Indonesia



Prof. Dr Allan Manning, Managing Director, LMI Group

1.00pm

Lunch

2.00pm

Special Address: The Global Risks Report 2019



Satoru Hiraga, Representative Director, Chairman, Marsh Broker Japan, Inc / President & CEO, Japan Insurance Brokers Association (JIBA)

2.30pm

Challenges and Roles of Insurance Brokers Beyond Industry 4.0



Abdul Halim Jantan, CEO, Sterling Insurance Brokers Sdn Bhd, Malaysia

Innovation and Technology

3.00pm

Clients' Changing Demands in Digital Age



Sendy, CEO & President Director, Futuready Insurance Brokers, Indonesia

3.30pm

Fostering Effective Collaboration between Brokers and InsurTech with Customer First Goals



Aditya Budi, CEO, Premiro, Indonesia

4.00pm

Q&A

4.10pm

Asia Brokers Association Leaders Panel

- Addressing the essential 'cornerstones' for brokers to develop and thrive in Asia
- Optimising the role of brokers in the value chain

Moderator:



Vivek Atmaram Tolani (Vikas), President Director, PT Munich Lloyd International Brokers, Indonesia

Panellists:



Eric Harris, President, National Insurance Brokers Association of Australia (NIBA) & Chief Operating Officer, Business Operations, Aon, Australia



Satoru Hiraga, President & CEO, Japan Insurance Brokers Association (JIBA)



Gerald Lim, President, Singapore Insurance Brokers' Association (SIBA)



Y.M Raja Zailan Putra, Chairman, The Malaysian Insurance and Takaful Brokers Association (MITBA)



Adi Sofyadi, President Director, PT Energi Mandiri International & Secretary General Of Association Of Indonesian Insurance and Reinsurance Brokers (APPARINDO)

5.00pm

End of Day One with Tea Break

Programme is subject to change

Day 2 | 6 March 2019 (Wednesday)

8.00am

Coffee & Networking

9.00am

Welcome Address by Conference Chairperson



Boyke Lukman, CEO, PT Fresnel Perdana Mandiri

9.05am

**Indonesia Earthquakes and Tsunamis – The risk transfer gap
A Case Study of Earthquake and Tsunami in Palu**



Wismar Nainggolan, President Director, Jaya Proteksindo Sakti Reinsurance

9.30am

Blockchain in Action for the Insurance Industry



Fabian Pan, COO, fidentiaX, Singapore

10.00am

Case Study: Taking Insurance Training Digital



Graham Edwards, Director, Regional Sales, Marketing & Communications (Asia), Jardine Lloyd Thompson Asia Pte. Ltd, Singapore

10.40am

Q&A

10.50am

Tea Break

11.10am

**The Broker Client Relationship –
How can Brokers improve client retention and Loyalty?**



Kay Jackson, Director, Simplex Insurance Solutions, Australia

11.40am

Q&A

11.45am

The Winning Formula for World-Class Customer Experience

- What true world-class support should be like
- How brokers can use data to enhance customer experience
- Connecting every interaction across every channel

Moderator:



Boyke Lukman, CEO, PT Fresnel Perdana Mandiri

Panellists:



Kay Jackson, Director, Simplex Insurance Solutions, Australia



Adi Sofyadi, President Director, PT Energi Mandiri International



Graham Edwards, Director, Regional Sales, Marketing & Communications (Asia), Jardine Lloyd Thompson Asia Pte. Ltd, Singapore

12.45pm

Lunch

Special Focus on Cyber

2.00pm

Global Infection by Contagious Malware: What would the impact be on governments, businesses and the insurance sector in Asia



Pavlos Spyropoulos, Senior Manager, Market Development, Lloyd's

2.30pm

Assessing Damage of Cyber-Crimes: Overview of global cyber security breaches



Faisal Yahya, Head of IT, PT IBS Insurance Broking Service, Indonesia

3.00pm

Leveraging Digital Platforms and Big Data to Redefine Insurance



Laurens Koppelaar, Head of International, Symbo

3.30pm

Q&A

3.40pm

End of Summit with Tea Break

7th Asia Insurance Brokers' Summit

5-6 Mar 2019, The Westin Jakarta, Indonesia

Registration Email: Ivan@asiainsurancereview.com

Conference Registration

Registered by _____

To: Mr Ivan, Asia Insurance Review
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PERSONAL PARTICULARS

Name: Mr/Mrs/Ms/Dr/Prof

First Name: _____ Last Name/ Surname: _____

Nationality _____

Passport No _____

Job Title _____

Company _____

Address _____

Country _____

Tel: () _____

Cellular: () _____

Fax: () _____

email: _____

REGISTRATION

Early Bird (valid till 5 Feb 2019)

Subscribers US\$1,280

Non-Subscribers US\$1,580*

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

Normal Registration

Subscribers US\$1,780

Non-Subscribers US\$1,980*

Full registration fees MUST be paid before the valid dates for admittance at conference.

Only registrations FULLY PAID FOR by the early-bird deadline will be eligible for the discount.

I came to know about this conference through:

AIR/MEIR magazine AIR/MEIR Website Brochure Email

Referral by (Association/ Sponsor/ Speaker/ Exhibitor/ Business Contact)

Group registration: Special Offer for Year 2019

Register three delegates from the same company, and send the fourth delegate to attend the conference free of charge!

(Valid only for delegates from the same company in the same country)

Registration fee includes participation at Conference plus tea breaks and lunches. All meals are prepared without pork, lard and beef.

Special Dietary Requirements

I would like to have vegetarian meals during the Conference.

Accredited by General Insurance Association of Singapore

Closing date for registration: 26 Feb 2019

For cancellation in writing made before **5 Feb 2019**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **5 Feb 2019**. 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:

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• Swift Code: DBS SSGSG

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

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Card Holder's Name: _____

Signature: _____

Card No.: _____

Date: _____

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

(Conference fee is inclusive of prevailing GST for Singapore incorporated business)

Hotel Reservation:
Email: Stella.Stephanie@westinhotels.com

Hotel Contact

Attn: MsStella Stephanie, Senior Catering Sales Manager

Email: Stella.Stephanie@westinhotels.com

The Westin Jakarta

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ROOM RATE

Westin Room (48sqm):

Single IDR 2.050.000++/room/night inclusive Breakfast for 1 Person and Wifi Access

Double IDR 2.250.000++/room/night inclusive Breakfast for 2 Person and Wifi Access

For speaking, sponsorship and partnership opportunities, email: fazlan@asiainsurancereview.com DID: +65 6372 3130