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

Organised by:

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For sponsorship opportunities: fazlan@asiainsurancereview.com | +65 6372 3130

www.asiainsurancereview.com/airbrokers
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 focusing 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
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
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
### Day 2 | 6 March 2019 (Wednesday)

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<thead>
<tr>
<th>Time</th>
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<tr>
<td>8.00am</td>
<td>Coffee &amp; Networking</td>
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<tr>
<td>9.00am</td>
<td>Welcome Address by Conference Chairperson</td>
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<td></td>
<td>Boyke Lukman, CEO, PT Fresnel Perdana Mandiri</td>
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<tr>
<td>9.05am</td>
<td>Indonesia Earthquakes and Tsunamis – The risk transfer gap</td>
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<td>A Case Study of Earthquake and Tsunami in Palu</td>
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<td>Wismar Nainggolan, President Director, Jaya Proteksindo Sakti Reinsurance</td>
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<td>9.30am</td>
<td>Blockchain in Action for the Insurance Industry</td>
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<td>Fabian Pan, COO, fidentiaX, Singapore</td>
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<td>10.00am</td>
<td>Case Study: Taking Insurance Training Digital</td>
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<td></td>
<td>Graham Edwards, Director, Regional Sales, Marketing &amp; Communications</td>
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<td>(Asia), Jardine Lloyd Thompson Asia Pte. Ltd, Singapore</td>
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<td>10.40am</td>
<td>Q&amp;A</td>
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<td>10.50am</td>
<td>Tea Break</td>
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<td>11.10am</td>
<td>The Broker Client Relationship – How can Brokers improve client</td>
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<td>retention and Loyalty?</td>
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<td>Kay Jackson, Director, Simplex Insurance Solutions, Australia</td>
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<td>11.40am</td>
<td>Q&amp;A</td>
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<td>11.45am</td>
<td>The Winning Formula for World-Class Customer Experience</td>
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<td>- What true world-class support should be like</td>
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<td>- How brokers can use data to enhance customer experience</td>
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<td>- Connecting every interaction across every channel</td>
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<td>Moderator:</td>
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<td>Boyke Lukman, CEO, PT Fresnel Perdana Mandiri</td>
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### 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

### Programme

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<tr>
<th>Time</th>
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<th>Speaker/Details</th>
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<tr>
<td>12.45pm</td>
<td>Lunch</td>
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<td>12.45pm</td>
<td><strong>Special Focus on Cyber</strong></td>
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<td>2.00pm</td>
<td><em>Global Infection by Contagious Malware: What would the impact be on</em></td>
<td>Pavlos Spyropoulos, Senior Manager, Market Development, Lloyd’s</td>
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<td><em>governments, businesses and the insurance sector in Asia</em></td>
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<td>2.30pm</td>
<td><strong>Assessing Damage of Cyber-Crimes: Overview of global cyber security</strong></td>
<td>Faisal Yahya, Head of IT, PT IBS Insurance Broking Service, Indonesia</td>
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<td><em>breaches</em></td>
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<td>3.00pm</td>
<td><strong>Leveraging Digital Platforms and Big Data to Redefine Insurance</strong></td>
<td>Laurens Koppelaar, Head of International, Symbo</td>
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<td>3.30pm</td>
<td><strong>Q&amp;A</strong></td>
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<td>3.40pm</td>
<td><strong>End of Summit with Tea Break</strong></td>
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*Programme is subject to change*
Conference Registration

To: Mr Ivan, Asia Insurance Review
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REGISTRATION

Early Bird (valid till 5 Feb 2019)  Normal Registration
Subscribers  $1,280 Subscribers  $1,780
Non-Subscribers  $1,580* Non-Subscribers  $1,980*
(*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:

- 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.

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”
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    • Swift Code: DBS SSGSG

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Date: _______________________________________________________________________

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

Hotel Contact
Attn: Ms Stella 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