



Asia Insurance Claims Summit

Theme: "Adjusting to Globalisation"

5-6 Nov 2019

Mandarin Orchard Hotel, Singapore

Organised by

**ASIA
INSURANCE REVIEW**

IFA
International Federation
of Adjusting Associations

**SINGAPORE
INSURANCE
INSTITUTE**

AML

iis INTERNATIONAL
INSURANCE
SOCIETY
An affiliate of The Institutes (Risk and Insurance Knowledge Group)

Supported by

Media Partner

**MIDDLE EAST
INSURANCE REVIEW**



@AIRDaily#AIRClaims




/AsiaInsuranceReview



/company/asia-insurance-review

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



Everything is changing in the digital era with increased customer expectations. There is even a real call for digital first even in claims management with some digital insurers making pay-outs in less than an hour with 3 secs being the record. Claims is the moment of proof of the insurance product. Hence in the digital era, claims settlement and claims management gets greater priority. Everyone in the value chain need to speed up, even adjusters.

So this Claims Summit is a call to “Adjusting to Globalisation” with the smaller and the bigger picture in frame even as claims become miniscule and repetitive on the parametric front and huge and unique with multinational implication at the other end in an inter-connected world.

This Summit is truly going to be a rocker for claims executives and we are linking with loss adjusting bodies in the region and internationally to give a real time value-add to the claims process. Insurers that will be most successful are those which adapt to these new realities and can deliver on the promise of insurance – quick and efficient claims settlement

Topics to be covered:

Keynote Address: A Fully Automated Claims Story: Dream or Almost Reality?

Special Address: Nurturing the Human Touch in Claims Management and Customer Care

Role of Adjusters in Today’s World of Claims

Coping with Globalisation of Claims

Claims Exchange: Can Claims Management be outsourced

Who is the Competitor Today?

Role of Digital in Enhancing the Claims Experience

Making Claims Customercentric

Future Trends for Claims Settlement

Boosting the Branding through Superior Claims Experience

Cutting The Cost Of Insurance Claims – Gaining Control Over the Process

Handling Delay and Disruption Claims

Upskilling Claim Handler in the Age of Automation

Session on Claims in Specific Classes

Cyber-attack and Data Breaches

The Burning Issue of Environmental Claims

Globalised Claims Across Boundaries

Natural Disasters and Mass Claims

system that is striving to continuously improve. The turnaround time is critical and with AI and technology, this becomes a reality.

In tech world, insurers can integrate automation, AI, visual technology, Blockchain, chatbots, wearables and advanced analytics and instant online payments into the claims process and promise. The real success will be how insurers use tech to deliver on the claims every which way learning from the best practices in the market.

Asia Insurance Review’s Claims Summit this year with the International Federation of Adjusting Associations involved will directly tackle these issues as well as have special local, regional and international panels to up the ante for claims professionals. The image of insurance lives and dies by its claims track record. So this will be a priority return to basics while riding the digital wave to get ahead with claims with operational efficiency and stay ahead of the pack.

From Claims to Courts

Strategies in Claims Litigation Management

The Changing Nature of Claims Litigation

Legal Analytics to Reduce Claims Cost

Fraud Management as a Critical Strategy in Claims

Panel on Anti-Fraud Technology

- How AI can be effectively used
- Advanced analytics to reduce the threat of fraud
- What stands in the way of successful adoption of these technology?

Panel on Back to Basics in Claims Management

Panel on Best Practices in Market

Case Studies on Claim Experience

Panel On Loss Adjusting Bodies: Their Unique Value-Add In The Claims Management Process

Focus on Disruption in Claims Management

Key Technology Trend Shaking up Insurance Claims Management

Claims Technology: One Size Won’t Fit All

How Blockchain can Improve Claims Workflows

Unlocking the Value of Video in Claim Processing

Leveraging Next Generation of Data to Improve Claims Journey

Panel on Claims Arising from Digital Technology



DAY ONE | 5 NOV 2019 | TUESDAY

- 8.00am** Registration & Coffee
- 9.00am**  **Welcome Address by Conference Chairman**
Paul May
Director, International Federation of Adjusting Associations & Chairman and CEO, Concordia Consultancy Ltd
- 9.10am**  **Special Address:**
A Fully Automated Claims Story- Dream or Almost Reality?
Simon Johnson
Head of Claims, QBE Asia Pacific, Singapore
- 9.30am**  **Role of Adjusters in Today's World of Claims**
James Ong
CEO – Asia, Sedgwick Singapore Pte Ltd
- 10.00am**  **Accidents Happen, What's Next? – Understanding Damage Assessment Strategies**
Guido Gavio
Asia Complex Loss Director, BELFOR Asia
- 10.30am** Q&A
- 10.40am** Tea Break
- 11.10am**  **Adjusting to Globalisation**
Graham Purdon
Group Technical Director and Managing Director, Concordia Consultancy (Asia Pacific) Pte Ltd
- 11.40am**  **Boosting the Branding through Superior Claims Experience**
Paul Brenchley
Partner, Head of Insurance Advisory, KPMG Services Pte Ltd
- 12.10pm** **Managing Health Claims with Runaway Medical Inflation / IBNR and Reserving for Claims**
- 12.40pm** Q&A
- 12.50pm** Lunch
- Focus on Disruption in Claims Management**
- 2.00pm**  **The Role of Technical Experts in the Digital Claims Era**
Bruce Swales
Managing Director, Asia-Pacific, Envista Forensics
- 2.30pm**  **Claims Data as a Tool to Improve Policyholder Experience at Reduced Claims Payouts**
Timo Uustal
Co-founder & CEO, Nursebeam



3.00pm



Unlocking the Value of Video in Claim Processing

Alex Leroux-McCarroll
Regional Head of APAC, SightCall

3.30pm



Blockchain in Insurance Claims Management

Jayasuryan Chandrasekharan
Director – Consulting, JEA Digital Info Systems LLP

4.00pm

4.10pm

Q&A

Panel on Best Claims Practices in Market

- Claims Handling for Best Results
- Case Studies on Claim Experience

Moderator:



Paul May

Director, International Federation of Adjusting Associations & Chairman and CEO,
Concordia Consultancy Ltd

Panellists:



Murali Raj

Divisional Director, Regional Claims – Asia, Willis Towers Watson



Tony Chapman

Regional Managing Director - Property, Casualty, Technical & Special Risks,
Charles Taylor Adjusting



Ralph Bankes

Special Counsel, Lander and Rogers

5.10pm

Tea Break & Close of Day One

DAY TWO | 6 NOV 2019 | WEDNESDAY


8.00 am Coffee & Networking


9.00am Welcome Address by Conference Chairman

From Claims to Courts

9.05am  An Update on Claims Related Regulation in Asia Pacific
Andrew Robinson
Senior Associate, DLA Piper

9.30am  The Changing Nature of Claims Settlement
Anil Changaroth
Managing Director, ChangAroth Chambers LLC


10.00am  Dealing Effectively with Lawyers in a Global Market Place
Christopher Freeman
Barrister, Culwulla Chambers

10.30am  The Drama in Contagious Claims
Iain Potter
Director of Litigation, Matson, Driscoll & Damico Pte. Ltd

11.00am Q&A

11.10am Tea Break

Session on Claims in Specific Classes

11.30am  Case Study: Approach to Managing Construction Claims
Pooba Mahalingam
Director - Training and Business Development, Talent Asia Training and Consulting

12.10pm  Natural Disasters & Mass Claims
Tony Chapman
Regional Managing Director - Property, Casualty, Technical & Special Risks,
Charles Taylor Adjusting

12.40pm  Cyber-attack and Data Breaches
Sam Jenks
Manager, Baker Tilly Virchow Krause, LLP



1.10pm

Q&A

1.20pm

Lunch

2.20pm

Forensic Engineering and Failure Analysis - Establishing Root Cause and Product Liability



Liam Kok Chye
Principal Consultant, MATCOR Technology & Services Pte Ltd

2.50pm

Does Claims in Takaful Differ from Ordinary Insurance Claim



Dr Aly Khorshid
Dean Faculty of Management and Economic, London University, UK; Professor (Visiting) Nile University, Egypt, Shari'ah Scholar

3.20pm

Cutting the Cost of Claims in the Gig Economy



Dr Snehal Patel
CEO & Co-Founder, MyDoc

3.50pm

Q&A

4.00pm

Panel on Anti-Fraud Technology

- How AI can be effectively used
- Advanced analytics to reduce the threat of fraud
- What stands in the way of successful adoption of these technology?

Moderator:



Owen Hawkes
Partner, Forensic, Dispute Advisory Services, KPMG

Panellists:



Andy Foo
Head of Fraud and Recovery, Liberty Insurance Pte Ltd



Daphne Wong
Director of Investigations, Matson, Driscoll & Damico Pte. Ltd

5.00pm

End of Asia Claims Summit 2019

Programme is subject to change



Asia Insurance Claims Summit

5-6 November 2019 • Mandarin Orchard Hotel, Singapore

Registration Email: Loga@asiainsurancereview.com

Conference Registration

Registered by _____

To: Ms Loga, Asia Insurance Review
69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583
DID: +65 6372 3184 • Fax: +65 6224 1091 • 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: _____
Nationality _____
Passport No _____
Job Title _____
Company _____
Address _____
Country _____
Tel: () _____
Cellular: () _____
Fax: () _____
email: _____

REGISTRATION

Early Bird (valid till 3 Oct 2019)	Normal Registration
Subscribers <input type="checkbox"/> US\$1,280	Subscribers <input type="checkbox"/> US\$1,780
Non-Subscribers <input type="checkbox"/> US\$1,580*	Non-Subscribers <input type="checkbox"/> US\$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.

Accredited by General Insurance Association of Singapore

Closing date for registration: 29 OCT 2019

For cancellation in writing made before **3 Oct 2019**, 50% of the conference fee will be refunded.
No refunds will be made for cancellations after **3 Oct 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:
DBS Bank
Marina Financial Centre, 12 Marina Boulevard,
#03-00 MBFC, Tower 3, Singapore 018982
Branch: Marina Financial Centre Branch
Account Name: Ins Communications Pte Ltd
• US\$ (Account No.: 0001 - 004838-01-9-022)
• Swift Code: DBS SSGSG

- Please debit the sum of US Dollars US\$ _____ for Conference Registration fee from my
 Mastercard
 VISA
 American Express

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: emily.neo@meritushotels.com

Hotel Contact

Attn: Group Reservations / Ms Emily Neo, Business Support Executive
Email: grouprsvn.orchard@meritushotels.com; emily.neo@meritushotels.com
cc Email: Danny.kong@meritushotels.com

Mandarin Orchard Singapore, by Meritus
333 Orchard Road, Singapore 238867
Tel: +65 6737 2200, +65 6737 4411
www.meritushotels.com

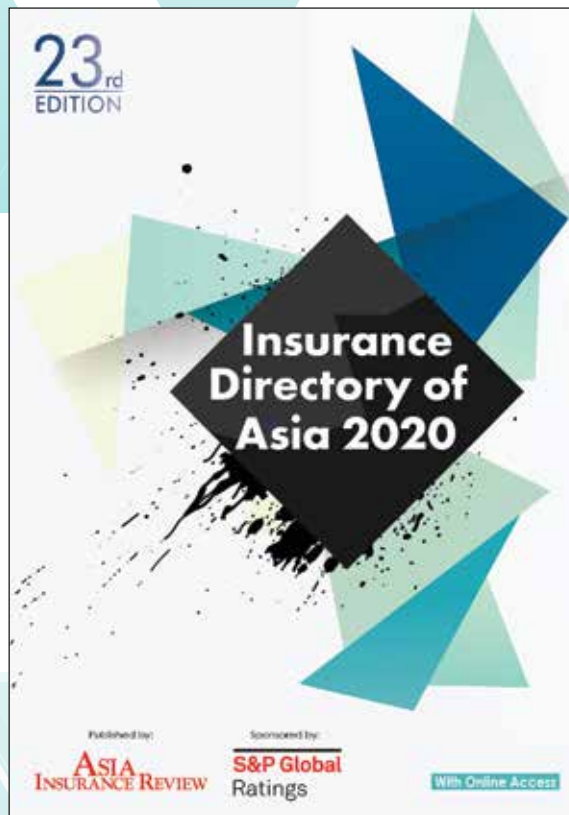
ROOM RATE

Superior Deluxe Room at SGD\$300.00++ per room per night (SINGLE)
Inclusive of 01 daily breakfast & internet access.
Superior Deluxe Room at SGD\$320.00++ per room per night (TWIN)
Inclusive of 02 daily breakfast & internet access.

-Rates are subject to 10% service charge and prevailing GST (goods & services tax).

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

Insurance Directory of Asia 2020



The Insurance Directory of Asia is the one and only regional insurance directory in Asia covering 27 countries carrying information on supervisory authorities, insurance associations, education and training institutions, plus the life and general insurers and reinsurers in each market with details on senior management, classes of business written, financial indicators, head office and regional office details, and share capital.

With Online Access

Singapore / Malaysia* **SG\$430** ~~SG\$480~~

Others* **US\$430** ~~US\$480~~

** All rates inclusive of handling and mailing charges*

To order, email Junaid@asiainsurancereview.com