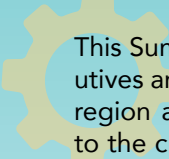


Everything is changing in the digital era with increased customer expectations. There is even a real call for digital first even in claims management with some digital insurers making pay-outs in less than an hour with 3 secs being the record. Claims is the moment of proof of the insurance product. Hence 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

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

deliver on the promise of insurance – quick and efficient claims settlement 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
- Advance analytics to reducing 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

