

# 20<sup>TH</sup> ASIA CONFERENCE ON HEALTHCARE AND HEALTH INSURANCE

19-20 MAY 2025, PARKROYAL COLLECTION MARINA BAY, SINGAPORE

**THEME: THE HEALTHCARE AI REVOLUTION - THE NEW  
DIAGNOSTICS FOR SMARTER INSURANCE**

20 YEARS OF INDUSTRY LEADERSHIP:  
A LEGACY OF INSIGHTS & INNOVATION IN  
ASIA'S HEALTHCARE AND HEALTH INSURANCE



**3000+**

Industry Leaders & Professionals Engaged



**600+**

Expert Speakers Sharing Key Insights



**80+**

Dynamic Panel Discussions



**87%**

Attendee Satisfaction Rate



**300 +**

Exhibitors and Industry Partners



**80% Networking Satisfaction**

Valuable connections made

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**Ms Erica**

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# CONFERENCE INTRODUCTION

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The **20th Asia Conference on Healthcare and Health Insurance**, spans two decades of addressing a fundamental issue which has remained on the forefront of the insurance industry. The landscape especially after the recent pandemic has highlighted a new normal of how to prevent, diagnose, treat and heal, more efficiently and smarter - all brought about by AI and new innovation. Therefore, this year as the conference hits its second decade, we felt the theme of **“The Healthcare AI Revolution: The New Diagnostics for Smarter Insurance”** is timely in addressing how the insurance industry can keep a pace with healthcare and health insurance innovation.

As Asia’s healthcare landscape evolves, artificial intelligence (AI) is driving a paradigm shift—redefining diagnostics, optimizing patient care, and transforming insurance risk models. From AI-powered predictive analytics to real-time health monitoring, the integration of technology is ushering in a new era of personalized, data-driven, and proactive healthcare solutions.

For health insurers, AI is not just about automation—it is about precision underwriting, fraud detection, and delivering customer-centric insurance solutions that enhance accessibility and affordability. As digital transformation accelerates, insurers must harness AI’s potential to remain competitive in a rapidly evolving ecosystem to redefine healthcare and health insurance, transforming the industry into a more predictive, personalized, and efficient ecosystem. In 2025 and beyond, AI-driven diagnostics will enhance early disease detection, reducing treatment costs and improving patient outcomes. Predictive analytics will empower insurers to refine underwriting models, assess risks more accurately, and offer dynamic, real-time policy pricing based on lifestyle and health data from wearables.

Chatbots, telemedicine, and automated claims processing will streamline customer interactions, ensuring faster, more seamless healthcare and insurance experiences. Additionally, AI-driven fraud detection will minimize losses and enhance operational efficiency. However, the integration of AI will also demand robust ethical frameworks, regulatory oversight, and data privacy protections to ensure fairness and transparency. As AI continues to evolve, it will not replace human expertise but rather augment healthcare professionals and insurers, enabling smarter decision-making and creating a future where healthcare is more accessible, affordable, and sustainable across Asia and beyond.

The conference will spotlight AI-driven innovations, regulatory considerations, and strategic partnerships to find solutions to augment insurers and the healthcare industry for a smarter, more resilient healthcare and insurance sector in Asia. Join us as we navigate the opportunities, challenges, and groundbreaking advancements that will shape the next decade of healthcare and health insurance in the region.

Welcome to the future of **AI-powered healthcare and insurance!**



# DAY 1: HEALTHCARE AI TRACK



## KEY TOPICS

- AI-Driven Preventive Healthcare: Shifting from Treatment to Prediction & Prevention
- Telemedicine & AI: Expanding Access to Healthcare in Asia
- AI & Mental Health: Transforming Digital Wellness Solutions
- AI in Chronic Disease Management & Personalized Care
- AI Ethics & Data Privacy in Healthcare & Insurance
- Empowering Healthcare Workers with AI: Enhancing Efficiency, Decision-Making, and Patient Care
- AI & Workforce Upskilling: The Need for Healthcare Professionals to Adapt to AI-Integrated Workflows
- AI & ESG in Healthcare: Driving Sustainable, Ethical, and Equitable Health Solutions
- AI-Driven Preventive Healthcare: Shifting from Treatment to Prediction & Prevention
- AI in Population Health Management: Data-Driven Strategies for Better Public Health





## DAY 2: HEALTHCARE AI TRACK

### KEY TOPICS

- Fraud Detection & Claims Automation in Health Insurance
- Wearable Technology & IoT: The Next Frontier for Health Insurance
- The Future of AI & Blockchain in Health Insurance
- Regulatory Perspectives: AI Governance in Healthcare & Insurance
- The Role of Finance in AI Adoption for Healthcare & Health Insurance
- AI in Insurance Underwriting
- AI-Powered Actuarial Models: Redefining Risk & Pricing in Health Insurance
- The Rise of AI-Driven InsurTech: Innovations Shaping the Future of Health Insurance
- Real-Time AI Analytics: Improving Claims Processing & Fraud Prevention
- The Convergence of AI, Genomics, and Precision Medicine in Insurance
- How AI is Transforming Customer Experience in Healthcare & Insurance
- Bridging the AI Skills Gap: Training the Next Generation of Healthcare & Insurance Professionals
- From Data to Insights: Leveraging AI for Smarter Underwriting & Policy Customization



# WHO SHOULD ATTEND?



- Life & General Insurance & Reinsurance Companies
- Innovation Labs; Medical Institutions
- Biotech, Pharma, Life Sciences, Insurtech, Startup Accelerators
- Managed Care Service Providers
- Management Consultants; Lawyers; Risk Managers; Claims Specialists
- Technology Experts, MNCs, Employers Dealing with HR, Employee Benefits, Work & Safety, Health & Healthcare Issues
- Hospitals
- Healthcare Providers and Third-Party Administrators
- Banks & Alternative Finances
- Governments & Health Authorities
- International Aid Agencies & Emergency Evacuation Companies







# VISIONARIES & CHANGEMAKERS: SPEAKERS SPOTLIGHT ON ASIA CONFERENCE ON HEALTHCARE AND HEALTH INSURANCE 2024 SPEAKERS



## GET INVOLVED

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Ms Erica

Email: [erica@asiainsurancereview.com](mailto:erica@asiainsurancereview.com)

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**DAMIAN J DELANEY**  
Regional Director, Health, Group  
Distribution, AIA Group



**YOONG SIEW LEE**  
Medical Advisor, Income  
Insurance Ltd



**YAMIN GRÖNINGER**  
Managing Director and Partner,  
Boston Consulting Group





## DAY ONE: 19 MAY 2025, MONDAY

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8:00am **Registration, Coffee and Networking**

9:15am



### **Welcome Remarks by Industry Representative of Life Insurance Association of Malaysia**

**Rangam Bir**

Chief Executive Officer

AmMetLife Insurance Berhad (AmMetLife)

Industry Representative of Life Insurance Association of Malaysia

9:30am



### **Leading Digital and AI in Health Transformation in Singapore**

The advent of AI has empowered ground-up health innovators to quickly build, test and deploy new transformative ideas in the health sector in Singapore. Join Associate Prof Matthew Chua, Deputy Director of the Digital Innovation Office, Centre of Healthcare Innovation, National Healthcare Group, & Associate Professor of Biomedical Informatics, National University of Singapore, as he share about this pivotal change in Singapore and the various Digital Health Transformation efforts & novel Healthcare projects that he is leading.

**Associate Prof Matthew Chua**

Deputy Director, Digital and Smart Health Office, Centre for Healthcare Innovation, National Healthcare Group Associate Professor, Department of Biomedical Informatics, Yong Loo Lin School of Medicine, NUS

9:55am



### **Roadmap to Sustainable Fraud Management: Converging Old and New Technologies**

Robust fraud data is key to risk-based evaluation of fraud threats and their negative impact on the result of the business. Accurate and reliable fraud data is the life blood for the development of advanced fraud detection technologies and healthy development of the market. Advanced fraud technologies help to automate and boost the detection of potential frauds. Enhanced automation of fraud detection produces shortlists of suspected fraud cases with an attached high probability of fraud. Skillful fraud investigators and the legal environment will ultimately determine whether a suspicious claim becomes a fraud. Digitized insurance offers great opportunities in the expansion of the business, however on the downside, it also raises the level of fraud threats exponentially. To achieve a sustainable outcome in fraud management an automated fraud risk control solution is needed from the onset of implementing any form of digitized insurance.

**Rudolf Frei**

Managing Director – Asia, IBNR Management Consulting Pte. Ltd



10:25am



## Personalized Virtual Care at Scale: AI's Role in Population Health Management

This presentation explores how artificial intelligence (AI) is transforming the landscape of healthcare delivery by enabling personalized, proactive, and scalable virtual care models. As health systems worldwide face rising costs, aging populations, and increasing chronic disease burdens, the need for intelligent population health management has never been more critical.

**Myra Yu**

Managing Director – Asia, Teladoc Health

10:55am

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11:15am

## Panel Discussion with Q&A: “AI in Healthcare – Meeting Industry Expectations for Innovation, Efficiency & Patient Care”

Healthcare providers, insurers, and regulators are looking to AI to revolutionize patient care, streamline operations, and drive better health outcomes. But what are the key expectations from AI in healthcare, and how close are we to meeting them? This panel will explore how AI can fulfill the industry's demand for efficiency, accuracy, affordability, and trust – while addressing the challenges that come with its adoption.

Moderator:



**Sejal Mistry**

Director, Crowell Global Advisors

Panellists:



**Dr Mayank Gurnani**

Deputy Director, Venture Creation & Growth, Innovation & Enterprise, The Agency for Science, Technology and Research (A\*STAR)



**Prof Maurice Tan**

Program Director, NUS Yong Loo Lin School of Medicine



**Myra Yu**

Managing Director – Asia, Teladoc Health



### **Makoto Okubo**

General Manager, International Affairs, Global Business Planning Department, Nippon Life Insurance Company

12:15pm

## **Corporate Buffet Luncheon**

1:30pm



### **AI-Driven Preventive Healthcare: Shifting from Treatment to Prediction & Prevention**

The integration of AI in healthcare is revolutionizing the industry by shifting the focus from reactive treatment to proactive prevention. With advancements in predictive analytics, machine learning, and real-time data monitoring, AI enables early detection of diseases, personalized risk assessments, and timely interventions. This transformative approach enhances patient outcomes, reduces healthcare costs, and improves efficiency for insurers and providers alike. This session will explore how AI-powered preventive healthcare is reshaping the insurance landscape, optimizing risk management, and fostering a future where prevention takes precedence over cure.

### **Dr Gary Ang Yee**

Consultant, Health Services & Outcomes Research / Health Empowered by AI Launchpad National, National Healthcare Group

1:55pm



### **AI & Workforce Upskilling: The Need for Healthcare Professionals to Adapt to AI-Integrated Workflows**

As artificial intelligence transforms healthcare, professionals must adapt to AI-integrated workflows to remain effective and competitive. This session explores the evolving role of AI in diagnostics, patient care, and administrative processes, highlighting the critical need for upskilling and reskilling. Industry experts will discuss strategies for integrating AI training into medical education, fostering a culture of continuous learning, and ensuring ethical and efficient AI adoption. Attendees will gain insights into best practices for workforce adaptation, helping organizations stay ahead in the AI-driven healthcare landscape.

### **Dr Dario Heymann**

Founding Member & Chief Research Officer, Galen Growth – Global HealthTech Intelligence

2:20pm



### AI and the Patient: Promise and Pitfalls

Artificial intelligence is transforming healthcare delivery, with significant implications for policy, clinical practice, and insurance systems. As patients and caregivers gain greater access to health information and diagnostics, their roles are shifting – challenging traditional models of care and coverage. This session explores how AI impacts patient safety, access to timely diagnosis, and the evolving responsibilities of all stakeholders in ensuring equitable, ethical, and sustainable healthcare.

#### Nidhi Swarup

Chair – Alliance of Patients’ Organizations Singapore (APOS)

Patient and Family Advisory Council, National University Health Services

Strategic Advisory Board, Patient Focused Medicine Development

Strategic Committee, Office of Patient Engagement, Lee Kong Chian School of Medicine

Founder and President of the Crohn’s & Colitis Society of Singapore

2:45pm



### AI in Population Health Management

AI is revolutionizing population health management by analysing vast datasets, AI helps identify at-risk populations, optimize care pathways, and enhance preventive healthcare strategies. From automating patient risk assessments to improving resource allocation, AI-driven insights empower healthcare providers and insurers to deliver more efficient, proactive, and cost-effective care. As AI continues to evolve, its integration into population health management is set to drive better health outcomes, reduced disparities, and smarter decision-making across healthcare ecosystems.

#### Sutowo Wong

Divisional Director, Health Analytics, Ministry of Health Singapore

3:10pm

### Fireside Chat Topic: “Revolutionizing Claims Management: How Insurers and Healthcare Providers are Leveraging Technology for Efficiency and Accuracy”

In an era of digital transformation, insurers and healthcare providers are harnessing cutting-edge technologies to streamline claims management, reduce fraud, and enhance customer experience. This fireside chat will explore how AI, automation, and data analytics are reshaping the claims process – improving efficiency, accuracy, and transparency. Industry leaders will share insights on integrating digital platforms, leveraging blockchain for trust, and adopting real-time claims tracking to drive seamless collaboration between insurers and healthcare providers.



Moderator:

#### Dr Feras Mahdi

Partner, L.E.K. Consulting





Panellists:

**Rudolf Frei**

Managing Director – Asia, IBNR Management Consulting Pte. Ltd.



**Ian JianLiang Low**

Head, Artificial Intelligence Lab Programme, Prudential plc

3:40pm

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4:00pm



**Building an Intelligent Insurer: AI-Driven Transformation in Life and Health Insurance**

In this session, VishnuKalyan Reddy will explore how artificial intelligence is revolutionizing the insurance industry, particularly in the realms of life and health insurance. He will delve into the integration of AI technologies across various facets of insurance operations, including:

**AI-Powered Underwriting:** Enhancing risk assessment accuracy and efficiency through machine learning models.

**Claims Management:** Streamlining claims processing with AI to reduce turnaround times and improve customer satisfaction.

**Fraud Detection:** Implementing AI algorithms to identify and prevent fraudulent claims, safeguarding the insurer's financial integrity.

**Customer Support Automation:** Utilizing AI-driven chatbots and virtual assistants to provide 24/7 customer service, improving engagement and retention.

Attendees will gain insights into how Flip Health is leveraging AI to build intelligent systems that not only optimize operational efficiency but also enhance the overall customer experience. The presentation will include case studies demonstrating measurable impacts, such as reduced claim processing times and improved fraud detection rates.

**VishnuKalyan Reddy Gangasani**

Founder & CEO, Flip Health India

4:30pm

**End of Session for Day 1**



## DAY TWO: 20 MAY 2025, TUESDAY

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8:00am **Registration, Coffee and Networking**

9:15am **Opening Address by the Conference Chairman**

9:30am



### Digital Health: Ecosystem or Jungle? Tips for insurers looking to leverage the evolving Insurtech landscape and AI technology – and avoid common pitfalls

The digital health revolution is reshaping the insurance landscape – but navigating this rapidly evolving space can feel like exploring an ecosystem full of opportunity, or a jungle of complexity. This session offers insurers a practical guide to thriving in the digital health and Insurtech frontier.

From harnessing AI-powered diagnostics to integrating with healthtech platforms, insurers are faced with unprecedented possibilities – and equally significant challenges. This presentation will explore how to identify strategic digital health partners, leverage AI ethically and effectively, and design solutions that enhance underwriting, claims, and customer experience.

#### Laurent Pochat-Cottilloux

Chief Executive Officer, AXA Life & Health Reinsurance Solutions

9:55am



### How Artificial Intelligence is Transforming Customer Experience in Healthcare & Insurance

Artificial Intelligence (AI) is revolutionizing the way healthcare and insurance industries connect with and serve their customers. As expectations for speed, personalization, and transparency grow, AI technologies are playing a pivotal role in reshaping the entire customer journey – from engagement and onboarding to claims processing and health management.

#### Rangam Bir

Chief Executive Officer, AmMetLife Insurance Berhad (AmMetLife),  
Industry Representative of Life Insurance Association of Malaysia

10:25am



### AI – A Fire that Warms & Burns

Artificial Intelligence is revolutionizing healthcare and insurance – from streamlining operations and enhancing diagnostics to enabling personalized policyholder experiences. But like fire, AI must be handled with care. This session explores how insurers can harness the benefits of AI while managing the ethical, regulatory, and operational risks that come with it. Discover how to stay innovative without getting burned.

#### Dr Genie Sugene Gan

Global Governor & Ambassador for Responsible AI IT Standards Committee, and Coordinating Committees for Smart Nation and Cybersecurity

10:55am

**Refresh, recharge, and network – with compliments from Flip Health, our Tea Break Sponsor.**



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11:15am

### Panel Discussion with Q&A: What Health Insurers Expect from AI-Powered Era: Driving Efficiency, Risk Management & Customer Experience

AI is transforming the healthcare insurance landscape, from risk assessment and fraud detection to personalized policies and faster claims processing. But what exactly do insurers expect from AI, and how can technology providers deliver solutions that align with business needs? This panel brings together insurance leaders, AI experts, and regulators to explore the future of AI in health insurance across Asia.

Moderator:



#### John Spence

Managing Director, Asian Capital Advisors Limited

Panellists:



#### Rangam Bir

Chief Executive Officer, AmMetLife Insurance Berhad (AmMetLife),  
Industry Representative of Life Insurance Association of Malaysia



#### Mukul Tuli

Founder of RIA Insurance, India InsurTech Association Member





**Laurent Pochat-Cottilloux**

Chief Executive Officer, AXA Life & Health Reinsurance Solutions



**Dr Genie Sugene Gan**

Global Governor & Ambassador for Responsible AI IT Standards Committee, and Coordinating Committees for Smart Nation and Cybersecurity



**VishnuKalyan Reddy Gangasani**

Founder & CEO, Flip Health India

12:15pm **Corporate Buffet Luncheon**

1:30pm



**The Robotic Revolution: Different robotic surgical platforms and the expanding indications and innovations**

The robotic revolution in surgery is transforming the medical landscape with rapid advancements in technology, precision, and patient outcomes. This session explores the evolution of robotic surgical platforms, comparing key systems in the market, and examining how their expanding indications are reshaping surgical practice across specialties.

**Dr Kenneth Chen**

Deputy Chair, Singapore General Hospital Robotic Surgery Committee, SingHealth

1:55pm



**How AI and Modern Technologies Are Transforming Patient Experience and Streamlining Healthcare Operations**

The rapid advancement of AI and modern technologies is reshaping the healthcare landscape, enhancing patient experience, and optimizing operational efficiency. From AI-driven diagnostics and personalized treatment plans to automation in administrative workflows, technology is reducing wait times, improving accuracy, and enabling seamless patient interactions. This keynote will explore how innovations such as machine learning, predictive analytics, and digital health solutions are revolutionizing healthcare delivery, driving cost efficiencies, and ultimately improving patient outcomes.

**Mr Roy Wee**

Assistant Vice-President, Digital Products & Services, IHH Healthcare Singapore

2:20pm



### Revolutionizing Precision Medicine: AI's Role in Nuclear Medicine & Molecular Imaging

The integration of Artificial Intelligence (AI) in Nuclear Medicine and Molecular Imaging is revolutionizing precision medicine by enabling earlier disease detection, improved diagnostics, and more personalized treatment plans. AI-driven algorithms, powered by deep learning and machine learning, enhance image interpretation, automate workflow processes, and provide predictive insights that improve patient outcomes. This session explores how AI is transforming nuclear medicine and molecular imaging, addressing key advancements, challenges, and future opportunities..

#### Dr Winnie Lam

Head, Nuclear Medicine & Molecular Imaging, Singapore General Hospital / SingHealth, (Singapore Health Services)

2:45pm



### Digital Healthcare Revolution: Empowering Filipino Lives

The Philippine healthcare market is being transformed by the Universal Health Care Act, driving demand for accessible, high-quality care for 115 million Filipinos. To meet this need, digital platforms are essential, enabling health assessments, electronic medical records, and aligned healthcare services. These solutions, leveraging health IT and telemedicine, improve outcomes, particularly for chronic diseases, while reducing costs, enhancing access, and addressing rural disparities, understaffing, and high out-of-pocket expenses. Strategic investments are required to bridge gaps in digital health, streamline care, and enable access to the underserved market for impactful health improvements.

#### John Spence

Managing Director, Asian Capital Advisors Limited

3:10pm



### AI: Treat or Threat for Future of Healthcare

After going through 2 winters, AI has made a very strong comeback in many industries and many forms including healthcare. In fact, applications of AI (or now the fashionable GenAI) in health ecosystems are expanding rapidly and revolutionizing nearly every aspect of future of healthcare. From AI diagnostics, telemedicine, drug discovery and development, SaMD to Preventive, Proactive Population Health management, the innovations of AI continue to optimize and advance medical services. In this session, we will explore use cases and value propositions of AI applications across health ecosystems from Healthcare Providers (HCPs), Payors (government and private insurers), Medtech and Pharmaceutical Companies, Public Health Agencies, Research and Academic institutions.

We will also explore if AI, or is it A to I of technology, that can contribute to a sustainable healthcare ecosystem innovation

#### Jim Lim

Head of Health Ecosystem APAC, Zühlke

Mentor, NUS Medicine Digital Advanced Technology Accelerator

3:40pm **Closing Remarks by the Conference Chairman and Conclusion of Day 2**

4:00pm **Tea break and Collaborative Networking Lounge in the conference lobby.**

We encourage all delegates to stay and join us at the Collaborative Networking Lounge located in the conference lobby—your perfect opportunity to connect, exchange ideas, and build meaningful industry relationships. Connect with our dedicated event sponsors AXA Life & Health Reinsurance Solutions, IBNR Management Consulting Pte. Ltd., Flip Health and Teladoc Health.

Bring your business cards, have your cameras ready for social media-worthy moments, and get set to engage with fellow professionals in a relaxed and vibrant setting. Let's make networking smarter, purposeful, and memorable.

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The **20th Asia Conference on Healthcare and Health Insurance** remains a key event in shaping the future of health insurance innovation in the APAC region. A trusted platform for collaboration, knowledge exchange, and innovation. It invites participants to join the conversation and explore how we can collectively shape the future of healthcare and health insurance in Asia.

Together, through our collective efforts, we strive to create interconnected and resilient systems that prioritize citizens in health policy and practice, enhancing the well-being of both present and future generations. Thank you for joining us, and we look forward to an insightful and inspiring conference. For Speaking and Sponsorship opportunity please contact **Ms Erica Belicena – Conference Producer** at [erica@asiainsurancereview.com](mailto:erica@asiainsurancereview.com)

Disclaimer for Agenda:

The agenda for the **20th Asia Conference on Healthcare and Health Insurance** is subject to change at the discretion of the organizers. While every effort is made to ensure the accuracy and relevance of the topics, speakers, and schedule, unforeseen circumstances may require modifications. The views and opinions expressed by speakers and panelists are their own and do not necessarily reflect those of the event organizers or sponsors. The conference aims to provide a platform for diverse perspectives, and attendees are encouraged to engage in meaningful discussions with an open mind.

Commitment to Diversity & Inclusion

At the **20th Asia Conference on Healthcare and Health Insurance**, we believe that **diversity, equity, and inclusion** are fundamental to driving meaningful progress in the industry. We are committed to fostering an environment where all voices – regardless of gender, race, ethnicity, nationality, disability, or background – are heard, valued, and respected. Our speaker lineup, discussions, and networking opportunities are designed to reflect the rich diversity of the healthcare and insurance sectors across Asia. We encourage collaboration, innovation, and mutual respect as we work toward building a more inclusive and sustainable future for healthcare and insurance.

***Note: Programme is subject to change.***



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