



2-3 Feb
2021,
Virtual Event

Virtual Asia Insurance Claims Summit

**Theme: "Claims Management as the
Strategic Game Changer in the Digital Era"**

Sub-text: The claims way to stay in business whatever the new Normal is

Organised by:



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C COVID-19 is proving to be a major challenge for insurers. Almost overnight, insurers are under immense pressure, faced with a high volume of claims across multiple lines with the ultimate cost still highly uncertain. The scope of the claims is unprecedented, presenting complex challenges with increased regulatory scrutiny and difficult renewal conversations which will emerge at the upcoming January renewals.

There has been a huge backlash against insurers refusing to pay out on COVID-19 claims, leading to a large number of disputes. This crisis has raised significant questions regarding insurance coverage and created many bad faith pitfalls for insurers. Now more

than ever, insurers must uplift their reputation and demonstrate how they can help societies to overcome the crisis. The current predicament gives the industry a unique chance to rethink and do things differently. Will COVID-19 push insurance claims into the future? Will regulators keep up with the pace of change?

Featuring experts from across the world, this year's Asia Insurance Review's Claims Virtual Summit will take a deep dive into insurance issues arising from the pandemic, including how new technologies can improve underwriting and claims management and boost customer-centricity, and lessons to be learnt from the fight against systemic risks.

Key Topics To Be Discussed

- Keynote address: Staying on Top of Changing Claims Trends and Risk Patterns
- Systemic Risks - Prepare for the next black swan event
- Post COVID Claims Trend – What to expect and concerns
- Reducing the Impact Business Interruption
- Claims in a Global Pandemic
- Reimagine Customer Experience in Covid-19 Era
- Trade Credit Insurance Impact & Claims
- Designing a Public-Private Response to Pandemic Protection Gap
- COVID-19 and Fraudulent claims
- Adjusting COVID-19 Claims - Challenges for Loss Adjusters for claims handling and investigation
- Managing the Security Impact of COVID-19 – Cyber Insurance and Cyber Risks
- D&O Risks - How D&O insurance evolve, liability and COVID-19
- Why Parametric Insurance is the Future of Claims
- Managing Cyber Claims: Corporate & Personal
- Claims and Business Interruption

- Panel: Claims to Boost Image of Insurance
- Panel: Claims Arising from Work from Home
- Panel: Navigating the Turbulence in Reinsurance
 - The uncertainties impacting the strength of the reinsurance industry going forward
 - Pandemic Re the answer?
 - Lessons can be learn to prepare for next crisis

Claims Tech Innovation

- Touchless Claims vision
- AI in a Post-Pandemic Future – Delivering the Future of Claims
- How the COVID-19 Pandemic will accelerate
- Digital Claims

Navigating the Legal Challenges

- Panel: New Claims Dispute Settlement Era
 - How Will the Insurance and Reinsurance disputes be resolved
 - Key coverage issues and claims handling consideration
 - Legal and regulatory development
 - Solutions to legal challenges
 - What lines of business will be most heavily impacted and potential losses
- Difficult Coverage Issue in a Pandemic World

Day 1

2 Feb 2021, Tuesday / SGT (GMT +8)

2.30pm



COVID-19 – How to support the industry during the Pandemic

Guido Gavio

Asia Complex Loss Director, BELFOR Asia

3.00pm



Claims and business interruption

David Ferrier

Director, Forensic Solutions Litigation Support

3.30pm

Medical reimbursement claim management



Wenyu Ji

Digital Innovation Lead, Asia Pacific, RGAX



Steve Woh

Chief Medical Officer, Global Health, RGA

4.00pm

Panel: Geospatial Technology and AI - The Future of Claims?

- Claims process challenges - today and in the future
- Finding solutions through geospatial technologies and A.I
- Ask the experts

Moderator:



David Launders

Business Development, Geospatial Insight

Panellists:



Huu-An Pham

Head of CYMO, a BU of AXA Climate
Axa Climate



Dave Fox

CEO, Geospatial Insight

5.00pm

Networking Opportunities and Close of Day 1

Day 2

3 Feb 2021, Wednesday / SGT (GMT +8)

2.30pm



How the COVID-19 Pandemic will accelerate Digital Claims

Anuj Jindal

Co-founder & CEO, SureClaim

Navigating the Legal Challenges

3.00pm



What lines of business will be most heavily impacted and potential losses

Aaron Le Marquer

Partner, Fenchurch Law

3.30pm



Biggest challenge for marine insurance claims managers

Soto Skinitis

CEO, Marine Judge

4.00pm

Panel: Claims to Boost Image of Insurance

Moderator:



David Pryce

Managing Partner, Fenchurch Law Ltd

Panellists:



Cole Sirucek

Co-Founder & CEO, DocDoc



Grant Pilkington

Director, Technical Excellence, Broking
Commercial Risk Solutions, Aon

5.00pm

Networking Opportunities

6.00pm

End of Asia Claims Summit 2020