

NOMINATION

Deadline for entries

14 May 2021
(third-party nominations)

31 May 2021
(self nominations)

Awards judging

20 September 2021

25TH ASIA INSURANCE INDUSTRY AWARDS 2021



**ASIA
INSURANCE REVIEW**

Member: Beacon International Group, Ltd.





CEO'S MESSAGE

A year of hope and gratitude as the awards celebrate their silver jubilee

What a year 2020 was. Yet the insurance industry stood out despite the travails of the pandemic. There were even many stars born in insurance doing great things for society in helping people cope with the new norm, the health crisis and work-from-home.

So it's with great excitement and pride that we at *Asia Insurance Review* carry on this baton to honour the insurance industry. It is indeed a milestone year for us as this is the silver jubilee of the Asia awards – 25 years of saluting excellence since we first launched the awards back in 1996 when we were only five years in the market.

I am especially humbled to be handed the reins this year when we in fact have a double celebration as *Asia Insurance Review* also celebrates its 30th anniversary. So in the spirit of celebration, let the games begin, as they say!

The awards have earned their place in the industry calendar over the years, thanks to the highly prestigious panel of judges, some of whom have served on the panel for years. Coupled with that, the clearly defined criteria and transparent auditing process have made them the most coveted trophies today.

Asia has shown its mettle in this pandemic as being a region of strength, vigour and grit. So with that fighting spirit, we look forward to seeing a huge influx of entries from strong contenders this year. Make sure you send in your nominations to showcase your achievements and tenacity during these challenging times. These can be sent either as self-nominations or third-party ones. Both carry equal weight.

I would especially like to thank the distinguished panel of 27 judges, all of whom have committed their valuable time to this cause. And also a special thank you to all our sponsors over the last 25 years, without whom we would not have been able to carry this forward. Many of our sponsors have been supporting the awards almost from the very start, so our gratitude to all of you.

Our hope is to host the awards live at the 25th silver jubilee celebrations of the awards in November as we hand out the trophies in conjunction with the 17th SIRC. With the rollout of vaccinations around the world, we hope this is not a pipe dream.

We take this opportunity to wish you all the best and stay safe until we meet again.



Ms Sheela Suppiah

CEO

*Asia Insurance Review &
Middle East Insurance Review*

HOW TO ENTER



Who can enter?

- Entries are welcomed from around the region and can focus on domestic or regional activities.
- Entries in more than one category are allowed. Organisations, teams or individuals may be nominated for an award by a third party or by self-nomination through submission of an application.

Self-nominations

If you are nominating yourself or your own company, using the criteria for guidance, explain in not more than 1,200 words why your company or chosen individual should win the award.

Third-party nominations

If you are nominating another individual or company, submit the nomination form and a 200-word statement summarising why the applicant would be a worthy recipient of the award. If the nomination is shortlisted, the awards administrators will contact the nominee and invite them to submit a full application for the award categories in which they have been nominated.

Where to send your entries

- Submit your entries by: **14 May 2021** (third-party nominations) / **31 May 2021** (self-nominations)

online at www.asiainsurancereview.com/asiaawards2021

OR

email to asiaawards@asiainsurancereview.com



Application requirements

- A nomination form is included with this brochure on **page 14** or may be completed online at www.asiainsurancereview.com/asiaawards2021
- All entries must be written in English and must specifically address the criteria.
- Entries must not exceed 1,200 words
*Entries received without the 1,200-word write-up or 200-word statement (where applicable) will **NOT** be considered.*
Should the word count of an application exceed the word limit, the judges will not read it.
- Entries may include additional supporting documents but will be limited to two pages.
- Write-ups must use the following format: The font used must be Times New Roman, size 13;
Left and right margins must be 1.0" each; Line spacing between lines must be 1.0.

Important

- A representative from the three finalists of some of the categories will be invited to send a short video for the judging on **20 September 2021**.
- The organisers reserve the right to publish some or all information of winning entries given at nomination.
- The verdict of the judging panel is final, as certified by the independent auditor, KPMG.

For all categories, the qualifying period is from
1 April 2020 to 31 March 2021.



THE JUDGES



Mr Alan Wilson

CEO,
MSIG Asia Pte Ltd



Mr Chai Sophonpanich

Chairman,
Bangkok Insurance Public Company
Limited



Mr Chris Wei

Former executive chairman,
Aviva Asia & FPI and global chairman,
Aviva Digital, Aviva plc



Mr Edward Moncreiffe

CEO,
HSBC Life (International) Limited



Mr Erik Bleekrode

Head of insurance,
KPMG China & Asia Pacific,
KPMG



Ms Farah Jaafar-Crossby

CEO,
Labuan IBFC Inc Sdn Bhd



Mr Franck Baron

Chairman,
Pan-Asia Risk & Insurance
Management Association (PARIMA)



Mr James Beedle

CEO, Partner Reinsurance Asia Pte Ltd
CEO, Property & Casualty APAC



Mr James Nash

President & CEO,
AIG Japan

THE JUDGES



Dr Kai-Uwe Schanz

Deputy managing director and head of research & foresight, The Geneva Association



Mr Kevin Bates

Group head, risk & insurance, Lendlease



Ms Kumjoo Huh

Executive vice president/
Managing director,
Kyobo Life Insurance Co, Ltd



Ms Loh Guat Lan

Group managing director/CEO,
Hong Leong Assurance Berhad



Mr Marc Haushofer

CEO, Asia Pacific &
executive vice president,
Validus Reinsurance Ltd,
Singapore Branch



Mr Paul McNamara

Editorial director,
Asia Insurance Review &
Middle East Insurance Review



Mr Mark Saunders

Group executive, Group chief strategy
& corporate development officer,
AIA Group Limited



Mr Richard N C Austen

Chairman, Reinsurance Brokers'
Association (Singapore);
CEO, Asia Reinsurance Brokers Pte Ltd



Mr Russell Higginbotham

CEO, Reinsurance, Asia &
Regional President,
Swiss Re Asia Pte Ltd

THE JUDGES



Mr Ruud Sommerhalder

Partner, advisory services,
PwC Hong Kong



Mr Sara Lamsam

President & CEO,
Muang Thai Life Assurance Public
Company Limited



Mr Scott Ryrie

Co-CEO/Board member &
commercial director for Asia Pacific,
A.M. Best Asia-Pacific (Singapore)
Pte Ltd



Mr Shinichi Kishi

Chief regulatory expert,
Meiji Yasuda Life Insurance Company



Mr Stephen Collins

Global partner,
NMG Consulting



**Dr Suthipon
Thaveechaiyagarn**

Secretary-general,
Office of Insurance Commission (OIC),
Thailand



Mr Tapan Singhel

Managing director & CEO,
Bajaj Allianz General Insurance Co Ltd



Mr Tony Gallagher

CEO, Asia Pacific
Guy Carpenter & Co, Ltd

AWARD CATEGORIES



Life Insurance Company of the Year

Awarded for market leadership, product innovation, customer service and encouraging the growth of insurance as a core component of the financial landscape.

Who should win?

The winner must have demonstrated consistently high standards throughout the year in promoting both the image and the uptake of insurance – through product and service innovation and by demonstrating that it listens to customers.



Sponsor

SCOR is the world 4th largest reinsurer with an AA- S&P rating. We offer diversified, innovative solutions and services to help our clients control and manage risk, balancing a global presence with industry-recognised expertise and cutting-edge financial solutions.

Here at SCOR Global Life, we feel a strong call to build for impact, to bring life insurance to as many people as possible, to make life insurance products relevant and desirable and to be able improve people's health and wellbeing. We put our customers in the centre of everything we do. We partner with our life insurance clients to co-develop products and build solutions across the entire consumer journey.

Innovation is at the core of our vision for now and the future. We have strong knowledge and data communities, as well as state of the art tools. And we are passionate about finding solutions that empower consumers to live healthier lives. Our Biological Age Model (BAM), for instance, is SCOR's proprietary solution that uses real-time data to underwrite and to empower consumers to make informed lifestyle choices.

We are very proud to be the sponsor for the Life Insurance of the Year award.

With over 50 years in the business of reinsurance, our vision and ambition are bolder than before. We have every confidence in our ability to continue to deliver true impact to our communities, to flourish as a financially strong and resilient reinsurer in an expanding risk universe.

www.scor.com

Innovation of the Year

Awarded for an innovative product or service that has helped improve insurance in Asia in a unique and scalable way.

Who should win?

The winning innovation should have a practical value in meeting the changing needs of the business or its customers or both and should be scalable.



Sponsor

Medix Group

Established in 2006, the Medix Group is a global, leading provider of innovative, high quality health management solutions. With offices in London, Hong Kong, Shanghai, Singapore, Jakarta, Kuala Lumpur, Bangkok, Mumbai and Melbourne and a client base exceeding 6 million members in over 90 countries, Medix offers its clients – primarily global health & life insurers, financial groups, large corporates and government institutions -- significant value-added services in the world of healthcare. Medix' medical team is comprised of 300 in-house doctors alongside nurses, research experts, medical administration teams and a quality accredited global network of over 4,000 specialists and 2,000 leading hospitals.

Through its various services, Medix offers its customers fasttrack solutions to proven better medical outcomes. Medix provides Global Personal Case Management Services, Disease Prevention Management Services, Digital Health Solutions, Home Care Services, Health Strategy and Medical Governance Services to insurers, large corporates and government institutions.

Medix is a Shared Value company that strives to enable people around the world to have access to the best medical care possible while eliminating unwarranted healthcare variations and helping to control medical cost inflation. Believing that the accessibility, quality and sustainability of medical care are one of the most important components of social rights, Medix is very passionate about these issues and is globally fully dedicated to these activities.

www.medix-global.com



AWARD CATEGORIES

Educational Service Provider of the Year

Awarded for market leadership, product innovation, customer service and encouraging the growth of insurance as a core component of the financial landscape.

Who should win?

The winner must offer a comprehensive suite of learning programmes covering the many diverse disciplines within the insurance field – and must have delivered these programmes successfully to candidates of variable abilities.



Sponsor

Founded in 1899, AM Best is the world's largest credit rating agency specialising in the insurance industry. Headquartered in the United States, the company does business in over 100 countries with regional offices in London, Amsterdam, Dubai, Hong Kong, Singapore and Mexico City.

AM Best Rating Services assesses the creditworthiness of and/or reports on over 16,000 insurance companies worldwide. Our commentary, research and analysis provide additional insight.

AM Best Information Services integrates credit ratings, commentary, research and analysis with insurance news, financial data and thought leadership to help consumers and professionals make informed personal and business decisions.

Our purpose is to strengthen the overall financial condition and operating performance of the insurance industry in support of economic growth and the wellbeing of all stakeholders through our work in credit ratings and information services. To this end, we firmly support investing in education and the development of the next generation of risk professionals.

www.ambest.com

General Reinsurer of the Year

Awarded to the firm that demonstrates excellence across a wide range of general reinsurance activities, including the integrated use of technology, customer service, marketing and business development.

Who should win?

The winner must have demonstrated that it is responsive to the complex needs of cedants through product development and service enhancements, offering security to clients and acting as a partner with insurers.



Sponsor

MSIG, a member of the MS&AD Insurance Group, is Asia's leading general insurance brand with a presence in 46 countries globally. The group is amongst the world's top 10 non-life insurance groups based on gross revenue. It is the number one Japanese insurer with A+ Stable credit rating. With over 40,000 employees worldwide, MSIG is represented in all ASEAN markets as well as in Australia, New Zealand, Hong Kong, China, Korea, India and Taiwan.

MSIG was named 'Asia's Most Transformative Insurer' by IDC Financial Insights and 'Digital Insurer of the Year' by The Asset in 2019, for its outstanding digital initiative in using robotics process automation to achieve significant business improvements. In Indonesia, it was awarded 'Excellent Insurance Company' by Infobank Magazine in 2020, and in Hong Kong in the same year, 'Insurance Initiative of the Year' by Insurance Asia Awards. These awards and accolades are a testament to our commitment to contributing to the development of a vibrant society and securing a sustainable future for the world. We do that by enabling safety and peace of mind through our insurance and financial services business.

In support of the (re)insurance industry in the region, MSIG is a proud sponsor of the 'General Reinsurer of the Year' award for the 13th consecutive year at the 2020 Asia Insurance Industry Awards.

www.msig-asia.com

AWARD CATEGORIES



Life Reinsurer of the Year

Awarded to the firm that demonstrates excellence across a wide range of life reinsurance activities including the integrated use of technology, customer service, marketing and business development.

Who should win?

The winner must have demonstrated excellence across the spectrum of life reinsurance activities, working as a trusted partner with cedants, helping with product development and service enhancements.



Sponsor

Muang Thai Life Assurance Public Company Limited (MTL) is one of leading life insurance companies in Thailand and has been operating its innovation-oriented life insurance business for over 70 years.

MTL's corporate strategy is 'MTL Trusted Lifetime Partner'. It is determined to be the customers' trusted lifetime partner through innovative life and health solutions by putting customers at the heart of everything it does.

MTL has been rated by Fitch Ratings at AAA (tha) with A- outlook negative (as of 8 May 2020); and by S&P at BBB+ outlook stable (as of 30 October 2020) due to solid financial performance, support from major shareholders, strong market expansion and the continuous increase of income and profits.

MTL has been chosen for many prestigious awards such as the Life Insurance Company of the Year (2014, 2017 and 2018) from Asia Insurance Review

MTL has expanded its business capability across the ASEAN Economic Community in Cambodia, Lao PDR, Myanmar and Vietnam and is seeking new opportunities to expand products and services to other counties.

MTL strives to run its business to world-class management standards with the goal of becoming a lean and agile company in all dimensions. It delivers both excellent products and services to its customers. MTL is also committed to improving the image of the Thai life insurance industry.

www.muangthai.co.th

Sustainability Award

Awarded to the firm that best demonstrates commitment to sustainability and environmental protection incorporating ESG benchmarks in its business.

Who should win?

The winner must demonstrate a commitment to sustainable development goals and a contribution to reducing carbon emissions and/or facilitating the transition to a low-carbon economy.



Sponsor

Swiss Re

The Swiss Re Group is one of the world's leading providers of reinsurance, insurance and other forms of insurance-based risk transfer, working to make the world more resilient. It anticipates and manages risk – from natural catastrophes to climate change, from ageing populations to cyber crime. The aim of the Swiss Re Group is to enable society to thrive and progress, creating new opportunities and solutions for its clients. Headquartered in Zurich, Switzerland, where it was founded in 1863, the Swiss Re Group operates through a network of around 80 offices globally. It is organised into three business units, each with a distinct strategy and set of objectives contributing to the group's overall mission.

Swiss Re Asia

Swiss Re Asia Pte Ltd, is a wholly-owned Swiss Re Group subsidiary. It is strongly capitalised in line with regulatory requirements and shares the same financial strength rating as major Swiss Re Group's operating entities. Swiss Re Asia will continue to serve its clients and partners across the region through a network of offices, mirroring Swiss Re's existing footprint in Australia, China, Hong Kong, India, Japan, Korea, Malaysia and Singapore.

www.swissre.com



AWARD CATEGORIES

Technology Initiative of the Year

Awarded for an innovative product or service that uses technology to meet a new or existing demand in the insurance sector.

Who should win?

The winning initiative should be an innovative application of technology that offers a solution to a problem or one which makes doing business easier within the insurance sector.



Sponsor

ManageMy is a mobile first, modular product suite of software solutions, configured and customised to optimise your customer journeys. We improve business performance and enrich customer experience through:

- Digital experiences that make buying, selling and servicing insurance easier
- Enabling customers and the insurer to share and retrieve information in a single place
- Unifying all customer experience content into a single repository
- Integrating differentiating own and third party features and benefits

Data captured with each interaction provides insight into how people think, what they want and how they react, transforming you from provider to partner and laying the foundation for you to expand your ecosystem around high value customer needs.

ManageMy offers our insurance partners around the world a customized digital experience platform that works independent of proprietary IT systems. Our software helps you create sustainable customer engagement and document communications from prospect to new business policy issue, and throughout the customer lifecycle.

Our secure, flexible architecture that installs easily and complements existing traditional insurance processing, fulfilment, service, and claims systems.

www.managemy.com

InsurTech of the Year

Awarded to the best insurance technology initiative from a start-up that drives new products and solutions, improves efficiency of processes and operations and enhances customer experience and satisfaction.

Who should win?

The winner will have leveraged technology to solve a problem in the insurance value chain to make the cover better, cheaper or more attractive.



Sponsor

Munich Re is one of the world's leading providers of reinsurance, primary insurance and insurance-related risk solutions. The group consists of the reinsurance and ERGO business segments, as well as the asset management company MEAG. Munich Re is globally active and operates in all lines of the insurance business. Since it was founded in 1880, Munich Re has been known for its unrivalled risk-related expertise and its sound financial position. It offers customers financial protection when faced with exceptional levels of damage – from the 1906 San Francisco earthquake through to the 2019 Pacific typhoon season. Munich Re possesses outstanding innovative strength, which enables it also to provide coverage for extraordinary risks such as rocket launches, renewable energies or cyber attacks.

The company is playing a key role in driving forward the digital transformation of the insurance industry, and in doing so has further expanded its ability to assess risks and the range of services that it offers. Its tailor-made solutions and close proximity to its customers make Munich Re one of the world's most sought-after risk partners for businesses, institutions and private individuals.

www.munichre.com

AWARD CATEGORIES



Lifetime Achievement Award

This award recognises the significant contribution to the insurance industry made by an individual across the span of their working career.

Who should win?

The winner of this award will have earned the respect and admiration of their peers. They will also act as a role model for new industry entrants as well as other professionals working in the insurance sector. The winner will have shown excellence and leadership in growing the industry and in making insurance better understood by its customers.



Sponsor

HSBBC Life (International) Limited ("HSBC Life") is an indirect wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited. HSBC Life is authorised and regulated by the Insurance Authority of the Hong Kong SAR to carry on long-term insurance business in the Hong Kong SAR. As one of the leading life insurers in Hong Kong, HSBC Life offers a wide range of life insurance products, including annuities, to retail and commercial customers in Hong Kong through HSBC banking channels and third party brokers. HSBC Life provides tailored solutions to meet the protection, education, retirement, managing growth and legacy planning needs of its customers.

www.hsbc.com.hk

General Insurance Company of the Year *

Awarded for outstanding performance in the area of general insurance through product innovation, dealing with end-users and intermediaries, and business growth.

Who should win?

The winner must have demonstrated soundness of strategy and implementation of its product offering throughout the year – meeting the needs of both intermediaries and end-users. It should have demonstrated that it listens to customers, develops new solutions and excels at risk management and claims management.

Health Insurance Company of the Year *

Awarded for innovation in products and services which facilitate an improvement in both the curative and preventative aspects of healthcare management.

Who should win?

The winner must have demonstrated leading professional standards against which other health insurers can be measured, and show proof of how global corporate practices have been regionalised.



AWARD CATEGORIES

Digital Insurer of the Year *

Awarded to the firm that has integrated digital solutions seamlessly into its business processes.

Who should win?

The winner should have grown its business by leveraging the many digital platforms available to it in terms of customer acquisition, customer retention, communications and back-office systems.

Broker of the Year *

Awarded for excellence and innovation in broking services, utilising methods and channels best suited to clients' individual needs.

Who should win?

The winner must have demonstrated outstanding initiative and leadership qualities in the breadth and depth of its broking services, utilising both new and traditional delivery channels.

Service Provider of the Year *

Awarded to the firm that demonstrates dedication in looking after its customers, while maintaining healthy margins.

Who should win?

The winner must have demonstrated that it can provide excellent service across the spectrum of its offering, setting the standard for others to match without compromising the profitability of its business.

AWARD CATEGORIES



Corporate Risk Manager of the Year *

Awarded to the individual who has effectively enhanced his/her organisation's risk management and/or contributed to the promotion of risk management in Asia.

Supported by



Who should win?

The winner should be able to demonstrate how risk management has made a tangible difference to his/her organisation's operations and/or balance sheet.

Young Leader of the Year *

Awarded to the insurance executive under 40 years of age who has shown outstanding leadership qualities while contributing to the advancement of the insurance industry in Asia.

Who should win?

The winner should demonstrate industry expertise and should have used it to further the cause of insurance.

Woman Leader of the Year *

Awarded to the leading executive whose actions best demonstrate the crucial contribution that women make to the future of the insurance industry in Asia.

Who should win?

The winner should have a public image that is in keeping with the future of a modern, inclusive industry and that has been built through manifestations of wisdom, courage and sound business sense.

* Sponsor to be announced



NOMINATION FORM

Self-nomination

If you are nominating your own company or yourself:

Name of company/your name

.....

.....

Title.....

Address.....

.....

Tel/Fax.....

Email.....

Nominating another

If nominating another company or individual:

Name of company/individual's name

.....

.....

Title (if applicable)

.....

Contact person

.....

Address.....

.....

Tel/Fax.....

Email.....

Nominated by

Name

.....

.....

Tel/Fax.....

Email.....

More than one category may be entered.

Award entered

(please tick box):

- ☐ Life Insurance Company of the Year
- ☐ General Insurance Company of the Year
- ☐ Health Insurance Company of the Year
- ☐ Educational Service Provider of the Year
- ☐ Innovation of the Year
- ☐ Service Provider of the Year
- ☐ Broker of the Year
- ☐ General Reinsurer of the Year
- ☐ Life Reinsurer of the Year
- ☐ Sustainability Award
- ☐ Technology Initiative of the Year
- ☐ Digital Insurer of the Year
- ☐ InsurTech of the Year
- ☐ Corporate Risk Manager of the Year
- ☐ Young Leader of the Year
- ☐ Woman Leader of the Year
- ☐ Lifetime Achievement Award

Entries can be submitted via:

email: asiaawards@asiainsurancereview.com or

online: www.asiainsurancereview.com/asiaawards2021



Table bookings:

If you would like to host a table at the Asia Insurance Industry Awards presentation evening, please contact

Ms Ann Tay

email: ann@asiainsurancereview.com

Roll of Honour 2020

Life Insurance Company of the Year
HSBC Life (International) Limited

General Insurance Company of the Year
Go Digit General Insurance Limited

Health Insurance Company of the Year
AXA AFFIN Life Insurance Berhad

Digital Insurer of the Year
Cathay Life Insurance Co, Ltd

Educational Service Provider of the Year
The Association of Indonesian Qualified Insurance &
Reinsurance Brokers (APARI)

Reinsurer of the Year
National Reinsurance Corporation of the Philippines (Nat Re)

Broker of the Year
Marsh

Sustainability Award
Generali Indonesia

InsurTech of the Year
Blue Insurance Limited

Technology Initiative of the Year
Prudential Corporation Asia

Innovation of the Year
HSBC Life (International) Limited (Eldercare Programme)

Service Provider of the Year (Joint Winners)
AIR Worldwide
Medix Group

Corporate Risk Manager of the Year
Ms Sharon Xu (Marriott International)

Young Leader of the Year
Ms Jeanette Lim (Chubb Asia Pacific Pte Ltd)

Woman Leader of the Year
Ms Kumjoo Huh (Kyobo Life Insurance Co Ltd)

Lifetime Achievement Award
Mr Arun Agarwal
(Independent Director, Kotak Mahindra General Insurance Company)