

# 25<sup>TH</sup> ASIA INSURANCE INDUSTRY AWARDS 2021



## THE WINNERS

**ASIA**  
**INSURANCE REVIEW**



Member: Beacon International Group, Ltd.



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# Welcome message

It is the Silver Jubilee of the Asia Insurance Industry Awards (AIIA)! And what a quarter of a century we have seen! As someone who was present at the launch of these awards back in 1997, and as I reflect on the last 25 years, it is truly heart-warming and a moment of satisfying pride for *Asia Insurance Review*. We have seen how the industry has morphed into what it is today. We thought we had seen it all – recessions, SARS, natural catastrophes, reinsurance market cycles and the surge of M&As, but nobody expected that we would live at a time such as this, with such a long drawn-out pandemic with COVID19.

Yet, the 'silver lining' of what has come out of the pandemic is the tenacity and fighting spirit of Asia's insurance industry. Even with the constant knocks, the industry has not only survived but displayed an agility to ensure that clients' and staff needs prevailed. In fact, the last 20 months have actually made the industry stronger. It was the impetus, in a lot of ways, for the digital transformation of the industry, something that was way overdue. I am proud to see that, in a way, this pandemic had brought the industry closer to consumers.

This year, the nominations showed us just that. The 25th AIIA are, therefore, even more significant and a true milestone in the industry history books. Not only have the awards become a significant part of the fabric of the industry today, the AIIA trophy has become the most coveted in the region, with its clearly-defined criteria and transparent selection process. We are proud to honour the winners who have come up with real 'outside the box' solutions. This is a clear theme this year.

I am very grateful to all the sponsors and supporting organisations who kept their faith in us and continued our collective cause to raise the bar of excellence for the industry. Many of them have stayed loyal to the awards for many years. I honour the distinguished panel of 26 judges who, despite the added stresses of COVID on their businesses, came through with amazing dedication and focus. The competition was tough as we had a huge display of talent, innovation and mettle from the nominees, so it was a hard task for the judges. This year, with travel restrictions, the judges met on a virtual platform to deliberate over the candidates.

I congratulate all winners and finalists alike, as to us, they are all winners. We had more than 320 nominations and every one had an interesting story to tell. The innovation, digital transformation and customer-centric initiatives that came out of the pandemic were truly empowering, not to mention new products launched to serve clients. In addition, how companies used AI, robotics and technology raised the bar in this competition. The judges had their hands full indeed.

It remains now on your shoulders not only to celebrate your achievements, but also to continue to raise industry standards. Remember, you are now the benchmark.

I would also like to place on record our appreciation to KPMG, the auditor of the awards. Everyone has gone beyond the call of duty. We are proud to be a significant part of this development story, hand-in-hand with the industry.

I must also take this opportunity to thank the team at *Asia Insurance Review* who have worked tirelessly to bring these awards to you over the years!

We are at the moment of truth. Here's to an even better year to come and hope to see you in person soon.



**Ms Sheela Suppiah**

CEO

Asia Insurance Review and Middle East Insurance Review

# The judges



## **Mr Alan Wilson**

**CEO, MSIG Asia**

**Executive Officer and Deputy Head of International Business Department, Mitsui Sumitomo Insurance (Japan)**

Mr Alan Wilson has helmed the Singapore-based Asia regional holding office of Mitsui Sumitomo Insurance Group (MSIG) as CEO since 2008. In his capacity as CEO, he also serves as chairman or director on the boards (or equivalent) of 20 MSIG-related entities around the region. Under Mr Wilson's leadership, the MSIG network in Asia has expanded to 14 markets. In April 2015, Mr Wilson was honoured to be appointed as the first foreign executive officer, Mitsui Sumitomo Insurance (Japan). Mr Wilson has a sound executive management track record and over 40 years of experience in the general insurance industry.

Prior to joining MSIG Asia, Mr Wilson was the Asia CEO at Allianz from 1999. He assumed overall responsibility for managing over 20 general, life and health insurance operations across 14 countries and later served on several boards in Asia for Allianz and for other groups such as Parkway. He joined Allianz from Guardian Royal Exchange Assurance Group where he was Asia managing director.

A British national and a Singaporean permanent resident, Mr Wilson has lived and worked in Asia since 1982 in various places, including Hong Kong, Indonesia, Pakistan and Singapore.



## **Mr Chai Sophonpanich**

**Chairman, Bangkok Insurance**

Mr Chai Sophonpanich, past chairman of the Federation of Thai Insurance Organization, and past president of the East Asian Insurance Congress (1985-1986 and 2004-2005), is a leading and a revered elder in the Thai insurance market.

Having served five two-year terms as the head of the non-life body, he has spearheaded several initiatives to nurture the image of the industry as being more responsive to the needs of the people and the economy.

A science graduate from the University of Colorado, Mr Sophonpanich has been with Bangkok Insurance for 48 years. From 1978-2015 he was the chairman and CEO of Bangkok Insurance. During this time, the company has grown to be a major player with a staff strength of more than 1,500.

Under his stewardship, the company received the ISO 9002 certification in 1997 and ISO 9001 in 2002, and on two occasions was named the best non-life insurer by the Thai regulator, for three consecutive years since its inception.

Mr Sophonpanich has also served several terms as vice chairman and chairman of the ASEAN Insurance Council, an organisation which he helped pioneer.

He was named personality of the year at the inaugural Asia Insurance Industry Awards in 1997 and was honoured with lifetime achievement award in 2015.

# The judges



## **Mr Chris Wei** **Chairman, Blue, Hong Kong**

Mr Chris Wei currently serves as chairman of Blue Hong Kong and is director and chairman of the executive council of the International Insurance Society.

From October 2014 to June 2021, Mr Wei was global chairman for Aviva Digital and executive chairman for Aviva Asia, where he led Aviva Group's global drive in digital, and worked closely with senior leaders on setting the strategic direction and managing the operations of Aviva across Asia.

Before joining Aviva, Mr Wei was group CEO and executive director of Great Eastern Holdings and many of its major subsidiaries from February 2011. During his tenure, he was responsible for successfully growing the company's business and further entrenching its leadership position in its home markets of Singapore and Malaysia.

Mr Wei also served as deputy chairman of Lion Global Investors (a Southeast Asian asset management firm) and was a director of Singapore Reinsurance Corporation.

Prior to this, Mr Wei was the executive vice president and group chief marketing officer of AIA. He also previously held the position of CEO at AIG United Guaranty Insurance (Asia) and held various positions at ING Canada and Allstate Insurance Company of Canada.

He holds a Bachelor of Science (Hons) from the University of Toronto in Canada majoring in actuarial science. Mr Wei is an associate of the Casualty Actuarial Society and a member of the American Academy of Actuaries.



## **Mr Edward Moncreiffe** **CEO, HSBC Life (International) Limited**

Mr Edward Moncreiffe is the CEO of HSBC Insurance (Asia) and HSBC Life (International), overseeing HSBC's insurance businesses in Hong Kong and Macau.

Joining HSBC Group in 2005, Mr Moncreiffe has served in several senior executive positions across broking, underwriting, reinsurance, life and non-life insurance business lines as well as working in group strategy. Prior to moving to Hong Kong in 2016, he was the head of life and pensions for HSBC Brazil.

Beyond HSBC, Mr Moncreiffe is the chairman of the Hong Kong Federation of Insurers and a member of the general committee of the Insurance Complaints Bureau. He is also a member of the economic policy committee and financial and treasury services committee of The Hong Kong General Chamber of Commerce. He is a governor of the Matilda International Hospital and the chairman of the City Mental Health Alliance HK.

He holds a BA (Hons) from University of Durham, UK and an MBA from University of Chicago Booth School. Mr Moncreiffe is also a chartered insurer of the Chartered Insurance Institute.



## **Mr Erik Bleekrode** **Head of Insurance, KPMG China and Asia Pacific**

Mr Erik Bleekrode is head of insurance for KPMG China and Asia Pacific and is lead partner for the insurance accounting change advisory practice for KPMG in Hong Kong.

Prior to moving to Asia, Mr Bleekrode spent two years in KPMG's insurance team in Sao Paulo, Brazil. He started his career in the Netherlands and has worked with KPMG for more than 30 years.

Throughout his career Mr Bleekrode has worked across the full spectrum of financial services including insurance, investment management and banking.

An audit partner by background, Mr Bleekrode expanded his areas of expertise through his work in Brazil and Hong Kong and is now a partner in the Finance Strategy and Transformation practice of KPMG.

He is a member of KPMG's global technical topic team for insurance accounting and represents China and Asia Pacific on KPMG's global insurance leadership team.

# The judges



## **Ms Farah Jaafar** **CEO, Labuan IBFC Incorporated**

Ms Farah Jaafar is the CEO of Labuan IBFC, a wholly owned subsidiary of Labuan Financial Services Authority, the statutory regulatory authority for Labuan International Business and Financial Centre.

Labuan IBFC serves as the jurisdiction's official market development agency.

A seasoned strategic communication, market development and financial services professional, Ms Jaafar brings with her experience spanning more than 25 years in wholesale financial services, putting her in good stead to develop Labuan IBFC as Asia's go-to mid-shore wholesale financial intermediation centre.

Ms Jaafar was formerly attached to the Asian Institute of Finance and Bursa Malaysia (Malaysia's national stock exchange). She has served in numerous senior market development and strategic communications roles.

She has also represented the Association of Stock Broking Companies Malaysia, a nationwide industry led lobby group representing Malaysian stockbrokers. Her participation in the demutualisation exercise of the national exchange allowed her a unique hands-on experience surrounding high strategic level issues relating to multiple stakeholder management, ecosystem curation and long-term strategic business strategy.

Passionate about equality, financial inclusion and win-win partnerships, Ms Jaafar strongly believes that 'a rising tide lifts all boats'. She has a LLB (Hons) from Sheffield University, United Kingdom



## **Mr Franck Baron** **Group Deputy Director Risk Management & Insurance, International SOS**

Mr Franck Baron is group deputy director at International SOS (medical and travel security services company) since 2011 and is in charge of risk management and insurance. He is based in Singapore.

Mr Baron was earlier in-charge of business development for risk consulting activities within AXA Corporate Solutions. He was also vice-president – global insurance and risk management for Firmenich (leader in fragrance and flavour industry) in Geneva.

Mr Baron was deputy director of the risk management division of Groupe DANONE, in-charge of the ERM programme and regional risk manager for Africa, Europe and Middle-East.

He worked for two years as risk manager deputy for MARS (US based Food Company) in Europe and then he became key international account executive respectively for Aon and Marsh for six years.

Mr Baron is the founding chairman of PARIMA (Pan Asia Risk & Insurance Management Association), the Asian regional risk managers association and secretary of IFRIMA (International Federation of Risk and Insurance Management Associations).

He was vice-chairman, board member and head of education for AMRAE (the French risk managers association) until end of 2003. He was also the board member of the SIRM (Swiss risk managers association) from 2004 to 2009 and of FERMA until August 2009.

Mr Baron has a Masters in Political Sciences and Management, as well as in risk management. He is an Associate in Risk Management (ARM) as well as European fellow in applied risk management. A certified director from the INSEAD International Directors Programme since 2017 Mr Baron also holds the European FERMA RIMAP risk management certification since 2016.

He was the recipient of the 2007 European Risk Manager of the Year Award and the 2014 Asian Corporate Risk Manager of the Year Award. Mr Baron is 52-years of age and married with three children.

# The judges



**Mr James Beedle**  
**CEO, Asia Pacific P&C and**  
**CEO, Partner Reinsurance Asia**

Mr James Beedle is CEO of Asia Pacific P&C for Partner Re as well as CEO of Partner Reinsurance Asia. He was appointed to PartnerRe's executive leadership team in March 2019 and has executive responsibility for the global clients and broker management unit in addition to his existing regional responsibilities.

Mr Beedle joined Partner Re in January 2017 from Willis Towers Watson where he was most recently senior managing director, Willis Re Asia Pacific and was based in Singapore responsible for Willis Re's operations across the region.

He originally joined Willis Re in 1990 in London and commenced his career in the London market retrocession department. In 1992 he moved to Australia with Willis Re to service clients across Australia and New Zealand along with the placement of international business into the Sydney market.

Mr Beedle was deputy managing director Willis Re Australia when he left Australia in 2010. In 2010 he moved to Japan as CEO Willis Re Japan and based in Tokyo, held the responsibility for Willis Re's Japanese P&C portfolio, a role he held until moving to Singapore in June 2012 as senior managing director, Willis Re Asia.

Mr Beedle holds a BA honours degree in economics from York University and is a member of the Australian Institute of Company Directors.



**Mr James Nash**  
**President and CEO, AIG Japan Holdings KK**

Mr James Nash is president and CEO of AIG Japan Holdings KK, with complete responsibility for the AIG businesses in Japan – the second largest market for AIG – which includes independent operating companies AIG General Insurance and American Home Assurance, as well as other subsidiary companies in the AIG Japan group that support clients in a variety of ways and through all related operations.

Prior to joining AIG, Mr Nash was CEO of the Guy Carpenter international division with responsibility for Asia Pacific, EMEA and Latin America.

With 35 years of experience in the industry, Mr Nash has experience of growing profitable businesses in Asia, EMEA and Latin America.

Mr Nash joined Guy Carpenter in 1985 and prior to that he was at Panell Kerr Forster, a global network of accountancy firms.



**Dr Kai-Uwe Schanz**  
**Deputy managing director and head of research and foresight,**  
**The Geneva Association**

Dr Kai-Uwe Schanz has been the deputy managing director and head of research and foresight of The Geneva Association since November 2019. In this capacity, he also serves as the secretary to the Global Reinsurance Forum, currently chaired by Hannover Re CEO Jean-Jacques Henchoz.

Before joining The Geneva Association, Dr Schanz spent 12 years co-running a reinsurance-focused strategy, business development and communications consultancy, which he co-founded in 2007. During those 12 years, he served as an external adviser to The Geneva Association and a number of (re)insurers and government units worldwide. From 2016 to 2018 Dr Schanz was a non-executive member of the board of directors of Trust International Insurance and Reinsurance Company in Bahrain.

Dr Schanz started his career in (re)insurance in 1995, as a senior economist at Swiss Re, before moving to Hong Kong as the company's chief economist for the Asia-Pacific region and returning to Zurich as managing director global communications content. In 2004, he joined Converium (which was later acquired by SCOR) as head of corporate development and communications.

Dr Schanz holds a master's degree in economics from the University of Konstanz (Germany) and a PhD in economics from the University of St Gallen (Switzerland). In 2003 he received a lifetime appointment as research fellow at Peking University.

# The judges



## Mr Kevin Bates

### Group head of risk and insurance, Lendlease

Mr Kevin Bates is the group head of risk and insurance for Lendlease. He is a prominent risk management executive.

He joined Lendlease in 2004 and was appointed to his current role of group head of risk and insurance in March 2014.

With a senior executive career spanning two decades in corporate finance, investment, development and insurance, Mr Bates brings a deep understanding of the commercial landscape and the contextual risk leadership capabilities and behaviours that enhance business performance. This experience includes working with CEOs and boards.

Mr Bates has developed specialist knowledge and expertise in the US, Australia, Europe and across Asia by leading teams, setting risk profiles and creating risk retention, transfer and financing strategies, including managing local and global teams spanning diverse business units.

Prior to his current appointment, Mr Bates spent six years as the head of risk and compliance for the retail and communities business with Lendlease in Australia followed by the head of risk and compliance for the Asia region of Lendlease – a role he held from 2010 to March 2014.

Mr Bates joined Lendlease after practising as a corporate finance lawyer with a top tier international law firm in London acting on a variety of high-profile international market leading transactions.

He is a director and former president of the Australasian Chapter of the Risk and Insurance Management Society (RIMS) and a global director of RIMS. Mr Bates also sits on the boards of several captives. In addition, he was elected as a member of the M200 Group, which he holds since 2016.

Mr Bates holds a Bachelor of Laws (Honours), a Diploma of Legal Practice and a Masters in Law and Arbitration.



## Ms Kumjoo Huh

### Executive Vice President, Kyobo Life Insurance Company, South Korea

Ms Kumjoo Huh is executive vice president at Kyobo Life Insurance and has over three decades of experience at the company. She has devoted her career in the areas of corporate strategy, overseas operations, B2B business and digital transformation.

Ms Huh has also been appointed by the Korean government as Korea Representative for Empower Alliance which is established directly under the G20 leaders and co-head for Women20. Currently at Kyobo Life Insurance, Ms Huh is in-charge of mergers and acquisitions transactions, forming digital strategic alliances and running in-house start-ups incubating programme to enhance the company's digital transformation.

In 2019 Ms Huh initiated the drive for the company to be awarded Technology Initiative of the Year in Asia. As an agent of transformation for the company, she designs annual corporate culture programmes including, agile project management, design thinking, digital leadership and reverse mentoring and more.

Ms Huh contributes to the global insurance industry by participating in forums as a writer and speaker. In 2020 she was selected for the Asia Insurance Industry Award for 'Woman Leader of the Year'. From 2010 Ms Huh is a trained certified coach and based on her coaching expertise she practices social responsibility by doing volunteer work for various women organisations.

She currently serves as chair of WIR mentoring programme for the Korean German Chamber of Commerce and co-chair for women leaders' committee of American Chamber of Commerce in Korea where she has developed mentorship platforms for women.

Ms Huh was director for women in innovation in Korea from 2010-2014 where she organised the nation's first career fair for 1000 female college students and setup a cross-mentoring project with Japan. She also played the role of director for the Seoul Scholarship Fund aimed at providing mentorship and scholarship to students.

Ms Huh is an accredited professional certified coach by International Coach Federation. She is also a Korean professional coach of Korea Coach Association. She is also a certified yoga instructor and a member of the Yoga Alliance.



# The judges



## **Ms Loh Guat Lan**

**Group MD and CEO, Hong Leong Assurance Berhad**

Ms Loh Guat Lan is group MD and CEO of Hong Leong Assurance (HLA). She was appointed to this position in September 2009.

Ms Loh joined the board of MSIG Insurance (Malaysia) as a non-independent non-executive director in October 2010. She is also a member of the board investment committee of MSIG.

Ms Loh holds a Bachelor of Science degree in human development and is a fellow member of Life Management Institute, customer service management and Life Office Management. She is also a certified financial planner and registered financial planner. She has over 31 years of experience in the insurance industry, including agency management, branch management and agency development and training.

She was previously the COO (life division) of HLA and prior to joining HLA, she was with American International Assurance Company where her last position was vice president and senior director of agency (Malaysia).

Ms Loh is the chairman of HL Assurance, Singapore and a director on the boards of several companies. She is also the president of the Life Insurance Association of Malaysia and a director of The Malaysian Insurance Institute and a board member of the Financial Industry Collective Outreach (FINCO).



## **Mr Marc Haushofer**

**Chairman, Singapore Reinsurers' Association and  
CEO and executive VP, Asia Pacific, Validus Reinsurance**

Mr Marc Haushofer is currently the CEO Asia Pacific for Validus Reinsurance. Mr Haushofer joined Validus Re in 2008 and was appointed to head Validus Holdings' new Asia-Pacific representative office in 2009.

Under his management, Validus Re was granted approval by the Monetary Authority of Singapore to operate as a branch reinsurer underwriting general reinsurance business in Asia.

Mr Haushofer also leads the Singapore Reinsurers' Association as its chairman since 2017.

Prior to Validus Re, Mr Haushofer was the CEO and principal officer of Munich Reinsurance, Singapore branch from 2001 to 2007 and headed Munich Re's Southeast Asian hub.

From 1998 to 2007, Mr Haushofer was a deputy member of the executive management at Munich Reinsurance, Munich.



## **Mr Mark Saunders**

**Group executive, group chief strategy and corporate development officer,  
AIA Group**

Mr Mark Saunders is group executive committee member of AIA Group with responsibility for the group's strategy and corporate development, including M&A, corporate transactions and strategic partnership deals underpinning ecosystem development for the group.

He joined AIA in 2014 as chief strategy and corporate development officer and is currently a director on the board of various companies within the group. He has been responsible for its corporate solutions, group life and health and healthcare businesses across all 18 markets.

Mr Saunders has also served as group chief marketing officer, bringing together strategy and marketing centred around customer propositions and driving evolution of customer-centricity of the business and strategy to help people live healthier, longer and better lives.

Mr Saunders has been a trusted adviser of boards and board committees of leading insurers in Asia holding numerous executive and independent board positions and memberships of a multitude of insurance-related, actuarial, regulatory and professional committees. He has been a member of Hong Kong's Financial Services Development Council new business committee and was a member of the HKSAR Government Financial Secretary's FSTB working group on long term fiscal planning and the statutory body, Insurance Advisory Committee. insurance-related, actuarial, regulatory and professional committees.

He has been a member of Hong Kong's Financial Services Development Council new business committee and was a member of the HKSAR Government Financial Secretary's FSTB working group on long term fiscal planning and the statutory body, Insurance Advisory Committee.

# The judges



## **Mr Paul McNamara**

**Editorial director, Asia Insurance Review and Middle East Insurance Review**

Mr Paul McNamara is a journalist, author, editor and biographer with extensive experience in Asia, UK, the Arabian Gulf and Australia covering the wholesale financial markets.

Over the years he has worked for the Financial Times, Fairfax Media, Euromoney Institutional Investor, CPI Financial and Eaglemont Media.

His areas of specialisation include insurance, reinsurance, Islamic finance, investment banking, project finance, trade finance, wealth management, private equity, hedge funds and alternative investments, the Middle East banking and finance industry, GCC capital markets and the world of interest rate securities.

Mr McNamara is also the author of numerous books including The History of Banking in the UAE, the History of the National Bank of Abu Dhabi, Dubai Islamic Bank: 35 Glorious Years, Islamic Wealth Management, Islamic Investment Banking, Qatar Takes Off, Abu Dhabi and Dubai: Young and Rich, Qatar: Modern Business Hub and many more.



## **Mr Richard N C Austen**

**CEO, Asia Reinsurance Brokers and  
Chairman, Reinsurance Brokers' Association (Singapore)**

Mr Richard Austen started his insurance and reinsurance career in Lloyd's of London, working for the Lloyd's broker Thompson Graham which later became Jardine Thompson Graham.

He has been actively involved with Asian reinsurance industry since 1974. After 30 years of insurance and reinsurance broking services in Asia with Jardines, Mr Austen joined A J Gallagher in 2002 to develop its broking business in Asia.

Subsequently, with the global sale of Gallagher's reinsurance operations during the banking crisis, Mr Austen led the local management team to complete a management buy-out and rebranded the company Asia Reinsurance Brokers (ARB).

Today ARB is the largest specialist Singaporean reinsurance broker serving clients in ASEAN. In 2016 ARB purchased a broker in Indonesia and divested 25% of its shares to a specialist insurance investor BP Marsh & Partners which enabled ARB to expand and deliver to clients a broader range of analytical services and diversification of products.

ARB also owns a subsidiary company in Kuala Lumpur and opened representative offices in Manila and Yangon. Mr Austen is also chairman of the Reinsurance Brokers' Association (Singapore).



## **Mr Russell Higginbotham**

**CEO Reinsurance Asia and Regional President Asia, Swiss Re  
Member of the Group Executive Committee**

Mr Russell Higginbotham was appointed CEO Reinsurance Asia and Regional President Asia in July 2019. Prior to his current role, he was appointed as CEO reinsurance and regional EMEA in 2018, where he successfully spearheaded its regional transformation and client delivery model during his tenure. He became a member of the group executive committee in September 2018.

Mr Higginbotham joined Swiss Re in 1994 and assumed several roles in life and health before eventually being named head of new business. In 2002, he moved to Tokyo as life and health country manager for Japan and subsequently for South Korea. In 2006 he was appointed as CEO of Swiss Re for Australia and New Zealand. In 2010 Mr Higginbotham moved back to the UK as CEO reinsurance for UK and Ireland.

In 2016, he was appointed head of life and health products for reinsurance, where he was pivotal in moving the needle on the hugely successful and industry-leading Magnum automated underwriting solution. Now based in Singapore, Mr Higginbotham oversees more than 2,000 staff in 11 Asian cities. He is a lifelong Manchester City fan, enjoys listening to Led Zeppelin and has a woodwork hobby. He also plays tennis and field hockey, where he has played for teams in Yokohama, Sydney and around London including the Blackheath Hockey Club, the oldest hockey club in the world.

A UK citizen, Mr Higginbotham is married with two daughters. He holds a BA (hons) business from the University of Hertfordshire, UK and MBA from Henley Management College, UK.

# The judges



## Mr Ruud Sommerhalder

**Asia insurance leader, PwC**

Mr Ruud Sommerhalder is the leader for PwC's Asia insurance practice based in Hong Kong. He is also responsible for the PwC China Europe business group, which helps businesses in all industries with inbound and outbound trade and investments between China, Hong Kong and Europe.

Before moving to Hong Kong in 2017, Mr Sommerhalder held similar leadership roles for PwC in Germany, Netherlands and US.

He is also the lead relationship partner for a global insurance company with major operations across Asia and Africa.

Mr Sommerhalder started his career as an academic teaching international and European taxation in 1989 at the Erasmus University. He completed his doctorate degree during this period.

In 1995 he worked in Rome for the law firm Studio Fantozzi and joined PwC in 1997. Between 2002 and 2005, he was with PwC in New York focusing on Dutch listed multinationals and US multinationals with investments in Europe and the US.

In Amsterdam from 2005 to 2014 Mr Sommerhalder led a cross-industry group focusing on listed multinationals. He has consulted with his clients in Asia, Europe and North America on best practices of how to define the winning strategy for insurance companies in Asia.

Mr Sommerhalder brings his experience on how to work with executive board members across the globe and how to lead global teams.



## Mr Sara Lamsam

**President and CEO, Muang Thai Life Assurance Public Company**

Mr Sara Lamsam is the president and CEO of Muang Thai Life Assurance (MTL). With over 28 years of experience, he has led MTL to become a leader of Thailand's life insurance industry.

Mr Lamsam has taken a leading role to enhance the life insurance business with innovative ideas, holistic thinking and change management and transformation leadership to tackle major business challenges today. Moreover, he has been actively involved in the enhancement of rules and regulations.

He has worked as the president of the Thai Life Assurance Association. Mr Lamsam has also worked with the Office of Insurance Commission to set a strategic roadmap for development of a sustainable life insurance industry.

He has served in many business positions in the insurance industry and the financial sector such as the chairman of the Federation of Thai Insurance Organisations, chairman of the Thai Financial Planners Association, managing director of Life Insurance Fund, adviser of the Society of Actuaries of Thailand and adviser to the Board of Trade of Thailand.

Currently, he has been studying at the National Defence College of Thailand and holds academic positions such as the adviser to the president of Association of Capital Market Academy.

# The judges



## **Mr Scott Ryrie**

**Co-CEO, AM Best Asia Pacific (Singapore) and  
Managing Director for Asia Pacific**

Mr Scott Ryrie joined the insurance industry in 1977 after leaving school. He spent four years in the direct market with City Mutual and Sphere Drake before moving to Munich Re in 1980.

Mr Ryrie worked across the marine and casualty lines of business. In 1986 he joined Alexander Howden (Australia) and spent two years working in the London market.

On returning to Australia in 1988, Mr Ryrie worked in a senior broking role with Alexander Howden/Aon and then in 1996 left to start Nac Re in Australia which subsequently became XL Re.

Mr Ryrie then moved to Singapore in 2002 to run the region for XL Re in 2002. He then joined Allianz Re, Singapore as the regional CEO in 2008 and remained there till 2011.

During 2012-2013 Mr Ryrie worked at Guy Carpenter before starting Ryrie Consulting. In 2016 he joined AM Best as commercial director, Asia Pacific and moved back to Sydney in 2017 as CEO of Risk Management Institute of Australasia.

Mr Ryrie returned to Singapore In April 2019 and currently is the MD and co-CEO at AM Best Asia-Pacific (Singapore) Pte Ltd.



## **Mr Shinichi Kishi**

**Chief Regulatory Expert, Meiji Yasuda Life Insurance Company**

Mr Shinichi Kishi is the chief regulatory expert at Meiji Yasuda Life Insurance Company and is responsible for international regulation and UN Sustainable Development Goals (SDGs) and economic, social and environmental (ESG) issues.

Mr Kishi joined Meiji Mutual Life Insurance Company in 1990 and after 12 years of experience in various departments, he was posted in the accounting issues from 2002 to 2006. Qualified as a US certified public accountant, he contributed his knowledge and experience to developing the IFRS for insurance contracts.

Thereafter, he worked for the International Association of Insurance Supervisors as a member of the IAIS secretariat from June 2006 to July 2009 on secondment from the Financial Services Agency, of Japan. He was responsible for assisting member authorities in implementing the IAIS's supervisory standards.

Mr Kishi returned to Meiji Yasuda Life Insurance Company and took an assignment on planning and promoting Meiji Yasuda's international business including M&As. He, as a project manager successfully implemented M&A negotiation to acquire StanCorp Financial Group.

From April 2016 he has been responsible for international regulations and SDGs/ ESG. As chief regulatory expert, he negotiates with regulatory authorities mainly on capital requirements, accounting and SDGs.

Mr Kishi also supports policy-making of the Life Insurance Association of Japan. He has presented on relevant issues on many occasions including OECD/ADBI Roundtable in 2021 and ASEAN Insurance Congress in 2019.

Mr Kishi holds a Bachelor of Science degree from Kyoto University and a MBA from the International University of Japan. He also participated in the International Management Programme at New York University.

# The judges



## **Mr Stephen Collins** **Global partner, NMG Consulting**

Mr Stephen Collins is a partner with NMG Consulting based in London and Singapore. He enjoys more than 25 years of successful entrepreneurial and executive experience in the financial services, consulting and technology sectors throughout Asia, EMEA and the Americas and is responsible for NMG's global digital and innovation insights programmes. He specialises in working with NMG clients on digital marketing and distribution strategy development and execution, with an emphasis on customer engagement models and platforms that optimise new business and inforce management.

Prior to joining NMG, he was the CEO and a board member of the SCOR Group's consumer marketing (ReMark), automated underwriting (Velogica) and claims (ReHalto) businesses where, in conjunction with NMG, he established and authored the industry's leading annual Global Consumer Study on the buying behaviours and preferences of life and health insurance consumers.

He is actively involved in the global InsurTech sector holding a range of angel, non-executive and advisory roles within the venture capital and start up communities across Asia Pacific, Europe and North America, with a particular interest in the health and wellness space. His views on innovation are widely read each month in *Asia Insurance Review* and he is a longstanding member of the Asia Insurance Industry Awards judging panel.



## **Dr Suthiphon Thaveechaiyagarn** **Secretary-General, Commissioner Office of Insurance Commission, Thailand**

Dr Suthiphon Thaveechaiyagarn obtained Bachelor of Law degree with honours from Thammasat University and became Thai barrister-at-law in 1984.

He later received the Anandhamahidol fellowship (King's Scholarship) to pursue his graduate study abroad and obtained his Master of Laws Degrees (LL.M.) from both Harvard University and University of Pennsylvania where he also received his Doctorate Degree in Law.

While he was in the US, Dr Thaveechaiyagarn worked as an international associate at Mudge, Rose, Guthrie, Alexander & Ferdon in Washington DC and McCutchen, Doyle, Brown & Enersen in San Francisco, CA.

After returning to Thailand, he became a legal officer at ministry of commerce. He was later appointed as a judge and held the positions of judge and secretary of Central Intellectual Property and International Trade Court, spokesperson for the Court of Justice, judge and secretary of the Civil Court and deputy-secretary of the Supreme Court.

In 2006, Dr Thaveechaiyagarn was appointed as secretary-general of the Election Commission, and later in 2011, as the national broadcasting and telecommunications commissioner. In 2014, he was appointed as state audit commissioner and chairman of the committee of disciplinary budget and finance. From 2016 – 2017, he served as the chairman of the anti-money laundering commission.

Dr Thaveechaiyagarn has been the secretary-general of the Office of Insurance Commission and member of Insurance Commission since 2015. He is also vice-chair of committee of life insurance fund, vice-chair of committee of non-life insurance fund.

Dr Thaveechaiyagarn is also a part-time lecturer, teaching business law and intellectual property law at various leading law schools and institutions.

# The judges



## Mr Tapan Singhel

**Managing director and CEO, Bajaj Allianz General Insurance (BAGIC)**

Mr Tapan Singhel has a rich experience of over 30 years in the insurance industry. He is one of the founding members of Bajaj Allianz General Insurance and has been with the company for over 20 years.

As its MD and CEO for close to a decade now, Mr Singhel has built the organisation to where it is today with close to 110 million customers and a wide distribution network spanning across more than 1,000 locations across the country.

Customer obsession and passion to do good for the people is what drives Mr Singhel and his success in the industry. Under his aegis, BAGIC has been recognised as one of the best in Asia.

An avid social media influencer, Mr Singhel has over 680,000 followers on LinkedIn and has been recognised as the LinkedIn's Top Voice in India in both 2018 and 2019.

He also chairs the Confederation of Indian Industry's National Committee on Insurance and Pensions.

He has also been honoured as the Personality of the Year at India Insurance Summit & Awards 2019, 22nd Asia Insurance Industry Awards 2018 and Indian Insurance Summit 2017 and the Most Promising Business Leader of Asia at The Economic Times Global Business Summit 2018.

He has also won CEO of the Year honour at the Annual Insurance India Summit & Awards 2018 and Insurance Asia Awards.



## Mr Tony Gallagher

**CEO, Asia Pacific, Guy Carpenter & Company**

Mr Tony Gallagher as CEO of Guy Carpenter's Asia Pacific region is responsible for strengthening the company's market position and enhancing its client service capabilities in the region covering Australasia, Greater China, India, Japan, Korea and Southeast Asia.

Mr Gallagher joined Guy Carpenter as CEO of the Pacific region in 2013 where he managed the firm's Sydney office and led its treaty business for Australia and New Zealand.

He is also a member of the Marsh & McLennan companies board of managers in Australia.

With over 25 years of experience in the reinsurance sector and having worked in a wide range of positions in the UK, Japan and Australia, Mr Gallagher eventually assumed senior management responsibilities.

He began as a property facultative underwriter in general reinsurance and rose to general manager client services, Asia Pacific during his 17-year tenure there. He also served as board member of the Insurance Council of New Zealand.

Mr Gallagher holds an undergraduate degree in commerce from the University of Canterbury in New Zealand and an MBA from Edinburgh University in Scotland.

# ASIA INSURANCE REVIEW

30  
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# Life Insurance Company of the Year

## Cathay Life Insurance Co., Ltd.

Cathay Life Insurance has been leading Taiwan's insurance industry for 60 years. In 2020, the total assets of the company were \$275.6bn (as of Q1 2021) and total premium touched \$30bn. The life insurer had a total of 27,114 sales personnel. With over 8m policyholders, one in every three Taiwanese is a customer.

Cathay Life is the first life insurance company in Asia to adopt the UN Principles for Sustainable Insurance, thus raising the industry's awareness about ESG. The total assets invested by the insurer amount to over NT\$7tn, which accounts for a quarter in the entire life insurance industry in Taiwan.

It is the largest insurance investor in Taiwan in low-carbon and green energy industries and follows principles for responsible investment. It is also the first in the industry to join international initiatives, including the Asia Investor Group on Climate Change (AIGCC), Ceres Valuing Water Finance Task Force and Climate Action 100+.

Cathay Life was the first insurance industry player to launch the industry's first Insurance Service Carbon Footprint Project.

In 2020, the company obtained both the government-certified carbon reduction label and the ISO 14067 (Carbon Footprint Standards) certification, thereby ensuring that every policy sold by it is a green product.

Cathay Life developed a new zero-distance communication sales model and designed Taiwan's first anti-pandemic insurance policy, retaining the leading position to be followed by other insurers.

It also launched a more comprehensive 'New Pandemic Control Programme', which offers protection for a 20-year period. It covers not only hospitalisation for COVID-19 and other certifiable diseases, but also for specific types of cancer, major injuries and also provides life insurance.

In keeping with the digital and financial technology trends, Cathay Life initiated a digital transformation plan, which fully upgraded its digitised service processes for customers.

### SPONSOR'S PROFILE



SCOR, the world's fourth largest reinsurer, offers its clients a diversified and innovative range of solutions and services to control and manage risk. Applying 'The Art & Science of Risk', SCOR uses its industry-recognised expertise and cutting-edge financial solutions to serve its clients and contribute to the welfare and resilience of society. SCOR offers its clients an optimal level of security with its AA- rating or equivalent from S&P, Moody's, Fitch and AM Best. The group generated premiums of more than EUR16bn in 2020, and serves clients in more than 160 countries from its 36 offices worldwide.

SCOR Global Life feels a strong call to build for impact. It aims to make life insurance more relevant and desirable and to bring protection and peace of mind to as many people as possible. It puts its clients at the heart of everything it does and partners with them to co-develop products and build solutions across the entire consumer journey.

Innovation is at the core of its vision and with its strong knowledge, data communities and state-of-the-art tools, it is passionate about finding solutions that empower consumers to live healthier lives. Its Biological Age Model (BAM), for example, uses real-time data to underwrite and to empower consumers to make informed lifestyle choices.

After more than 50 years in the reinsurance business, its vision and ambition are bolder than ever before. It has every confidence in its ability to continue to deliver true impact to its communities, and to flourish as a financially strong and resilient reinsurer in an expanding risk universe.

[www.scor.com](http://www.scor.com)

# General Insurance Company of the Year

## PT Mandiri AXA General Insurance

**M**andiri AXA General Insurance's (MAGI) strategy has been built around innovation and multi distribution channels. It comprises bancassurance, fast-track digitalisation and rapid adoption of robotisation with all partners including partner banks, brokers, agents, direct sales teams and business-to-consumer.

In 2020 as the pandemic brought up economic pressure and the market got highly competitive, MAGI adopted a 360 degree transformation with several innovative strategies.

The insurer made extensive use of virtual reality and augmented reality based games to create awareness about risk and insurance among the people at large during the pandemic.

It routes its digital sales through its insurance e-commerce platform that allows direct purchase by the end customer.

In 2020, MAGI introduced an integrated agency force selling general insurance, health and life insurance, as a joint force between MAGI and AXA Financial Indonesia. This is a new concept in Indonesia and allows more than 6,000 agents of the two companies to have broader portfolio of insurance products to be marketed.

To ensure smooth claim experience it launched an omni-channel claim service to ensure an exceptional claim experience across multiple protection solutions.

In 2020 MAGI introduced open API infrastructure, allowing real-time integration with multiple business partners for sales and services activities. The API connectivity is an important success factor to MAGI partnership with major partners, such as BCA finance, e-commerce and leading InsurTechs in Indonesia.

To stay competitive during pandemic, MAGI added several differentiating benefits to its health insurance products, both individual and group health. These innovative strategies brought about positive results and registered over 40% increase in gross weighted premium in 2020 compared to 2019.

For a company with more than 800 registered agents, the speed of commission becomes one important factor to agent productivity. Initiatives taken by MAGI to accelerate commission calculation by technology adoption and transformation and consolidation has played a crucial part in order to assume market leadership.

# Health Insurance Company of the Year

## AIA Singapore

Amid one of the biggest health crises to date, AIA faced a mammoth task: How to reconcile protecting the integrity of its core business while continuing to uphold its brand promise of healthier, longer and better lives (HLBL).

The strategy and mandate to enable HLBL is rooted in the very way AIA does business, moving away from the traditional transaction-focused insurance model to become a trusted partner from payer to partner as it is often referred to.

COVID-19, however, posed some unique challenges.

- Risk of disconnect – amid heightened social-distancing rules and restrictions preventing in-person activities, it needed to reimagine how else the organisation could deliver on its promise.
- Mental health challenges – creating a silent pandemic, that gets less attention but is no less devastating.
- The economic downturn – continues to be overwhelming, leading to fears and anxiety about the future.

These challenges were in addition to the existing ones faced by all health insurers, which were also magnified during the pandemic.

Providing support to people who truly need it and tackle both pandemics, physical and mental and lead by example and to start it at our own front door has always been AIA's policy.

AIA was the first life insurer in Singapore to establish direct partnerships with the medical community to manage healthcare costs together.

AIA has been at the forefront of implementing the recommendations put forth by the Health Insurance Task Force to keep medical fees reasonable and ensure treatments are in line with the established norms.

AIA Singapore has gone above and beyond the industry recommendations and also invested in providing customers more value and choice since 1 April 2020.



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Our Insight, Your Advantage™



# Educational Service Provider of the Year

## The Australian and New Zealand Institute of Insurance and Finance (ANZIIF)

During 2020 the Australian and New Zealand Institute of Insurance and Finance (ANZIIF) remained committed to supporting the industry. ANZIIF focused on delivering collaborative industry projects designed to lift the professional standards of professionals across multiple sectors of insurance.

Over the course of the year it conducted a range of research studies which provided critical insights about the COVID-19 industry impacts on insurance professionals and their ways of working in the new world. This research also explored inclusion themes about how COVID-19 has impacted the employee experience at work.

The institute supported PwC to undertake a comprehensive review, research and analysis into the adequacy of the current training and education standards for training of financial product advisers.

It also announced the development of the Australian life industry's first ever industry-wide professional standards framework, in collaboration with Australia's leading life insurers.

ANZIIF partnered with the Insurance Council of Australia (ICA) to launch the *General Insurance Code of Practice for training*.

The institute also launched a new initiative in 2021 called Year of the Insurance Professional, which is all about celebrating the success of insurance professionals and raising awareness about the good stories that happen every day in the insurance industry.

ANZIIF adapted to the new ways of working in 2020, growing its educational offering and online capability to support the learning and professional development needs of its members. It sought technologies and processes to move towards virtual exam supervision that balanced cost, security, assessment integrity and learner experience.

The pilot programme indicated that the anti-cheating measures, enrolment requirements and cost of execution created a robust, time efficient and cost efficient mechanism which ANZIIF has now adopted.

ANZIIF offered Myanmar insurance professionals with the general insurance essentials course. ANZIIF also became a life insurance channel with China's banking and insurance media corporation.

### SPONSOR'S PROFILE



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.

[www.ambest.com](http://www.ambest.com)

# Digital Insurer of the Year

## Go Digit General Insurance Limited

**G**o Digit started its operations in 2017 with a mission to make insurance simple. In less than four years, the new kid became a digital first, technology enabled, paperless insurer with its complete focus on offering simple insurance solutions.

It won the customers' hearts and became the first unicorn of 2021 and an almost five-star customer rated insurer.

During the pandemic it launched country's first COVID-19 insurance cover - sachet fixed benefit cover – and in just three weeks sold over 4,000 policies reaching a premium of INR5,000,000 (\$66,675).

2.5m lives were covered under 'Group COVID Insurance Cover' – for the most affected section of the economy - the small and medium enterprises, that were not able to fully function due to the fear of their employees and workers getting affected by the virus. The 24,000 groups brought in a premium of \$23m.

The result:

1. India's only almost five-star customer rated insurer with five stars on FB and 4.7 stars on Google from over 20,000 reviews
2. Already profitable under IFRS accounting principles

Go Digit grew by 44% during financial year 2020-21.

# Broker of the Year

## Prudent Insurance Brokers Pvt. Ltd.

**P**rudent Insurance Brokers is a major Indian commercial lines broker with 804 team members across eight offices in the country. It places INR21bn (\$280m) premium with the Indian insurance market.

It commenced its operations in 2005 with a 12-member team and in the last 16 years has grown into a major insurance intermediary, which partners with over 3,500 large and mid-size corporate entities.

The company has achieved organic growth of over 28% CAGR over the past decade. In 2020-21 it generated new business revenue of INR400m registering a growth of 29% over the previous financial year's revenue.

Prudent Insurance Brokers has achieved sustained growth in a highly competitive

market which reflects the trust and confidence that customers have in the company. It also acknowledges the value the company provides for the risk management and insurance requirements of the clients.

The company works to create long term sustainable and transparent relationships. It employs the Prudent360 portal to achieve operational efficiency. An advanced ERP system manages all aspects of client service digitally and enables collaboration across teams and geographies between the client and the broker.

The database built up over a decade enables the company to work with accurate modelling and provide precise advisory services to clients. It has worked on over 100,000 commercial lines claims and has processed over 80,000 policies and endorsements.

# No Worries, We've Got You Covered



## Super Health

Lump sum health coverage with coverage period until the age of **99**

## Elite Health

Maximum coverage of

**20-100** million baht/year

## D Health

Maximum coverage of

**1-5** million baht  
 per any inpatient hospitalization



- The coverage of this rider must not exceed the coverage period of the life insurance policy to which this rider is attached.
- Underwriting is subject to the Company's rules. • Elite Health Rider must be attached to a new policy only.
- D Health Rider must be attached to a policy which is still in force only.
- Please study the details of coverage, conditions and exclusions before making a decision to purchase insurance.

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[muangthai.co.th](http://muangthai.co.th) Muang Thai Life



# Life Reinsurer of the Year

## RGA Reinsurance Company

**R**GA Reinsurance has demonstrated its capacity to surmount major challenges and the power of resilience of its business model as it works together with the communities in a world struck by the pandemic.

It maintains a leadership position in the industry by delivering highly valued solutions and insights related to COVID-19 and other major issues. The company stood by its business partners during the hard and trying times and are humbled to have been recognised for those efforts.

The company was ranked as number one by the ceding partners on NMG Consulting's 2020 All Respondent Business Capability Index (BCI) in Asia for the eighth time in nine years and received the first position for the 10th consecutive year on NMG's Global All Respondent BCI.

RGA ensures that all its activities across all business lines – traditional reinsurance, global financial solutions and RGAX – result in solutions that ultimately create new opportunities for its clients and partners, helping them navigate the changes impacting our industry.

RGA has also introduced several healthcare covers in Asia that deal with very specific issues for the different Asian markets.

- Health insurance benefit covering cancer drug costs for Japan
- Spouse mutual protection product for China
- Next-generation juvenile product for Korea
- Cancer product for cancer survivors in Singapore

To address the pain points brought up by the pandemic, RGA took a number of actions to smooth the onboarding process for insurers and customers, minimising the pandemic disruption.

The reinsurer also developed and implemented a range of risk scoring solutions in the region through innovative and effective use of data sources to streamline the underwriting process, improve onboarding and speed.

Building on its legacy of continuous innovation, RGA partnered with some of the region's most promising InsurTech leaders to continuously seek opportunities to strengthen the insurance ecosystem.

Focusing firmly on its long-term success, RGA has reaffirmed its commitment and ability to face major disruptions and sees opportunities even in a very trying times to help its clients and the industry.

### SPONSOR'S PROFILE



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 seven decades. MTL's corporate strategy is 'MTL Trusted Lifetime Partner'. It is determined to be the customers' trusted lifetime partner through innovative life, health and investment solutions by putting customers at the heart of everything it does. MTL has been rated by Fitch Ratings at AAA (tha) with A- outlook stable (as of 9 April 2021); 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 improvement of financial performance.

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 business 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 and understanding ever-changing customer needs and behaviour. It provides both superior products and relevant services to its customers. Moreover, MTL give priority to long-term sustainability together with delivering happiness to all its stakeholders. MTL is also committed to improving the image of the Thai life insurance industry.

[www.muangthai.co.th](http://www.muangthai.co.th)

# Our commitment to excellence

## Asia 🌏

**CSR Initiative of the Year 2021** Insurance Asia Awards

**Gold Winner – Best Use of CSR 2021** The Loyalty & Engagement Awards

## Hong Kong 🇭🇰

**Gold Certificate 2021** Privacy-Friendly Awards

**Best Loyalty Programme for Finance and Insurance 2020** The Loyalty Engagement Awards

**Insurance Initiative of the Year 2020** Insurance Asia Awards

## Indonesia 🇮🇩

**Market Leader General Insurance 2020** Media Asuransi Magazine

**Excellent Insurance Company 2020** Infobank Magazine

**Platinum Trophy 2020** Infobank Magazine

## Malaysia 🇲🇾

**Silver Winner for Car Insurance 2020** Quality Service Award by Reader's Digest

## Singapore 🇸🇬

**Interactive Media Campaign of the Year 2021** Insurance Asia Awards

**Claims Initiative of the Year 2020** Insurance Asia Awards

**CSR Initiative of the Year 2020** Insurance Asia Awards

**Gold Winner for Travel Insurance 2020** Quality Service Award by Reader's Digest



## Thailand 🇹🇭

**Organization of the Year 2020 - Insurance Services and Social Contribution** The Foundation for Thai Society

**Executive of the Year 2020 – Organisation Development and Management** The Foundation for Thai Society

## Thailand (MSI Branch)

**2<sup>nd</sup> for Excellent Management Insurance Company 2020** Prime Minister's Insurance Awards by Office of Insurance Commission (OIC)

For over 100 years, MSIG has been Asia's leading general insurer with an extensive network in Asia – representation in every ASEAN country, Hong Kong, Australia & New Zealand. With our wealth of experience and commitment to this region, we are able to leverage on our multi-channel distribution, strong partnerships with intermediaries, and extensive geographical network to offer a wide range of personal and commercial insurance solutions to meet the needs of our customers. MSIG is a part of the Mitsui Sumitomo Insurance Company Limited, within the MS&AD Insurance Group. The Group is one of the top 10 non-life insurance groups in the world.

[msig-asia.com/awards](https://msig-asia.com/awards)



A Member of **MS&AD** INSURANCE GROUP

# General Reinsurer of the Year

## Swiss Re

Recognising the need for reinsurance when the COVID-19 pandemic hit, Swiss Re was the first to engage actively with clients in Asia throughout 2020.

It was an opportunity to explain the reinsurer's risk mitigation approach and offer comfort around the reinsurance security as well as insights to its own approach to manage uncertainty.

Through its risk knowledge, professional people and global reach, Swiss Re actively supported its clients to understand new risks and emerging scenarios.

Application of fresh perspectives on vital topics, with a focus on enabling growth and innovation in the insurance industry, helped clients to not only understand the technical risks (and claims management considerations) but also helped them to understand the impact of changing weather patterns.

The global reinsurer added value to its Asia-based clients by providing them with access to the latest data-driven research and an extensive global network of experts on topics such as societal resilience, climate and sustainability, digitisation and emerging risk.

Swiss Re works to drive the insurance industry forward in Asia, promoting the setup of industry bodies such as Asia chapter of the IRMA to create awareness and raise professional standards in run-off management; or the Ruschlikon Initiative Group Asia – pioneering work towards automation and digitisation, and developing minimum data standards, which will ultimately create more operational efficiency throughout the insurance value chain in the continent.

Given the inability to interact face-to-face with clients during the pandemic, the reinsurer increased the number of digital/virtual touch points with clients by using webinars, online industry conferences, media and social media activity.

In 2020, Swiss Re hosted 50 webinars (centrally and regionally) reaching close to 10,000 clients. It also partnered with the Singapore Reinsurers' Association to co-host the virtual SIRC event in November 2020.

Through the good times and bad, Swiss Re remains a reliable, trusted partner to its clients; providing continuity and certainty, helping to navigate regulatory changes and clearly communicating its position.

### SPONSOR'S PROFILE



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.

In 2020, MSIG was awarded 'Insurance Initiative of the Year' by Insurance Asia Awards and 'Excellent Insurance Company' by Infobank Magazine. Most recently in 2021, MSIG also received several CSR awards, namely Best Use of CSR by the Loyalty & Engagement Awards and CSR Initiative of the Year by Insurance Asia Awards for the second consecutive year.

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 14th consecutive year at the 2021 Asia Insurance Industry Awards.

[www.msig-asia.com](http://www.msig-asia.com)



# PROGRESS. TOGETHER.

LET'S JOIN FORCES IN ASIA

[swissre.com/SIRC2021](https://www.swissre.com/SIRC2021)

# Sustainability Award

## Cathay Life Insurance Co., Ltd.

Insurance service carbon footprint plan, workplace transformation and responsible investment are the three main strategies that Cathay Life has embedded in its daily operations. The focus of these three strategies is to lower the carbon emission from its operations.

Cathay Life also exerts its influence on industries in Taiwan to attach due importance to ESG and climate change risks.

In order to improve the quality of insurance services and reduce energy consumption and wastage of resources, the life insurer was the first in the industry to promote mobile insurance and electronic services in 2012.

The life insurer's sales primarily happen via a tablet and various policy services, such as application and claims for customers are completed online, thus reducing use of saving paper documents and carbon emissions generated in policy deliveries.

Mobile and electronic modes allowed insurance services to continue despite the pandemic. Customers complete various insurance services on their own via its app, website and virtual assistants to protect their rights and interests.

In 2020, the usage rate of the company's mobile insurance application and electronic services was the industry's best and the company saved more than 80m sheets of paper.

Cathay Life began its low-carbon transformation plan by tracking energy consumption via energy and environmental management systems, and by improving power use efficiency through equipment replacement, space merging, and utilisation of renewable energy.

Compared to 2016, Cathay's carbon emissions in 2020 were reduced by 12%, better than the original reduction goal of 4%-8%. Cathay Life proactively promises to use 100% renewable energy by 2030, minimising the impact on environment.

Cathay Life has adopted the Principles for Responsible Investment incorporated ESG factors into investment processes, and supported industries that are conducive to sustainable development. In order to improve the industry's resilience in the face of climate change, the company has taken the lead in the industry to launch engagements.

### SPONSOR'S PROFILE



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.

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NOT IF, BUT HOW

Munich RE 

# InsurTech of the Year

## CoverGo Limited

CoverGo's fully configurable, modular, no code insurance platform, powered by 500+ insurance APIs allows clients to build and configure insurance products at record speed, improve policy administration and claims, develop omni-channel distribution and more without a single line of code.

With its proprietary technology and guided by its mission, the InsurTech continues to help insurance companies make insurance 100% digital and serve customers better.

The InsurTech addresses:

1. Slow product building
2. Heavy manual processes
3. High customer acquisition cost
4. Rigid legacy systems

The InsurTech's insurance technology platform helps to resolve these challenges by

1. Building and launching products faster than ever – configurable setup for any type of insurance including traditional products such as P&C, health and life as well as innovation products such as sharing economy, usage-based, parametric and microinsurance products in hours
2. Developing omnichannel distribution – B2C sites for insurers, broker portals, agent portals

and e-applications for advisers, distribution via APIs, bancassurance/affinity B2B2C

3. Improving policy and claims management – digitisation and automation of end-to-end policy administration and claims processes via a policy administration system
4. Integrating with legacy or third party systems – 500+ insurance APIs, most comprehensive on the market, for seamless integration with legacy system and/or third party system

In 2020 CoverGo onboarded over 15 new insurance enterprise clients, expanded internationally to Asia, Australia and America, closed series A funding in August 2020 and almost tripled the size of team to reach 50 employees.

Business users can build and launch new products in days without having to do any custom coding or development. This cuts the product development time and cost by over 95%.

CoverGo's platforms provide the maximum flexibility and scalability for insurance companies to innovate and develop more distribution channels and enhance customer experience digitally.

Overall, CoverGo's platform helps increase insurance penetration rate and opens up more channels for under-served market segments and allows the entire society to obtain suitable protection they need.

### SPONSOR'S PROFILE



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](http://www.munichre.com)



# Your Customer Engagement Platform is Closer Than You Think

Build digital experiences that make insurance all the more human

## Why ManageMy?

With over 50 years of combined experience in the insurance industry, we understand the delicate balance that drives value for both insurers and customers, and how technology can be a differentiator in realising this value. Our solutions are:



### Scalable

Choose a specific digital use case, or create an end-to-end platform. You're firmly in the driver's seat.



### Cost-effective

Our shared risk model means that there are no upfront costs, and we only get paid when you see value.



### Modular

Integrate once with us, and then pick and choose the features and solutions to make your customers smile.



### Human

Leave faceless processes to your competition. We specialize in digital experiences that add the personal touch.



[www.managemy.com](http://www.managemy.com)



# Technology Initiative of the Year

## AXA Hong Kong and Macau

**A**XA Hong Kong & Macau uses AI to enhance efficiency on customer communication and service management.

Customers call a company or send an email to the company for a reason. They can, however, be served better if the information they need is provided to them in advance of their call or they can be provided an effective response to their emails.

Next best action (NBA) is a proactive customer servicing initiative used by AXA which uses predictive modelling to understand customer's next information-seeking needs and then does the best information prescriptive feeding action before they make the enquiry call to the company.

The company analysed customers' calling behaviour and the analysis helped the insurer to build the machine learning model to predict callers whose need can be met by providing them information in advance.

Mailbot is an AI solution that serves to enhance customer experience and improve call centre staff effectiveness by triaging and identifying the sentiment in customer emails.

In the past, incoming email handling was very time-consuming because it is basically a free-text format content that requires high human effort to

process and ensure the right customer service to avoid customer dissatisfaction.

AXA Hong Kong & Macau adopted the most popular natural language processing (NLP) technology to accelerate this AI model training and implementation of bidirectional encoder representations from transformers (BERT) so the company was able to complete the development and deployment in less than six months. Besides BERT, AXA also used a string-search algorithm to detect sender identity.

The results of both the programmes were extremely satisfying

1) Next best action

Registered a drop of 46% (compared to the year before the launch) in the customer calls as compared to 68% (compared to control group)

2) AI mailbot

Triage customers' email based on AI analysing customers' identity, intent and sentiment when their emails arrive using NLP

Customer service team availability time increased by 10% and accuracy of identification of sender's identity went up by 90% and the accuracy of classifying the email by intent/category also went up by 90%.

### SPONSOR'S PROFILE



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:

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- 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.

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# Innovation of the Year

## HSBC Life (International) Limited (Digital Policy Value Projections)

HSBC Life (International) Hong Kong (HSBC Life) is changing the way things work within the Hong Kong insurance industry and setting new benchmarks.

HSBC Life's research shows that customers are eager to understand how much their policy value grows over time, as they monitor the performance of their non-guaranteed cash value in a fluctuating macro financial environment.

Customers also want to find out when their policy is expected to break even so that they can plan for any future financial and liquidity needs. Customers want all this critical information at their fingertips.

To enable this, HSBC Life developed a new platform so customers of all ages can easily obtain their policy details and projected benefits at any time.

A first-in-market digital policy value projections offering allows customers to view real-time projected values of their policies anytime and anywhere via online banking or the mobile banking app.

Customers no longer have to wait until their anniversary for paper benefit illustrations. Now with just a few clicks, the policyholders can instantly access their real-time payout benefits, cash/surrender values and death benefits, including guaranteed and non-guaranteed portions.

All of these features come with interactive graphs to illustrate how the policy value changes over time. Live chat and mobile chat are also available as customers place great importance on convenience and speed for troubleshooting and servicing.

HSBC Life's policy value projection platform is a data intensive solution, with technology at its core to provide an engaging user experience.

The company has also leveraged a real-time calculation engine that utilises the latest rates and charges in assessing values for real-time maximum transparency with its customers.

This platform has been made an inclusive solution, where screen readers can help serve customers who will enjoy accessibility features on their choice of device.

HSBC Life has recorded around 85,000 visits (as of March 2021) to its digital policy projections page that was launched in mid-October 2020.

With this level of engagement, HSBC Life hopes to continue using this servicing platform to better communicate with customers and provide them with new digital functions and products to help meet their needs.

### SPONSOR'S PROFILE

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Medix is a global and leading provider of innovative, high quality, medical management solutions with a vision of making quality healthcare more accessible, personal, navigable and sustainable. Delivering cutting-edge health and medical management services since 2006, raising global standards of care, optimising clinical pathways, reducing unwarranted variations and improving medical outcomes for millions of people. Our cutting-edge health and medical management services meet customers' needs throughout life, from prevention, through diagnosis and disease management, to rehabilitation and ongoing health. On a global yearly average, Medix has fine-tuned the initial diagnosis in 20% of the cases managed and optimised treatment pathways in 43% of cases. Medix is proud to improve accessibility, affordability and quality of care, while driving sustainable economic and social growth.

With offices in London, Mumbai, New Delhi, Tel Aviv, Melbourne, Hong Kong, Shanghai, Singapore, Jakarta, Kuala Lumpur, Bangkok, New York and Munich. Medix's client base includes millions of customers, spread across over 90 countries. Our team is comprised of over 300 in-house doctors alongside nurses, medical admin, research teams and a quality accredited global network of over 4,000 world leading specialists and 2,000 quality accredited leading hospitals. Medix offers large corporates, global insurers and financial groups significant added value in the world of healthcare and provides a competitive advantage by focusing on accessibility and implementation of quality medical care.

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# Service Provider of the Year

## PERILS AG

Established as a non-profit, PERILS is now a leader in industry exposure and loss reporting across multiple major global CAT markets, helping industry practitioners address two critical challenges:

1. The availability of reliable exposure and loss data to enhance the quality of models and improve understanding of the catastrophe risks; and
2. The sustainability and affordability of capital to provide protection especially for peak CAT zones.

PERILS announced the inaugural release of a detailed industry exposure database for the Southeast Asia countries of Indonesia, the Philippines and Thailand in March 2021. For this it joined the Singapore-based Natural Catastrophe Data and Analytics Exchange Alliance, to help increase data availability for natural catastrophe insurance in Asia.

The release in Southeast Asia followed PERILS regional expansion of its data coverage to include Australia in September 2016 and New Zealand in November 2019.

Following engagement by PERILS with the primary insurance industry, some consistent challenges

were identified which included:

1. The need to improve the quality and availability of reliable catastrophe data to enable a better understanding of catastrophe risk in the region
2. The wide range of estimates of industry exposure and losses
3. The regulatory hurdles regarding availability of information (e.g., privacy regulations)
4. The general reticence by insurers to share the information required to improve understanding of catastrophe risks

PERILS actively worked with the respective market participants to deliver the Consensus Southeast Asia Industry Exposure Database initiative (CIED) released in March 2021. This was in line with PERILS' mission to enhance the availability of CAT insurance data and to facilitate sustainable risk capacity over time within the Asia-Pacific region.

PERILS delivered on its market commitment during the last 12 months on multiple fronts – opening new markets in Southeast Asia, supporting the growth of risk capital, and improving natural catastrophe understanding through the publication of detail loss information on recent major losses.

# Corporate Risk Manager of the Year

## Ms Maria Victoria A Tan Ayala Corporation



Ms Victoria Tan has been a practitioner of integrated thinking and she promotes this across the Ayala Group. Notwithstanding the challenges brought up by the pandemic she took this up as an opportunity and ensured that risk management and sustainability are adhered to within the organisation.

She also continued to focus on climate-related risks and opportunities during the pandemic and advised senior management on this issue. She led learning sessions that helped educate executives and the board members on climate change risks, emphasising how it could impact the organisation.

Ms Tan organised climate risk knowledge and risk assessment workshops across the group. This gave the company a quantitative assessment

of the level of employees' knowledge on climate change, climate-related risk, their impact and the level of readiness in the group.

The data generated from these assessment exercises will serve as valuable input for the corporate strategy exercises in this area.

Ms Tan also achieved her targets for Ayala's 2020 enterprise risk management roadmap – which she pioneered. In 2020 Ms Tan led the review of risk tolerance levels of the company and major business units.

She is now working to align the business landscape changes that have occurred due to the pandemic and also to anticipate physical and transition risks and climate opportunities. This will enable the group to act promptly and adequately.

She has also ensured that Ayala Corporation continues to follow the disclosure norms laid down by the Task Force on Climate-Related Financial Disclosures (TCFD) by the Financial Stability Board.

# Young Leader of the Year

## Mr Sythan Prou Manulife (Cambodia) Plc



Mr Sythan Prou is called 'a unique lawyer with a sound business acumen'. He does what is best for Cambodian insurance and a lot more.

Manulife Cambodia's chief legal and compliance officer Mr Prou's professional

and personal successes have been a great example for many in Cambodia.

Being the first chief in-house counsel and compliance officer in Cambodia's insurance sector,

Mr Prou is nationally acclaimed for his contribution towards Manulife's success, development of the insurance sector, insurance legal profession and the local community as well.

He joined Manulife Cambodia in 2012 during the early days of the company and is a member of the company's executive leadership team.

Mr Prou established legal, compliance and corporate governance functions for the company, which have now become good practices for the insurance industry. It has also won appreciation from the regulators on several occasions.

Being the longest serving executive of Manulife Cambodia, Mr Prou has steered the business forward and navigated it through several

challenging times, both internally and externally. Manulife today controls about 40+% of the entire life insurance market of Cambodia.

Mr Prou has proactively engaged with the banking and insurance regulator and contributed proposals on future of bancassurance referral and direct sales models, which were accepted by the regulator and in March 2021 were issued as country's first ever bancassurance regulation.

He has played a major role in promoting public awareness and upskilling insurance knowledge and is the elected chairman of the Education Committee of Insurance Association of Cambodia till 2024.

In March 2021 Mr Prou began working on a proposal for the establishment of Cambodia's first insurance school, which once approved, will offer insurance education up to degree level. Insurance education programme in Cambodia is playing catch up with the drastic growth of the business.

In October 2020, the King of Cambodia awarded Mr Prou the prestigious Royal Order of the Kingdom of Cambodia – Mohasena (Grand Officer) for his contribution in insurance, education and legal profession.

With 17 years of combined experience in corporate, legal, regulatory and academic affairs, Mr Prou will continue to create significant impact on insurance, legal, educational and local communities in Cambodia.

# Woman Leader of the Year

## Ms Yvonne S Yuchengco

Malayan Insurance Company Inc.



**M**s Yvonne Yuchengco is the vice chairperson of Malayan Insurance Company, one of the largest non-life insurance companies in the Philippines. She led the company for 25 years as its president and CEO before taking up her current role in July 2019. Under her leadership, Malayan Insurance has consistently maintained pole position in the market in terms of GWP.

Women's empowerment has been a subject close to her heart and she was instrumental in drawing up a partnership between Malayan Insurance and the IFC in 2018, for a gender-based programme with the objective of increasing women's access to risk mitigation and financial protection solutions in the Philippines.

Ms Yuchengco's passion for innovation and to address women's needs saw Malayan Insurance launch the 'We Women' programme, which offers innovative non-life insurance and lifestyle solutions to women in the Philippines. The programme ensures that women have access to the assistance they need for the challenges they

face as entrepreneurs, professionals and as heads of families. The programme today encompasses a wide range of activities that help women cope with various life challenges.

The programme's website shares motivational and inspiring content to further empower women.

With her vision to create a safe and gender sensitive society, Ms Yuchengco organised a number of gender sensitivity training workshops for employees and agents of Malayan Insurance. These workshops, apart from helping attendees understand and respect the role of women in society, also focused on the contribution and value of the 'We Women' programme.

For its gender sensitivity training initiative, Malayan Insurance won the 'Best Good Company Initiative' award at the Tokio Marine Insurance Group 2019 Asian Awards in 2019.

Under her leadership, Malayan Insurance has been supporting women groups that work in creating a better world for women in the Philippines. Ms Yuchengco strongly backs the government's initiatives towards financial inclusion and gender-based programmes and remains passionate and committed to making an insurance-led difference in the lives of others.

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# Lifetime Achievement Award

## Mr Tapan Singhel

Bajaj Allianz General Insurance Company



**M**r Tapan Singhel is an industry veteran with over 30-years in the insurance industry. One of the founding members of Bajaj Allianz General Insurance, Mr Singhel has been with Bajaj Allianz General Insurance (BAGIC) for over two decades.

Being the managing director and CEO of BAGIC for close to a decade now, Mr Singhel has built and brought up the organisation to where it is today with close to 110m customers and a wide distribution network spanning across more than 1,000 locations across India.

Customer obsession and passion to do good for the people is what drives Mr Singhel and his success in the industry. Under his aegis, BAGIC has been recognised as one of the best in Asia.

A scientist by education, but insurer at heart and by profession, Mr Singhel works to make a difference in the lives of people in whatever little way he can. He has not only transformed

the company but has also been a trendsetter in the insurance industry by always taking the first leap towards innovating to enhance the customer service standards.

Known for his 'communicative leadership' style, Mr Singhel believes in engaging regularly with employees and customers through social media. An avid social media influencer, he has over 680,000 followers on LinkedIn and has been recognised as the LinkedIn's Top Voice in India in both 2018 and 2019.

Mr Singhel also chairs the CII National Committee on Insurance and Pensions. He has been honoured as the 'Personality of the Year' at Quantic's BFSI Excellence Awards 2021, India Insurance Summit & Awards 2019, 22nd Asia Insurance Industry Awards 2018 and Indian Insurance Summit 2017 and the 'Most Promising Business Leader' of Asia at The Economic Times Global Business Summit 2018.

He has also won 'CEO of the Year' honour at IDC Future Enterprise Awards India 2021, Annual Insurance India Summit & Awards 2018 and Insurance Asia Awards.

### SPONSOR'S PROFILE



HSBC 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/insurance](http://www.hsbc.com.hk/insurance)

# The finalists

## Life Insurance Company of the Year

Cathay Life Insurance Co., Ltd  
HSBC Life (International) Limited  
Prudential Assurance Company Singapore (Pte) Ltd

## General Insurance Company of the Year

Bajaj Allianz General Insurance Co. Ltd  
Ping An Property & Casualty Insurance Company of China, Ltd  
PT Mandiri AXA General Insurance

## Health Insurance Company of the Year

AIA Singapore  
HSBC Life (International) Limited  
Sun Life of Canada (Philippines), Inc.

## Digital Insurer of the Year

Blue Insurance Hong Kong  
Edelweiss General Insurance Co Ltd  
Go Digit General Insurance Ltd

## Educational Service Provider of the Year

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF)  
The Digital Insurer, Singapore  
The Malaysian Insurance Institute (MII)

## Life Reinsurer of the Year

RGA Reinsurance Company  
SCOR Global Life  
Swiss Re

## General Reinsurer of the Year

Hannover Re Asia  
Peak Re  
Swiss Re

## Broker of the Year

Howden Broking Group  
Pana Harrison (Asia) Pte Ltd  
Prudent Insurance Brokers Pvt. Ltd.

## Sustainability Award

Cathay Life Insurance Co., Ltd  
Marsh  
MSIG Asia

## InsurTech of the Year

Cheche Technology Inc.  
CoverGo  
ZA Tech

## Technology Initiative of the Year

AXA Hong Kong and Macau  
Cathay Life Insurance Co., Ltd  
Generali Indonesia

## Innovation of the Year

HDFC Life Insurance Company Limited  
(Vision AI Suite of Applications)  
HSBC Life (International) Limited  
(Digital Policy Value Projections)  
NTUC Income  
(TRIBE)

## Service Provider of the Year

Actuaries Institute Australia  
AIR Worldwide  
PERILS AG

## Corporate Risk Manager of the Year

Ms Maria Victoria A Tan  
Ayala Corporation  
Mr R Senthil Kumar  
Cholamandalam MS Risk Services Limited  
Mr Yoshihiro Aida  
INPEX Corporation

## Young Leader of the Year

Mr Derek Heng  
Marsh PB Co Ltd, Thailand  
Mr Kenneth Boey  
Etiqua Insurance Pte Ltd  
Mr Sythan Prou  
Manulife (Cambodia) Plc

## Woman Leader of the Year

Ms Melissa Wong  
bolttech  
Ms Wong Sze Keed  
AIA Singapore  
Ms Yvonne Yuchengco  
Malayan Insurance Company, Inc

**ASIA  
INSURANCE REVIEW**

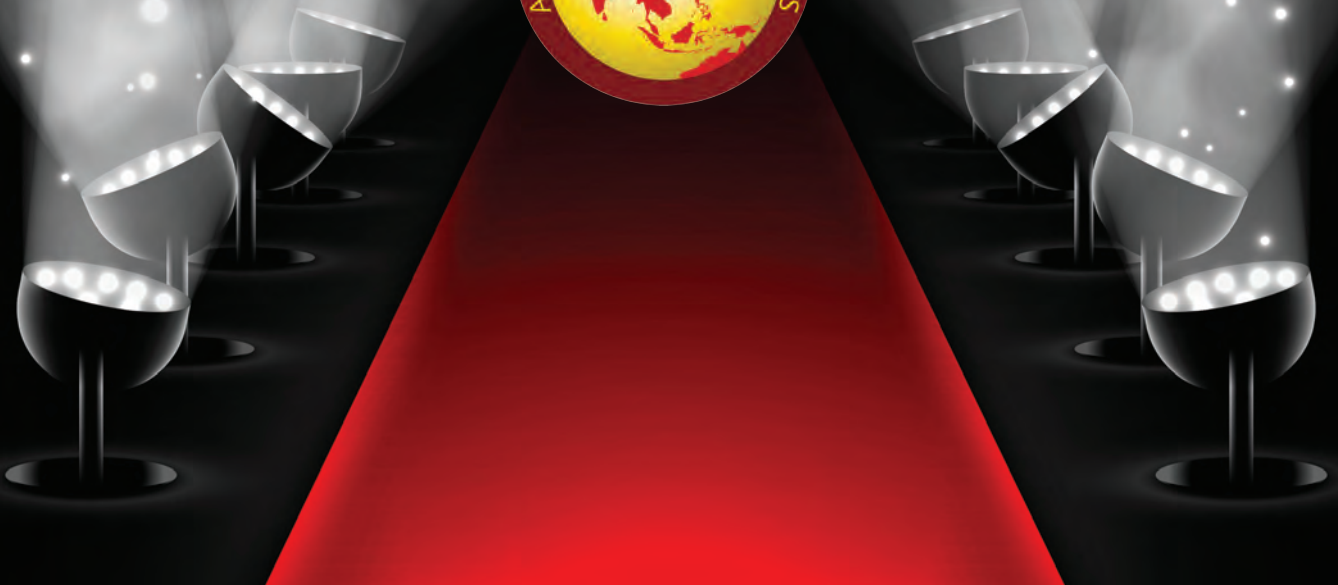


Member: Beacon International Group, Ltd.



*Congratulates*

The winners  
of the  
25<sup>TH</sup> Asia Insurance  
Industry Awards 2021



# Roll of Honour 2021

## **Life Insurance Company of the Year**

Cathay Life Insurance Co., Ltd.

## **General Insurance Company of the Year**

PT Mandiri AXA General Insurance

## **Health Insurance Company of the Year**

AIA Singapore

## **Digital Insurer of the Year**

Go Digit General Insurance Limited

## **Educational Service Provider of the Year**

The Australian and New Zealand Institute of Insurance  
and Finance (ANZIIF)

## **Life Reinsurer of the Year**

RGA Reinsurance Company

## **General Reinsurer of the Year**

Swiss Re

## **Broker of the Year**

Prudent Insurance Brokers Pvt. Ltd.

## **Sustainability Award**

Cathay Life Insurance Co., Ltd.

## **InsurTech of the Year**

CoverGo Limited

## **Technology Initiative of the Year**

AXA Hong Kong and Macau

## **Innovation of the Year**

HSBC Life (International) Limited  
(Digital Policy Value Projections)

## **Service Provider of the Year**

PERILS AG

## **Corporate Risk Manager of the Year**

Ms Maria Victoria A Tan  
Ayala Corporation

## **Young Leader of the Year**

Mr Sythan Prou  
Manulife (Cambodia) Plc

## **Woman Leader of the Year**

Ms Yvonne S Yuchengco  
Malayan Insurance Company Inc.

## **Lifetime Achievement Award**

Mr Tapan Singhel  
Bajaj Allianz General Insurance Company