

27th
**Asia Insurance
Industry Awards
2023**

NOMINATION

Deadline for entries

9 May 2023
(third-party nominations)

31 May 2023
(self nominations)

Awards judging

1 September 2023

Awards ceremony

30 October 2023

Marina Bay Sands Expo & Convention Centre, Singapore

CEO's message

27 years of saluting excellence

On behalf of *Asia Insurance Review*, I am delighted to announce the launch of the 27th year of the Asia Insurance Industry Awards. This is set to be an exciting year as the industry looks forward in anticipation to recovery, after what were very challenging years. These awards are a testament to the industry's commitment, endurance, strength and spirit and continue to be the benchmark of excellence, innovation and the promotion of customer-centricity across Asia Pacific.

The insurance industry is one of the most fundamental sectors, and here in Asia, whilst there are various economic, geopolitical and social factors that may influence the trajectory of the industry in the coming years, the overall outlook remains positive. What we find year on year is that the industry is showing its true mettle despite these challenges, as shown especially in the last two years of the pandemic. It is indeed an honour for us to continue to showcase the best of our industry and highlight the tremendous achievements of the companies making significant contributions to its advancement.

As we continue to navigate both the challenges and opportunities of the insurance industry, it is essential to celebrate these achievements and acknowledge the hard work and dedication of the various companies and individuals within its ecosystem.

As such, we at *Asia Insurance Review* look forward to the 27th year of honouring the cream of the crop and acknowledging the milestones achieved. We are excited to see what the nomination round brings – we anticipate only bigger and better examples of how the industry has broken barriers and pushed forward during the qualifying period.

I would like to express our deepest appreciation to the panel of 27 judges – without their commitment and support, these awards would not be possible. They help maintain the professionalism and integrity of the awards. The AIIA trophy holds high regard as demonstrated by the years of intense competition. We will endeavour to maintain the highest standards and carry the torch again this year with pride.

We would also like to take this opportunity to thank all our sponsors for their continued support in making these awards what they are today. Together, we will continue to drive innovation and excellence for future generations and make a difference. In addition, we would also like to thank KPMG, the scrutineer and the watchdog ensuring the standards and integrity of the awards are maintained. The process remains stringent, transparent and watertight.

So make sure you send in your nominations to be amongst the best. The standard of entries improves with each passing year and your efforts will also inspire future generations to strive for excellence and continue to make a positive impact. We look forward to seeing a huge influx this year from strong contenders. Your entry will show your leading edge and how you have raised the bar during the qualifying period.

Whether your nominations take the form of self-nominations or via a third party, both carry equal weight. So make sure you throw your hat in the ring this year.

We look forward to seeing you at the awards gala dinner on the 30 October 2023 where the deserving winners will be revealed in conjunction with the 19th SIRC.

We take this opportunity to wish you all the best. Let the competition begin.



Ms Sheela Suppiah

CEO,
Asia Insurance Review and
Middle East Insurance Review

Who can enter?

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

Self-nominations

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

Third-party nominations

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

Where to send your entries

- ❖ Submit your entries by: **9 May 2023** (third-party nominations) / **31 May 2023** (self-nominations) online at www.asiainsurancereview.com/asiaawards2023 OR email to asiaawards@asiainsurancereview.com for further queries.

Application requirements

- ❖ A nomination form is included with this brochure on **page 13** or may be completed online at www.asiainsurancereview.com/asiaawards2023
- ❖ All entries must be written in English and must specifically address the criteria.
- ❖ Entries must not exceed 1,200 words (self-nominations). Entries received without the 1,200-word write-up (self-nominations) or 200-word statement (third-party nominations) will **NOT** be considered.
Should the word count of an application exceed the word limit, the judges will not read it.
- ❖ Write-ups must use the following format: The font used must be Times New Roman, size 13; Left and right margins must be 1.0" each; Line spacing between lines must be 1.0.

- ❖ All write-ups should consist of text only: to submit in both Word document and PDF.
Entries may include additional supporting documents but will be limited to two pages.
Visuals and pictures should preferably be appended separately as supporting documents/attachments (see below).
- ❖ To include a Cover Page with the write-ups for the respective categories(s) you are applying for:
 - Individual Awards: Category Name, Company Name, Nominee's Name;
 - Innovation of the Year: Company Name and Name of the innovative product or service;
 - Technology Initiative of the Year: Company Name and Name of the innovative technology product or service;
 - InsurTech of the Year: Company Name and Name of insurance technology initiative.

This Cover Page will not constitute part of the word count.

Supporting documents/attachments (to submit in PDF):

- Should be included to back up assertions made in the submissions.
- Shall be limited to two pages. These will not constitute part of the word count.
- May include images, graphs, statistics, client testimonials, official production records, proof of service to association/industry/ society, academic qualifications, proof of activities and improvements. **NO** video link(s) or video(s) are allowed.
- If participating in more than one category, the nomination write-up must be relevant and tailored to answering the criteria of the different categories. We reserve the right to consider the nomination for only one category should the write-ups be the same.

Important

- A senior representative from the three finalists of some chosen categories will be invited to meet the judging panel for a 5-minute interview via Zoom on **1 September 2023**.
- The organisers reserve the right to publish some or all information of winning entries given at nomination.
- The verdict of the judging panel is final, as certified by the independent auditor, **KPMG**.



For all categories, the qualifying period is from 1 April 2022 to 31 March 2023.

The judges



Mr Alan Wilson

Director and former CEO,
MSIG Asia



Mr Antony Lee

Chairman,
General Insurance Association of Malaysia
CEO,
AIG Malaysia Insurance Berhad



Ms Anusha Thavarajah

Regional CEO,
Asia Pacific, Allianz Asia Pacific



Mr Chris Wei

Executive vice-president & chief client
and innovation officer,
Sun Life



Mr Christian Wanandi

Secretary general,
ASEAN Insurance Council
President director,
PT Asuransi Wahana Tata



Mr Devesh Srivastava

Chairman-cum-managing director/CEO,
GIC Re



Mr Edward Moncreiffe

CEO,
HSBC Life (International) Limited



Mr Erik Bleekrode

Head of insurance, KPMG China
& Asia Pacific,
KPMG



Mr Franck Baron

President,
International Federation of Risk &
Insurance Management Associations
(IFRIMA)

The judges



Mr George Attard

CEO of Reinsurance Asia Pacific,
Aon Reinsurance Solutions Asia Pte Ltd



Mr James Beedle

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



Mr James Nash

President & CEO,
AIG Japan



Dr Kai-Uwe Schanz

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



Ms Kumjoo Huh

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



Ms Loh Guat Lan

President,
Life Insurance Association of Malaysia
Group managing director/CEO,
Hong Leong Assurance Berhad



Mr Marc Haushofer

Chairman,
Singapore Reinsurers' Association
CEO,
Asia Pacific & executive vice president,
Validus Reinsurance Ltd, Singapore Branch



Mr Mark Saunders

Senior advisor,
Blackstone



Mr Michael F Rellosa

President,
East Asian Insurance Congress
Executive director,
Philippine Insurers and Reinsurers
Association (PIRA, Inc)

The judges



Mr Paul McNamara

Editorial director,
Asia Insurance Review &
Middle East Insurance Review



Mr Richard Austen

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



Mr Ronak Shah

President,
General Insurance Association of
Singapore
CEO,
QBE Insurance (Singapore) Pte Ltd



Ms Selina Lau

CEO,
The Hong Kong Federation of Insurers



Mr Stephen Collins

Global partner,
NMG Consulting



Dr Suthiphon Thaveechaiyagarn

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



Mr Tapan Singhel

Managing director & CEO,
Bajaj Allianz General Insurance Co Ltd



Mr Tony Gallagher

CEO,
Asia Pacific, Guy Carpenter & Co Ltd



Mr Victor Kuk

Head P&C Reinsurance SID,
Asia Pacific, Swiss Re

Award categories

Life Insurance Company of the Year

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

Who should win?

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

General Insurance Company of the Year

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

Who should win?

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

Sponsor

PeakRe >

About Peak Re

Peak Reinsurance Company Limited is a Hong Kong-based global reinsurance company. Since commencing its operations in 2012, the company has since grown steadily to rank 27th among global reinsurance groups in terms of net reinsurance premiums written*. In the year ended 31 December 2022, Peak Re reported gross and net written premiums of \$2.295bn and \$1.502bn, respectively. With total equity of \$1.198bn as of 31 December 2022, Peak Re enjoys an "A-" rating by AM Best.

Peak Re is authorised by the Insurance Authority of Hong Kong under the Insurance Ordinance (Cap. 41). The company offers both P&C and L&H reinsurance. It strives to provide clients around the globe with innovative and tailored reinsurance, risk management and capital management solutions.

Fosun International Limited (00656.HK) and Prudential Financial, Inc. hold approximately 87% and 13% of Peak Re via Peak Reinsurance Holdings Limited, respectively.

* Source: S&P Global Ratings' Top 40 Global Reinsurers and Reinsurers by Country: 2022, S&P Global, 2022

www.peak-re.com

Sponsorship Opportunities available.

Please contact

sheela@asiainsurancereview.com

Award categories

Health Insurance Company of the Year

Awarded for innovation in products and services which facilitate an improvement in both the curative and preventative aspects of healthcare management – and which demonstrates a sensitivity to healthcare cost inflation.

Who should win?

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

Digital Insurer of the Year

Awarded to the firm that has integrated digital solutions seamlessly into its business processes at all points in the value proposition.

Who should win?

The winner should have grown its business by leveraging the many digital platforms available to it in terms of customer acquisition, customer retention, communications and back-office systems – and must be able to quantify the advantage that its digital platforms have provided.

Educational Service Provider of the Year

Awarded for market leadership, product innovation, customer service and encouraging the growth of insurance as a core component of responsible financial planning – and which offers its trainings using physical and virtual platforms that are most convenient for its students.

Who should win?

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

Sponsor



Founded in 1899, AM Best is the world's largest credit rating agency specializing 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

Award categories

Life Reinsurer of the Year

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

Who should win?

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

Sponsor



Muang Thai Life Assurance Public Company Limited (MTL) is one of leading life insurance companies in Thailand and has been operating its innovation-oriented life insurance business for over 71 years. A strong suit of the company is its brand - happiness and smiles to transform the attitude of customers towards life insurance.

MTL's corporate strategy is 'MTL Trusted Lifetime Partner' through innovative life, health and investment solutions by putting customers at the heart of everything we do.

MTL has been rated by Fitch Ratings at AAA (tha) with A- stable outlook (as of 9 May 2021); and by S&P at BBB+ stable outlook (as of 12 October 2021) due to solid financial performance, support from major shareholders, strong market expansion and the continuous increase of income and profits.

MTL has been chosen for many prestigious awards such as the Life Insurance Company of the Year (2014, 2017 and 2018) from Asia Insurance Review, Hall of Fame from OIC in 2020 etc.

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

MTL strives to run its business to world-class management standards and sustainability business in all dimensions with its democratising life insurance brand in everyone's heart.

www.muangthai.co.th

General Reinsurer of the Year

Awarded to the firm that demonstrates excellence across a wide range of general reinsurance activities, including helping primary insurers develop products, customer service, marketing and business development.

Who should win?

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

Sponsor



MSIG is a wholly owned subsidiary of Mitsui Sumitomo Insurance Co Ltd, and a member of the MS&AD Insurance Group Holdings Inc, one of Asia's leading general insurance brand with over 40,000 employees and presence in 50 countries and regions globally. The group is amongst the world's top non-life insurance groups based on gross revenue, with A+ Stable credit rating.

Within Asia, MSIG is represented in all ASEAN markets as well as in Australia, New Zealand, Hong Kong, China, Korea, India and Taiwan. It is the top non-life regional insurance provider in ASEAN based on gross revenue.

www.msig-asia.com

Award categories

Broker of the Year

Awarded for excellence and innovation in broking services – going beyond the traditional transactional relationship and providing services, insights and support to clients.

Who should win?

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

Sustainability Award

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

Who should win?

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

Sponsor



Swiss Re

Swiss Re

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

Swiss Re Asia

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

www.swissre.com

Sponsorship Opportunities available.

Please contact

sheela@asiainsurancereview.com

Award categories

InsurTech of the Year

Awarded to an insurance technology start-up that is no more than 36 months old and that drives new products and solutions, improves efficiency of processes and operations and enhances customer experience and satisfaction.

Who should win?

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

Sponsor



Munich Re is one of the world's leading providers of reinsurance, primary insurance and insurance-related risk solutions. The group consists of the reinsurance and ERGO business segments, as well as the asset management company MEAG. Munich Re is globally active and operates in all lines of the insurance business. Since it was founded in 1880, Munich Re has been known for its unrivalled risk-related expertise and its sound financial position. It offers customers financial protection when faced with exceptional levels of damage – from the 1906 San Francisco earthquake through hurricane Ida in 2021. Munich Re possesses outstanding innovative strength, which enables it also to provide coverage for extraordinary risks such as rocket launches, renewable energies or cyber risks.

The company is playing a 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

Technology Initiative of the Year

Awarded for an innovative technology product, service or platform that meets a new or existing demand in the insurance sector.

Who should win?

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

Sponsor



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

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

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

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

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

www.managemy.com

Award categories

Innovation of the Year

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

Who should win?

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

Corporate Risk Manager of the Year

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

Who should win?

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

Service Provider of the Year

Awarded to the firm that provides essential services to insurers and reinsurers and that demonstrates dedication in looking after its customers, while maintaining healthy margins.

Who should win?

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

Young Leader of the Year

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

Who should win?

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

Award categories

Woman Leader of the Year

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

Who should win?

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

Sponsor



Sun Life

Sun Life is a leading international financial services organisation providing asset management, wealth, insurance and health solutions to individual and institutional clients. Sun Life has operations in a number of markets worldwide, including Canada, the United States, the United Kingdom, Ireland, Hong Kong, the Philippines, Japan, Indonesia, India, China, Australia, Singapore, Vietnam, Malaysia and Bermuda. Sun Life Financial Inc. trades on the Toronto (TSX), New York (NYSE) and Philippine (PSE) stock exchanges under the ticker symbol SLF. As of 31 March 2023, Sun Life had total assets under management of \$1.36tn.

At Sun Life, we're committed to creating an inclusive and respectful environment, where all of our people can contribute to their full potential. A diverse workforce with wide perspectives and creative ideas benefits our clients, our colleagues and the communities where we operate. Our success depends on it.

We take pride in our inclusive environment that not only supports our employees in all their diversity but also reflects our clients and communities, allowing us to serve their unique cultures and needs better.

Committing to diversity, equity and inclusion is the responsible thing to do, but it's much more than that – it helps our clients, colleagues and communities shine, it leads to innovation, collaboration and high performance and it will continue to be a longstanding value at Sun Life.

www.sunlife.com

Lifetime Achievement Award

This award is given to a senior industry figure who has retired or who is approaching retirement and recognises a lifetime of serving the insurance industry in Asia.

Who should win?

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

Sponsor



HSBC Life (International) Limited

HSBC Life (International) Limited, incorporated in Bermuda with limited liability (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, legacy planning and medical needs of its customers.

www.hsbc.com.hk/insurance

Nomination form

Self-nomination

If you are nominating your own company or yourself:

Name of company/your name

.....
.....

Title.....

Address.....

.....

Tel/Fax.....

Email.....

Nominating another

If nominating another company or individual:

Name of company/individual's name

.....
.....

Title (if applicable)

.....

Contact person

.....

Address.....

.....

Tel/Fax.....

Email.....

Nominated by

Name

.....
.....

Tel/Fax.....

Email.....

More than one category may be entered.

Award entered

(please tick box):

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

Entries can be submitted via:

email: asiaawards@asiainsurancereview.com or

online: www.asiainsurancereview.com/asiaawards2023



Table bookings:

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

Ms Ann Tay

email: ann@asiainsurancereview.com

Roll of Honour 2022

Life Insurance Company of the Year

Muang Thai Life Assurance Public Company Limited

General Insurance Company of the Year

Bajaj Allianz General Insurance Co. Ltd.

Health Insurance Company of the Year

Nan Shan Life Insurance Co., Ltd.

Digital Insurer of the Year

Cathay Life Insurance Co, Ltd.

Educational Service Provider of the Year

Singapore College of Insurance

Life Reinsurer of the Year

Swiss Re

General Reinsurer of the Year

Munich Re

Broker of the Year

(Joint winners)

Marsh Asia

Prudent Insurance Brokers Pvt Ltd

Sustainability Award

Cathay Life Insurance Co., Ltd.

InsurTech of the Year

bolttech

Technology Initiative of the Year

ICEYE

Innovation of the Year

FWD Insurance

(FWD Care)

Service Provider of the Year

10Life Hong Kong Limited

Corporate Risk Manager of the Year

Ms Annacel Natividad

Pilmico Foods Corporation – An Aboitiz Company

Young Leader of the Year

Mr Hassan Kassim

Amana Takaful Insurance PLC

Woman Leader of the Year

Ms Loh Guat Lan

Hong Leong Assurance Berhad

Lifetime Achievement Award

Mr Mark Saunders