



7th


INSURANCE REVIEW

THE
Review
WORLDWIDE REINSURANCE

THE JUDGES PANEL



- 1 Mr Mark P Wei**
Commissioner of Insurance, Ministry of Finance, R.O.C.
- 2 Mr Firdaus Djaelani**
Director, Directorate of Insurance, Indonesian Ministry of Finance
- 3 Mr Phua Kia Ting**
Chairman, Singapore Reinsurers' Association
- 4 Mr K H Chia**
Chairman, Asean Insurance Council & Chairman, Life Insurance Association of Malaysia
- 5 Mr Anuar Mohd Hassan**
Chairman, General Insurance Association of Malaysia
- 6 Mr Law Song Keng**
Immediate Past President, General Insurance Association of Singapore & Personality of the Year 2001
- 7 Mr Chai Sophonpanich**
Chairman & President, Bangkok Insurance Public Co Ltd & Personality of the Year 1997
- 8 Mr Victor Apps**
Executive Vice President & General Manager for Asia, Manulife Financial & Personality of the Year 1999
- 9 Mr Patrick Poon**
*Head of ING Greater China Region & Member, ING Asia Pacific Executive Committee
ING Life Insurance Company of America, Taiwan Branch & Personality of the Year 2000*
- 10 Mr Patrick Wale**
Managing Director, Aviva Asia Pte Ltd & Personality of the Year 2002
- 11 Mr C F Choy**
Chief Executive, HSBC Insurance (Asia-Pacific) Holdings Ltd
- 12 Mr Takaaki Tamai**
Chief Executive Officer, Millea Asia Pte Ltd
- 13 Mr Ken Taki**
Managing Director, The Toa Reinsurance Company Ltd

INTERNATIONAL PANEL

- 1 Ms Marie-Louise Rossi**
Chief Executive, International Underwriting Association of London
- 2 Mr Patrick M Liedtke**
Secretary General, The Geneva Association
- 3 Mr Patrick Kenny**
President & Chief Executive Officer, International Insurance Society Inc
- 4 Mr Robert L Gery**
Corporate Vice President, LIMRA International
- 5 Mr Thomas P Donaldson**
President & Chief Executive Officer, LOMA



THE WINNERS

- a worthy line-up

This is a great year to salute excellence given the various threats and challenges that dominated the industry, including the infamous SARS. But in the midst of the crisis and the uncertainties, the indomitable spirit of the region "to strive, to seek and never to yield" showed itself in the deluge of nominations that flowed in especially at the last minute.

It was heartening to note how so many companies were quietly beavering away with good news and excellence to report. The number of nominations received showed that there was much to crow about in the midst of the crisis.

Hence, short-listing the entries was no mean task. And for the panel of 18 judges, selecting a winner in each category was even tougher. And with the SARS-induced travel delays and back-up plans, this year's judging was held by email and post.

The Judges, eminently distinguished personalities in the local, regional and international fields, cast their votes which was duly collated and audited to select the winner not through consensus but through the candidate with the best score in each category. For the record, it must be noted that in those categories where the judges had a vested interest, they abstained altogether.

There are never any easy winners. But this year's winners are all deserving and noteworthy in their respective fields and market segments.

In the pursuit of excellence, all can be winners - big or small, local or regional or international.

May the winners make a bold statement to give greater impetus to the industry's long hard climb to greater professionalism and higher standards.



Sivam Subramaniam
Editor-in-Chief
Asia Insurance Review



Jason Groves
Editor
The Review-Worldwide Reinsurance



Year after year, clients look to us for guidance.

Difficult conditions demand ingenuity. Especially when it comes to managing risk.

In one of the industry's most challenging reinsurance environments, you need a specialist who leads the way. For over 80 years, Guy Carpenter has blazed new trails and set the standard for innovation – analyzing risk, building tailored reinsurance programs and delivering capacity that fits each client's needs. We pioneered the development of Specialty Practices, creating worldwide “centers of excellence” in areas such as Property, Casualty, Accident & Health, and Life & Annuity, plus emerging disciplines like Investment Banking & Capital Markets.*

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MMC Securities Corp. is an affiliate of Guy Carpenter & Company, Inc.

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ING Life Insurance Company of America, Taiwan Branch

ABOUT THE SPONSOR

Guy Carpenter & Company Inc

GUY CARPENTER

Guy Carpenter & Company, Inc. is the world's leading risk and reinsurance specialist and a part of the Marsh & McLennan Companies. Guy Carpenter creates and executes reinsurance and risk management solutions to clients worldwide through more than 2,300 professionals across the globe.

The firm's full breadth of services includes 12 centres of excellence in Special Property, Professional Liability, Life & Annuity, Accident & Health, Marine & Energy, Environmental, Workers Compensation, Surety & Fidelity, Agriculture, Finite Reinsurance, Investment Banking & Capital Markets*, and Program Managers Solutions. In addition, Guy Carpenter's Instat@ unit utilises industry-leading quantitative skills and modeling tools that optimise the reinsurance decision-making process and help make the firm's clients more successful. Guy Carpenter's website address is www.guycarp.com

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MMC Securities Corp is an affiliate of Guy Carpenter & Company, Inc

For its high-standard customer service, responsiveness to the changing needs of consumers and society, commitment to product innovation, and consistent strong financial performance, ING Life Insurance Company of America, Taiwan Branch clinched the award for Life Insurance Company of the Year. Judges were impressed with the insurer's keen social commitment to Taiwan during the recent SARS epidemic and how each time a catastrophe strikes, ING is out there with the masses.

When SARS attacked Taiwan in April 2003, ING Life Insurance Company of America, Taiwan Branch demonstrated its enterprise contingency abilities by immediately announcing 11 measures, including the launch of its "Cupping Hands without Shaking Hands Campaign" that educated the public on good sanitation habits. The campaign won immediate social recognition and became the major anti-SARS campaign in Taiwan; the Hand in Hand to Fight SARS online fund-raising activity under cooperation with the Department of Health (DOH) in Taiwan successfully attracted 100,000 people within seven days, and ING Life Insurance Company of America, Taiwan Branch thus donated NT\$1 million to the caring fund for volunteers who cared for SARS patients.

In response to the changing needs of customers and society, ING Life Insurance Company of America, Taiwan Branch applied well-organised market intelligence to collect the most updated information through agents, customer service and internal research related departments, as foundation for product development and service innovation. The PDRA was designed for growing demand of PDL, and its sale accounted for 14.9% of the enterprise's total new policy sales. The Internet service for agents (e-agent) and customers (www.inglife.com.tw/www.ohayo.com.tw) was another response to customers' growing demand for efficient and personalised services.

Consistent Highs

The consistent high-standard of customer service is the result of customer focus, one of ING Life Insurance Company of America, Taiwan Branch's corporate values. The Customer

Service Center, Business Quality Department, Service Quality Department, and Quality Operation Office takes charge of customer service, customer satisfaction surveys, service quality supervision, and service improvement/training plans. The Total Quality Management campaign has helped reduce the counter service waiting time to under three minutes; enhance the successful call connection rate to service center by 2.2% ; and improve customer satisfaction from 83 points in 1999 to 87 points in 2002.

ING Life Insurance Company of America, Taiwan Branch has been offering innovative products and services to customers ahead of competitors since its establishment in 1987. The Disability Insurance of 2002 won the Product Innovation Prize in the 2003 Faith, Hope and Love Awards for its care coverage, medical resources and disability risks education for the society. It is the first policy to team up with medical service team and involves 15 clinical physical therapists developing personalised rehabilitation programmes for individual policyholders. It also established the first Disability Income Forum in Taiwan to provide information to the public through exhibitions and health talks.

With the help of its strong management, innovative product line and outstanding customer service, ING Life Insurance Company of America, Taiwan Branch has made consistent financial achievements. Total premium income grew from NT\$270 million in 1988 to NT\$77.4 billion in 2002. With operating revenues at \$103.5 billion and a growth by 24.67%, the company created a total asset growth by 64% in 2002.



Our **power to innovate** is clear

Our strength is our people. We hire the best; qualified and experienced senior practitioners who have the capabilities to anticipate and respond to our clients' needs and market conditions. Capabilities made more reliable by the full backing of our combined Asia and international network of insurance, reinsurance and ART experts. Our partners reap the benefits of our integrated, international resources and our power to create high-value solutions. Solutions that are innovative and award-winning; the very results that our clients need and expect in today's competitive environment.

Partner with Innovation



JARDINE LLOYD THOMPSON ASIA

• Capital Risk • Captive Management • Construction • Corporate Risks • Claims Consultancy • Employee Benefits • Financial and Professional Risk • Marine • Natural Resources • Reinsurance • Risk Management
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Insurance Australia Group (IAG)

ABOUT THE SPONSOR

Jardine Lloyd
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JARDINE LLOYD THOMPSON ASIA

JLT Asia is a leading provider of risk solutions, insurance and reinsurance broking, risk management and corporate consultancy services. They employ over 500 staff and operate in 10 Asian territories with strong representation in Europe, America, Australia and Bermuda.

The company's technical ability spans a wide and diverse range of industries and insurance markets, and when clients' needs dictate, their thinking goes beyond the traditional boundaries of insurance.

As a leading broker in Asia, JLT is continuously committed to quality not quantity in every aspect of their business. This truly sets them apart from other brokers in Asia, as they are focused on delivering the highest quality of protection, expertise, cost-efficiency and service.

A leader with flexibility and strength, IAG wowed judges with its strong financial standing, winning innovative streak and commitment to high quality customer service. It has evolved from a motor-dominated company to a fully diversified general insurer, capturing significant revenue streams and several admirers because of its social commitments.

IAG provides personal, commercial and rural insurance, workers' compensation cover and retirement financial services under some of the region's most respected brands – NRMA Insurance, SGIO, SGIC, CGU, Swann and ClearView in Australia, and State and NZI in New Zealand. IAG has a 20% ownership interest in Safety Insurance, Thailand; 99% ownership of the CAA, a road service company in Beijing; and a cooperation agreement with AIOI, Japan.

Over the past six years, IAG's premium base increased from A\$1.7 billion to A\$6.0 billion. Premium growth has been at a compound rate of over 14% since the start of the 1999 financial year, compared with the Australian industry growth rate of 9% -11%. The Group is one of the strongest rated financial institutions in Australasia, with a Standard and Poor's AA rating based on its high level of reserves and ability to reliably pay claims. The combined operating ratio for the Group was 96% for the half-year ended 31 December 2002 – IAG's fourth consecutive half-year with a combined operating ratio under 100%.

The Group has delivered underwriting profits for four consecutive half-years. Underwriting profit for the half-year ending 31 December 2002 increased from \$37 million to \$71 million.

Since its acquisition of CGU, IAG has diversified its distribution channels. Its customers now include:

- ◆ Direct customers – individuals, families and small businesses;
- ◆ Customers who distribute products on IAG's behalf – brokers, agents, financial institutions and business partners such as banks.

Getting Customer-centric

IAG has begun using a behaviour-based model to measure customer service, which looks at the actual behaviour customers associate with the sort of service they like to receive. Employee training, service standards, performance management and process improvement is then linked to the real needs and expectations of customers. Responding to customer needs is more than just great customer service. It also requires appropriate community involvement and corporate behaviour.

IAG's purpose is to help the community by paying claims and using its understanding of risk to assist the community reduce risk. The Group has three areas of focus:

Environment

IAG is actively involved in international research and dialogue about climate change. 19 out of the 20 major insurance catastrophes in Australia have been weather-related, and global warming is increasing the risk of these events. IAG is also reducing its own greenhouse emissions and has signed the UN Environment Program Financial Initiative.

Safety

IAG is a leading adviser on occupational health and safety issues. The Group advocates publicly on safety issues through the media and direct communications to customers, advising people about how they can improve their safety.

Crime Reduction

Crime is another major cause of insurance claims. IAG works with local communities and law enforcement agencies to find ways to prevent and reduce crime.



Australian and New Zealand Institute of Insurance and Finance

ABOUT THE SPONSORS

Asia Insurance Review



Asia Insurance Review, hailed by market leaders as the "Voice of Asia" is the premier professional regional journal, committed to serving the insurance industry with informative editorial on Asia, on the spot updates (both monthly and weekly) and technical conferences to support the industry's march towards higher standards and greater professionalism. With its entrenched support from the market, it is the official magazine of the leading industry events in Asia, eg the East Asian Insurance Congress, Singapore International Reinsurance Conference, Asean Insurance Congress, Singapore International Insurance Brokers Conference as well as the Pacific Insurance Conference.

The Review



The Review-Worldwide Reinsurance, which celebrates its 134th anniversary this year, is the market leading publication dedicated to senior re/insurance professionals worldwide. Each month, The Review reports and analyses the current issues affecting the industry through its news, company and individual profiles, and market reports and exclusive research. In addition to the monthly magazine, The Review also produces the annual Baden-Baden Reinsurance Meeting Directory, The Review Directory of the World's Leading Reinsurers, The Review Worldwide Reinsurance Awards, and co-publishes books which are free to subscribers.

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) has emerged the joint winner for the second consecutive year, demonstrating its firm commitment to the pursuit of professional, business and educational standards in Asia. With its record 10,000 module enrolments in 2002 from the region, it has moved ahead to serve the growing Chinese market while responding to identified needs around the region.

The Australian and New Zealand Institute of Insurance and Finance has played a key role in partnering the insurance industry throughout Australia, New Zealand and Southeast Asia in the pursuit of professionalism and business success during 2002-3.

The Institute is a thriving educational and membership organisation which has diversified its educational products and services in response to identified industry needs while recognising key business opportunities to ensure financial strength is maintained as it expands. Extensive work was undertaken in 2002 to complete the full revision of the Institute's AQF courses so that all current programs reflect the latest in regulatory change and work practice. A record 10,000 module enrolments during 2002, including 30% from Asia, indicate the industry's endorsement of the quality of the revised courses.

In 2002-3, significant resources were also deployed to translate the Institute's Diploma of Financial Services (General Insurance) into Chinese Mandarin for launch in July 2003. The Institute consolidated delivery of its customised corporate education programmes in 2002, performing a number of company training needs analyses and recommending tailored training packages that can be accredited toward award qualifications.

For the first time in 2002-3, corporate education programmes were delivered beyond Australian shores, with projects undertaken in New Zealand and China. For the Australian market, the Institute has delivered a comprehensive range of solutions in 2002-3 for insurance professionals to demonstrate minimum levels of education and ongoing training required by the Financial Services Reform Act (FSRA).

Compliance solutions are increasingly sought by

companies outside of Australia, including New Zealand – whose regulatory framework may soon follow that of Australia. To address continuing education regulations in Australia, Singapore and Hong Kong, the Institute is developing its Lifelong Learning Package for the industry with specific focus on continuing professional development (CPD) programmes and delivery mechanisms to support members' learning throughout their careers, no matter what their specialty or where they are based in the world.

To underpin the delivery of CPD programmes, the Institute has launched InSITE Learning, its online learning platform, to provide an innovative programmes of specialist insurance education using the latest in e-learning technologies. InSITE hosts a range of training programmes including ASIC PS 146 Tier 2 General Insurance Compliance, Privacy and Trade Practices Act.

During 2003, InSITE is being expanded significantly with a new interactive website offering a diverse range of interactive CPD programmes in specialised streams to develop knowledge and skills and reinforce the Institute community for its 17,000 members across the region.

A Foot in China And Beyond

The Institute has visited China and Hong Kong during 2002-3 to expand collaborative working relationships in local insurance companies, universities and insurance associations. Working relationships to develop affiliations with universities in Hong Kong and China have been a focus and planning commenced to establish an Institute branch office in Hong Kong.

The Institute has also developed its relationships with the industry in North Korea, Thailand and Papua New Guinea through provision of localised training programmes.



LOMA

Renown for providing an international standard for insurance and financial services education, LOMA, the joint winner for this year's Educational Service Provider, was chosen for its extensive educational programmes customised to meet the demands of the various training bodies in the different markets in Asia as well as converting FLMI courses to online delivery in Mandarin.

Established in 1924, with more than 1,250 member companies in 70+ countries, LOMA is committed to a business partnership with its worldwide members in the insurance and financial services industry to improve their management and operations through quality employee development, research, information sharing, and related products and services. In many companies, LOMA examinations are required for advancement to management, and LOMA's courses are interwoven into company corporate universities and employee career development paths.

LOMA's Fellow, Life Management Institute (FLMI) is the largest university-level self-study programme in the world. It is considered the equivalent of a mini-MBA for the life insurance career professional. In addition, LOMA offers associate and professional designation programs focusing on Customer Service, Annuities, Reinsurance, Agency Administration, Accounting & Finance and Regulatory Compliance. LOMA consistently wins awards for the quality and content of its published textbooks.

LOMA's programmes include 27 comprehensive courses and 16 introductory courses. Each year LOMA administers more than 100,000 examinations to students sitting in 70 countries. Over 7,000 individuals in Asia have earned their FLMI designation, and 36 companies in Asia will be awarded with LOMA Education Awards based on academic performance of their employees in 2002.

LOMA collaborates with industry professionals on the development of new curriculum and course content. This past year, the association

called on the expertise of reviewers in China, India, Indonesia and Singapore. LOMA also supports and encourages the on-going professional development activities of individuals by inviting them to join the FLMI Societies in Hong Kong, Indonesia and the Philippines.

Major Initiatives

Other noteworthy efforts in the region include initiatives in China where LOMA worked with in-country representatives who have industry expertise to ensure that customers receive excellent, language-specific, timely customer service. China's second largest life insurer, Ping An, officially launched the Ping An-LOMA Institute in June 2002 with the goal of establishing human resource development programmes and delivering education and training.

From 1999 through April 2003, LOMA has translated six courses into Chinese (traditional and simplified versions) with plans to complete translation of the FLMI programme by July 2004 and translate other courses as determined by ongoing industry needs-analysis. In collaboration with LOMA's local representative this past year, four FLMI courses were converted to online delivery with beta testing on the first course by a highly esteemed university in Taiwan. Several highly esteemed universities in Greater China continue to integrate LOMA's course materials into their teaching and use LOMA's examinations as testing instruments.

In Indonesia, similar efforts were made where LOMA material was translated into Bahasa Indonesia in response to request and support of the Indonesian industry.

Manulife Financial Moving Forward

Working for Financial Security
in Asia for over
a Hundred Years



 Manulife Financial



Ceylinco Insurance Company Ltd

ABOUT THE SPONSOR

Manulife Financial

Manulife Financial

Manulife Financial is a leading Canadian-based financial services group operating in 15 countries and territories worldwide.

At Manulife Financial, our vision is to be the most professional life insurance company in the world; providing the very best financial protection and investment management services tailored to the 8.7 million customers in every market where we do business.

Our PRIDE values – Professionalism, Real Value to Customers, Integrity, Demonstrated Financial Strength and Employer of Choice— guide everything we do, from strategic planning to day-to-day decision-making, to the manner in which we treat our customers and other stakeholders.

Proudly, Manulife Financial delivered a ninth consecutive year of record financial performance in 2002. This is a testament to the strong risk management culture, conservative accounting and actuarial practices, and the geographic and product diversity that differentiates us from many of our peers.

Manulife Financial has operated in Asia for more than 100 years and has one of the most extensive operations of any life insurance company. Manulife's businesses in Asia are located in Hong Kong, Indonesia, Japan, the Philippines, Shanghai, Singapore, Taiwan and Vietnam.

Funds under management by Manulife Financial were CDN\$144.3 billion as at June 30 2003. Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '0945' on the SEHK.

Manulife Financial can be found on the Internet at www.manulife.com

True to the spirit of being prompt in claims handling, Sri Lanka's Ceylinco Insurance impressed judges with its unparalleled on-the-spot vehicle insurance claims, 24 hours a day, anywhere in the country, and emerged winner of Innovation of the Year. The revolutionary service helped the company settle more than 4,800 claims and achieve over 255% growth.

Ceylinco Insurance has been in the forefront of the insurance industry in Sri Lanka since its inception and has been the undisputed leader among the private sector companies in Sri Lanka. One of the strongest contributory factors to the company's success is its commitment to product innovation to meet the changing needs of the market while tapping market opportunities. Extending this innovative approach and giving a new dimension to the claim settlement in the industry, Ceylinco Insurance introduced on-the-spot settlement of vehicle insurance claims.

Motorists insured with Ceylinco Insurance are paid cash on the spot in the event of an accident. This service is available 24 hours a day all over the country. All a customer needs to do is to call the hotline and an Automobile Engineer will visit the accident site within 15 minutes, evaluate the extent of the damage and offer cash for the total damage at the site itself.

To facilitate this service, Ceylinco established a centralised call centre with 20 hunting lines and 16 rostered staff working 24 hours a day, 365 days of the year. Details of all vehicles insured with Ceylinco insurance is networked with the computers at the call centre to ensure smooth and speedy processing.

The company also appointed 78 well trained Automobile Engineers covering the entire island equipping them with mobile phones, digital cameras, necessary documents emergency lamps. Most of them travel in cars and others are provided with a motorcycle. They also maintain a float of cash depending on the area of operation.

Once an Engineer visits the site, he is empowered to analyse the nature of the accident and evaluate the damages and repair cost.

The Host of Pluses

The introduction of this on-the-spot settlement has reaped tremendous benefits for the company, its policyholders and the industry as a whole.

Customers no longer have to go through lengthy procedures and are able commence repairs immediately and return to normal life within no time. The on-the-spot settlement of insurance claims have also set new standards in the insurance industry in Sri Lanka by eliminating the negative perceptions about undue delays and claims settlement.

Since the introduction of on-the-spot accident claim settlement in February 2003, Ceylinco insurance has settled more than 4,800 claims or an average of 960 claims a month. During the past five months, the motor premium income of the company shows a 255% growth over the same period of the previous year.

The total motor premiums of the company for the five months from February – June 2002 was SLR 411 million while for the same period in 2003, it was SLR 1,027 million.

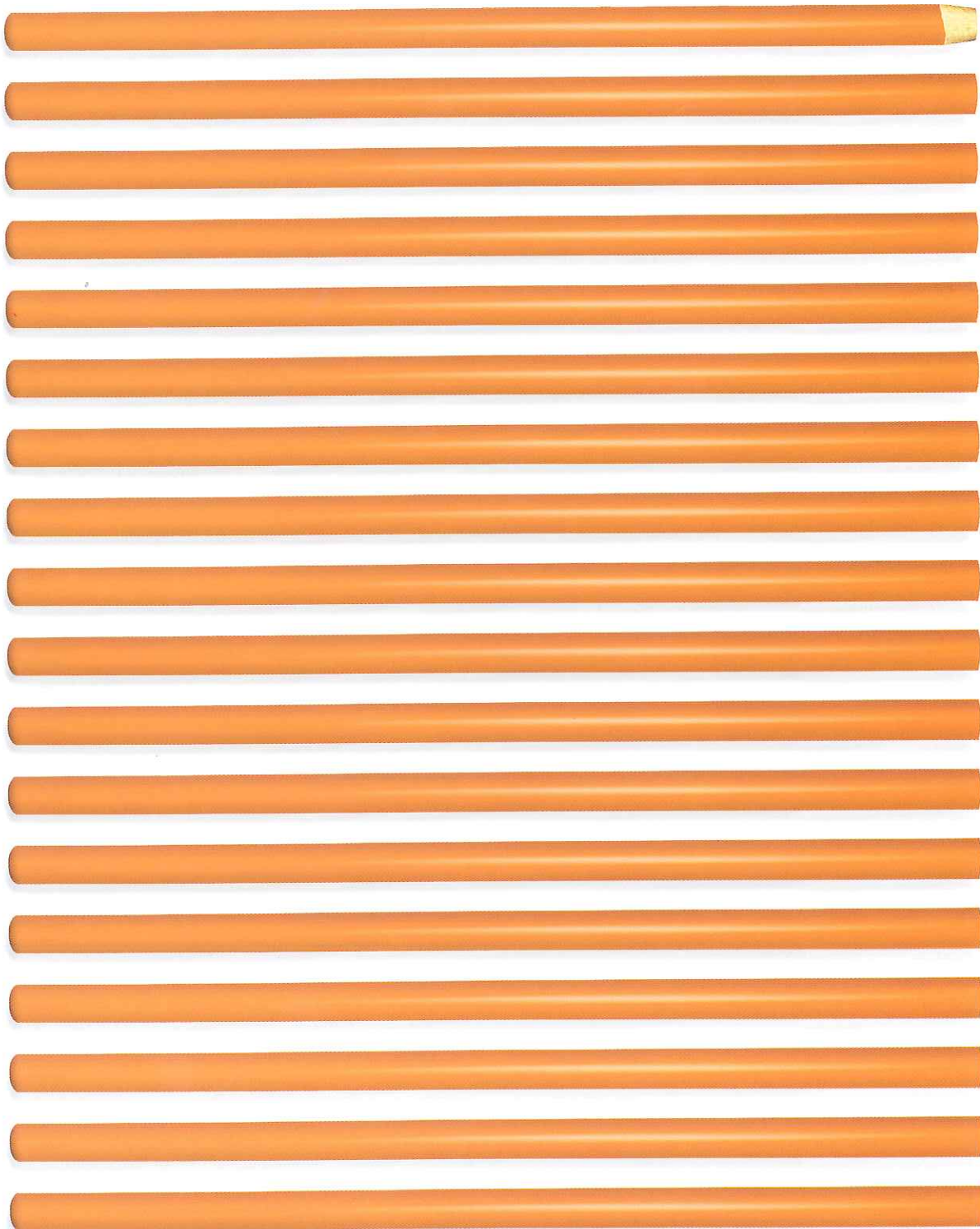
Year 2002 Selected as "The most recommended life insurer " by Risk Management & Insurance Magazine.

"The most admired company " of life insurance industry for 5 consecutive years selected by Common Wealth Magazine.

Received the "National Quality Award" from the Executive Yuan , R.O.C.

Year 2003 Selected as "The most recommended life insurer " by Risk Management & Insurance Magazine.

Awarded "The best claim service life insurer" by Risk Management & Insurance Magazine.



See, the National Quality Award we just won is but a point in our history!



Trowbridge Deloitte

ABOUT THE SPONSOR

ING Life Insurance Company of America, Taiwan Branch

ING  安泰

ING Life Insurance Company of America, Taiwan Branch defines its mission as "Providing the best quality insurance and financial services, allowing customers to live with security, dignity and greater health, and evoking the highest degree of customer satisfaction". Its belief was based on the "Invest in People, Build Trust and Inspire the Excellence".

It was the first life insurance company in Taiwan to be awarded the ISO 9002 certification. Its 24-hour customer service center is manned by roster – even by the CEO. The firm has 50% of market share among foreign life insurance companies in Taiwan, and is ranked fourth in the whole sector. ING Life Insurance Company of America, Taiwan Branch was voted "Life Insurance Company of the Year" in 1998 at the Asia Insurance Industry Awards; the leader of the company, Mr Patrick Poon, Member, Executive Committee, ING Asia/Pacific, was elected as "Personality of the Year" in year 2000. The company's innovative e-insurance service also won the "Insurance Website of the Year" in 2002. It was voted the "Most Admired Company" in life industry from 1998 to 2003 six years in a row by Common Wealth Magazine, and was elected as the most recommended life insurer in year 2001 and 2002 by Risk Management & Insurance Magazine.

In addition, ING Life Insurance Company of America, Taiwan Branch's efforts in service quality won Customer Service Center of the Year from Customer Relationship Excellence Award 2002. It also won the highest honour for quality in Taiwan, National Quality Award, from the Executive Yuan, R.O.C.

In this diversely contested category, Trowbridge Deloitte has emerged the judges' choice in recognition of its focus on providing integrated actuarial and insurance consulting services to the insurance and financial services industry in Asia. Now recognised and established as one of the leaders in its field, Trowbridge Deloitte advises governments, regulatory bodies and insurance and financial services companies on issues ranging from financial and regulatory reforms, to business and strategic planning, risk management, merger & acquisitions, liability and asset valuations.

Trowbridge Deloitte is among the largest management consulting and actuarial services firms in the Asia region with offices in Australia, Hong Kong, Singapore, Taiwan, China, Korea and Japan. Its team includes consultants and actuaries with many years of experience in the insurance and financial services industry in Australia and Asia as well as former senior executives with corporate insurance companies and government regulators.

Trowbridge Deloitte's client service approach is to aim for a "preferred business partner" relationship with all clients and assignment engagements.

Some of Trowbridge Deloitte's key achievements throughout the last twelve months include:

- ◆ Opened offices in Tokyo and Seoul;
- ◆ Assisting the Australian Government in developing reforms to deal with the public liability and medical indemnity insurance crises in the country;
- ◆ Advising governments in implementing appropriate strategies to deal with the significant economic implications of the lack of capacity for terrorism insurance following the events of 11 September 2001;
- ◆ Providing expert witness at the Royal Commission into the failure of HIH Insurance in Australia and;

- ◆ Being the independent actuarial advisers in the largest and most successful general insurance IPO globally so far in 2003.

Trowbridge Deloitte is also staking a place for actuarial methodologies in new frontiers beyond life and general insurance, namely funds management, retail banking, health, telecommunications and the energy and utilities sectors.

As an industry thought leader, Trowbridge Deloitte contributes many papers and speakers to industry and actuarial professional forums throughout Asia.

The firm also supports outstanding young insurance professionals to develop leadership abilities and to strengthen industry links throughout the Asia Pacific.

This year, for example, Trowbridge Deloitte, in partnership with Australia and New Zealand Institute of Insurance & Finance, launched the Peter Corrigan International Exchange Awards in July 2003. This annual award - worth A\$10,000 shared between two recipients, one from Asia and one from Australia - involves a two to four weeks international professional development study tour.

AIG

WE KNOW CAPTIVE SOLUTIONS.SM

IS YOUR INSURANCE PARTNER RESPONDING TO YOUR RISK MANAGEMENT NEEDS?

Effective self-insurance requires a powerful partner. We're part of the world's largest insurance organization. AIG Global Risk Management is the gateway to an unsurpassed spectrum of risk management solutions from one of the pioneers in self-insurance. Here you will find a partner with the expertise, access to global resources and financial strength to help you plan and perform long term. Your best source for risk management solutions is also your best source for risk management advice.

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CREATING POWERFUL PARTNERSHIPS.SM

AIG Global Risk Management is a division of the property and casualty subsidiaries of American International Group, Inc. (AIG) Insurance provided by the member companies of American International Group, Inc. The description contained herein is a summary only. Please see actual policy for full terms, conditions and exclusions. All submissions are subject to underwriting guidelines. Coverage may not be available in all jurisdictions.



RISK MANAGER OF THE YEAR



Mr Lin Jin-Suey, Fubon Insurance

ABOUT THE SPONSOR

AIG SE Asia



AIG Pacific Rim manages the general property-casualty operations of the American International Group, Inc. (AIG) in the Greater China, Southeast Asia and Australasia regions.

Capitalising on AIG's worldwide network, these operations offer a broad array of innovative insurance solutions, superior service and responsive claims handling to both commercial and consumer clients.

AIG companies have been doing business in Asia for over 80 years. AIG life and general insurance operations in Asia are located in Hong Kong, China, Macau, Thailand, Malaysia, Singapore, Indonesia, Brunei, Philippines, Taiwan, India, Guam, Vietnam, Saipan, Japan and Korea.

AIG is one of the world's most innovative organisations, well positioned to capitalise on opportunities on behalf of its clients throughout the global marketplace. AIG's extremely strong financial condition has never been more valued in the market than it is today.

While AIG's products and services have changed over the years to meet the evolving needs of its customers, the AIG core values of integrity, quality service, financial strength and responsive leadership will never change.

AIG holds Triple-A ratings from principal rating agencies, Standard & Poor's and Moody's.

AIG's global businesses also include financial services, retirement savings and asset management. For more information, access the AIG home page at www.aig.com

A dynamic and passionate believer in risk management with a distinguished career in the field, Mr Lin, with more than 10 professional licenses for Underwriting, Claim Adjusting and Industry Safety & Hygiene Engineering, is a risk manager par excellence, having served the cause on behalf of his insurance company employer and the insurance industry where he brings a risk management bearing to products launched.

Mr Jin-Suey Lin, Risk Manager of Fubon Insurance with whom he has been since 1985, has dedicated himself to loss prevention for the company's commercial lines customers as well as participating in industry initiatives such as revisions of insurance policy clauses, rate adjusting and other committees at the Non-life Insurance Association of Taiwan.

His significant achievements include introducing innovative products into the Taiwan market such as a 3-in-1 Residential Insurance plan which includes coverage of Property, Third Party Liability and Personal Accident Insurance. The package product provides wider coverage to customer than traditional Pure Fire Only Insurance.

Also following the 1999 earthquake in Taiwan and in response to the increasing local demand for earthquake insurance. Mr Lin took a major role by leading a team to develop "Residential Earthquake Insurance".

Strongly supported by the Ministry of Finance, the earthquake insurance clause by Fubon, which was later used as reference material for "Residential Compulsory Earthquake Insurance", applies now in Taiwan.

In his relentless efforts to upgrade the quality of underwriting business, Mr Lin actively pushed forward the reinsurance treaty structure of fire insurance policy from proportional to excess of loss. He also established a risk evaluation system where underwriters were trained on current risks and how to improve the quality of underwriting.

Mr Lin also played a key role in education and training, by providing loss control seminars to underwriters and colleagues on a regular basis. He set up an E-learning and Knowledge Management facility in Fubon's intranet to better facilitate training. For customers, similar seminars were held every month with courses on individual fire fighting.

On the industry front, Mr Lin participated in the insurance policy clauses revising, rate adjusting and other committees at the Non-life Insurance Association of Taiwan. He attended and served as a lecturer, in insurance and loss control conventions for government departments, schools, IIROC (Insurance Institute of the ROC). His passion for fire fighting safety and arson prevention was reflected in the numerous workshops he jointly organised with the Central Police University to educate the public on fire safety.



THE STRENGTH TO INSURE ASIA'S GROWTH.



Millea Asia is the Asian regional headquarters of the Millea Group. With 10 strategic companies across Asia, we are poised to be one of the top insurance groups in Asia. We provide strategic vision and management skills across the various companies. Which means you can count on synergy in operation, service consistency, cost efficiencies, reliability and performance. For a strong and flexible partner, give us a call.



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**MILLEA
ASIA**

Millea Asia Pte Ltd (Singapore) is the Asian Regional Headquarters of Millea Group, which is the largest non-life insurance group in Japan. The Tokio Marine and Fire Insurance Co Ltd (Japan) and The Nichido Fire and Marine Insurance Co Ltd (Japan) formed an alliance as "Millea Group" under a newly established holding company, Millea Holdings Inc (Japan) in April 2002.

Subsequently, Millea Group has reorganised its Asian operations under Millea Asia in April 2003 with a strong commitment to Asian market. Namely, all Tokio Marine's Asian operations in Hong Kong, the Philippines, Thailand, Malaysia, Singapore, Taiwan, Indonesia, Vietnam and India have been transferred to Millea Asia, which plays a role as the intermediate holding company as well as the management company.

Millea Asia has 41 staff, a paid-up capital of SGD42 million, and total assets worth SGD369 million as of September 2003. Millea Asia's first step in its commitment to expand insurance business in the region is to be the exclusive Sponsor of the "Broker of the Year" Category at the Asia Insurance Industry Awards 2003.

Winning the title for the third consecutive year, Jardine Lloyd Thompson Asia has kept its place, riding high above the rest. As a leading provider of risk solutions, insurance and reinsurance broking, risk management and corporate consultancy services in 10 Asian territories, JLT clinched the award for its personal approach in delivering innovative solutions and its consistent focus on quality.

While many sectors of the insurance industry have concentrated on building the size and scale of their businesses, JLT operates on a personal scale and focuses on quality and durability, while ensuring consistent profitability.

So, it is no surprise that the company is renowned for the delivery of industry leading risk solutions.

Last year, JLT achieved another first through the design of a unique Worker Injury Risk Management (WIRM) programme that helps Hong Kong clients manage rising Employees' Compensation Insurance premiums. The customised risk management programme brings together claims and injury management and rehabilitation, with an individually designed insurance placement. JLT invested in a bespoke claims system and medically qualified in-house specialists to work with injured workers to ensure speedy rehabilitation and return to work. The use of WIRM successfully reduced the cost of each claim by an average of 28% - saving clients millions of dollars.

Another achievement includes the design and placement of a one-of-its-kind Korean Bankers Insurance Facility where insurers/reinsurers' appetite for financial institutions risks was highly restricted by the distressed results in the market. JLT worked with the banks to obtain the requisite and previously unobtainable information about their risk management and audit practises and helped evaluate losses, develop loss prevention measures and explained these measures to the reinsurance markets to alleviate their concerns.

Consequently, the new facility provided financial institutions with a viable alternative while enhancing local underwriting knowledge and broker relationships with the ultimate buyer.

JLT's commitment to quality service when managing a claim is as firm as when it is placing a risk. Through its specialist arm, Echelon Claims Consultancy, JLT has facilitated settlement for some of the largest, most complex claims in Asia. Last year, Echelon was appointed by an Indonesian steel manufacturer to manage a business interruption claim. Echelon conducted discussions with the insurer's appointed loss adjusters and subsequently, through the provision of proper claim calculation, Echelon helped secure a US\$900,000 increase from the insurer's initial offer, amicably, without resorting to litigation which would have added delay and legal fees.

At the Forefront

As a leading broker, JLT is constantly at the forefront of the insurance industry. It has launched several initiatives to address new terrorism-related risk issues following the Bali Bombings and September 11 Attacks. Their team is working with a leading multilateral organisation to develop terrorism facilities for the most stressed Asian markets. This year, JLT has arranged comprehensive terrorism protection for more than US\$3.5 billion of Asian assets.

JLT has also made significant investments in advanced information technology to meet clients' ongoing needs in managing insurance-related processes and reducing the associated turnaround time and costs dramatically.

JLT continues to add sustainable value to the Asia insurance industry. It will also continue to remain focused on its clients, delivering the highest quality of protection, expertise, cost-efficiency and service with a personal touch.

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The Review-Worldwide Reinsurance, which celebrates its 134th anniversary this year, is the market leading publication dedicated to senior re/insurance professionals worldwide.

Each month, The Review reports and analyses the current issues affecting the industry through its news, company and individual profiles, and market reports and exclusive research.

In addition to the monthly magazine, The Review also produces the annual Baden-Baden Reinsurance Meeting Directory, The Review Directory of the World's Leading Reinsurers, The Review Worldwide Reinsurance Awards, and co-publishes books which are free to subscribers.

For its innovative streak resulting in dynamic growth, Aon Re Asia was chosen Reinsurance Broker of the Year as it strived to deliver international solutions at the clients' doorstep.

Despite the difficult business environment, Aon Re Asia exceeded expectations and targets to record a dazzling 93.6% growth in 2002 up from 30.7% a year earlier.

The key factor of the company's success is its fundamental principle of providing clients with access to Aon Re's global resources. Proximity to clients' offices means delivering Aon's worldwide network and global resources to the clients' doorstep.

Aon Re recently opened offices in India, Pakistan and China in addition to existing overseas offices in Japan, Indonesia, Hong Kong, Korea, Taiwan, Malaysia, Thailand, and the Philippines. Aon was the first foreign broker licensed to operate in China and India.

The Aon Re's Network of offices is supported via Aon Singapore, placement and the service hub.

In pursuit of helping clients deal with ongoing challenges, Aon Re Asia developed a group of technical expertise in Singapore, Hong Kong and Australia that includes actuaries and seismologist from various risk modeling fields to help clients meet challenges. The company provides consultancies and risk solutions to assist clients manage their risks. Specific models for catastrophes, retention analysis and dynamic

financial analysis are developed for the region which enhances the quality of a client's management decisions.

In addition, Aon Re Asia provides expertise and experience to help clients develop their employees' market knowledge. Aon has been offering in-house and external trainings to clients in Asia, sponsoring overseas seminars and conferences in London and Australia. Aon Re Asia also provides on-the-job training for clients' staff in Aon's offices via secondment.

For Aon staff, Aon's commitment to training is significant. Training takes place both in Singapore and overseas. This has been recognised by the Singapore government in 2003 with the prestigious "People Developer Award".

Globally, Aon has initiated an exchange programme for individual staff to gain work experience overseas. Aon even has a regional Six Sigma specialist based in Singapore to facilitate problem solving skills in order to minimise unnecessary process.

Aon's strong financial performance in Asia has been underpinned by their commitment and quality service to Aon's clients and internal employees.

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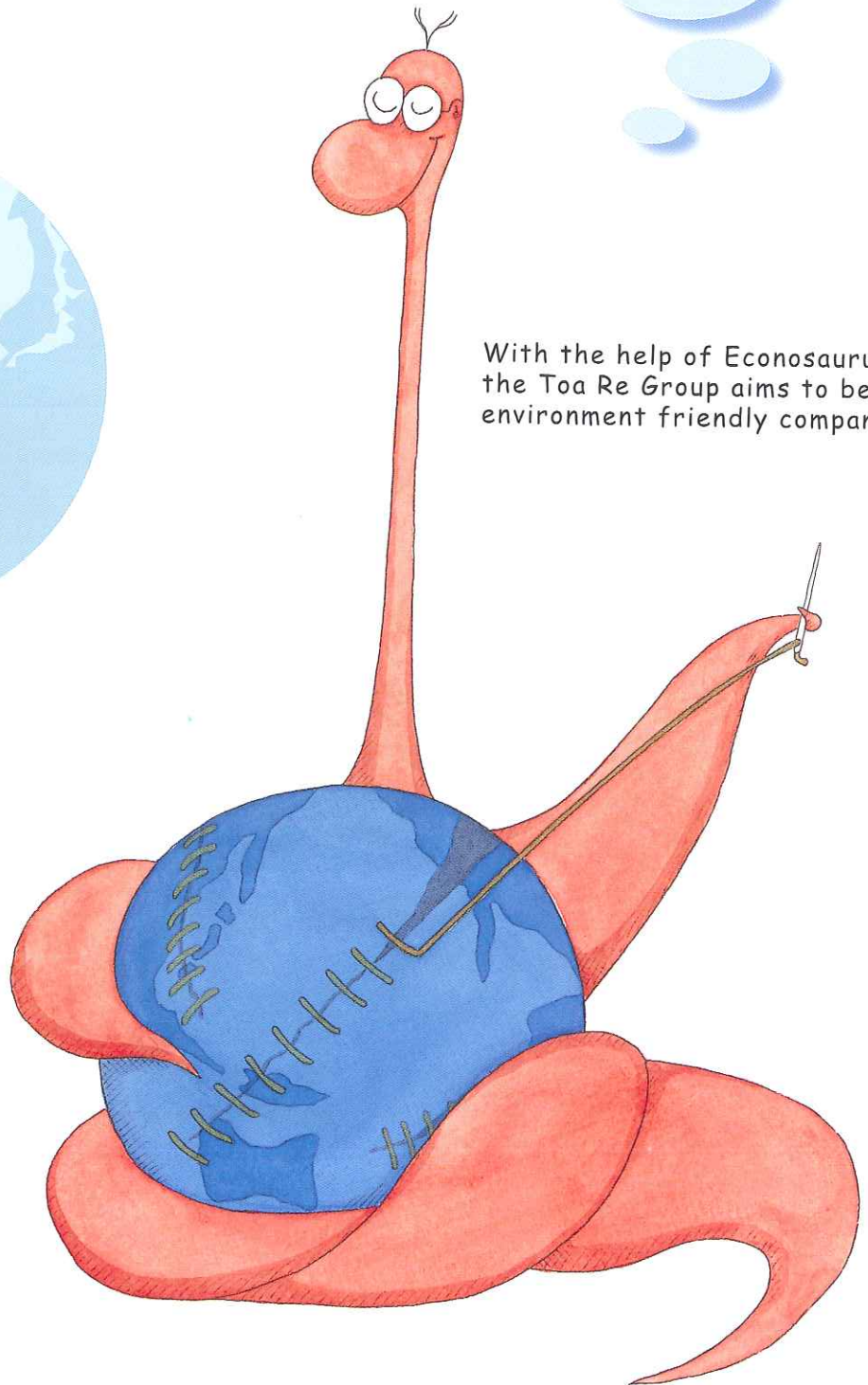
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Econosaurus is the cartoon character that teaches us about environmental activities. © RYO HONDA. 2001

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The Toa Reinsurance Company Ltd



The Toa Reinsurance Company (Toa Re) is the only indigenous professional reinsurer in Japan. It has three regional business units located in Hong Kong, Singapore and Kuala Lumpur in Asia. To reaffirm its commitment to providing seamless service in the region, Toa Re opened its liaison office in Taipei in 2000.

In its Tokyo headquarters, Toa Re operates an Overseas Marketing Department handling the European and other international books of business. Toa Re has also contributed to the industry through the operation of its subsidiaries in US "The Toa Reinsurance Company of America", and in Switzerland "The Toa 21st Century Reinsurance Company, Limited" which was established in March 2002. In 1997, the company was granted permission to underwrite life reinsurance in Japan, making Toa Re a composite reinsurance company providing a spectrum of life and non-life services to its clients.

Toa Re is rated AA- by the Standard & Poor's, and A+ by AM Best. These ratings symbolise Toa Re's financial strength and its strong position in the market. At the end of fiscal year March 2003, Toa Re's net premium amounted to ¥139 billion.

Toa Re aims to promote and encourage Asian insurance and reinsurance activities, thereby enhancing the growth of Asian reinsurance business in Asia. In 1997, Toa Re won the Reinsurance Company of the Year Award. It is now a privilege for the company to uphold this good tradition of our day.

A third-time winner of this award in seven years, Swiss Re is renowned in Asia for its solid commitment to exceptional risk and capital management solutions for its clients, and is reaching out further to better understand clients and match their needs more efficiently.

In the 1st half of 2003, Swiss Re saw earnings increase to CHF691 million from CHF118 million in 2002, with positive results from all business groups. Significantly, the Property & Casualty business group saw profits of CHF 822 million and a 99.8% combined ratio; the Financial Services business group returned a profit of CHF 273 million; and shareholder equity increased by CHF1.2 billion in the first six months of 2003 to total CHF17.9 billion.

A winning strategy adopted by Swiss Re includes its detailed client evaluation process which involved all Swiss Re operations in Asia-Pacific, in which clients needs were segmented and the appropriate resources allocated accordingly. Simultaneously, the company embarked on a dogged programme of strategic cost management while continuing to invest in key areas such as professional development and technical training. In combination with a focus on underwriting discipline, these measures resulted in solutions that more closely meet clients' strategic needs while helping improve the combined ratio.

Other extensive and innovative risk management solutions in the past year include:

- ◆ Actuarial seminars to alert life insurers to mortality "shocks" that could impact profitability. These shocks included epidemics (later brought home by the outbreak of SARS in the region) and such developing threats as obesity in Asia.
- ◆ Injection into the P&C Asia Headquarters (Hong Kong) of some of the company's most experienced underwriters, including Edouard Schmid - acknowledged within Swiss Re as a top Catastrophe expert - and providing extensive client workshops throughout the region on Nat Cat developments.

- ◆ Continued drive in the Catastrophe Bond market, including the world's largest ever cat bond (for Zenkyoren of Japan), and developing that market in Asian markets outside of Japan.
- ◆ Continued commitment to sustainability, including a major sponsorship of the Harvard Medical School for a world's first study into the impact of global warming on human health; and the sponsorship of a major educational film entitled "The Great Warming" intended for public television worldwide.
- ◆ Sponsorship of a major new assessment of Tokyo earthquake probability. The sponsorship applies detailed stress transfer modelling (used extensively in California) for the first time in Japan, and brings together leading experts from the US Geological Survey, the Japan Active Fault Research Center (part of the former Geological Survey of Japan), the National Research Institute for Earth Science and Disaster Prevention, and Japan's Geographical Survey Institute (SGI). The results of this study, to be available in 2004, will be published for public reference and will be shared freely within the insurance community worldwide.

Last but not least, recognising the pressure clients are under and that client requirements are changing, Swiss Re Asia is also embarked on a multi-market client satisfaction survey involving more than 150 individual clients in 15+ markets ranging from Japan to Jordan, and Melbourne to Mumbai. The findings of the survey are being used to drive home an even clearer understanding of client needs and define actions to ensure that future surveys register improvement in key identified areas.



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A member of the HSBC Group, HSBC Insurance Brokers has been one of the fastest growing brokers in the last decade. In recent years, the Company has expanded throughout the Asia-Pacific region where we have achieved an enviable reputation for innovation in risk management, insurance broking and consulting.

We also pride ourselves on having the resources and expertise to develop imaginative solutions to our clients' problems and to provide a comprehensive risk management, insurance broking and consulting service.

These attributes have been widely recognised by the industry and, in 1997 and 2000, HSBC Insurance Brokers (Asia-Pacific) Limited was awarded Broker of the Year by Asia Insurance Review.

We recognise that the world is changing and, with it, the risks to which our clients are exposed. Our international network enables us to adapt successfully to these changes. Through our network, we are able to access the global insurance markets and develop customised programmes using advanced techniques to meet the individual needs of our clients in Asia-Pacific region and beyond.

Despite the difficult business climate for loss adjusters, Cunningham Lindsey International impressed judges with its strong focus on high quality professional services, investing in IT and expanding their reach of services, to clinch the award for Loss Adjuster of the Year.

The past year has been a challenging time for the loss adjusting industry but Cunningham Lindsey has positioned itself well by reemphasising and refining its customer service standards, and developing IT capabilities, while maintaining expansion plans and containing costs.

In terms of customer service, Cunningham Lindsey International ensured that they provided the most timely and reliable professional standards in accordance with quality control procedures developed in-house. This enabled the company to largely retain its existing client base and to convert new customers. A key attribute of its service is its responsive nature to the needs of both local Asian markets and the world's geographically diverse reinsurance centres.

Generally the development of new products in particular IT solutions have been limited. However, Cunningham Lindsey International has been committed to IT development serve the needs of clients. Building on the success of its unique web based claims notification system, www.newloss.com, in East Asia, the company further enhanced the system to include features such as:

- ◆ Electronic notification of losses;
- ◆ Improved loss management and control;
- ◆ On line 24/7 statistical analysis;
- ◆ Capability to be used independently or through a clients web interface.

Benefits offered by Enotes include:

- ◆ Greater accuracy and consistency of information;
- ◆ Focused and proactive loss control;
- ◆ Lowered loss ratios by revealing problem areas;
- ◆ Lowered administration costs;
- ◆ Ready importation into other data systems.

This system is now being successfully used on projects in Hong Kong and Taiwan.

The company has continued to expand its presence in the region. In 2002, Cunningham Lindsey International became the first international loss adjuster to receive a licence to operate in India by the Insurance Regulatory and Development Authority and currently remains the only such licensed international adjuster.

They have also expanded into Vietnam, opening a second office in Ho Chi Minh City, to complement its existing operation in Hanoi. And in Malaysia, with its complete reorganisation of operations in the last 12 months, with a management team blending international and local professionals, the business has grown markedly.

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Asia Insurance Review



Asia Insurance Review, hailed by market leaders as the "Voice of Asia" is the premier professional regional journal committed to serving the insurance industry with informative editorial on Asia, on the spot updates (both monthly and weekly) and technical conferences to support the industry's march towards higher standards and greater professionalism.

With its entrenched support from the market, it is the official magazine of the leading industry events in Asia, eg the East Asian Insurance Congress, Singapore International Reinsurance Conference, Asean Insurance Congress, Singapore International Insurance Brokers Conference as well as the Pacific Insurance Conference.

Despite having parts of the website restricted to registered users, www.bupa.com.hk impressed judges with its high quality content, user-friendly design and strong architecture to emerge the winner for Website of the Year. Since its launch in 2000, the website attracted more than 1.5 million visitors at the peak of the SARS epidemic in May, showing a keen responsiveness to growing demand and need for health services information.

BUPA, the only truly health insurance specialist in Hong Kong, launched its website in 2000. Today the company, established in 1976, protects over 2,500 corporate customers and more than 150,000 members. In 2003, BUPA was bestowed the Caring Company Award by the HK Council of Social Services, and Superbrands Award by the Superbrands Council.

The company's vision is "Taking care of the lives in our hands" and its philosophy is to protect its members' health for life. These messages are clearly and consistently delivered in every part of its website, from "about BUPA", "our products", "health tips", "news & promotions", "customer service", to "contact us & FAQ".

The website is based on a very user-friendly design and strong architecture which allows visitors to easily find the information they want without getting lost along the way.

The site not only provides visitors with high quality content such as health news and tips are written or verified by in-house medical consultants, but also free interactive and personalised services aimed at keeping clients healthy. BUPA was the first health insurer to launch the on-line insurance management service (BUPA Active) and bilingual health focused e-magazine (BUPA Health Gallery) in Hong Kong.

A unique feature of the site is BUPA Active which caters to specific interests of the industry and is segmented according to intermediary, provider, company and member. Registered users have 24-hour e-insurance management that allows them to search network doctor, check claim status and coverage, and submit change of member details.

Network doctors can also validate BUPA membership, submit members' claims and search network specialist at their finger tips.

Following the SARS outbreak in March, BUPA introduced a timely BUPA Anti-SARS News Update developed under BUPA Health Gallery to provide members with the latest update. The high hit rate peaking at 1.5 million visitors in May evidenced the success and indicated that there is considerable demand of health services and products in Hong Kong.

The BUPA website forms part of the company's long-term commitment to raising its brand awareness worldwide. It gives people access to health information, helps customers do business and gives business partners a modern service.

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PERSONALITY OF THE YEAR



Mr Takeo Inokuchi

**Chairman and CEO of
Mitsui Sumitomo Insurance Company Limited**

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Allianz Reinsurance



The Allianz Group is a leading global provider of Insurance and Financial Services, serving 60 million customers in more than 70 countries. Allianz AG Reinsurance Asia Pacific (ARAP), based in Singapore, has firmly established itself in the region.

It is recognised as being a leading reinsurance solution and service provider with a reputation for excellence. This is due to its various strengths in both life and non-life areas:

- ◆ Internationally renowned expertise in the underwriting and risk management of significant projects and industrial accounts, including international programmes;
- ◆ Superior financial strength;
- ◆ Major capacity, with the ability to take a leading role in all lines of business;
- ◆ Superior services, such as risk consulting, underwriting and claims support, portfolio optimisation, Alternative Risk Transfer and Financial Re concepts.

The Group's strong background in direct insurance places ARAP in a prime position to recognise and support their clients' diverse service requirements in a continuously changing environment.

More than ever, the industry is in need of committed leaders who can identify and determine the challenges of tomorrow. ARAP is therefore proud to sponsor the Personality of the Year Award 2003.

Highly regarded as one of the innovative leaders of the Japanese general insurance industry, Mr Takeo Inokuchi, Chairman and CEO of Mitsui Sumitomo, has not only been an avid promoter of deregulation and globalisation but has also enhanced the fairness and transparency of the Japanese market while being an active proponent of going regional in Asia.

As an outstanding entrepreneur with advanced and keen insight, Mr Inokuchi was among the first leaders to initiate consolidation in the Japanese insurance market, with the merger of Mitsui and Sumitomo in October 2001. And with his dedicated leadership of the merger, the Group is widely seen as having achieved integration fast.

Under his role as Chairman and CEO of newly created Mitsui Sumitomo Insurance Company Limited (MSI), the Group has been successful in enhancing profitability through strengthened underwriting and more efficient claims operations. The company recorded a significant increase in underwriting profit by JY26.7 billion and is regarded as one of the leading and a rare example of successful mergers among Japanese insurance companies, banks or even companies of other industries.

Going Overseas Bravely

While some other Japanese insurers reorganised themselves and tried to cut down their business abroad, Mr Inokuchi bucked the trend and continued to look overseas by establishing new companies to meet the needs of both Japanese and domestic businesses in Asia. In October 2002, under his vision, MSI opened the Korea Branch Office as the first Japanese insurer to do

so. He has displayed innovation and leadership in directly dealing with Indian insurance authority and establishing an Indian joint venture in April 2003. At heart, he believes relentlessly that both Japanese and Asian markets are precious and important.

With his keen understanding of the business and impact of 9/11, Mr. Inokuchi took positive steps to pursue reinsurance business opportunities by strengthening the capital of MSI Group reinsurance subsidiaries in Bermuda and Dublin, with two thirds of reinsurance capacity devoted to Asian markets.

Recognising the core competence of the company, Mr Inokuchi advocated and identified "Risk Solution" as the domain of MSI Group's business. This led to Mitsui Sumitomo being a leading underwriter of weather derivative products that came to dominate the Japanese market.

Mr Inokuchi, one of the leaders and advocates of Japanese industrial organizations, and himself a former general insurance industry head during the times of deregulation, is committed to devoting himself to positive and international activities for the future development and prosperity of Japan, Asia and the rest of the world.

7TH ASIA INSURANCE INDUSTRY AWARDS 2003

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PERSONALITY OF THE YEAR

Mr Takeo Inokuchi

Chairman and CEO of Mitsui Sumitomo Insurance Company Limited

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