

Asia Summit on Claims Management in a Disrupted and Automated World

19-20 November 2018
Mandarin Orchard Hotel, Singapore

Theme:

**“Superior Claims Handling Through Efficient Underwriting
as the Future of Insurance”**



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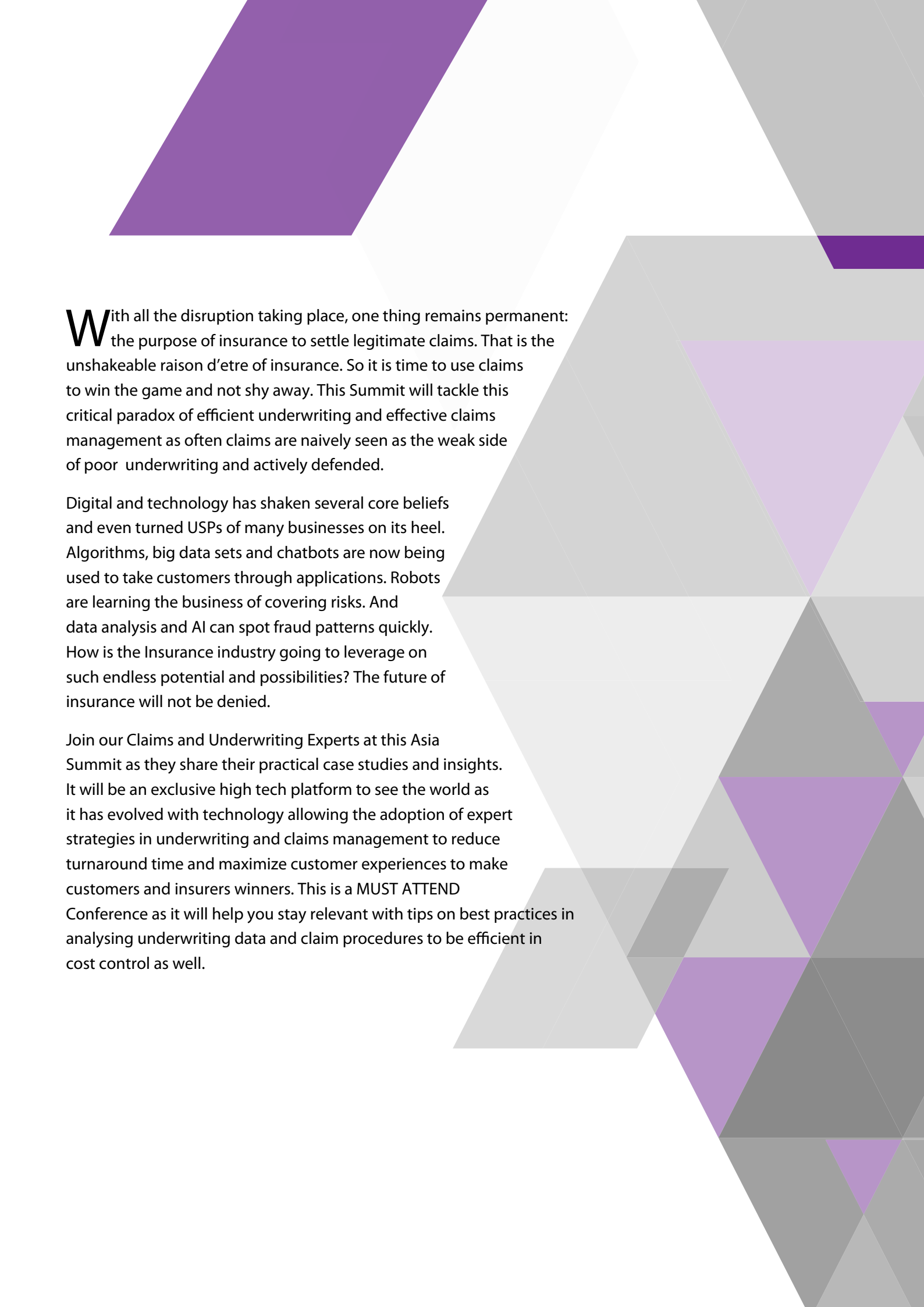
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With all the disruption taking place, one thing remains permanent: the purpose of insurance to settle legitimate claims. That is the unshakeable *raison d'être* of insurance. So it is time to use claims to win the game and not shy away. This Summit will tackle this critical paradox of efficient underwriting and effective claims management as often claims are naively seen as the weak side of poor underwriting and actively defended.

Digital and technology has shaken several core beliefs and even turned USPs of many businesses on its heel. Algorithms, big data sets and chatbots are now being used to take customers through applications. Robots are learning the business of covering risks. And data analysis and AI can spot fraud patterns quickly. How is the Insurance industry going to leverage on such endless potential and possibilities? The future of insurance will not be denied.

Join our Claims and Underwriting Experts at this Asia Summit as they share their practical case studies and insights. It will be an exclusive high tech platform to see the world as it has evolved with technology allowing the adoption of expert strategies in underwriting and claims management to reduce turnaround time and maximize customer experiences to make customers and insurers winners. This is a **MUST ATTEND** Conference as it will help you stay relevant with tips on best practices in analysing underwriting data and claim procedures to be efficient in cost control as well.

PROGRAMME

Monday, 19th November 2018

8.00am **Registration and Coffee**
Conference Chairman
Jayasuryan Chandrasekharan
Manager - Consulting, Cognizant



9.00am **Welcome Address by Conference Chairman**

9.10am **Opening Address**

Dr Saswat Das

Assistant Vice President, Head of Asia Underwriting and
Claims Practices, Regional Operations



9.30am **Special Address**

François Metzler

Managing Director, ASEAN Insurance Lead Accenture



10.00am Q & A

10.10am Tea break

Underwriting VS Claims

10.40am **The Dynamics of Being a Leader in Claims Management**

Kelvin Foong

Director, Senior Consultant, JDK Advisory Pte Ltd



11.10am **Evolution of Underwriting to Thrive in Tomorrow's Highly Dynamic and Competitive Marketplace**

Kei Takasaku

Senior Manager, ABeam Consulting



11.40am **The Strategic Link Between Underwriting and Claims**

Mark Burr

Vice President, Head of Large and Complex Claims, Allied World



12.10pm Q&A

12.20pm Lunch

Claims Excellence in a Tech Savvy World

1.45pm **The World of InsurTech in Claims Management**

Sinuhe Arroyo

CEO, Taiger



2.15pm **Global Insurtech Scene in Claims Management Data**

Theresa Blissing

Director, Accelerating Insurance



2.45pm **Digital Video Transformation for Insurers :
How to Successfully Implement Live Video for Claims**

Alex Leroux

Regional Director APAC, SightCall



3.15pm **The Claims Team of the Future**

Dr Shonali Krishnaswamy

Chief Technology Officer, AIDA Technologies



3.45pm Q&A

4.00pm Tea Break

4.15pm **Digital transformation in Underwriting**

Panel Moderator:

Graham D Brown, Show Host and Chairman, Asia Tech Podcast



Panellists:

Dr Heru Sutomo

Chief Underwriter, Sun Life Financial



Manu Mehta

Managing Director, Innovation Group (India) Claims Management Pte Ltd



John Kenny

Head of Claims, Asia Capital Reinsurance Group Pte Ltd



5.15pm End of Day One & Tea Break

PROGRAMME

Tuesday, 20th November 2018

8.00am Registration & Coffee

9.00am **Keynote Address: Regulatory Updates in Insurance Claims**

9.30am **How Data Analytics Can Help You Be The Leader in Claims Settlement**

Nikos Kouvaras

Global Head of System Strategy and Analytics, Life and Health Swiss Re



10.00am **Claims for 3rd Party Providers: Best Practices in Claims Vendor Management**

Audrey Warren

Regional Claim Vendor Manager, Chubb



10.30am **The Role of the Forensic Accountant in the Claims Process**

Andrea Ilie

Partner, Matson Driscoll & Damico Pte Ltd



11.00am Q&A

11.10am Tea Break

11.40am **Best practices and workflow in catastrophe claims with case studies**

Pooba Mahalingam

Director, Training and Business Development Talent Asia Training and Consulting



12.10pm **Pleasing your Customers via Efficient Claims Handling**

Dr Saswat Das

Assistant Vice President, Head of Asia Underwriting and Claims Practices, Regional Operations



12.40pm Q&A

12.50pm Lunch

2.00pm **Trends in Corporate Claims in 2018 - the big, the bad and the disrupted?**

Volker Ziegs

Regional Head of Long Tail Claims
Allianz Global Corporate & Specialty, Asia Pacific



2.30pm **Fraudsters Love Digital**

Frits Fraase Storm

Senior Risk & Compliance Solutions Manager
SAS Fraud & Security Intelligence Division



3.00pm **Case-study On the Changes in the Current Insurance World for Claims. How can We Improve the Process and Reduce the Loss Ratio for Insurers?**

Dr Sneha Patel

CEO & Co-Founder, MyDoc



3.30pm **Panel on Claims Management: Starting with the Sale**

Chay Wilkinson

Head of Claims and Business Development-Asia, Market International Pte Ltd



Steven Dewhurst

Partner, DAC Beachcroft LLP



Manu Mehta

Managing Director, Innovation Group (India) Claims Management Pte Ltd



4.30pm End of Summit and Tea Break

Asia Summit on Claims Management in a Disrupted and Automated World

19-20 November 2018 • Mandarin Orchard Hotel, Singapore

Registration Email: Ivan@asiainsurancereview.com

Conference Registration

Registered by _____

To: Mr Ivan, Asia Insurance Review
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DID: +65 6372 3169 • Fax: +65 6224 1091 • www.asiainsurancereview.com
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PERSONAL PARTICULARS

Name: Mr/Mrs/Ms/Dr/Prof

First Name: _____ Last Name/ Surname: _____

Nationality _____

Passport No _____

Job Title _____

Company _____

Address _____

Country _____

Tel: () _____

Cellular: () _____

Fax: () _____

email: _____

REGISTRATION

Early Bird (valid till 9 Nov 2018)

Subscribers US\$1,280

Non-Subscribers US\$1,580*

(*Free One Year Subscription to Print Edition of Asia Insurance Review & AIR e-Daily)

Normal Registration

Subscribers US\$1,780

Non-Subscribers US\$1,980*

Full registration fees MUST be paid before the valid dates for admittance at conference.

Only registrations FULLY PAID FOR by the early-bird deadline will be eligible for the discount.

I came to know about this conference through:

AIR/MEIR magazine AIR/MEIR Website Brochure Email

Referral by (Association/ Sponsor/ Speaker/ Exhibitor/ Business Contact)

Group registration: Special Offer for Year 2018

Register three delegates from the same company, and send the fourth delegate to attend the conference free of charge!

(Valid only for delegates from the same company in the same country)

Registration fee includes participation at Conference plus tea breaks and lunches. All meals are prepared without pork, lard and beef.

Special Dietary Requirements

I would like to have vegetarian meals during the Conference.

Accredited by General Insurance Association of Singapore

Closing date for registration: 12 November 2018

For cancellation in writing made before **9 November 2018**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **9 November 2018**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

I enclose a cheque / bankdraft in US Dollars made payable to "ASIA INSURANCE REVIEW"

Telegraphic / Wire Transfer to the following account:

DBS Bank
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#03-00 MBFC, Tower 3, Singapore 018982
Branch: Marina Financial Centre Branch
Account Name: Ins Communications Pte Ltd
• US\$ (Account No.: 0001 - 004838-01-9-022)
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Card Holder's Name: _____

Signature: _____

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Expiry Date: _____ - _____ (mm-yy) Total Amount: US\$ _____

(Conference fee is inclusive of prevailing GST for Singapore incorporated business)

Hotel Reservation:

Email: danny.kong@meritushotels.com

Hotel Contact

Attn: Mr Danny Kong, Senior Business Development Manager

Email: danny.kong@meritushotels.com

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ROOM RATE

Deluxe Room: Single S\$300++ per night • Double S\$320++ per night

(Inclusive of daily Buffet Breakfast at Triple Three at Level 5 and Internet)

Meritus Club Room: Single S\$400++ per night • Double S\$400++ per night

(Inclusive of access to Top of the M at Level 38/39, with all day refreshments including daily Buffet Breakfast and internet)

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email: fazlan@asiainsurancereview.com DID: +65 6372 3130