

ASIA MOTOR INSURANCE & CLAIMS MANAGEMENT CONFERENCE

28-29 AUGUST 2023

GRAND MILLENNIUM HOTEL KUALA LUMPUR, MALAYSIA

THEME: "STEERING THE FUTURE OF MOTOR INSURANCE – THE DRIVING FORCES OF A NEW WORLD"



Organised by:

**ASIA
INSURANCE REVIEW**
Member: Beacon International Group, Ltd. BEACON
INTERNATIONAL GROUP

Media Partner:


**MIDDLE EAST
INSURANCE REVIEW**
Member: Beacon International Group, Ltd. BEACON
INTERNATIONAL GROUP

 [@AIRDaily#AIRmotor](#)  [/AsiaInsuranceReview](#)  [/company/asia-insurance-review](#)

For speaking, sponsorship and partnership opportunities:

Email: theresa@asiainsurancereview.com

Visit www.asiainsurancereview.com/Events/Home/Asia/airmotors2023
for more information.



Join us at this year's Asia Motor Insurance & Claims Management Conference with its much-anticipated return to a LIVE, in-person event!

This year's all-encompassing and comprehensive conference will once again bring industry leaders and experts together to shed light on timely and critical issues, including but not limited to:

- **Adopting net-zero targets:** Which will make the driving old-fashioned petrol vehicles increasingly unattractive – what are the short, medium and long-term impacts on motor insurance?
- **Distribution by vehicle retailers/manufacturers:** Motor insurance in China is fast being dominated by vehicle retailers and manufacturers as a means of distribution - will this catch on in the rest of the region?
- **Usage-Based Insurance (UBI):** How will telematics and data analytics further enable personalized premiums based on driving behaviour and accurate risk assessment?
- **Electric Vehicles (EVs):** Insuring EVs will require insurers to tailor coverage and pricing models considering battery performance, charging infrastructure, repair costs and other evolving factors.
- **Autonomous Vehicles (AVs):** Insurers need clear guidelines to assess risks, understand the impact on traditional policies and explore new coverage options as AV technology advances.
- **Cybersecurity and Connected Cars:** How should insurers develop policies to cover cybersecurity risks and protect vehicles, as well as personal information from cyber-attacks and privacy breaches?
- **Advances in Telematics solutions:** Best-practices for insurers to adopt next-generation systems for cost-effective and sustainable risk assessment.
- **Ridesharing and Car Sharing:** Insurers are evaluating coverage options for ridesharing and car-sharing services, addressing unique risks such as liability during trips and comprehensive coverage for shared vehicles.
- **Fraud Detection and Prevention:** Are insurers optimising the use of advanced analytics and AI to detect and mitigate insurance fraud, protecting policyholders from staged accidents and false claims?
- **Customer Experience and Personalization:** Insurers need to utilize the latest options for enhancing customer experience by leveraging data analytics, improving digital touchpoints, and streamlining claims processes.

Don't miss out on this exceptional opportunity to gain a competitive edge in Motor Insurance. Whether you are an insurer, re-insurer, underwriter or claims professional, this conference is tailored to provide you with the knowledge and connections you need to thrive in a rapidly changing Motor landscape.

Who Should Attend

- Claims Managers and Senior Executives of Insurance and Reinsurance Companies
- Underwriters Dealing with Motor Lines of Business
- Claims Assessors
- Loss Adjusters
- Risk Managers
- Fraud Investigators
- Agents and Brokers
- Automobile Associations and Workshops
- Transport Authorities
- Lawyers
- Fleet Managers of MNCs
- Consumer Bodies
- Regulators
- Technology Providers
- InsurTech Start-Ups

Day One

28 August 2023, Monday

8.00 am **Registration & Coffee**

9.00 am



Opening Remarks by Conference Chairman

Harin Perera

Chief Claims Officer, Fairfirst Insurance Limited, Sri Lanka

9.15 am



Key Issues in Motor Insurance in Malaysia

Steve Miller

CEO, Motordata Research Consortium Sdn. Bhd., Malaysia

9.45 am



The Path to Touchless Claims; Designing Customer Experience for the Next Normal

Max Ang

Insurance Technology Research Advisor APAC & Senior Analyst, Insurance, Celent

10.15 am **Q&A**

10.25 am **Tea Break & Networking**

10.45 am



EV Risks and Opportunities – What this means for Insurers

Ichiro Seino

Senior Vice President, Regional Automotive Industry Leader, Asia, Marsh Japan

11:15 am



The Evolving Role of Technology in Detection and Prevention of Insurance Fraud

Thinesh Subramaniam

Head, Product & Claims Services, Hannover RE Asia

11.45 am



What it Takes to be a Successful Digital Motor Insurer

Muhammad Ashfaq-Ur-Rehman

Founder & CEO, Finmaal

12.15 pm

Q&A followed by Lunch

2.00 pm



Customer Experience and Personalisation

Harin Perera

Chief Claims Officer, Fairfirst Insurance Limited, Sri Lanka

2.30 pm



Beyond the Crash: Transforming Adversity into Optimal Engagement – A Guide for Insurers

Markus Hillebrand

CEO, Asia Pacific, ControlExpert

3.00 pm

Q&A

3.10 pm

Tea Break & Networking

3.45 pm

End of Day One

Day Two

29 August 2023, Tuesday

8.00 am **Registration & Coffee**

9.15 am **Panel Discussion – Key Considerations for the Future of Motor Markets in Asia**

Panel Moderator:



Thinesh Subramaniam

Head, Product & Claims Services, Hannover RE Asia

Panellists:



Harin Perera

Chief Claims Officer, Fairfirst Insurance Limited, Sri Lanka



Steve Miller

CEO, Motordata Research Consortium Sdn. Bhd., Malaysia



Gilbert Leung

CEO & Founder, Novo AI



Mahesh Subramanian

Co-Founder & COO, CamCom Technologies

10.15 am



The Transformative Role of AI in Enhancing Customer Experience and Personalisation in Motor Insurance

Gilbert Leung
CEO & Founder, Novo AI

10:45 am **Q&A**

10.55 am **Tea Break & Networking**

11.15 am



Digital Claims Management – The Insurance Process of the Future

Aefa Susanti
Director of Malaysia Operations, Merimen Online Sdn Bhd

11.45 am



Fraud Detection – The Tools Insurance Companies Need to Know About

Dr Shane Richardson
Principal Forensic Engineer & Managing Director, Delta-V Experts

12.15 pm **Q&A**

12.25 pm **Lunch & Networking**

2.00 pm



Role of Computer Vision in Motor Insurance

Mahesh Subramanian
Co-Founder & COO, CamCom Technologies

2.30 pm **Q&A**

2.40 pm **Tea Break & Networking**

3.00 pm **End of Day 2 & Conference**

Programme is subject to change.

Asia Motor Insurance & Claims Management Conference

28-29 August 2023, Grand Millennium Hotel Kuala Lumpur, Malaysia

Registration Email: loga@asiainsurancereview.com

Conference Registration

To: Ms Loga, Asia Insurance Review
103A Amoy Street, Singapore 069 923
Tel: (65) 6372 3184 • www.asiainsurancereview.com
Co. Regn no.: 199 003 818 H • GST Regn no.: M2-009 466 93

Registered by _____

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 18 August 2023)

Subscribers US\$1,280

Non-Subscribers US\$1,580*

Normal Registration

Subscribers US\$1,780

Non-Subscribers US\$1,980*

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

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 2023

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.

Closing date for registration: 25 August 2023

For cancellation in writing made before **23 August 2023**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **23 August 2023**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

Telegraphic / Wire Transfer to the following account:

DBS Bank
Marina Financial Centre, 12 Marina Boulevard,
#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)
• Swift Code: DBS SSGSG

Please debit the sum of US Dollars US\$ _____ for Conference Registration fee from my

Mastercard

VISA

American Express

Card Holder's Name: _____

Signature: _____

Card No.: _____

Date: _____

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

(Conference fee is zero rated for GST)

Hotel Reservation:

Email: reservations.gmkl@millenniumhotels.com • cc: Ms Zarra, Email: zarrazeallah.haniffa@millenniumhotels.com

Hotel Contact

Attn: Ms Zarra

Email: zarrazeallah.haniffa@millenniumhotels.com

Tel: +603 2117 4888

Grand Millennium Hotel Kuala Lumpur

160 Bukit Bintang, 55100 Kuala Lumpur, Malaysia

Tel: +603 2117 4888

www.millenniumhotels.com/en/kuala-lumpur/grand-millennium-hotel-kuala-lumpur/

ROOM RATE

Deluxe room at MYR470.00++ (MYR 545.20nett) per room per night (Single) inclusive of 1 daily breakfast & internet access

Deluxe room at MYR500.00++ (MYR 580.00nett) per room per night (Double/Twin) inclusive of 2 daily breakfast & internet access

- Non-guaranteed blockage and rooms will be subjected to availability upon reservation.
- Rate quoted are subject to 10% service charge and prevailing government taxes.

For speaking, sponsorship and partnership opportunities,
email: theresa@asiainsurancereview.com or call at Tel: +65 6224 5583