

Nominations

MIDDLE EAST INSURANCE REVIEW

Member: Beacon International Group, Ltd.



CEO's message

2021 is a year to watch as we welcome new contenders for the 8th Middle East Insurance Industry Awards

he Middle East Insurance Industry Awards (MIIA) are now in their eighth year of saluting excellence – and we are very proud indeed to have played a humble part in building the framework of excellence within the market, as well as saluting and recognising those who have been actively working towards this common goal.

Despite the challenges 2020 brought, we have seen real troopers within MENA who have continued to fly the flag of commitment on this path of excellence. Many stars were born during the year despite all the odds, having done great things for society during the ongoing health crisis.

The region has shown true tenacity and fighting spirit in many ways, with some players even reporting significant growth and profits at a time when the world is licking its wounds. We look forward to seeing great new strides made from strong contenders in this year's competition – a testament to their perseverance.

Last year, the virtual event received resounding support, which was very reassuring and gratifying for us as it showed the importance the market places on these awards.

So it is with great excitement and pride that we at *Middle East Insurance Review* (MEIR) carry this baton to honour the insurance industry further. It is indeed a milestone year for us as we celebrate *MEIR*'s 15th anniversary and I am especially humbled to be handed the reins this year as CEO.

The awards have indeed earned a reputable place in the industry calendar over the years, thanks to the highly prestigious panel of judges, coupled with the clearly defined criteria and transparent auditing process which have made the MIIA trophy the most coveted today.

I encourage you to send in your nominations to showcase your achievements during these challenging times. These can be sent either as self-nominations or third-party ones as both carry equal weight.

I take this opportunity to salute the 26 leaders who have continued to serve diligently on the judging panel. It is your prestige and integrity that add weight to the awards. I would also like to place on record our gratitude to all our sponsors over the last seven years, many of whom have been supporting the awards almost from the very start.

Our hope is to host the awards live in Dubai come October when we salute the new winners. With the rollout of vaccinations around the world, we hope this will be a reality.

We take this opportunity to wish you all the best and stay safe until we meet again.



Ms Sheela Suppiah
CEO
Asia Insurance Review &
Middle East Insurance Review

Supported by:













How to enter

Who can enter?

- ◆ Entries are invited from around the region and can focus on regional or specialised activities.
- ◆ Organisations, teams or individuals may be nominated for an award by a third party or by self-nomination through the 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:

30 May 2021 (third-party nominations) • 20 June 2021 (self-nominations) online at www.meinsurancereview.com/meirawards2021 or email to awards@meinsurancereview.com/

Application requirements

- A nomination form is included with this brochure on page 11 or may be completed online at www.meinsurancereview.com/meirawards2021.
- ◆ All entries must be written in English and must:
 - Specifically address each criterion
 The judging panel reserves the right to only consider applications that separately address each criterion in the selected award category.
 - Not exceed 1,200 words
 Entries received without the 1,200-word write-up or 200-word statement (where applicable) will NOT be considered.
 Should the word count of an application exceed the word limit, the judges will not read it.
- ◆ Entries may include additional supporting documents but will be limited to two pages.
- → Writeups must use the following format: The font used must be Times New Roman, size 13; left and right margins must be 1.0" each; and line spacing between lines must be 1.0.
- + Entries which do not adhere to these requirements will automatically be disqualified!
- ◆ The organisers reserve the right to publish some or all information of winning entries given at nomination.
- ◆ The decision of the judging panel is final, as scrutinised by the independent auditor, EY.

Important dates

15 Sep 2021 (judging day) • 25 Oct 2021 (gala awards presentation dinner)

For all categories, the qualifying period is from 1 April 2020 to 31 March 2021.

Judges



Dr Adel Mounir Secretary General, Federation of Afro-Asian Insurers & Reinsurers (FAIR)



Ahmed Ali Al Mamari Vice President for Insurance Sector, Capital Market Authority, Oman



Alaa El-Zoheiry Chairman, Insurance Federation of Egypt



Andrew Woodward Regional Head, Middle East & Turkey Lloyd's



Ashraf Al Azzouni Managing Director, RGA Reinsurance Company Middle East Limited



Dr Bassel Hindawi Chief Executive Officer, **DIFC Insurance Association**



Chakib Abouzaid Secretary General, General Arab Insurance Federation (GAIF)



Christian Gregorowicz EO AWP MEA/ Chairman of the Executive Committee, NEXtCARE



Dimitris Mazarakis Senior Vice Presidernt & General Manager, **MetLife Gulf**



Fareed Lutfi Secretary General, Emirates Insurance Association



Farid J Saber
Assistant Group Chief
Executive Officer (Operations),
Gulf Insurance Group



Fetooh Al Zayani Independent Advisor & Consultant



Gautam Datta Chief Executive Officer, National Takaful Company P.S.C. - Watania



Jason Light
Chief Executive Officer,
Emirates Insurance Company
P.S.C.



Jean-Louis Laurent Josi Chief Executive Officer, Oman Insurance Group



Mohamad ElHelaly
Project Manager/Risk Manager,
Orascom Construction
RIMS-Spencer Risk
Management Challenge,
Expert Judge, 2021
Representing RIMS

Judges



Nick Charteris-Black Managing Director, Market Development, EMEA, AM Best



Omer Elamin President, Orient Group



Osama A Noor Chief Representative, Middle East Insurance Review



Peregrine Towneley Chairman, International Operations, BMS Group



Peter Englund
Senior Executive Officer,
Head of Commercial Insurance,
Middle East,
Zurich Insurance Company



Safder Jaffer Managing Director & Consulting Actuary, Middle East, Milliman



Samuel Wakerley Partner, HFW



Sameer Yogishwar Chief Executive Officer, HDFC International Life and Re Company Limited



Thomas Lillelund CEO of Middle East & Africa, General Insurance, AIG MEA Limited



Yassir Albaharna Group Chief Executive Officer, Trust Re

Life Insurance Company of the Year

Awarded for market leadership through innovation in products or practices, initiatives in boosting the image of insurance in society, narrowing the protection and savings gaps, and/or exceptional business growth through professionalism and sound management.

Criteria

- Sets leading professional standards for other insurers to be measured against.
- Narrows the life insurance protection and savings gaps of the society.
- Demonstrates in-depth knowledge and understanding of the region through its strategies and operations.
- Responsive to the needs of both end-users and intermediaries.
- ◆ Industry leadership as shown through:
 - innovation in products and procedures;
 - pro-actively embracing digital and social media;
 - transparency in the selling process;
 - customer-centricity service;
 - outstanding risk management and claims management experience;
 - sound management and financial results;
 - business growth; and
 - enhancing the image of insurance in society.

Sponsor



Reinsurance Group of America, Incorporated (RGA) is a leader in the global life reinsurance industry, with approximately \$3.5tn of life reinsurance in force and assets of \$84.7bn as of 31 December 2020. With operations in key markets around the world, RGA supports domestic and multinational clients in more than 80 countries.

RGA is at the forefront of the industry, recognised for deep technical expertise in risk and capital management, innovative approaches, and an unwavering commitment to its clients. RGA specialises in individual and group life and health reinsurance and financial solutions. In collaboration with clients, RGA also provides complementary offerings to enhance their success, including facultative underwriting, product development, and data-driven digital solutions.

For nearly 50 years, RGA has partnered with insurers to identify opportunities, address challenges, and develop competitive products and services. RGA puts this philosophy of partnership into practice every day, for every client, and in every region where it does business. Clients know that when they work with RGA, they are joining forces with industry experts dedicated to achieving results. From advances in underwriting to market-first capital structures, RGA helps clients improve their ability to assess risk profitably and meet the demands of a dynamic industry.

To learn more about RGA, visit www.rgare.com

General Insurance Company of the Year

Awarded for market leadership through innovation in products or practices, responsiveness to end-users and intermediaries, initiatives in boosting the image of insurance in society, narrowing the protection gap, and/or exceptional business growth through professionalism and sound management.

Criteria

- Sets leading professional standards that other insurers will be measured against.
- Offers extensive range of products and services catering to the needs of both corporate and individual clients.
- ◆ A partner and adviser to corporate clients in adapting to the changing risk landscape.
- ◆ Narrows the protection gap of the society.
- Demonstrates in-depth knowledge and understanding of the region through its strategy.
- ◆ Responsive to the needs of both end-users and intermediaries.
- Industry leadership as shown through:
 - innovation in products and procedures;
 - pro-actively embracing digital and social media;
 - transparency in the selling process;
 - customer-centricity and service;
 - outstanding risk management and claims management experience;
 - sound management and financial results;
 - business growth; and
 - enhancing the image of insurance in society.

Sponsor



Marsh is the world's leading insurance broker and risk advisor. With around 40,000 colleagues operating in more than 130 countries, Marsh serves commercial and individual clients with data-driven risk solutions and advisory services. Marsh is a business of Marsh McLennan (NYSE: MMC), the world's leading professional services firm in the areas of risk, strategy and people. With annual revenue over \$17bn, Marsh McLennan helps clients navigate an increasingly dynamic and complex environment through four market-leading businesses: Marsh, Guy Carpenter, Mercer and Oliver Wyman.

For more information, visit mmc.com, follow us on LinkedIn and Twitter or subscribe to BRINK.

Reinsurance Broker of the Year

Awarded for demonstrating leadership through innovation in services rendered to insurers and reinsurers including in the digital arena while adding significant value to the reinsurance process in the course of generating new business for the period under review.

Criteria

- In-depth knowledge and understanding of the market and responsiveness to clients' needs.
- Outstanding innovation in services rendered, including market research, risk management and adding value.
- Professionalism and transparency in dealing with clients.
- ◆ Industry leadership in offering services to insurers.
- ♦ Boosts the image of the profession.
- Sound financial management with proven track record of business growth and retention.

Sponsor

LLOYD'S

Lloyd's is the world's specialist insurance and reinsurance market, offering a unique concentration of expertise and talent. As well as our reputation for providing innovative insurance and reinsurance solutions in more than 60 lines of business, Lloyd's is committed to being at the forefront of technology change in our industry, led by our 'Future at Lloyd's' initiatives.

Backed by diverse global capital and excellent financial ratings, Lloyd's works with a global network to grow the insured world – building resilience for businesses and local communities and strengthening economic growth around the world.

For more than six decades, Lloyd's has worked to strengthen the dynamic insurance and reinsurance market across the Middle East. In 2015, Lloyd's opened an underwriting hub in the Dubai International Financial Centre to better support the local insurance market with valuable capacity and expertise.

Having established itself as the leading market for specialist underwriting across the Middle East, Lloyd's Dubai works with local cedants and brokers to provide critical protection in a region that continues to evolve and present exciting opportunities.

With its powerful global reach and deep local insights, Lloyd's is proud to offer its world-class risk cover to businesses and governments in the Gulf Cooperation Council and beyond.

www.lloyds.com

Reinsurance Company of the Year

Awarded for demonstrating leadership in MENA's general (re)insurance industry through innovation in product offerings, thought leadership, enhancing the stability and security of the industry while boosting the image of the profession during the qualifying period.

Criteria

- In-depth knowledge and understanding of the market value-added offerings to insurers.
- Sets leadership standards that others are measured against.
- Responsiveness to cedants' needs and provides assistance to product development, service enhancement and tapping new markets.
- Leadership with ability to adapt to, and lead the industry to meet changing needs and demands.
- Offers superior service and security to clients and works with insurers and other stakeholders.
- Industry leadership as shown through:
 - Innovation in products;
 - Strong underwriting discipline;
 - Efficient claims management;
 - Embracing technology and digital;
 - Business growth; and
 - Boosting the image of insurance in society.
- Sound financial management, corporate governance and disclosure.

Sponsor



Founded in 1998, Chedid Re has successfully grown over the years to become one of the leading reinsurance broking powerhouses in the MENA region with business emanating from more than 45 countries across Europe, the Middle East, Africa, and the Indian subcontinent.

With offices in Limassol, Beirut, London, Casablanca, Riyadh and Dubai, the iconic insurance solutions provider has forged fruitful partnerships with some of the most trusted reinsurance groups in the world, including Chedid Re's outstanding track record as an appointed Lloyd's broker and is hailed today as one of the top 20 reinsurance brokers in the world.

Chedid Re capitalises on its resources, experience, and relationships to deliver outstanding solutions to clients, including more than 400 top insurance companies around the globe. With over two decades of excellence under its belt, Chedid Re's perfect synergy of customer-centricity, solid management expertise, powerful partnerships, and innovative products, continue to power the company's expansion plan that aims to reach all thriving and strategic international markets.

A market leader known for its resilience, agility, efficiency, and customer-centricity, Chedid Re's status was further cemented by claiming 'The Reinsurance Broker of the Year' title at the Gulf Insurance Awards 2010, the 'MENA Insurance Awards' in 2011, the INSUREX Awards 2010, 2011 and 2013 and the Middle East Insurance Industry Awards (MIIA) 2015, 2017, 2018, 2019 and 2020.

Chedid Re is a company of Chedid Capital Holding, which operates through a vast network of offices that span Beirut, Casablanca, Doha, Dubai, Istanbul, Limassol, London, Port Louis, and Riyadh. In 2021 Chedid Capital acquired 80% of Ascoma, the leading independent insurance broking network in the French speaking countries; 23 subsidiaries in 21 countries.

For further information, please visit www.chedidre.com

Educational & Training Initiative of the Year

Awarded for the education/ training initiative by a training institute, insurer, reinsurer, broking company or insurance advisory service which is original and demonstrates a deep understanding of the market and its needs, while enhancing the standards and professionalism of insurance executives.

Criteria

- Responsiveness to the market's needs in developing educational/ training services including in facing disruptive innovation.
- ◆ Embraces technology to produce a great learning experience.
- Provides leadership to the market in anticipating and providing educational needs.
- ◆ Ease of access to the service offered.
- Quality and originality of the initiative.
- Contributes to enhancing the professionalism and educational standards of executives in the industry.

Sponsor



AM Best is the leading international rating agency with a specialist focus on the insurance industry. Best's ratings are recognised by users as the benchmark for assessing the financial strength of insurance-related organisations and the credit quality of their obligations.

AM Best greatly expanded its coverage in MENA, becoming the pre-eminent rating agency for insurers in the region. AM Best's MENA, South & Central Asia office, established in the Dubai International Financial Centre, services clients throughout the region and develops new relationships with both start-ups and established companies.

AM Best has been awarded more than 20 international "Best Rating Agency" accolades between 2009 to 2021.

The Global Symbol of Financial Strength

www.ambest.com

Health Insurance Company of the Year

Awarded for market leadership through innovation in products and services which facilitate an improvement in both the curative and preventative aspects of healthcare management for the population during the qualifying period and, boosting the image of insurance in society through professionalism and sound management.

Criteria

- Sets leading professional standards against which other health insurers should be measured.
- Demonstrates in-depth knowledge and understanding of the healthcare funding environment in the markets in which it operates.
- Gives instances and evidence of what company is doing to serve the local markets it operates in.
- ◆ Shows proof of how global corporate practices have been localised.
- ◆ Industry leadership as shown through:
 - Strong underwriting discipline;
 - Innovation in products;
 - Incorporating wellness and preventative schemes within product design;
 - Demonstrating exemplary customer service;
 - Showing evidence of sustainable business growth and profitability in its health insurance portfolio;
 - Showing evidence of active promotion of the importance of health insurance as a means of protecting the population against ill health;
 - Supporting wellness and disease management programmes through external corporate social initiatives;
- Providing access to healthcare provider networks that meet the diverse requirements of insured members in terms of affordability and accessibility;
- Harnessing technology to benefit health outcomes of insured members and achieve financial and operational efficiencies for the insurer; and
- Demonstrating a commitment to engage with regulators to both develop and comply with market regulations.

TPA of the Year

Awarded for demonstrating leadership in providing efficient and effective third-party administration services to help health insurers improve the health outcomes of their insured members whilst at the same time controlling claims costs for the insurers they represent.

Criteria

- Provides efficient and cost-effective services which respond to the needs of the market, with clear and measurable results.
- ◆ Clear evidence of harnessing technology and software solutions to create efficiencies in service levels.
- Clear evidence of using software to improve patient safety in relation to drug safety checks and similar patient safety initiatives.
- Capacity to handle business volumes without prejudice to service levels.
- Evidence of specific programmes to detect and combat fraud, waste and abuse.
- Facilitates wellness and preventative schemes within service offerings to insurers.
- Demonstrates a commitment to engage with regulators to both develop and comply with market regulations.

Takaful Company of the Year

Awarded for demonstrating market leadership through innovative, shariah-compliant takaful products or practices, responsiveness to customers and intermediaries, and initiatives to boost the image of takaful in the MENA region.

Criteria

- Sets leading professional standards for other takaful providers to be measured against.
- Demonstrates in-depth knowledge and understanding of the MENA markets it operates in, through its strategies and operations.
- Responsiveness to the needs of both customers and intermediaries including in digital arena.
- Gives instances and evidence of what company is doing to serve the local markets it operates in.
- Shows proof of how company has contributed to the cause of takaful.
- Strict shariah compliance and shariah governance.
- Demonstrates activeness in microtakaful and reaching out to the needy.
- ◆ Industry leadership as shown through:
 - Innovation in products;
 - Exemplary customer service;
 - Strong underwriting discipline;
 - Solid claims management;
 - Sustainable business growth through professionalism and sound management; and
 - Boosting the image of takaful.

Strategic Partner of the Industry

Awarded for demonstrating leadership in helping insurers to transform or improve their operations with clear and measurable results, and/or for helping MENA's insurance industry enhance its stability and growth. This category is open to actuarial, accounting and consulting firms.

Criteria

- Breadth of services provided in responding to needs of the market.
- ◆ Innovation in services that result in the broadening of the market.
- ◆ Creates a benchmark of quality in service provision.
- ◆ Service flexibility and efficiency that differentiates it from the pack.
- Proof of performance in the market in terms of increased market share, productivity, revenue and/or profit.
- ◆ Application and/or potential of application region-wide.

Digital Initiative of the Year

Awarded to the insurer that has transformed its organisation, embracing digital to grow its business above and beyond traditional channels.

Criteria

- ◆ Has a long-term digital vision to grow the existing business.
- Has significantly improved business processes through digital means, including engaging both internal and external stakeholders (eg, sales, operations, underwriting, etc).
- Has a digital strategy prioritising customers' experience and ease of access to insurance.
- Has extensively worked and partnered with other organisations to value-add to the industry (parallel/vertical).
- ◆ Has invested in talent to bring digital to the organisation and industry.
- Has created an 'innovation ready' organisation through systemic change management and embedded a culture of innovation into the organisation.
- Has set leading professional standards for other insurers to be measured against.
- Has contributed to enhancing the image of insurance in the digital world.

Corporate Risk Manager of the Year

Awarded to the individual who has shown leadership, creativity, and effectiveness in enhancing his/her organisation's risk management and/or contributed to the promotion of risk management in the region for the period under review.

Criteria

- Sets or enhances risk management standards/framework in the organisation or industry.
- Uses of risk management in resolving a key challenge/loss containment for his/her organisation, with proven results.
- Promotes of risk management as a philosophy and business discipline.
- ♦ Innovates in the area of risk management/loss control or containment.
- ◆ In-depth knowledge and understanding of his/her entity's risks to the operational or technical level.
- Advances his/her risk management career, through professional activities such as certifications, risk association involvement, etc.

Supported by



Law Firm of the Year

Awarded for providing outstanding legal services to the MENA insurance industry during the qualifying period.

Criteria

- In-depth knowledge and understanding of the insurance market through conducting research and publishing industry papers.
- Commitment to education and professional development of the market.
- Participation in industry committees and councils;
- Service flexibility and efficiency.
- Use of process and technology to ensure cost-efficient and quality service delivery to clients.
- Evidence of pro-bono work for industry.

Young Leader of the Year

Awarded to the insurance executive 40 years of age or younger, who has shown outstanding leadership qualities while contributing to the advancement of the industry.

Criteria

- Has demonstrated industry expertise and should have used it to further the cause of insurance.
- ◆ Has a long-term vision to help the industry grow.
- Has shown a commitment to further his/her professional development, while also displaying his/her readiness in nurturing the next generation of leaders.
- Has contributed to enhancing the image of insurance.

Broker of the Year

Awarded for demonstrating leadership through innovation in services rendered to clients including in the digital space and risk management while adding significant value to the insurance process in the course of generating new business for the period under review.

Criteria

- In-depth knowledge and understanding of the market and responsiveness to clients' needs.
- Outstanding innovation in services rendered to clients, including risk management and value-adds.
- $\ \, \blacklozenge \,$ Professionalism and transparency in dealing with clients.
- ◆ Embraces technology to offer value-added service.
- Industry leadership in broking and customer services.
 Boosts the image of the broking profession.
- Sound financial management with proven track record of business growth and retention.

Personality of the Year

Awarded to the person who has made the most outstanding individual contribution to the MENA insurance or reinsurance industry for the period under review with passion and commitment to business beyond just the corporate motive.

Criteria

- Demonstrates outstanding leadership qualities.
- ◆ Demonstrates superior social and communication skills.
- Promotes the image and enhances the reputation of the insurance industry to the wider community including lobbying the government.
- ◆ Shows in-depth knowledge and understanding of the market.
- Influences the development of insurance/reinsurance practices to enhance stability and growth in the market.
- Embraces professional standards and actively works towards boosting greater professionalism in the market.
- Nurtures the next generation of leaders.

Woman Leader of the Year

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

Criteria

- Has a public image of being a modern and inclusive industry leader having shown wisdom, courage and sound business sense in the market.
- Has demonstrated commitment to fostering professional growth and development of women through mentorship and has nurtured the next generation of leaders.
- Through the visibility of her actions, this individual has improved the likelihood of women in the sector receiving equitable access to higher levels of leadership and responsibility.

Sponsorship available

Interested parties, please contact sheela@meinsurancereview.com

Nomination form

Self-nomination	Award category entered
If you are nominating your company or yourself:	(please tick box):
Name of company	☐ Life Insurance Company of the Year
	☐ General Insurance Company of the Year
Your full name	☐ Health Insurance Company of the Year
	☐ TPA of the Year
Title	☐ Takaful Company of the Year
	☐ Educational & Training Initiative of the Year
Address	☐ Digital Initiative of the Year
	☐ Strategic Partner of the Industry
Tel/Fax	☐ Corporate Risk Manager of the Year
Email	☐ Law Firm of the Year
	☐ Broker of the Year
Third-party nomination	☐ Reinsurance Broker of the Year
If nominating another company or individual:	☐ Reinsurance Company of the Year
Name of company/individual's name	☐ Woman Leader of the Year
	☐ Young Leader of the Year
Title (if applicable)	☐ Personality of the Year
Contact person	
Address	
	Entries can be submitted via: email: awards@meinsurancereview.com
Tel/Fax	or
Email	online: www.meinsurancereview.com/meirawards2021
Nominated by (optional)	
Name	
	For all catagories, the gualifying paried is
Tel/Fax	For all categories, the qualifying period is from 1 April 2020 to 31 March 2021.
Email	

Foreign life and general companies must have operated in the region for at least five years.

Roll of Honour 2020

Life Insurance Company of the Year
Oman Insurance Company

General Insurance Company of the Year Tawuniya

Takaful Company of the YearIslamic Arab Insurance Company (PSC) – SALAMA

Health Insurance Company of the Year Bupa Arabia

Digital Initiative of the Year Oman Insurance Company

Reinsurance Company of the Year International General Insurance

Broker of the Year
Marsh Middle East & Africa

Reinsurance Broker of the Year Chedid Re

TPA of the Year NEXtCARE

Law Firm of the Year Clyde & Co

Educational & Training Initiative of the Year Chartered Insurance Institute

Strategic Partner of the Industry
Badri Management Consultancy

Corporate Risk Manager of the Year

Mr Mohamed Khalifeh, Group Head, Governance, Risk and Compliance, Chedid Capital

Woman Leader of the Year

Sayyida Dr Rawan Al Said, Vice Chairperson & CEO, Takaful Oman Insurance

Young Leader of the Year

Dr Abdulla Sultan, CEO, Bahrain Kuwait Insurance Company (GIG Bahrain)

Personality of the Year

Mr Kamel AbuNahl, CEO, Trust Holdings Ltd