

Everything is changing in the digital era with increased customer expectations. There is even a real call for digital first even in claims management with some digital insurers making pay-outs in less than an hour with 3 secs being the record. Claims is the moment of proof of the insurance product. Hence in the digital era, claims settlement and claims management gets greater priority. Everyone in the value chain need to speed up, even adjusters.

So this Claims Summit is a call to "Adjusting to Globalisation" with the smaller and the bigger picture in frame even as claims become miniscule and repetitive on the parametric front and huge and unique with multinational implication at the other end in an inter-connected world.

This Summit is truly going to be a rocker for claims executives and we are linking with loss adjusting bodies in the region and internationally to give a real time value-add to the claims process. Insurers that will be most successful are those which adapt to these new realities and can deliver on the promise of insurance – quick and efficient claims settlement

Topics to be covered:

Keynote Address: A Fully Automated Claims Story: Dream or Almost Reality?

Special Address: Nurturing the Human Touch in Claims Management and Customer Care

Role of Adjusters in Today's World of Claims

Coping with Globalisation of Claims

Claims Exchange: Can Claims Management be outsourced

Who is the Competitor Today?

Role of Digital in Enhancing the Claims Experience

Making Claims Customercentric

Future Trends for Claims Settlement

Boosting the Branding through Superior Claims Experience

Cutting The Cost Of Insurance Claims – Gaining Control Over the Process

Handling Delay and Disruption Claims

Upskilling Claim Handler in the Age of Automation

Session on Claims in Specific Classes

Cyber-attack and Data Breaches

The Burning Issue of Environmental Claims

Globalised Claims Across Boundaries

Natural Disasters and Mass Claims

system that is striving to continuously improve. The turnaround time is critical and with AI and technology, this becomes a reality.

In tech world, insurers can integrate automation, AI, visual technology, Blockchain, chatbots, wearables and advanced analytics and instant online payments into the claims process and promise. The real success will be how insurers use tech to deliver on the claims every which way learning from the best practices in the market.

Asia Insurance Review's Claims Summit this year with the International Federation of Adjusting Associations involved will directly tackle these issues as well as have special local, regional and international panels to up the ante for claims professionals. The image of insurance lives and dies by its claims track record. So this will be a priority return to basics while riding the digital wave to get ahead with claims with operational efficiency and stay ahead of the pack.

From Claims to Courts

Strategies in Claims Litigation Management

The Changing Nature of Claims Litigation

Legal Analytics to Reduce Claims Cost

Fraud Management as a Critical Strategy in Claims

Panel on Anti-Fraud Technology

- How AI can be effectively used
- Advanced analytics to reduce the threat of fraud
- What stands in the way of successful adoption of these technology?

Panel on Back to Basics in Claims Management

Panel on Best Practices in Market

Case Studies on Claim Experience

Panel On Loss Adjusting Bodies: Their Unique Value-Add In The Claims Management Process

Focus on Disruption in Claims Management

Key Technology Trend Shaking up Insurance Claims Management

Claims Technology: One Size Won't Fit All

How Blockchain can Improve Claims Workflows

Unlocking the Value of Video in Claim Processing

Leveraging Next Generation of Data to Improve

Claims Journey

Panel on Claims Arising from Digital Technology



DAY ONE | 5 NOV 2019 | TUESDAY

- 8.00am** Registration & Coffee
- 9.00am**  **Welcome Address by Conference Chairman**
Paul May
Director, International Federation of Adjusting Associations & Chairman and CEO, Concordia Consultancy Ltd
- 9.10am**  **Special Address:**
A Fully Automated Claims Story- Dream or Almost Reality?
Simon Johnson
Head of Claims, QBE Asia Pacific, Singapore
- 9.30am**  **Role of Adjusters in Today's World of Claims**
James Ong
CEO – Asia, Sedgwick Singapore Pte Ltd
- 10.00am**  **Guido Gavio**
Asia Complex Loss Director, BELFOR Asia
- 10.30am** Q&A
- 10.40am** Tea Break
- 11.10am**  **Adjusting to Globalisation**
Graham Purdon
Group Technical Director and Managing Director, Concordia Consultancy (Asia Pacific) Pte Ltd
- 11.40am**  **Boosting the Branding through Superior Claims Experience**
Paul Brenchley
Partner, Head of Insurance Advisory, KPMG Services Pte Ltd
- 12.10pm** **Managing Health Claims with Runaway Medical Inflation / IBNR and Reserving for Claims**
- 12.40pm** Q&A
- 12.50pm** Lunch
- Focus on Disruption in Claims Management**
- 2.00pm**  **The Role of Technical Experts in the Digital Claims Era**
Bruce Swales
Managing Director, Asia-Pacific, Envista Forensics
- 2.30pm**  **Claims Data as a Tool to Improve Policyholder Experience at Reduced Claims Payouts**
Timo Uustal
Co-founder & CEO, Nursebeam



3.00pm



Unlocking the Value of Video in Claim Processing

Alex Leroux-McCarroll
Regional Head of APAC, SightCall

3.30pm



Blockchain in Insurance Claims Management

Jayasuryan Chandrasekharan
Director – Consulting, JEA Digital Info Systems LLP

4.00pm

4.10pm

Q&A

Panel on Best Claims Practices in Market

- Claims Handling for Best Results
- Case Studies on Claim Experience

Moderator:



Paul May

Director, International Federation of Adjusting Associations & Chairman and CEO,
Concordia Consultancy Ltd

Panellists:



Murali Raj

Divisional Director, Regional Claims – Asia, Willis Towers Watson



Tony Chapman

Regional Managing Director - Property, Casualty, Technical & Special Risks,
Charles Taylor Adjusting



Ralph Bankes

Special Counsel, Lander and Rogers

5.10pm


Tea Break & Close of Day One

DAY TWO | 6 NOV 2019 | WEDNESDAY


8.00 am Coffee & Networking


9.00am Welcome Address by Conference Chairman

From Claims to Courts

9.05am  An Update on Claims Related Regulation in Asia Pacific
Andrew Robinson
Senior Associate, DLA Piper

9.30am  The Changing Nature of Claims Settlement
Anil Changaroth
Managing Director, ChangAroth Chambers LLC


10.00am  Dealing Effectively with Lawyers in a Global Market Place
Christopher Freeman
Barrister, Culwulla Chambers


10.30am  The Drama in Contagious Claims
Iain Potter
Director of Litigation, Matson, Driscoll & Damico Pte. Ltd

11.00am Q&A

11.10am Tea Break

Session on Claims in Specific Classes

11.30am  Case Study: Approach to Managing Construction Claims
Pooba Mahalingam
Director - Training and Business Development, Talent Asia Training and Consulting

12.10pm  Natural Disasters & Mass Claims
Tony Chapman
Regional Managing Director - Property, Casualty, Technical & Special Risks,
Charles Taylor Adjusting

12.40pm  Cyber-attack and Data Breaches
Sam Jenks
Manager, Baker Tilly Virchow Krause, LLP



1.10pm

Q&A

1.20pm

Lunch

2.20pm

Forensic Engineering and Failure Analysis - Establishing Root Cause and Product Liability



Liam Kok Chye
Principal Consultant, MATCOR Technology & Services Pte Ltd

2.50pm

Does Claims in Takaful Differ from Ordinary Insurance Claim



Dr Aly Khorshid
Dean Faculty of Management and Economic, London University, UK; Professor (Visiting) Nile University, Egypt, Shari'ah Scholar



3.20pm

Cutting the Cost of Claims in the Gig Economy



Dr Snehal Patel
CEO & Co-Founder, MyDoc

3.50pm

Q&A

4.00pm

Panel on Anti-Fraud Technology

- How AI can be effectively used
- Advanced analytics to reduce the threat of fraud
- What stands in the way of successful adoption of these technology?

Moderator:



Owen Hawkes
Partner, Forensic, Dispute Advisory Services, KPMG

Panellists:



Andy Foo
Head of Fraud and Recovery, Liberty Insurance Pte Ltd



Daphne Wong
Director of Investigations, Matson, Driscoll & Damico Pte. Ltd



5.00pm

End of Asia Claims Summit 2019



Asia Insurance Claims Summit

5-6 November 2019 • Mandarin Orchard Hotel, Singapore

Registration Email: Loga@asiainsurancereview.com

Conference Registration

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Early Bird (valid till 3 Oct 2019)	Normal Registration
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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)

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

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

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- I would like to have vegetarian meals during the Conference.

Accredited by General Insurance Association of Singapore

Closing date for registration: 29 OCT 2019

For cancellation in writing made before **3 Oct 2019**, 50% of the conference fee will be refunded.
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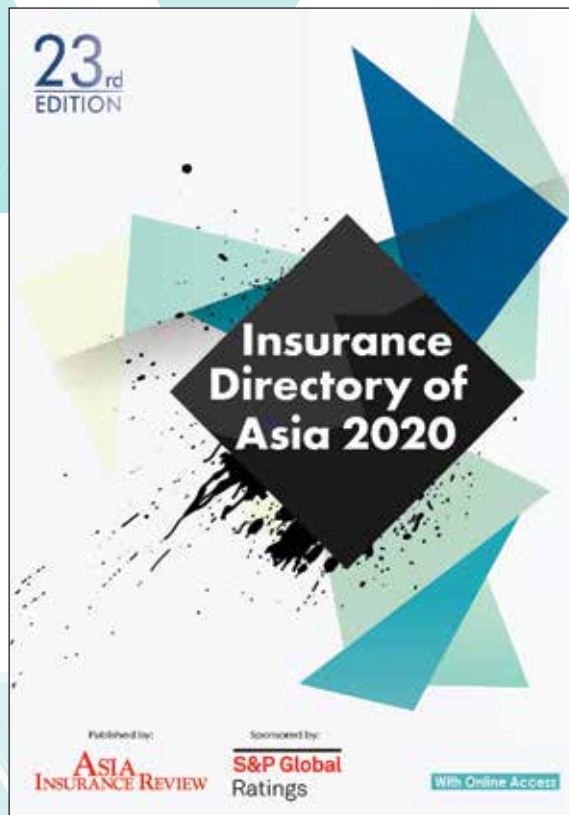
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