

# Asia Conference on Claims Management and Insurance Fraud

13-14 June 2017, Mandarin Orchard Hotel, Singapore

Theme: "Managing Claims & Combatting Fraud as Strategic Tools for Success in the Era of Disruptive Innovation"

Register by  
12 May 2017  
for Early Bird Discounts!



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Paying claims is the raison d'être of insurance companies. Yet the industry lags behind, especially in this digital era, to manage claims and combat fraud without jeopardising the image of the insurance industry. Claims management is sensitive, as a wrongly-denied claim can go public and viral. An easy claims management system might open the floodgates for spurious fraudulent calls. Then, there are regulatory pressures to treat your customers fairly. But more importantly, in self-interest, the insurance company needs to promote itself to live up to its promise to protect the policyholder even as fraud is on the rise.

There is therefore an urgent need for the industry to re-energise claims management strategies and claims handling to ensure greater efficiency, and improved customer satisfaction and retention, which directly affect the bottom line growth of insurance companies. With the right mindset, expertise and technology, insurers can respond swiftly and decisively to any claim.

Given the strategic importance of claims to the image of insurance, *Asia Insurance Review* is bringing back its Claims Conference series. This two-day conference will focus on real life case studies and lessons learned. It will provide an exclusive platform that brings together claims professionals to discuss how to be true to the insurance business in claims management, enhancing operational efficiency in claims processes, latest developments in fraud detection and prevention, as well as refining your organisation's counter-fraud strategy through practical case studies and presentations from industry experts.

## Who Should Attend

- Chief Claims Officers of Life and General (Re)insurance Companies
- Claims Managers
- Underwriters
- Agents and Brokers
- Loss Adjusters / Assessors
- Consultants
- Regulators
- Risk & Insurance Managers of Corporate Companies
- Lawyers
- Service Providers

Register Now

## Speakers include:



**James Ong**  
CEO and Managing Director,  
Maphilindo International,  
Malaysia



**Ashok Kumar**  
Chief Underwriter and Head  
of Claims, Max Life Insurance  
Company, India



**Adrienne Kouwenhoven**  
Partner and Head of Asia, Forensic  
Advisory Services (FAS) Global,  
Singapore



**Frits Fraase Storm**  
Regional Lead-Asia Pacific, Fraud  
and Security Intelligence, SAS  
Institute Ltd, Hong Kong



**Dan Yeo**  
Division Manager, Claims,  
Sompo Insurance Singapore  
Pte Ltd



**Pooba Mahalingam**  
President, Insurance Law  
Association Singapore (ILAS)



**Eiichiro Yanagawa**  
Senior Analyst, Asian Financial  
Services Group, Celent, Japan



**David Piesse**  
Advisory Board Member,  
Guardtime; & Global  
Chairman of IIS Ambassadors,  
International Insurance  
Society Inc



**Shanta Mohan  
Balasubramaniam**  
Founder, Chambers of Shanta  
Mohan, Malaysia



**Harj Sandhu**  
Director and Co-Founder,  
NexAssure Group, Singapore



**K Anparasan**  
Partner, Withers KhattarWong,  
Singapore



**Prof Shonali Krishnaswamy**  
Chief Technology Officer, AIDA  
Technologies, Singapore; &  
Professor and Deputy Director,  
Data Science Institute, Swinburne  
University of Technology, Australia



**Manu Mehta**  
Managing Director, Innovation  
Group (India) Claims Management  
Pvt Ltd



**John Kenny**  
Head of Claims, Asia Capital  
Reinsurance Group, Singapore



**Anupam Sahay**  
Head of Insurance, Asia Pacific,  
Oliver Wyman, Singapore



**Owen Hawkes**  
Partner, Forensic, KPMG, Singapore



**Ingrid Coinquet**  
General Counsel Asia, Omni  
Bridgeway, Singapore



**Nikos Kouvaras**  
Head, Medical Operations and  
Claims; & Vice President,  
Life and Health, Swiss Reinsurance  
Company Ltd, Singapore



**Peter Haslebacher**  
Chief Operating Officer APAC,  
Shift Technology, Hong Kong



**Tony Chapman**  
Complex Loss Director,  
McLarens, Singapore

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## PROGRAMME

### Day One: 13 June 2017, Tuesday

- 8.00 am Registration & Coffee
- 9.00 am **Opening Address by Conference Chairman**  
*David Piesse, Advisory Board Member, Guardtime; & Global Chairman of IIS Ambassadors, International Insurance Society Inc*
- 9.15 am **Reinsurance Perspective in Claims Handling**  
*John Kenny, Head of Claims, Asia Capital Reinsurance Group, Singapore*
- 9.45 am **Power of Prediction: Creating Transformational Impact Through Machine Learning**  
  - Case studies including predictive risk scoring for claims, micro segmentation and customer insights, straight through processing, and social media for customer risk profiling
  - Emerging trends and opportunities for data-driven decision making to improve process optimisation*Prof Shonali Krishnaswamy, Chief Technology Officer, AIDA Technologies, Singapore; & Professor and Deputy Director, Data Science Institute, Swinburne University of Technology, Australia*
- 10.10 am Q&A
- 10.20 am Tea Break Hosted by **Singapore Re**

### Claims Excellence and Innovation

- 10.40 am **Delivering Excellence in Life Insurance Claims Handling – A Balancing Act**  
*Ashok Kumar, Chief Underwriter and Head of Claims, Max Life Insurance Company, India*
- 11.05 am **Handling Mega and Complex Claims – Strategies & Pitfalls**  
*Adrienne Kouwenhoven, Partner and Head of Asia, Forensic Advisory Services (FAS) Global, Singapore*
- 11.30 am **Embracing Disruption and Innovation in Claims Handling**  
*James Ong, CEO and Managing Director, Maphilindo International, Malaysia*
- 11.55 am **Loss Mitigation: Recovery and Enforcement of Subrogation Rights**  
*Ingrid Coinquet, General Counsel Asia, Omni Bridgeway, Singapore*
- 12.20 pm Q&A
- 12.30 pm Lunch

### Case Studies on Claim Experiences

- 1.45 pm **Driving Efficiency and Control in Health Claims**  
*Nikos Kouvaras, Head, Medical Operations and Claims; & Vice President, Life and Health, Swiss Reinsurance Company Ltd, Singapore*
- 2.10 pm **New Zealand Earthquake Claims in 2011**  
*Pooba Mahalingam, President, Insurance Law Association Singapore (ILAS)*
- 2.30 pm **Staying One “Gear” Ahead on Motor Warranty Claims**  
*Harj Sandhu, Director and Co-Founder, NexAssure Group, Singapore*
- 2.50 pm Q&A

### Discussion Forum: Managing Denied Claims

- 3.00 pm **In this session, panellists will discuss the dynamics and intricacies on how best an insurer can manage denied claims without negative PR and losing a client.**
- Panellists:**
- *Sivam Subramaniam, Editor-in-Chief, Asia Insurance Review*
  - *K Anparasan, Partner, Withers KhattarWong, Singapore*
  - *Tan Kin Lian, Director, Tan Kin Lian & Associates, Singapore*
  - *Nikos Kouvaras, Head, Medical Operations and Claims; & Vice President, Life and Health, Swiss Reinsurance Company Ltd, Singapore*

### Strategic Panel: InsurTech Revolution in Managing Claims

- 3.45 pm **In this session, panellists will discuss the claims processes where automation and AI driven solutions would have the greatest impact on efficiency and customer experience.**
- Integrated Digital Platform to Improve Claims Process and Customer Experience
  - Latest Technology / AI Driven Solutions in Insurance Claims Automation
  - The Dynamics of Achieving Automation Success
  - The Potential of the Future
- Panellists:**
- *Prof Shonali Krishnaswamy, Chief Technology Officer, AIDA Technologies, Singapore; & Professor and Deputy Director, Data Science Institute, Swinburne University of Technology, Australia*
  - *Ashok Kumar, Chief Underwriter and Head of Claims, Max Life Insurance Company, India*
  - *Dan Yeo, Division Manager, Claims, Sompo Insurance Singapore Pte Ltd*

- 4.30 pm Tea Break and End of Day One

### Day Two: 14 June 2017, Wednesday

### Latest Developments in Fraud Detection and Prevention

- 9.00 am **Prioritising Fraud Detection and Prevention in a Modern Insurer**  
*Frits Fraase Storm, Regional Lead-Asia Pacific, Fraud and Security Intelligence, SAS Institute Ltd, Hong Kong*
- 9.30 am **The Power of Blockchain in Data Sharing**  
*David Piesse, Advisory Board Member, Guardtime; & Global Chairman of IIS Ambassadors, International Insurance Society Inc*
- 10.00 am **Managing Claims and Combatting Fraud: Global Trends and the Role of New Technologies**  
*Eiichiro Yanagawa, Senior Analyst, Asian Financial Services Group, Celent, Japan*
- 10.30 am Q&A
- 10.40 am Tea Break
- 11.15 am **Transforming Anti-Fraud Strategies to Make Them Proactive and Dynamic**  
*Manu Mehta, Managing Director, Innovation Group (India) Claims Management Pvt Ltd*
- 11.45 am **Fraud Claim Management From The Legal Perspective: The Malaysian Experience**  
*Shanta Mohan Balasubramaniam, Founder, Chambers of Shanta Mohan, Malaysia*
- 12.15 pm **Investigation of Claims Fraud - A Loss Adjuster's Perspective**  
*Tony Chapman, Complex Loss Director, McLarens, Singapore*
- 12.45 pm Q&A
- 1.00 pm Lunch

### Leaders' Forum: Collaboratively Tackling Claims Fraud Across the Industry

- 2.30 pm
  - How Can Insurers Cooperate Better for More Comprehensive Strategies
  - What Are the Gaps in Industry Data Sharing
  - Working Closely With Other Agencies to Crack Down on Fraudulent Claims
  - Latest Techniques in Combating Fraud and to Anticipate Future Needs
- Panellists:**
- *John Kenny, Head of Claims, Asia Capital Reinsurance Group, Singapore*
  - *Manu Mehta, Managing Director, Innovation Group (India) Claims Management Pvt Ltd*
  - *Anupam Sahay, Head of Insurance, Asia Pacific, Oliver Wyman, Singapore*
  - *Owen Hawkes, Partner, Forensic, KPMG, Singapore*
  - *Peter Haslebacher, Chief Operating Officer APAC, Shift Technology, Hong Kong*
- 3.30 pm Tea Break and End of Conference



# Asia Conference on Claims Management and Insurance Fraud

13-14 June 2017, Mandarin Orchard Hotel, Singapore

Registration Email: [weeling@asiainsurancereview.com](mailto:weeling@asiainsurancereview.com)

## Conference Registration

Registered by \_\_\_\_\_

To: Ms Wee Ling, Asia Insurance Review  
 69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583  
 DID: +65 6372 3167 • Fax: +65 6224 1091 • [www.asiainsurancereview.com](http://www.asiainsurancereview.com)  
 Co. Regn no.: 199 003 818 H • GST Regn no.: M2-009 466 93

### 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 12 May 2017)**      **Normal Registration**

Subscribers       US\$1,280      Subscribers       US\$1,780  
 Non-Subscribers       US\$1,580\*      Non-Subscribers       US\$1,980\*  
 (\*Free One Year Subscription to Print 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 2017

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: 6 June 2017

For cancellation in writing made before **12 May 2017**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **12 May 2017**. 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

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: \_\_\_\_\_

Card No.: \_\_\_\_\_

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

### Hotel Reservations:

<https://aws.passkey.com/go/fraud2017>

## Hotel Reservation Form

Attn: Ms Doris Cheong,  
 Assistant Director of Business Development  
 Email: [doris.cheong@meritushotels.com](mailto:doris.cheong@meritushotels.com)

**Mandarin Orchard Singapore, by Meritus**  
 333 Orchard Road, Singapore 238867  
 Tel: (65) 6737 4411 • Fax: (65) 6738 2382  
[www.meritushotels.com](http://www.meritushotels.com)

### PLEASE FILL IN GUEST PARTICULARS ON REGISTRATION FORM

Meritus Connect:  
 M01633

#### ARRIVAL DATE

Check in date: \_\_\_\_\_

Flight: \_\_\_\_\_ ETA: \_\_\_\_\_

#### DEPARTURE DATE

Check out date: \_\_\_\_\_

Flight: \_\_\_\_\_ ETD: \_\_\_\_\_

#### ROOM TYPE / ROOM RATE

##### Deluxe Room

- Single S\$300++ per night    Double S\$320++ per night

Room rate inclusive of daily Buffet Breakfast served in Triple Three at Level 5 and in-room Internet access

##### Meritus Club Room

- Single S\$400++ per night    Double S\$400++ per night

Room rate inclusive of access to Top of the M at Level 38/39, with all day refreshments including daily Buffet Breakfast and intern access

#### Room Preferences (subject to availability)

- Smoking       Non-smoking  
 King bedded       Twin bedded

- All room rates are subject to 10% service charge; and 7% Good Service Tax.
- Check-in time is at 14:00 hours; check-out time is at 11:00 hours
- All reservations require credit card guarantee and will receive a confirmation number from the hotel via fax or email.
- Guarantee policy: Should there be a no-show or cancellation for confirmed reservation, the full duration of room charge will be imposed.
- All reservations are to be guaranteed upon credit card details received.

#### LIMOUSINE ARRANGEMENT

- Not required  
 One (1) way limousine transfer from Airport to Hotel at S\$110.00 subject to 7% GST  
 One (1) way limousine transfer from Hotel to Airport at S\$110.00 subject to 7% GST  
 Return limousine transfer at S\$220.00 subject to 7% GST

Car pick up between 2300hr - 0700hr, a surcharge of S\$10 + 7% will be levied.

All pick-ups can be guaranteed upon credit card details received.

Additional comments/ special requirements:  
 \_\_\_\_\_  
 \_\_\_\_\_

#### RESERVATION GUARANTEE

##### Credit Card

- Visa       Mastercard    Amex  
 Diners       JCB

Credit Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ month \_\_\_\_\_ year

Cardholder's name: \_\_\_\_\_

Signature of Cardholder: \_\_\_\_\_