

# 6th Asia Motor Insurance and Claims Management Conference

30-31 July 2018, InterContinental Hanoi Westlake, Hanoi, Vietnam

Theme: "Motor Insurance at the Cross Roads – Shifting Gears, Going Automatic or Driverless"

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While Vietnam is still struggling with the traditional issues in motor insurance as a bread and butter issue, the rest of the world is looking at the age of autonomous vehicles. There are public concerns of safety, but the momentum of driverless cars is a reality. Insurance is being turned on its head with whether the insurance is bought by owner, driver, car manufacturer or software supplier.

Will compulsory auto premiums continue? Will there be fewer accidents? Will telematics and analytics take over? Are the barbarians entering the field? Will motor insurers become extinct? Tesla has already announced that they would offer a single price car with maintenance and insurance. Expect other players such as Google, GM, Uber and Lyft to follow suit, which eventually going to impacts insurers' revenues. The recent Uber's self-driving crash that killed

a pedestrian has set the clock back a bit and raised so many valid questions about insurance and liability too.

In the meantime, how will traditional motor markets work? What are the interim solutions? Will emerging markets like Vietnam be able to leapfrog the learning curve and fast forward instantly? What are the third party liability issues today where Uber has made every car a potential commercial vehicle? Can insurers shift gear to charge insurance based on usage of car **or only insure when using etc?** Hence, our 6th Asia Motor Insurance Conference will bring together key experts, old hands and newbies and the relevant technology players and apps to tackle these complex questions for a business that is on-going and facing the greatest onslaught of changes. Can technology ensure that all parties are covered?



**Pham Huy Cuong**  
Country Director Merimen Technologies (Viet Nam)



**Ngô Trung Dung**  
Deputy Secretary General, Insurance Association of Vietnam



**Manik Bucha**  
Head, Individual Personal Insurance, AIG Asia Pacific Insurance Pte Ltd



**Syed Ahmad Fuqaha Sd. Agil**  
Founder, KATSANA.com



**Dr Shane Richardson**  
Principal Forensic Engineer, Managing Director and Owner, Delta-V Experts



**Alex Leroux**  
Regional Director APAC, SightCall



**Aditya Vardhan Tibrewala**  
Regional Chief Actuary, Sampo Holdings (Asia) Pte Ltd



**Rudolf Frei**  
Managing Director, IBNR Insurance Consulting Ltd

## KEY TOPICS INCLUDE:

- Keynote address: The future of car insurance – Digital, predictive and usage-based
- Insurers and the future of mobility – Shifting the risk
- Usage-based insurance and autonomous Vehicles
- Car sharing and the gig economy
- AI – making claims process faster, smarter and more efficient
- Tariffs- how to get it right?
- Direct Marketing: A success story?
- Big Data – The present and future of connected car data
- Rethinking of underwriting motor fleets model
- Keys to effective fleet risk management
- Social role of motor insurance

### Focus on Combating Fraud

- Detection, prevention, and reduction of motor vehicle insurance fraud
- Forensic document examination in auto theft investigation
- The role of technology in reducing auto theft – IoT and Telematics
- Anti-theft and vehicle recovery system
- Vehicle Security and Key Data Analysis

### Claims Management

- Digital claims management – the insurance process of the future
- Visual reality – solution to enhances the claim experience and customer satisfaction
- Predictive modelling and text mining analytics for motor claims
- Autonomous vehicles impact on motor claims
- Optimise claims experience through payment innovation
- The art of adjusting – Best practices in handling claims
- Motor claims – Is customer satisfaction enough?
- Maintaining profit and cutting cost of claim

### Innovation and Technology

- Exploit insurance telematics and UBI
- Can telematics changing drivers' behaviour?
- Smart and connected cars – Open road for hackers
- How big data and AI shaping the future of car insurance

### Special Roundtable Focus on Vietnam Motor Market

### Special Panel on driverless cars: Liability and insurance

### Panel on sharing of experience in Motor Markets in Asia

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