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6th Asia Life Insurance Summit

11-12 July 2016, Mandarin Orchard Hotel, Singapore

Theme: "Reinventing the Life Business in the Smart Era"



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6th Asia Life Insurance Summit

11-12 July 2016, Mandarin Orchard Hotel, Singapore

The life market in Asia is booming, where life leads the insurance industry and its potential is the envy of the world. As the life industry enters a new and more challenging business environment where competition is intense, consumers becoming increasingly sophisticated and distribution facilities diversify with smart technology, CEOs need to refocus their strategic insights and vision to be a smart insurer to optimise the opportunities out there.

Asia Insurance Review is upping the notch at the 6th Asia Life Insurance Summit in Singapore with the theme of reinventing the life business. This 2-day Summit will bring together leading experts and key players to address critical issues and key challenges facing the life insurance markets in Asia today with concrete solutions to enable insurers to reach out to the masses in a relevant fashion to make insurance bought and not sold. There will also be discussions on responding to the changing needs of the policyholders through product innovation and branding, optimizing distribution models, the need to cover protection gaps in the life cycles of the individuals including medical, and changes in the regulatory landscape as well as strategies to drive your business in the changing environment and shore up your company's bottom line. There will also be case studies to draw lessons from past failures and success stories. This is a Summit to stay relevant for the future.

Who Should Attend

- CEOs, COOs, CFOs and CIOs of Life and Composite Insurance companies
- Wealth Management and Fund Managers
- Savings/Pension funds/ Unit Trusts entities
- Investment & Risk Analysts
- Banks
- Brokers
- Reinsurers
- Regulators
- Professionals Serving the Life Insurance Industry: Investment Managers, Actuaries, Auditors, Lawyers, IT Experts and Management Consultants

Register Now

Key Speakers include:



Jimmy Wang
Regional Manager, Munich Re Singapore (Life)



Kumjoo Huh
Managing Director, Kyobo Life Insurance Co Ltd, Korea



Bob Pain
Chairman, Investors Trust Assurance; and Chairman, Association of International Life Offices



Jerome Matrundola
Head Of North Asia And Regional Partnerships, SCOR Reinsurance Company (Asia) Limited, Hong Kong



Anita Menon
Chief Risk Officer, Prudential BSN Takaful Berhad, Malaysia



Nameer Khan
Group Head of Marketing and Corporate Communications / Strategy, Pak-Qatar Takaful Group, Pakistan



Mark Wallis
Managing Director, International Business Development, LIMRA & LOMA, Hong Kong



Manuel Heuer
Chief Operating Officer, dacadoo, Switzerland



Matthias de Ferrieres
Managing Director, Stark Group Pte Ltd, Singapore



Denis Hevey
Lead Coach/Consultant & Founder/CEO, Positive Performance Academy Ireland & Asia



Neelesh Chandola
Chief Operating Partner, Vision Investigation Services, India



Daisuke Iwase
President & Chief Operating Officer, Lifenet Insurance Company, Japan



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



Winnie Ching
Head of Health & Medical Solutions, Swiss Re, Singapore



Sharon Mullan
Managing Director, PMO Academy Ltd, Hong Kong



Kelly Yong
CEO, Aegon Direct & Affinity Marketing Services (Thailand) Ltd



Richard Vargo
Managing Director, Bancassurance, DBS Bank Ltd, Singapore



Dr Onn Keet Peng
President Director, PT. Aegon Marketing Services Indonesia

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PROGRAMME

Day One: 11 July 2016, Monday

8.00 am	Registration & Coffee
9.00 am	Welcome Address by Conference Chairman <i>Bharat Kannan, Chief Distribution Officer, MetLife Asia Ltd, Japan</i>
9.10 am	Leadership in the 21st Century – The Real Challenges to Life CEOs Today <i>Mark Wallis, Managing Director, International Business Development, LIMRA & LOMA, Hong Kong</i>
9.35 am	Life Insurance M&A for the Smart Era <i>John Spence, Regional Head, M&A and Strategy, Generali Asia, Hong Kong</i>
10.00 am	Breaking Out of the Straightjacket – An Opportunity For Our Industry <i>Winnie Ching, Head of Client Markets, Life & Health, South East Asia, Swiss Re, Singapore</i>
10.25 am	Q&A
10.35 am	Tea Break
Issues Affecting Life Business Today	
11.00 am	Understanding the Regulatory Reform Facing Life Insurance/ Takaful Industry Today <i>Anita Menon, Chief Risk Officer, Prudential BSN Takaful Berhad, Malaysia</i>
11.20 am	Making Reinsurance More Relevant to Life <i>Jimmy Wang, Regional Manager, Munich Re Singapore (Life)</i>
11.40 am	Time for an Upgrade in Leadership & Talent Development in Growing Greatness “A New Era of Being Better @ Getting Better to Harvest Our Full Potential” <i>Denis Hevey, Lead Coach/Consultant & Founder/CEO, Positive Performance Academy, Ireland & Asia</i>
12.00 nn	Q&A
12.10 pm	Lunch

Panel: Disruption in the Life Insurance Industry - The New Normal

1.30 pm	<ul style="list-style-type: none"> - Is the Industry Keeping Up With the Speed of Change - What are the Changes to the Marketplace and Product Design - When Does Innovation Become Disruption - Consumer Behavior as Enabler of Disruption - Change of Attitude and Needs
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Panellists include:

- **Bob Pain, Chairman, Investors Trust Assurance; and Chairman, Association of International Life Offices**
- **Ravinder Singh, General Manager, Life & Health, South & South East Asia, Hannover Re Malaysian Branch**
- **Matthias de Ferrieres, Managing Director, Stark Group Pte Ltd, Singapore**
- **Sharon Mullan, Managing Director, PMO Academy Ltd, Hong Kong**

Panel on Life Markets in the Region

2.30 pm	Development of the Life Market in Korea – Trends, Challenges and Opportunities <i>Kumjoo Huh, Managing Director, Kyobo Life Insurance Co Ltd, Korea</i>
	Overview of Japan Life Market <i>Daisuke Iwase, President & Chief Operating Officer, Lifenet Insurance Company, Japan</i>
	Critical Success Factors to Drive Life Business in the Changing Environment – The Indian Experience <i>Ashok Kumar, Chief Underwriter and Head of Claims, Max Life Insurance Company, India</i>
	Indonesia Life Market – Ready for Growth <i>Iwan Juwono, Consulting Actuary, Milliman Singapore</i>

3.30 pm Q&A

3.40 pm Tea Break

Special Dialogue Between Agency Force and Life Managers

4.00 pm	<ul style="list-style-type: none"> - Leadership Development - What is Changing in the 21st Century - An Agent's Expectations of a Life Insurance Company - Effective Recruitment of Sales Force and How to Retain Agents - Best Agency Practices <p>Panellists include:</p> <ul style="list-style-type: none"> • Mark Wallis, Managing Director, International Business Development, LIMRA & LOMA, Hong Kong • Sanjay Tolani, Managing Director & CEO, Goodwill World, UAE (Top of the Table-Youngest Life Member of MDRT) • S. K. Samy, Chairman, Asia Pacific Financial Services Association, Malaysia • Alfred Chia C K, CERTIFIED FINANCIAL PLANNER™; & Chairman for Marketing & Communication Board, Financial Planning Association of Singapore (FPAS)
4.40 pm	End of Day One

Day Two: 12 July 2016, Tuesday

New Business Trends

9.00 am	Maximising Customer Lifetime Value Through Direct Marketing <i>Dr Onn Keet Peng, President Director, PT. Aegon Marketing Services Indonesia</i>
9.25 am	Health Insurance Product Innovation – Distribution Channels, Penetration, Customer Service, Profitability <i>Laurent Pochat-Cottilloux, Regional Managing Director, Asia Pacific Health Reinsurance Markets, AXA Healthcare Management, Singapore</i>
9.45 am	How to Succeed in Online Distribution of Life Insurance Products – Special Case Study <i>Ravinder Singh, General Manager, Life & Health, South & South East Asia, Hannover Re Malaysian Branch</i>
10.05 am	Bancassurance in the Digital World <i>Richard Vargo, Managing Director, Bancassurance, DBS Bank Ltd, Singapore</i>
10.25 am	Q&A
10.35 am	Tea Break
11.00 am	Innovation – A Key Contributor to Growth in Life Insurance <i>Jerome Matrundola, Head of North Asia and Regional Partnerships, SCOR Reinsurance Company (Asia) Limited, Hong Kong</i>
11.25 am	Case Studies on Life Claim Investigations in Indian Perspective <i>Neesh Chandola, Chief Operating Partner, Vision Investigation Services, India</i>
11.50 am	How Digital Health and Lifestyle Technology Are Changing the Consumer Landscape and Implications for Life Insurers <i>Manuel Heuer, Chief Operating Officer, dacadoo, Switzerland</i>
12.10 pm	Q&A

Panel: Strategic Winning Force

12.20 pm	<ul style="list-style-type: none"> - The New Era of Customer Loyalty Management – Opportunities to Create Profitable Growth - How Customer Analytics Can Boost Retention - More Innovative Business Models, Policy Designs and Marketing Approaches - Case Studies on Innovative Distribution Channels to Attract the Next Generation of Customer <p>Panellists include:</p> <ul style="list-style-type: none"> • Kelly Yong, CEO, Aegon Direct & Affinity Marketing Services (Thailand) Ltd • Nameer Khan, Group Head of Bancassurance and Alternative Distribution Channels / Strategy, Pak-Qatar Takaful Group, Pakistan • Paul Brenchley, Head of Insurance Advisory, KPMG Singapore • Dwight W. Holcomb, CEO, HC Development, Inc, USA
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Panel: InsurTech as Game Changer

1.00 pm	<ul style="list-style-type: none"> - Opportunities and Threats of Digitization for the Life Business Model - From Agent Network to Digital Sales - Meeting Expectations of Digital Customers - New Talent Strategies to Embrace Technology Innovation While Managing New Operational Risks - Case Studies on Innovative Use of Technology in Life Insurance <p>Panellists include:</p> <ul style="list-style-type: none"> • Zia Zaman, Chief Innovation Officer, Asia and Head of Lumenlab MetLife Innovation Centre, MetLife Asia Ltd, Singapore • Manuel Heuer, Chief Operating Officer, dacadoo, Switzerland • Anupam Sahay, Head of Insurance, Asia Pacific, Oliver Wyman, Singapore • Sohila Kwan, Senior Accelerator Lead & Vice President, Asia, Swiss Re, Hong Kong
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1.40 pm **Lunch with Special Luncheon Address: What CEOs Must Know About Helping Agents in a Disrupted Market**
Sanjay Tolani, Managing Director & CEO, Goodwill World, UAE (Top of the Table-Youngest Life Member of MDRT)

3.00 pm End of Conference

6th Asia Life Insurance Summit

11-12 July 2016 • Mandarin Orchard Hotel, Singapore

Registration Email: michelle@asiainsurancereview.com

Conference Registration

Registered by _____

To: Ms Michelle, Asia Insurance Review
69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583
DID: +65 6372 3178 • Fax: +65 6224 1091 • 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 14 June 2016)

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 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 2016

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: 4 July 2016

For cancellation in writing made before **14 June 2016**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **14 June 2016**. 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://resweb.passkey.com/go/LAA2016>

Hotel Reservation Form

Attn: Ms Charlotte Chew,
Assistant Director of Business Development
Email: charlotte.chew@meritushotels.com

Mandarin Orchard Singapore, by Meritus
333 Orchard Road, Singapore 238867
Tel: (65) 6737 4411 • Fax: (65) 6738 2382
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 internet access

Room Preferences (subject to availability)

- Smoking Non-smoking
 King bedded Twin bedded

- All room rates are subject to 10% service charge; and 7% Goods 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: _____