

12th Asia Insurance Brokers' Summit

15-16 April 2024, M Hotel, Singapore



Theme: Shaping the New Age Modern Broker –
Rethink, Re-energise, Revitalise

Organised by:

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Ms Ritu Sharma

Email: ritu@asiainsurancereview.com

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In the ever-evolving landscape of the insurance industry, insurance brokers serve as trusted advisors to clients worldwide. As the leading global experts in risk, strategy, and people, brokers are at the forefront of change, navigating the path from the Industrial Revolution to the digital age.

The insurance industry is undergoing a significant transformation, driven by evolving customer expectations, digital innovation, and a rapidly changing regulatory environment. Insurance brokers, as the trusted intermediaries between clients and insurers, play a pivotal role in navigating this shifting landscape.

Embracing Digital Transformation: In a world increasingly driven by technology, insurance brokers are at a crossroads where digital transformation is no longer a choice but a business necessity.

It is imperative to align operations with the digital age, streamline processes, and enhance service delivery. Brokers must harness data analytics, artificial intelligence, and digital tools to provide clients with efficient, accessible, and real-time solutions. Embracing digital transformation allows brokers to meet the growing demands of a techsavvy clientele and adapt to the changing dynamics of the insurance landscape.

Optimizing Process Efficiencies: Efficient processes are the backbone of successful insurance brokerage. Brokers need to identify bottlenecks, reduce administrative burdens, and ensure seamless interactions within their organizations.

By investing in process automation, workflow management, and best practices, brokers can enhance productivity, minimize errors, and allocate more time and resources to strategic endeavors. Optimizing process efficiencies empowers brokers to focus on what matters most—providing exceptional service to clients while maintaining a competitive edge in a rapidly changing market.

Prioritizing Personalized Interactions: In a world where customer experience reigns supreme, personalized

interactions are the cornerstone of broker-client relationships.

The value of understanding individual client needs, preferences, and expectations cannot be overemphasized. Brokers must foster connections that go beyond transactions and focus on building trust and rapport. Prioritizing personalized interactions encourages brokers to actively listen to clients, offer tailored solutions, and provide ongoing support and advice. It emphasizes the human touch in a digital world, where genuine relationships and empathy are invaluable in cementing client loyalty and satisfaction.

Superior Client Experience: Brokers must recognize that they are not merely providers of insurance but partners in safeguarding the financial well-being of their clients. The commitment to delivering a superior client experience involves all aspects of the brokerage journey. It means offering transparent and easy-to-understand policies, promptly addressing client concerns, and continually monitoring and adapting to evolving client needs. A superior client experience is the linchpin that distinguishes brokers as the preferred choice in a competitive marketplace.

Asia Insurance Review is pleased to invite you to attend its **12th Edition of Asia Insurance Brokers' Summit** which is a must-attend event for leading broker firms, insurers, regulators, financial services providers, and industry players to come together to discuss and deliberate the pertinent issues.

The **12th Asia Insurance Brokers' Summit** is more than just an event; it's a gateway to the future. It's an opportunity to equip yourself with the knowledge and tools needed to thrive in an industry that is undergoing a remarkable transformation. With a focus on global excellence, technology insights, and customer-centricity, the conference sets the stage for innovation and success. Join us in Singapore, a thriving hub for innovation and collaboration, as we unlock the future of the insurance brokers community together. Let us Connect, innovate, and thrive together!

Who Should Attend

- Insurance Brokers
- CEOs & Senior Management of Insurance Companies
- Regulators & Supervisory Authorities
- Risk Managers
- Service Providers including Management Consultants, Lawyers, Technology Companies & Loss Adjusters

Key Topics

- The future of Modern Age Brokers: How will the industry evolve in the next 5-10 years? What are the key trends and challenges that brokers will face? How can brokers adapt to the changing landscape and thrive in the new environment?
- Client-Centricity 2.0 - As clients undergo a metamorphosis in their buying habits and expectations, brokers must morph accordingly and embark on a strategic journey to redefine client-centricity. Exploring how brokers can proactively shape their services to align with the dynamic needs of the new-age client. Navigate the uncharted territories of client relations, unveiling the strategies, technologies, and insights that will empower brokers to thrive in the next decade and beyond.
- Gaining insights into the changing regulatory dynamics – how brokers can adapt and thrive within the new frameworks across Asia
- Embracing Digital Transformation and exploring how brokers can leverage technology to enhance customer experiences, streamline operations, and drive growth
- Customer-Centric Approaches: Discussing how brokers can better understand their client's needs, provide tailored solutions, and foster long-term relationships
- Managing risk effectively and sharing best practices for identifying, assessing, and mitigating risks across various industries and sectors
- From Artificial to Real: How can the broker community integrate and capitalize on AI tools? Delving into the current and future challenges and pitfalls, shedding light on the fine balance between harnessing AI's capabilities and preserving the human touch in client interactions
- Product Innovation and Differentiation: Exploring the latest trends in product development and discovering opportunities for innovation to improve client experience and gain a competitive edge
- Delving into Environmental, Social, and Governance (ESG) considerations and the role of brokers in promoting sustainable and responsible insurance practices
- Market Insights and Regional Trends: Gaining insights on economic and market analysis for informed decision-making in Asia's insurance landscape
- Emerging Risks and Opportunities: Identifying and addressing emerging risks and capitalizing on new opportunities to help the clients remain competitive
- Understanding the growing importance of cyber insurance and how brokers can help clients navigate this complex field and keep their businesses resilient
- Becoming the insurance broker of the future: What skills and knowledge will insurance brokers need to succeed in the future? How can brokers develop the skills they need to embrace digital technologies, develop expertise in new risks, and provide a personalized and seamless customer experience?
- Are you winning the talent war? What are some of the best practices for developing and retaining talent in the insurance brokerage industry?
- Boosting your brand, generating leads, and winning clients: Practical tips on identifying different businesses, and industry sectors and measuring the effectiveness of marketing and promotional efforts
- Exploring the Potential of a High-Net-Worth Customer Base: Understanding the Evolving Needs and Expectations of High-Net-Worth Clients in the Changing Economic Landscape
- Maximizing M&A Success: From Navigating the Evolving Landscape to Effective Post-Merger Integration. Real case studies to avoid the common pitfalls
- Adapting to the Evolution of E-Trading: Strategies for Insurance Brokers in a Changing Landscape. How is this trend affecting both traditional brokers and customers? Explore strategies for brokers to adapt, maintain valuable customer relationships, and meet evolving customer expectations.

DAY ONE – 15th April 2024

8.00am Registration & Welcome Coffee

9.00am



Chairperson's Opening Remarks & Introduction to the Conference Theme

Stuart Anderson

Chief Executive Officer – Asia, NCI Brokers (Asia)

9.15am



Managing Risk Effectively and Sharing Best Practices for Identifying, Assessing, and Mitigating Risks Across Various Industries and Sectors

James Addington-Smith

President, Marsh Asia

9.45am



The Role of Technology in Life Insurance Distribution - Lessons from China for the Region

Ben Lin

Co-Chairman & Chief Strategy Officer, Fanhua Inc., China

10.15am



The Future of Modern Age Brokers: How Will the Industry Evolve in the Next 5-10 years? What are the Key Trends and Challenges that Brokers will Face? How Can Brokers Adapt to the Changing Landscape and Thrive in the New Environment?

Philip Johnson

CEO Designate - APAC, Price Forbes Broking (Asia)

10.45am



Presentation on the General Insurance Broking: A Foundation Programme for 2024

Perry Tan

Head, Technical Training, Singapore College of Insurance

10.55am Interactive Q&A Session

11.05am Morning Refreshments Break

11.35am



The Future is Flexible

Heena Bose

Chief Executive Officer, Singapore, Pacific Prime CXA Singapore



Aya Alimkulova

Head of Corporate Sales, Employee Health and Benefits Singapore, Pacific Prime CXA Singapore

12.05pm

Power Talk / Panel Discussion

Becoming the Insurance Broker of the Future: What Skills and Knowledge Will Insurance Brokers Need to Succeed in the Future? How Can Brokers Develop the Skills They Need to Embrace Digital Technologies, Develop Expertise in New Risks, and Provide a Personalized and Seamless Customer Experience?



Moderator

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Distinguished Panelists

Gurpal Singh Dhingra

Joint Managing Director, Prudent Insurance Brokers, India



Engr. Jeremy Jacob Y. Abaño

President & Chief Executive Officer, KRM Reinsurance Brokers Phils.



Philip Johnson

CEO Designate - APAC, Price Forbes Broking (Asia)



Bambang Suseno

President Director - PT Mitra Harmoni Insurance Broker & Chairman – The Association of Indonesian Qualified Insurance and Reinsurance Brokers (APARI)

12.45pm

Interactive Q&A Session

1.00pm Networking Lunch

2.30pm



Customer-Centric Approaches: Discussing How Brokers Can Better Understand Their Client's Needs, Provide Tailored Solutions, and Foster Long-term Relationships

Stuart Anderson

Chief Executive Officer - Asia, NCI Brokers (Asia)

3.00pm



The Innovation Fallacy : What Staying Ahead Truly Means?

Abdul Halim Jantan

Group Managing Director - Sterling Group of Companies

3.30pm



Advancing Insurance Brokers: A Case Study on Enhancing Risk Management With Technology in Indonesia Credit Insurance

Bambang Suseno

President Director - PT Mitra Harmoni Insurance Broker & Chairman – The Association of Indonesian Qualified Insurance and Reinsurance Brokers (APARI)

4.00pm Interactive Q&A Session

4.15pm Chairperson's Closing Remarks and Networking Tea

5.00pm End of Day One

DAY TWO – 16th April 2024

8.00am Registration & Welcome Coffee

9.00am Chairperson's Opening Remarks & Introduction to the Conference Theme

9.00am



Chairperson's Opening Remarks & Introduction to the Conference Theme

Julian Coates

Chief Executive Officer, Asia, Honan Insurance Group

9.15am



Global Risks Report 2024

Satoru Hiraga

President, Japan Insurance Brokers Association (JIBA)

9.45am



Client-Centricity 2.0 - As Clients Undergo a Metamorphosis in Their Buying Habits and Expectations, Brokers Must Morph Accordingly and Embark on a Strategic Journey to Redefine Client-Centricity. Exploring How Brokers Can Proactively Shape Their Services to Align With the Dynamic Needs of the New-age Client

Yulius Bhayangkara

Chairman, Association of Indonesian Insurance and Reinsurance Brokers (APPARINDO)

10.15am



The Changing Role of The Intermediary

Francis Savari

Chief Executive Officer, UIB Asia Reinsurance Brokers

10.45am

Interactive Q&A Session

10.55am

Morning Refreshments Break

11.25am

Power Talk / Panel Discussion

Are you Winning the Talent War? What are Some of the Best Practices for Developing and Retaining Talent in the Insurance Brokerage Industry? How Do You Become the Employer of Choice?



Moderator

Julian Coates

Chief Executive Officer, Asia, Honan Insurance Group



Distinguished Panelists

Engr. Jeremy Jacob Y. Abaño

President & Chief Executive Officer, KRM Reinsurance Brokers Phils



Satoru Hiraga

President, Japan Insurance Brokers Association (JIBA)



Ir. R. Ricky S. Natapradja

President Director, J.B. Boda Viva Indonesia Reinsurance Brokers

12.00pm



Delving Into Environmental, Social, and Governance (ESG) Considerations and the Role of Brokers in Promoting Sustainable and Responsible Insurance Practices

Thomas Yip

Management Committee Member, The Cambodian Insurance Brokers Association

12.30pm



Market Insights and Regional Trends: Gaining insights on Economic and Market Analysis for Informed Decision-making in Asia's Insurance Landscape

Kenny Yap

Senior Vice President, Head of Corporate Distribution, Head of Regional & Global Programme, MSIG Insurance Singapore

1.00pm

Interactive Q&A Session

1.10pm

Networking Lunch

2.10pm



The Insurer Strikes Back: Indonesia's New Credit Insurance Regulation, and the Impact on the Banking and Insurance Sectors

Ir. R. Ricky S. Natapradja

President Director, J.B. Boda Viva Indonesia Reinsurance Brokers

2.40pm



Gaining Insights on AI Underwriting: Streamlining Workflows, Optimizing Pricing Strategies, and Delivering More Personalized Products and Services to Customers

Barry Robinson

Head of Corporate Underwriting and Broker Distribution, QBE Insurance

3.10pm



Claims - Are Brokers a Help or a Hindrance on Specialty Related Claims in Asia

Aaron Yip

Chief Executive, Singapore Branch & Chief Underwriting Officer, Asia Berkley Insurance Asia

3.40pm	Interactive Q&A Session
4.00pm	Chairperson's Closing Remarks and Networking Drinks
4.30pm	End of the Conference

Note: Programme is subject to change.

12th Asia Insurance Brokers' Summit

15-16 April 2024, M Hotel, Singapore

Registration Email: weeling@asiainsurancereview.com

Registration

To: Ms Wee Ling, Asia Insurance Review

103A Amoy Street, Singapore 069 923

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PERSONAL PARTICULARS

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Last Name/ Surname: _____

Nationality _____

Passport No _____

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Address _____

Country _____

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Cellular: () _____

Fax: () _____

email: _____

REGISTRATION

Early Bird (valid till 15 March 2024)

Subscribers ☐ US\$1,280

Non-Subscribers ☐ US\$1,580*

(*Free One Year Subscription to Digital Edition of Asia Insurance Review & AIR eDaily)

Normal Registration

Subscribers ☐ US\$1,780

Non-Subscribers ☐ US\$1,980*

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 2024

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: 5 April 2024

For cancellation in writing made before **5 April 2024**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **5 April 2024**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

☐ Telegraphic / Bank 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

*A 5% surcharge is applicable as bank charges for all credit card payments.

Card Holder's Name: _____

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Date: _____

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

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

Hotel Reservation:

Email: Reservations.MHS@millenniumhotels.com

Hotel Contact

Attn: Reservation (Email: Reservations.MHS@millenniumhotels.com)

cc: Jansen Tay, Email: jansen.tay@millenniumhotels.com; Jamir Crisostomo, Email: jamir.crisostomo@millenniumhotels.com

M Hotel Singapore

Anson Rd, 81, Singapore 079908

+65 6224 1133

<https://www.millenniumhotels.com/en/singapore/m-hotel-singapore/>

Room Rate

☐ **Deluxe Room at SGD\$260.00++** per room per night (Single) inclusive of 1 daily breakfast & internet access

☐ **Deluxe Room at SGD\$285.00++** per room per night (Double) inclusive of 2 daily breakfasts & internet access

• Non-guaranteed blockage and rooms will be subjected to availability upon reservation.

• Rate quoted are subject to 10% service charge and prevailing government taxes.

For speaking, sponsorship and partnership opportunities,
email: ritu@asiainsurancereview.com or sheela@asiainsurancereview.com