

Co-host:



Organised by:



# INTERNATIONAL INSURANCE SUMMIT & TÜRKİYE RENDEZVOUS rd XVI International Istanbul Insurance Conference

Theme: **Narrowing the Protection Gap: Türkiye's  
Journey to Resilience and Sustainability**

1-2 October 2024 - Sheraton Grand Ataşehir İstanbul, Türkiye

Co-hosts:



SİGORTA TATBİKATÇILARI DERNEĞİ  
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For speaking, sponsorship and partnership opportunities:

Ms Ritu Sharma / Ms Sheela Suppiah

Email: [ritu@meinsurancereview.com](mailto:ritu@meinsurancereview.com) / Email: [sheela@meinsurancereview.com](mailto:sheela@meinsurancereview.com)

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In a world increasingly characterized by uncertainty and rapid change, the importance of a resilient and sustainable insurance sector cannot be overstated.

In recent years, Türkiye has emerged as a pivotal player in the global insurance landscape, marked by a blend of economic resilience, technological advancement, and evolving consumer needs.

### **Building Trust in a Changing World**

The protection gap remains a significant barrier to economic stability and individual security. This gap highlights vulnerabilities in our systems and underscores the urgent need for innovative solutions and comprehensive strategies.

Moreover, sustainability and environmental consciousness are increasingly influencing insurance practices in Türkiye. As climate change poses new risks and challenges, insurers are proactively developing products and services tailored to address environmental concerns and promote resilience. From green insurance solutions to sustainable investment strategies, the industry is aligning with global sustainability goals while mitigating climate-related risks for businesses and individuals alike.

While natural disasters like earthquakes are unpredictable, their financial consequences can be mitigated through proper insurance coverage. Insurance companies can play a crucial role in narrowing the protection gap by implementing several strategies.

The efforts by insurance companies in Türkiye demonstrate a concerted effort to narrow the protection gap, ensuring that more individuals and properties are covered against the risk of earthquakes. While challenges remain, the progress made so far highlights the positive impact of industry initiatives and collaboration.

### **Charting the Course for Growth: Bridging the Gap for Sustainable Success**

The Turkish insurance market boasts immense potential, fuelled by a young and growing

population with rising disposable income. Yet, a significant portion of the population remains vulnerable due to underinsurance. This “protection gap” needs to be bridged for overall financial resilience and boosting long-term stability for both individuals and the industry as a whole.

### **Embracing Technological Advancements**

One of the most compelling trends reshaping the Turkish insurance sector is the rapid integration of digital technologies. From AI-driven underwriting processes to blockchain-enabled claims management, insurers are harnessing the power of innovation to enhance operational efficiency, mitigate risks, and deliver personalized experiences to policyholders. This digital revolution not only streamlines traditional insurance processes but also fosters a culture of proactive risk management and customer-centricity.

As we navigate the evolving landscape of Turkish insurance, collaboration and knowledge-sharing are paramount. Middle East Insurance Review in partnership with the XVI International Istanbul Insurance Conference and the 3rd International Insurance Summit is pleased to present the official industry event as part of the Insurance Week, providing a unique opportunity for industry stakeholders to exchange insights, forge strategic partnerships, and chart a course towards a more resilient, inclusive, and innovative insurance sector.

This conference brings together thought leaders, policymakers, industry experts, and innovators from around the globe to share insights, engage actively in the discussions, share their expertise, and experiences, and collaborate on innovative solutions. Together, we can drive the transformation needed to close the wide protection gap, create a more resilient and sustainable future for Türkiye and beyond.

### **Who Should Attend**

- **CEOs and senior management of insurance and reinsurance companies**
- **Insurance and reinsurance brokers**
- **Management consultants, service providers, lawyers, technology companies and loss adjusters Regulators & supervisory authorities**
- **Risk managers**
- **Banks and financial institutions**
- **Climate Change Experts & Agencies**
- **Companies keen to tap into the potential of Türkiye's market**

# Key Topics

## 1. Future of Insurance: Trends, Predictions and its Relevance to Türkiye Insurance Industry

- Identifying emerging trends and technologies shaping the future of insurance
- Exploring the impact of demographic and societal changes on insurance demand.
- Developing strategies to stay ahead of industry disruptions and challenges

## 2. Keeping Abreast of Regulatory Changes and Compliance

- Understanding the impact of new regulations on the insurance industry
- Adapting compliance strategies to meet evolving regulatory requirements
- Engaging with regulators to shape future policy developments

## 3. Bridging Türkiye's Protection Gap: Leveraging ESG Principles for Sustainable and Resilient Solutions

- Assessing and Reducing the Protection Gap: Implementing targeted strategies to increase insurance coverage, focusing on underserved communities and high-risk areas
- Integrating Environmental, Social, and Governance (ESG) : Support investments in sustainable projects and initiatives that address environmental risks and enhance disaster resilience
- Enhancing Collaboration and Policy Support: Strengthening partnerships between the government, insurance companies, and ESG-focused organizations to create a unified approach to reducing the protection gap .

## 4. Designing Customer-Centric Insurance Strategies

- Designing personalized insurance products based on customer needs and behaviors.
- Utilizing digital channels for improved customer engagement and support. .
- Enhancing customer loyalty through seamless and efficient service delivery.

## 5. Enhancing Earthquake Resilience in Türkiye: Addressing Critical Issues and Bridging the Protection Gap

- Increasing Insurance Penetration and Public Awareness
- Improving Claims Processing and Technological Integration
- Strengthening collaborations between the government, private insurers, and other

stakeholders to develop comprehensive risk management strategies

## 6. Lessons from the Türkiye Earthquake: Ensuring Comprehensive Coverage and Addressing Critical Issues in Health Insurance

- Expanding Health Insurance Coverage and Public Awareness: Develop affordable health insurance products that include coverage for earthquake-related injuries and health impacts
- Improving Emergency Health Response and Coverage: Ensure health insurance policies include provisions for immediate and extensive medical care following earthquakes
- Strengthening Collaboration and Policy Support: Foster stronger partnerships between the government, insurance companies, healthcare providers, and community organizations

## 7. The Future of Life Insurance in Türkiye: Addressing Underinsurance and Developing Innovative Products for a Changing Demographic

- Bridging the Protection Gap: Analyze factors leading to underinsurance in life insurance, and explore strategies like micro-life insurance and simplified products to reach wider segments
- Catering to Evolving Needs: Discuss life insurance products tailored for the growing youth population, including options for student loan repayment or critical illness coverage for young professionals .
- Strengthening Microinsurance and Financial Inclusion

## 8. Developing Robust Cyber Insurance and Risk Management

- Assessing the evolving landscape of cyber threats and vulnerabilities.
- Developing comprehensive cyber insurance policies to protect against data breaches
- Implementing best practices for cyber risk management and mitigation

## 9. Implementing IFRS 17 in the Turkish Insurance Market: Implementation Updates and Market Study

- The Impact of IFRS 17 on Financial Reporting and Risk Management
- Leveraging IFRS 17 for Improved Decision-Making
- The Future of Insurance Accounting under IFRS 17

## **10. Global Reinsurers and Their Crucial Role in Protecting Türkiye's Insurance Market: Insights and Perspectives**

- The Role of Global Reinsurers in Türkiye's Insurance Market: Highlighting case studies of successful collaborations between global reinsurers and Turkish insurance companies in managing catastrophic risks
- Challenges and Needs in Reinsurance for Türkiye: Identifying the specific reinsurance needs of the Turkish market, including capacity building, tailored risk solutions, and financial stability
- Perspectives from Local Reinsurers: Insights from local reinsurers on the benefits and limitations of current reinsurance arrangements and strategies for enhancing collaboration between local and global reinsurers to better protect Türkiye's insurance market and reduce the protection gap

## **11. Examining Implications of Climate Change and Developing Catastrophe Insurance**

- Developing insurance solutions to address climate-related risks and natural disasters
- Promoting resilience and preparedness through proactive risk management
- Engaging with stakeholders to build climate-resilient communities

## **12. Enhancing Insurance Marketing and Distribution Strategies**

- Utilizing digital marketing techniques to reach and engage customers
- Developing omni-channel distribution strategies to enhance accessibility
- Leveraging customer data to tailor marketing campaigns and improve RO

## **13. Robust Risk Management and Mitigation Strategies**

- Implementing enterprise risk management frameworks to identify and manage risks
- Developing strategies for mitigating operational, financial, and strategic risks
- Leveraging technology to enhance risk monitoring and reporting

## **14. Strengthening Fraud Detection and Prevention**

- Utilizing advanced analytics and AI to detect and prevent insurance fraud
- Implementing robust anti-fraud measures and monitoring systems
- Collaborating with stakeholders to share information and combat fraud effectively

## **15. Embracing Technological Advancements in Insurance**

- Leveraging AI and machine learning for better underwriting and claims processing
- Implementing big data analytics to enhance risk assessment and customer insights
- Adopting blockchain technology for secure and transparent transactions



## Day One: 1<sup>st</sup> October 2024, Tuesday

- 8.00am Registration & Breakfast
- 9.00am Opening Remarks
- 9.15am Welcome Remarks
- 9.30am Keynote Address
- 9.45am Industry Address
- 10.15am Coffee Break and Networking
- 10.30am Session 1: Assessing Insurance Protection Gaps in Key Areas: Natural Disasters, Cybersecurity, Life & Healthcare, and Retirement Pensions – Insights and Strategies to Enhance Coverage and Resilience



Moderator:

**Özgür Obali**

Secretary General, Insurance Association of Türkiye



Panellists:

**Atinc Yilmaz**

Regional CEO & Chairman, Howden Türkiye



**Alper Yapalak**

Associate Director, Huntington Partners LLP



**Zorana Pejic**

Chairman, Sors Academy Belgrade

12.00pm Lunch

2.00pm Keynote Address

2.30pm Session 2: Bridging the Retirement Income Protection Gap – Seizing the Opportunities and Overcoming the Challenges



3.45pm Coffee Break and Networking

4.00pm Motivational Address

4.30pm Session 3: The Future of Life Insurance in Türkiye: Addressing Underinsurance, Bridging Gender Inequality and Developing Innovative Products for a Changing Demographic



Moderator:

**Vasilis Katsipis**

General Manager, Market Development - MENA, South & Central Asia, A.M. Best

5.45pm End of Day 1 Sessions

7.00pm Gala Cocktail

## Day Two: 2<sup>nd</sup> October 2024, Wednesday

8.00am Registration & Breakfast

9.00am



**Opening Remarks**

**Fahri Altıngöz**

Chairman and Managing Director, Orenda Grup Sigorta ve Reasurans Brokerliği A.Ş.

9.20am



**Welcome Address**

**Özgür Obalı**

Secretary General, Insurance Association of Türkiye

9.40am Industry Address

10.10am



**Keynote Address**

**Ziya Aliyev**

Executive Director, Central Bank of the Republic of Azerbaijan

10.30am



**Keynote Address**

**Prof. Sinan Akkar**

Director of Catastrophe Modeling and Data Analytics Department  
T-Rupt Technology

10.50am **Coffee Break and Networking**

11:05am **Session 1: Enhancing Earthquake Resilience in Turkey: Addressing Critical Issues and Bridging the Protection Gap**



Moderator:

**Andrew Woodward**

Regional Head, Middle East & Türkiye, Lloyd's Limited



Panellists:

**Erdem Karabostan**

General Manager, T-Rupt Technology



**Dr Ceyhun Eren**

Risk Engineering and Allianz Teknik Director, Allianz Türkiye



**Yavuz Ölken**

CEO, AXA Sigorta



**Esther Baur**

Head Public Sector Solutions Europe, Swiss Re



**Michael Roth**

Public Sector Practice Lead , Munich Re Capital Partners



**Özgür Bülent Koç**

Deputy General Manager, Turk Reinsurance

12.50pm **Lunch**

2.00pm



**Keynote Address**

**Ahmet Yaşar**

President, Maher Holding Insurance Group

2.20pm

**Session 2: Unleashing the Power of AI, Machine Learning, and Emerging Technologies in Insurance: Applications, Challenges, and Opportunities**



Panellists:

**Cenk Tabakoğlu**

Chief Executive Officer, Lumnion



**Dario Schiller**

Chief Operations Officer, Ultimate Risk Solutions Italia



**Korhan Kuyu**

Deputy Chief Executive, Anadolu Sigorta

3.35pm **Tea Break**

3.50pm **Session 3: Interactive and Open Discussion**

4.50pm **Closing Remarks**



**Sheela Suppiah**

CEO, Asia Insurance Review & Middle East Insurance Review



**Menekşe Uçaroğlu**

Deputy President, Sigorta Tatbikatçileri Dernegi (STD)

6.30pm **Smart-i Awards 2024 Ceremony**

**Note: Programme is subject to change.**



The Türkiye Insurance Week 2024 Presents  
**3rd International Insurance Summit & Türkiye Rendezvous  
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1-2 Oct 2024, Sheraton Grand  
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Registration Email: [loga@meinsurancereview.com](mailto:loga@meinsurancereview.com)

## Registration

To: Ms Loga, Middle East Insurance Review

103A Amoy Street, Singapore 069 923

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Last Name/ Surname: \_\_\_\_\_

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### REGISTRATION

#### Early Bird (valid till 1<sup>st</sup> September 2024)

#### Normal Registration

Subscribers ☐ US\$1,280

Non-Subscribers ☐ US\$1,580\*

Subscribers ☐ US\$1,780

Non-Subscribers ☐ US\$1,980\*

(\*Free One Year Subscription to Digital Edition of Middle East Insurance Review & MEIR eDaily)

**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: 24 September 2024

For cancellation in writing made before **24 September 2024**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **24 September 2024**. However, substitution or replacement of delegates will be allowed.

### PAYMENT

I undertake to indemnify the organisers for all bank charges

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Reservation Team

Email : [reservation@sheratonatasehir.com](mailto:reservation@sheratonatasehir.com)

**Sheraton Grand İstanbul Ataşehir**

Barbaros Mah. Mor Sümbül Sok. No:1

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