



# INTERNATIONAL CLAIMS CONVENTION

Organised by



THE MALAYSIAN INSURANCE INSTITUTE

## “Claims in A Changing World”

26 & 27 March 2018 (Monday & Tuesday) | Ballroom, Sime Darby Convention Centre, Kuala Lumpur

### Topic Highlights

1. Legal issues in relation to claims
2. Formation of a Fraud Investigation Body in Malaysia
3. The Fraud Triangle and its Case Study
4. Staying One Gear Ahead on Motor Warranty Claims
5. How to mitigate claim leakage and improve customer service experience for medical plans
6. Flood Claims Experience in Thailand
7. Spoliation of evidence – how does this impact upon a forensic investigation
8. Risks in Marine Cargo – An underwriters Prospective
9. Forensic Engineering Investigation

### Who Should attend:

- Claims Managers
- Loss Adjusters
- Underwriters & Reinsurers
- Insurance Brokers
- Regulators
- Judges/Lawyers
- Interested parties

### Speakers Include:



*Aaron Le Marquer*

Tilleke & Gibbins, Thailand



*Nikos Kouvaras*

Swiss Reinsurance Company Ltd, Singapore



*Andrew Fyfe*

City of London Police



*Harj Sandhu*

NexAssure Group



*Mahendran Samiappan,*

Insurance Services Malaysia



*Bruce Swales*

Envista Forensics Pte Ltd



*Keith Nygaard*

Envista Forensics Pte Ltd



*Ir. Mohd Rasid Osman*

Malaysian Institute of Road Safety Research (MIROS)



*Mike Davies*

XL Insurance Company SE



*Wan Zairi Afhtar Ishak,*

Director of Investigator, My Private Eye Consulting Sdn Bhd

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### Supporting Associations



Persatuan Insurans Hayat Malaysia  
Life Insurance Association of Malaysia



### Supporting Partners



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## What do we have for you this year?

In light of the demanding world of claims, innovative technologies are used to create a continuously-changing and evolving claims environment. As insurance markets grow and consolidate, speed and efficiency of claims assessment and management processes will become vital necessities which could eventually result in another competitive edge for insurers to differentiate themselves.

The Malaysian Insurance Institute (MII) will set the stage for the International Claims Convention 2018 in Kuala Lumpur on 26 and 27 March 2018 at Sime Darby Convention Centre, Kuala Lumpur with the theme “Claims in A Changing World”.

The two-day convention will look at the changing environment that brings the unpredictable challenges to the insurance industry in managing claims. The topics to be delivered will incorporate perspectives from both domestic and regional contexts. This 8th International Claims Convention will focus on real-life case studies and lessons learned.



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# 2018 International Claims Convention | Claims in A Changing World

26 & 27 March 2018 | Ballroom, Sime Darby Convention Centre, Kuala Lumpur

Day 1   26 March 2018		Day 2   27 March 2018	
8.00 am	Registration and Refreshments	8.00 am	Registration and Refreshments
9.00 am	Welcoming Address	9.00 am	Session 8: "Leveraging on the Latest Developments in the Malaysia Credit Reporting Services Industry." <b>Wong Kum Chong</b> Chief Executive Officer, Credit Bureau Malaysia
9.15 am	Session 1: "Legal issues in relation to claims" <b>Jayaveeran Naicker</b> , Partner, Naicker & Assoc	9.30 am	Session 9: "Resilient Cities: Pathway to A More Sustainable Future" <b>Iqro Glentar</b> General Manager, SMART Risk Management Consultant
10.00 am	Session 2: "Case Study Sharing - Three past Malaysian C.A.R claims scenario presentation and its analysis" 1. Railway project loss 2. Earthworks - slope failure 3. Spun and sheet pile works displacement <b>Ir. Pooba Mahalingam</b> , Regional General Insurance Trainer and Consultant for Insurers and Brokers	10.15 am	Session 10: "Product liability claims investigation" <b>Keith Nygaard</b> , Senior Technical Consultant, Envista Forensics Pte Ltd
10.45 am	Networking Tea Break	10.50 am	Networking Tea Break
11.00 am	Session 3: "Staying One Gear Ahead on Motor Warranty Claims" <b>Harj Sandhu</b> , Business Development Director, NexAssure Group	11.00 am	Session 11: "Advanced Technique in Investigating Marine Hull & Machinery Claims and General Average" <b>Syed A Marican</b> , Senior Adjuster, Marine Claims Office
11.45 am	Session 4: "How to mitigate claim leakage and improve customer service experience for medical plans" <b>Nikos Kouvaras</b> , Head Medical Operations and Claims; Vice President, Life and Health, Swiss Reinsurance Company Ltd, Singapore	11.40 pm	Session 12: "Risks in Marine Cargo – An Underwriters Prospective" <b>Mike Davies</b> , Chief Underwriting Officer, Marine Asia Pacific, Catlin Singapore Pte Ltd
12.30 pm	Networking Lunch	12.20 pm	Session 13: "IT Solution – Latest Claims management solution – predictive analysis in claims" <b>Srvinasan R</b> , SVP, Head of Insurance Products, KG Information Systems Sdn Bhd
2.00 pm	Opening Address by <b>Antony Lee</b> , Chairman of Persatuan Insurance Am Malaysia (PIAM)	1.00 pm	Networking Lunch
2.20 pm	Session 5: "The Fraud Triangle and its Case Study" <b>Andrew Fyfe</b> , Detective Chief Inspector, Insurance Fraud Enforcement Department, City of London Police	2.00 pm	Session 14: "The Impact of New Technologies on Claims Processing" <b>Francois Metzler</b> Managing Director – ASEAN Insurance Lead, Accenture
3.05 pm	Session 6: "Reinsurance Claims Handling – Lessons Learnt from the Thai Floods" <b>Aaron Le Marquer</b> , Partner, Tilleke & Gibbins, Thailand	2.40 pm	Session 15: "Forensic Investigation In Motor Vehicle Accident Reconstruction" <b>Danny Su</b> , Senior Forensic Consultant, Approve Forensic
3.50 pm	Networking Tea Break	3.20 pm	Session 16: "Spoliation of evidence – How does this impact upon a forensic investigation?" <b>Bruce Swales</b> Managing Director, Asia Pacific, Envista Forensics Pte Ltd
4.00 pm	Forum: "Formation of a Fraud Investigation Body in Malaysia" Keynote Presentation: <b>Andrew Fyfe</b> Detective Chief Inspector, Insurance Fraud Enforcement Department, City of London Police  Moderator: <b>Dato' Hj. Syed Moheeb Syed Kamarulzaman</b> , CEO of The Malaysian Insurance Institute Panelist: <ul style="list-style-type: none"> <li><b>Mahendran Samiappan</b>, CEO of Insurance Services Malaysia</li> <li><b>Wan Zairi Afhtar Ishak</b>, Director of Investigator, My Private Eye Consulting Sdn Bhd</li> <li><b>Ramakrishnan Kervsseben</b>, Director / CEO, Malayan Adjustment Company</li> </ul>	4.00 pm	Session 17: "Road Safety: Engineering and Research Perspective" <b>Ir. Mohd Rasid Osman</b> Director, Vehicle Safety and Biomechanics Research Centre, MIROS
5.30 pm	End of day 1	4.45 pm	Networking Tea Break and End of Conference

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