



THE MALAYSIAN INSURANCE INSTITUTE

30 & 31 OCTOBER 2017

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# MALAYSIAN INSURANCE SUMMIT

SUNWAY PUTRA HOTEL, KUALA LUMPUR



**GUEST OF HONOUR:**  
Tan Sri Muhammad bin Ibrahim  
Governor of  
Central Bank of Malaysia

**Towards Resilience: Are We On the Right Path?**



**Welcome Address by:**  
Hashim Harun  
Chairman of The Malaysian Insurance Institute



**Antony Lee**,  
Chairman, Persatuan  
Insurans Am Malaysia  
(PIAM)



**Dr. Eddy Chong Siong Choy**,  
Chief Technical Officer,  
Finance Accreditation Agency  
(FAA)



**Professor W. Jean Kwon**,  
Ph.D., Edwin A.C. Manton  
Chair Professor in International  
Insurance and Risk Management,  
The School of Risk Management,  
St. John's University



**Evert Ong Pheng Hong**  
CEO - Asia Pacific &  
Middle East of  
Cartrack Technologies



**Farzana Ismail**,  
Head of Life Insurance  
and Family Takaful  
Consulting,  
Milliman Consulting



**Helen Roberts**  
Regional Manager,  
Asia Pacific, Chartered  
Insurance Institute (CII)



**Kevin Steer**  
CEO, One Two One  
Advisor Sdn. Bhd.



**Jeremy Wall**  
Founder & Group  
Managing Director,  
JPWall Hong Kong



**Ramzi Toubassy**,  
Vice President /  
Chairman Industry  
Promotion Committee  
LIAM



**Malizon Omar**  
Chairman, Women  
Institute of  
Management Malaysia



**May S. Dawal**  
Chief Executive Officer,  
CARD MBA



**Daryl Png**  
Product Evangelist, AIG



**Peter Miller**  
Head Insurtech PINS.co;  
Co-founder DAS



**Thomas Dijnoh**  
Vice-President  
Asia-Pacific of  
dacadoo AG



**Chay Wilkinson**,  
Claims Director -  
Asia Pacific, Market  
International Singapore  
Pte Ltd



**P.A. Sharon**  
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ASSOCIATION OF MALAYSIAN LOSS ADJUSTERS (1991)



LIAM International Insurance Association

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Day 1 | 30 October 2017

8.00 am	Registration and Refreshments
9.00 am	Ethical Leadership Within Civilisational Wisdom <b>Dr. Mohd Nizam bin Mohd Ali</b> , Senior Director, Malaysian Institute of Integrity
9.40 am	Harmonization of ASEAN Learning Standard – The Way Forward for AEC <b>Dr Eddy Chong Siong Choy</b> , Chief Technical Officer, Finance Accreditation Agency (FAA)
10.20 am	Telematics Beyond Risk Management: Engagement Tool of the Future <b>Daryl Png</b> , Product Evangelist, AIG Singapore
11.00 am	Networking Break
11.20 am	Turning Life Actuaries to Casualty Actuaries <b>Jeremy Wall</b> , Founder & Group Managing Director, JPWall
12.00 pm	Presentation 3: The UK Aldermanbury Declaration 2010 – Lessons for Malaysia <b>Helen Roberts</b> , Regional Manager, Asia Pacific, Chartered Insurance Institute (CII)
12.45 pm	Lunch
2.00 pm	Preview of ASEAN Insurance Pulse <ul style="list-style-type: none"> <li>• <b>Zainudin Ishak</b>, President &amp; Chief Executive Officer, Malaysian Reinsurance Berhad</li> <li>• <b>Dr. Kai-Uwe Schanz</b>, Chairman and Partner, Dr. Schanz, Alms &amp; Company</li> </ul>
2.30 pm	Preview of Fraud Intelligence System, ISM <ul style="list-style-type: none"> <li>• <b>Mahendran Samiappan</b>, Chief Executive Officer, ISM</li> <li>• <b>Aaron Morris</b>, Project Lead, Fraud Intelligence System (FIS)</li> </ul>
3.00 pm	Welcome Address by <b>Yang Berusaha Encik Hashim Harun</b> , Chairman of the Malaysian Insurance Institute (MII)
3.15 pm	Keynote Address <b>Y. Bhg. Tan Sri Muhammad bin Ibrahim</b> , Governor, Bank Negara Malaysia
3.30 pm	Launch of: <ol style="list-style-type: none"> <li>1. ASEAN Insurance Pulse</li> <li>2. Fraud Intelligence System</li> </ol>
3.45 pm	Networking Break
4.05 pm	Fintech Disruption in Insurance– Examples and Success Stories <b>Peter Miller</b> , Head Insurtech PINS.co; Co-founder DAS
4.45 pm	Understanding Key Trends in Insurance Regulations <b>Professor W. Jean Kwon</b> , Ph.D., Edwin A.G. Manton Chair Professor in International Insurance and Risk Management, The School of Risk Management, St. John’s University
5.30 pm	End of Day 1

**Day 2 | 31 October 2017**

**Break out: General**

8.00 am	Registration and Refreshments	
9.00 am	Strategic Roadmap for the General Insurance Industry <b>Antony Lee</b> , Chairman of Persatuan Insurans Am Malaysia (PIAM)	
9.30 am	Know Your Customers & Grow Your Business via Effective CRM <b>TBA</b>	
10.15 am	Networking Break	
10.45 am	Insurance Telematics – A New Paradigm <b>Evert Ong</b> , Chief Executive Officer, CarTrack Technologies SEA Pte. Ltd.	
11.45 am	Cyber Insurance Product Analysis <b>Professor W. Jean Kwon</b> , Ph.D., Edwin A.G. Manton Chair Professor in International Insurance and Risk Management, The School of Risk Management, St. John's University	
12.45 pm	Lunch	
2.00 pm	Technology and Claims Efficiency <b>Trevor Lok</b> , Chief Executive Officer, Merimen Group	
2.45 pm	Claims Against FinTechs – Managing Complex Exposures <b>Chay Wilkinson</b> , Claims Director – Asia Pacific, Markel International Singapore Pte Ltd	
3.30 pm	Networking Break	
3.45 pm	Panel Discussion Topic: Towards Resilience – Are We On the Right Path? Moderator: <b>Wan Murezani Wan Mohamad</b> , Vice President & Group Head of Research at MNRB Holdings Berhad	
	Panelists: <ul style="list-style-type: none"> <li>• <b>Kong Shu Yin</b>, Chief Executive Officer, RHB Insurance</li> <li>• <b>Antony Lee</b>, Chief Executive Officer, AIG Malaysia Insurance Berhad</li> </ul>	<b>Discussion Points:</b> <ul style="list-style-type: none"> <li>• From recovery to continuity and resilience – setting a standard</li> <li>• Critical success factors for business resilience</li> <li>• Roles of leaders in promoting resilience</li> </ul>
5.15 pm	End of Day 2	

**Break out: Life**

8.00 am	Registration and Refreshments	
9.00 am	Life Insurance Industry - an aspiration towards achieving 75% penetration rate and reducing protection gap <b>Ramzi Toubassy</b> , Vice President / Chairman Industry Promotion Committee LIAM	
9.30 am	Managing Increasing Health & Medical Insurance Cost Through Health Management <b>Thomas Djohn</b> , Vice President Asia-Pacific, Dacadoo AG	
10.15 am	Networking Break	
10.45 am	The CARD MBA Business Model - Pioneering Microinsurance in the Philippines <b>May S. Dawat</b> , Chief Executive Officer, CARD MBA	
11.30 am	Predictive Analysis and Business Intelligence for Needs Based Advice and Underwriting <b>Kevin Steer</b> , Founder, President & CEO, One to One Advisor	
12.15 pm	Cognitive - A new Era in Healthcare and Insurance <b>Farhana Nakhooda</b> , Director, Healthcare and Social Services, and DJ de Villiers, Insurance Industry Director at IBM Asia Pacific	
1.00 pm	Lunch	
2.00 pm	Managing The Growing Threat of Life Insurance Fraud <b>P.A. Sharon</b> , Owner, Messrs Palani Ammal & Co	
2.45 pm	Retirement in Asia Pacific <b>Farzana Ismail</b> , Head of Life Insurance and Family Takaful Consulting, Milliman Consulting	
3.30 pm	Networking Break	
4.00 pm	CEOs in Focus: Reinventing the Life Business Moderator: <b>Maizon Omar</b> , Chairman, Woman Institute of Management Malaysia	
	Panelists: <ul style="list-style-type: none"> <li>• <b>Raymond Lew Yung Chow</b>, Chief Executive Officer, Sun Life Malaysia Assurance Berhad</li> <li>• <b>Rangam Bir</b>, Chief Executive Officer, Gibraltar BSN Life Berhad</li> <li>• <b>Philip Smith</b>, Chief Executive Officer, Zurich Insurance Malaysia Berhad</li> </ul>	<b>Discussion Points:</b> <ul style="list-style-type: none"> <li>• Reinvention of the Life Insurance Industry Through Digital Innovation</li> <li>• Growth Opportunities &amp; New Risks for the Life Industry</li> <li>• Regulatory Trends Shaping the Future of the Industry</li> </ul>
5.15 pm	End of Day 2	



