



THE MALAYSIAN  
INSURANCE INSTITUTE

# LIFE INSURANCE CONFERENCE

“Learn from the Past, Prepare for the Future”

03.10.17 | Seri Pacific Hotel, Kuala Lumpur

## TOPIC HIGHLIGHTS

- Common Complaints in Life Insurance
- Big Data in Life Insurance – Digital Autopsy
- Life Settlement Product Innovation
- National Occupational Skills Standard (NOSS) – A National Agenda for Upliftment in the Financial Services Industry
- Cognitive: The New Era in Healthcare and Insurance
- Nutrigenetics in Insurance
- New Technology in Assessing Underwriting Medical Risks

## TARGET AUDIENCE

- Life Operations Personnel
- Actuarial Specialists
- Compliance Personnel
- Trainers
- Customer Service Personnel
- IT personnel
- Marketers

For further information kindly contact: The Malaysian Insurance Institute (35445-H)  
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**OFS** OMBUDSMAN FOR FINANCIAL SERVICES  
OMBUDSMAN PERKHIDMATAN KEWANGAN



## PROGRAMME | 03.10.17

8.00 am - 9.00 am	Registration and Refreshments
9.00 am - 9.45 am	<b>Presentation 1:</b> Common Complaints in Life Insurance Speaker: <b>Intan Khadiza Mohamad Amin</b> , Case Manager, Life and Medical Claims, Ombudsman for Financial Services (OFS, formerly known as the Financial Mediation Bureau)
9.45 am - 10.30 am	<b>Presentation 2:</b> Big Data in Life Insurance – Digital Autopsy Speaker: <b>Matt Chandran</b> , Chief Executive Officer, iGene Sdn Bhd
10.30 am – 11.00 am	Networking Tea Break
11.00 am – 11.45 am	<b>Presentation 3:</b> Life Settlement Product Innovation Speaker: <b>Chris Gan</b> , Author and Investment Consultant
11.45 am – 12.30 pm	<b>Presentation 4:</b> National Occupational Skills Standard (NOSS) – A National Agenda for Upliftment in the Financial Services Industry Speakers: <b>Jimmy Ong</b> - Director of Professional Standards and <b>Chitra Devi Sundram</b> , General Manager of Professional Standards of the Asian Institute of Finance (AIF)
12.30 am – 2.00 pm	Lunch & networking
2.00 pm – 2.15 pm	<b>Presentation 5:</b> Briefing on Financial Consumer Protection Speaker: <b>Norfazlinizam Bin Rohamdi</b> , Communications & Public Affairs Division, Perbadanan Insurans Deposit Malaysia (PIDM)
2.15 pm – 3.00 pm	<b>Presentation 6:</b> Cognitive - A New Era in Healthcare and Insurance Speakers: <b>Farhana Nakhooda</b> , Director, Healthcare and Social Services, and <b>DJ de Villiers</b> , Insurance Industry Director at IBM Asia Pacific
2.45 pm – 3.30 pm	<b>Presentation 7:</b> Nutrigenetics in Insurance Speaker: <b>Dr. Raja Ahmad Shaharul</b> , Family Medicine Specialist, Elements Medical Fitness
3.30 pm – 5.00 pm	<b>Panel Discussion:</b> New Technology in Assessing Underwriting Medical Risks Moderator: <b>Stuart J. Venner Pack</b> , Managing Director, MeDo Asia Sdn Bhd, Panelists: <b>Farhana Nakhooda</b> , Director, Healthcare and Social Services, Asia Pacific, IBM <b>Dr. Raja Ahmad Shaharul</b> , Family Medicine Specialist, Elements Medical Fitness
5.00 pm	Refreshments and end of conference



**INTAN KHADIZA MOHAMAD AMIN****Case Manager, Life and Medical Claims, Ombudsman for Financial Services (OFS, formerly known as the Financial Mediation Bureau)**

Intan Khadiza Mohamad Amin joined FMB in January 2010. She graduated from the International Islamic University, Malaysia with a Bachelor of Laws (Hons) and was admitted as an Advocate and Solicitor of the High Court of Malaya in 1999. She began her career in legal practice before joining the insurance industry. She holds a Diploma of the Malaysian Insurance Institute (DMI) and LOMA's Associate Customer Service. She was in the insurance industry for 8 years prior to joining FMB. Intan currently is the Case Manager handling insurance disputes and complaints related to Life and Medical claims in Ombudsman for Financial Services.

**MATT CHANDRAN****Chief Executive Officer, iGene Sdn Bhd**

Fondly known as Matt, he is an entrepreneur with interest in Management, Biotechnology and Informatics. Founded INFOVALLEY in year 2000 and since has held the position of Chief Executive Officer of INFOVALLEY Group focusing on incubating a number of highly innovative technologies in Life Sciences. iGene, an initiative born out of INFOVALLEY has offices in Malaysia, United Kingdom and Australia. iGene Global is structured with Management Headquarter in Kuala Lumpur and Global Business Office in Sheffield. It has broad interest in forensic medical sciences and technologies, continuously generating new ideas and translating it into meaningful technologies and services with high impact applications. His current passion is in finding a framework that will bring the best of management, science and technology in innovation and business value creation.

During his employment years, Matt served METACORP BHD. as the Research and Development Chemist in 1992 and held many other senior positions before being promoted to the position of Factory Manager. Subsequently, Matt worked as the Regional Business Manager (Chemical Sector) for Peregrine Direct Investment, Hong Kong. During his tenure with Peregrine, he was based in a few international locations serving Peregrine's interest. His last position as an employee was with UCB Chemicals Asia Pacific as the Regional Manager for specialty chemicals business units.

Matt received the Inventor of the Year award in 1995 for leading a team of scientists from METACORP and PETRONAS Research and Scientific Services for research and development of a zinc based catalysts for natural gas treatment. He holds a Bachelors Degree in Biochemistry & Chemistry.

**CHRIS GAN****Author and Investment Consultant**

Chris has many years of experience in investments, having worked as an investment analyst early on in his career, and as a corporate consultant. He spent the last decade specializing in wealth management with two large financial institutions, and lectured on investments and finance at two established universities in Lincoln University, New Zealand and Australia's Monash University, Sunway Campus. He has written numerous articles on unit trusts and investing, as well as authored four books including Getting Started in Investments: A Smart Guide; How to Sell Unit Trust and Why People Buy; What You Need to Know About Structured Products; and Silver: What You Need to Know to Get Started. Chris holds a Master of Commerce and Management from Lincoln University, New Zealand.

**JIMMY ONG CHENG KEAT****Director of Professional Standards of the Asian Institute of Finance (AIF)**

Jimmy Ong has a Degree in Economics from Simon Fraser University, Vancouver, Canada and is a Chartered Member of CIPD UK.

Jimmy is a HR professional with more than 15 years of experience in learning, talent development & engagement with a broad experience in human capital performance and growth. He comes from a varied background of managing and leading in the customer service areas, business and organisational planning, resource management, designing and delivering effective management solutions. He has spent several years in Middle East leading implementation of projects in the areas of performance management, talent management and competency profiling. He was former head of section at AIA shared services. His interests include photography.

**CHITRA DEVI SUNDARAM****General Manager of Professional Standards of the Asian Institute of Finance (AIF)**

Ms Chitra began her career as an advocate & solicitor in the Malaysian Bar in 1998 and after several years of practise as a litigator she expanded her exposure to the corporate sector in 2005 when she joined Alcock Mcphar Geotech (India) Pvt Ltd, an Indo-Canadian joint venture company based in Calcutta, as a Legal Manager. Her cross border exposure and managerial skills were later enhanced as the head of Legal in a public listed ICT company with MSC status in Malaysia. She has 18 years of expertise in the legal sector and hands on front line commercial negotiations in cross border transactions.

**NORFAEZLINIZAM BIN ROHAMDI,****Communications & Public Affairs Division, Perbadanan Insurans Deposit Malaysia (PIDM)**

Fazli started his career as a Life Planning Advisor for Great Eastern Life Assurance (M) Berhad and later joined the Training and Development Division of Asian Institute of Chartered Bankers (AICB). He also served Bangkok Bank Berhad before joining Perbadanan Insurans Deposit Malaysia (PIDM).

**FARHANA NAKHOODA****Director, Healthcare and Social Services, Asia Pacific, IBM**

Farhana is the IBM Asia Pacific Healthcare and Social Services Director who assists healthcare and social services organizations to improve outcomes, access, efficiency and effectiveness. She has a strong focus on the applicability of cloud, analytics, mobile and security in the healthcare and social services sector. She also has helped drive a number of cutting edge cognitive computing (IBM Watson) healthcare engagements across Asia Pacific.

She has experience in both national healthcare/social services projects as well as hospital/provider environments. She has more than 20 years of international experience in the healthcare, social services and life sciences industry as a subject matter expert. She has been invited to speak as an industry expert at events in multiple countries globally. In May 2012, Farhana was inducted into IBM Industry Academy, an honor only given to a select number of leading industry experts in IBM. Farhana is a frequent speaker at healthcare industry events. She represents IBM in a variety of forums, press interviews and conferences. Farhana has a degree in Bachelor of Science (with Honors), in which she majored in Biology and Biochemistry, at the University of British Columbia. She completed her MBA at Monash Mt Eliza Business School in Melbourne, Australia, in December 2000.

**DJ DE VILLIERS,****Insurance Industry Director APAC, IBM**

DJ has extensive experience with complex insurance transformations in Asia, balancing regional standardization with local agility across diverse markets, balancing rapid digitalization with stronger GSRC, and experimenting with new value chains within the ecosystem. He is currently responsible for developing IBM's insurance leadership in Asia Pacific. Prior to joining IBM he spent 7 years at AXA Asia, most recently as CIO in Singapore after leading various regional transformation programs. Before joining AXA he consulted in IT architecture and project delivery across various industries in Australia, Asia and Europe.

**DR. RAJA AHMAD SHAHARUL****MB Ch BAO (UK), MRCPG (UK), JCPTGP (UK), DGM (UK), Certified Nutrigenomic Practitioner**

Dr. Raja Ahmad Shaharul (or more fondly called Dr. Shah) is a Family Medicine Specialist with special interest in disease prevention and wellness.

Medically trained for undergraduate and postgraduate degrees in the UK, he holds Specialist qualification in Family Medicine and a Diploma in Geriatric Medicine. He is also a certified nutrigenomics practitioner. However, his passion lies in chronic disease prevention and healthy lifestyle modification.

A gadget freak, he is keen in using technology to help individuals keep track and improve their health and wellness. An avid runner and cyclist, Dr. Shah has a soft spot for Sports and Exercise Medicine and truly believes that prevention is better than cure!!!!

**STUART J. VENNER PACK,****Managing Director, MeDo Asia Sdn Bhd,**

Stuart J Venner Pack, (MBA UK) Co-Founder and Managing Director of Medical Opinion Asia, has built a lifetime career in healthcare delivery, built on experience from the United Kingdom, United States of America, Singapore and Malaysia. Eight years in Singapore at the Mount Elizabeth Hospital, and over twenty years spent in Malaysia, where Stuart has been the Chief Operating Officer of Subang Jaya Medical Centre, and the Chief Executive Officer of two of Malaysia's top private hospitals, Gleneagles Medical Centre, and Prince Court Medical Centre, Kuala Lumpur.

With extensive knowledge of the healthcare industry, Stuart has taken the opportunity to develop a much needed service of providing Medical Opinions on line, harnessing the collective professional skills of some of Malaysia's top Medical Specialists in many specialised fields of medicine. Bringing Medical Specialists closer to Patients has always been a driving force for Stuart, and now Medical Opinion Asia, in the Digital Healthcare era, is able to do just that.

