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Insurance Congress

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**ASEAN
INSURANCE
COUNCIL**

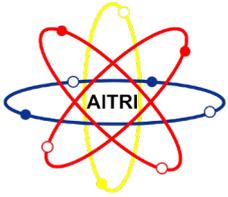
13th ASEAN INSURANCE CONGRESS

BUILDING RESILIENCE
FOR A CHANGING
WORLD

7 & 8 SEPTEMBER 2022
THE MAJESTIC HOTEL,
KUALA LUMPUR, MALAYSIA



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WELCOME MESSAGE

from Secretary-General, ASEAN Insurance Council

After 15 years, the ASEAN Insurance Congress is coming back to Kuala Lumpur. And what a year to do it! After two years of experiencing the uncertainty of the pandemic, we are poised to follow the uncharted roads to a more sustainable, financially stable, and inclusive ASEAN economy.

The theme of this year's Congress is "Building Resilience for a Changing World". Technology came to the rescue as we adapted to the new norms of doing business, working, learning, and socializing. The ASEAN Insurance Industry is now facing a world vastly changed from the pre-pandemic reality. The only way forward is by collaborating and joining forces with one another, consistent with the Spirit of ASEAN. A good way to start is during this Congress.

I am grateful to the insurance community for the trust you continue to build among your stakeholders despite the difficulties that you are also going through. Your presence during this Congress is proof of your resilience when faced with unforeseen circumstances.

I salute the hardworking and resourceful people who labored to prepare for the 13th ASEAN Insurance Congress. Its success is testament of the collaborative spirit that guides the ASEAN community. And for this, I am thankful to them. I am also grateful to all the speakers and participants of this Congress, both onsite and online. You made this Congress a reality.

May you continue to build stronger relationships, and have a fruitful and productive experience during this Congress! Enjoy your stay in Kuala Lumpur!

Secretary-General, ASEAN Insurance Council
Christian W. Wanandi





WELCOME MESSAGE

Chairman of 13th ASEAN Insurance Congress Organizing Committee

Taking this valuable opportunity as the Chairman of the 13th ASEAN Insurance Congress, it is a privilege and an honor for me to welcome you all to the Congress with the theme Building Resilience for a Changing World.

We can help each other by identifying the specific challenges that we face and co-create solutions by building upon sustainable design best practices and address the social, economic, and environmental resiliency of the ASEAN community.

The economic and financial sectors have rapidly developed and become more complex especially when the world is ever-changing, and the insurance sector is no exception to such developments and complexity. During this two-day Congress, it is critical for us as insurance stakeholders to strategize on ways to work together towards strengthening our capability and building resilience. We will also be discussing the current and relevant issues pertaining to the regional insurance industry from international and local perspectives.

In addition, I do believe that this Congress also serves as an opportunity for all insurance professionals to network, exchange ideas and experience by bringing the individual's expertise in their practice area to the table. The Congress also provides the platform to meet key industry leaders and professionals and others within the insurance ecosystem.

Last but not least, I would like to take this opportunity to express my sincere and warmest thanks to the ASEAN Insurance Training & Research Institute supported and the ASEAN Insurance Council for their efforts in making the Congress a reality.

With that, I wish all delegates a productive Congress and I also hope that delegates will be able to apply the learnings and takeaways from the Congress in their role and in their organization.

*Chairman of 13th ASEAN Insurance Congress
Organizing Committee
Suy Channtharong*



WELCOME MESSAGE

from Chief Executive Officer, The ASEAN Insurance Training and Research Institute (AITRI)

Dear Colleagues

It is a great pleasure and honour to welcome you back to Kuala Lumpur for the 13th ASEAN Insurance Congress (AIC). While we regret that the COVID pandemic prevented us from holding the conference in 2021, we are excited about the opportunities of holding an innovative hybrid conference and reaching a wider audience that a conference can possibly include.

The Congress is an avenue for insurance leaders from across ASEAN to meet biennially to network, strengthen fellowships, share their views on industry updates, the latest trends and developments, market performance, and views on issues impacting the future of the ASEAN insurance industry. After over 2 years of restrictions, reconnecting with peers will be a big draw for attending the Congress in person.

Delegates will have the opportunity to meet key industry leaders from Regulatory Authorities and Associations, CxOs, Board members, industry professionals, and others within the insurance ecosystem. The Congress aims to create a greater appreciation of the challenges in ASEAN and local markets with the aim of harnessing collective thoughts and ideas to solve these pressing issues in the spirit of solidarity while instilling a force for good to propel the industry forward.

Over the course of the 2 days, our expert speakers will be discussing the future of insurance, technological advancements that are rewriting the rulebooks, partnerships to spur innovation, and digital transformation powered by leveraging data for success in an ever-changing landscape. Discussions on how insurance and takaful players are racing to adapt and keep pace with the forces of change and rising customer expectations while operating in an increasingly unpredictable risk environment will also be taking place.

For the first time this year, the Congress will be preceded by the ASEAN Insurance Masterclass on 6 September 2022. The Masterclass will consist of three (3) separate workshops using case studies on the critical topics of:

- Masterclass on New Digital Business Models by The Digital Insurer
- Masterclass on Data Literacy Foundations for Leaders by The Centre of Applied Data Science
- Masterclass: Turning Up the Heat - Climate Change, ESG, and the Insurance Sector by Mr. Arup Chatterjee of the Asian Development Bank and Mr. Shinichi Kishi, C.P.A., of Meiji Yasuda Life Insurance Company.



We have an exciting program at this year's Congress that will allow delegates and speakers to reflect on challenges and opportunities that lie ahead, renew friendships and extend our networks, and jointly explore current and future directions. We hope that you will have a productive and fun-filled time at this Congress

The success of this event is undoubtedly a result of the great collaboration among the ASEAN countries. To put a conference and the masterclass together is not a small task. To that end, I would like to thank the ASEAN Insurance Council, AITRI and MII teams as well as the Organizing Committee for their dedication and hardwork. My sincere gratitude to our amazing speakers, moderators, sponsors and partners for their support in making this event possible. Lastly, I would like to thank all delegates for their contributions which is the foundation of this Congress.

In conjunction with Malaysia's 64th Anniversary of Independence, I invite you to take time out after the event to explore this vibrant city and fascinating places in Malaysia. You can expect a very stimulating, fruitful and enjoyable time in Kuala Lumpur.

Welcome to Malaysia and enjoy the Congress!

Chief Executive Officer of The Malaysian Insurance Institute
& The ASEAN Insurance Training & Research Institute
Shalini Pavithran



PROGRAMME AGENDA | 7 SEPTEMBER 2022 (Day 1)

8.00 a.m. – 9.00 a.m.

Registration

9.00 a.m. – 9.45 a.m.

Opening Ceremony of the ASEAN Insurance Congress

- Welcome Address
Mr. Suy Channtharong, 13th ASEAN Insurance Congress Organizing Committee
Opening Remarks
Ms. Shalini Pavithran, CEO of The ASEAN Insurance Training and Research Institute
- Keynote Address
Mr. Christian Wanandi, Secretary-General of ASEAN Insurance Council
- Special Address
Ms. Loh Guat Lan, President, Life Insurance Association of Malaysia

9.45 a.m. – 10.15 a.m.

Networking Break and Refreshments

10.15 a.m. – 10.30 a.m.

B20 Indonesia: Recover Stronger Towards an Inclusive, Resilient, and Collaborative Global Economic Growth – **Shinta Widjaja Kamdani** | Chair of B20 Indonesia

10.30 a.m. – 11.30 a.m.

Panel Discussion

Future of Insurance

For insurers to keep pace, they must use technology to increase digital maturity across the customer journey and value chain. Technology alone won't drive sustainable competitive advantages. Partnerships, people, products, and processes will factor heavily into four themes that will shape the future of insurance.

- **Rangam Bir** | Board Member | The Malaysian Insurance Institute | Malaysia
- **Professor W. Jean Kwon** | EAG Manton Chair Professor in International Insurance & Risk Management | St. John's University | United States
- **Mark O' Dell** | CEO | Life Insurance Association of Malaysia (LIAM) | Malaysia
- **Rohit Nambiar** | Group CEO | Tune Protect Group Berhad | Malaysia
- **Thomas Haddrill** | Head of Market Development, Asia Pacific, Middle East & Africa | Lloyd's Asia | Singapore

11.30 a.m. – 11.50 a.m.

Presentation

Building Climate Resilience in the East Asia Seas Region

Aimee T. Gonzales | Executive Director | Partnership in Environmental Management for the Seas of East Asia (PEMSEA) | Philippines

11.50 a.m. – 12.35 p.m.

Panel Discussion

Innovating in A Disruptive Era – Driving Growth with Innovative New Insurance Product

- **Shalini Pavithran** | CEO of The ASEAN Insurance Training & Research Institute (AITRI) and The Malaysian Insurance Institute (MII) | Malaysia
- **Hui Lin Chiew** | Project Lead | Etherisc | Germany
- **Steve Tunstall** | Board Chair & Director, Compliance Risk, Technology and Insurance | Wadzpay | Singapore
- **Andrew Harris** | Managing Director | SpecialistRe Consultancy | Singapore

12.35 p.m. – 12.55 p.m.

Presentation

International Sustainability Standards Board 's (ISSB) Standards on Climate-Related Disclosure and Insurers' Response

Shinichi Kishi | General Manager | Sustainability Management & Development Department | Meiji Yasuda Life Insurance Company | Japan

12.55 p.m. – 2.00 p.m.

Networking Luncheon



PROGRAMME AGENDA | 7 SEPTEMBER 2022 (Day 1)

2.00 p.m. – 2.45 p.m.	<p>Track 1 Panel Discussion Prospects & Challenges for the Takaful Industry in ASEAN – Tackling Fast Market Growth Issues, Sharia Compliance Issues and Future Challenges</p> <ul style="list-style-type: none"> • Mustafa Aydemir Senior Investment Analyst Saturna Sdn Bhd Malaysia • Erwin Noekman Executive Director Asosiasi Asuransi Syariah Indonesia (AASI) Indonesia • Marcel Omar Papp Head Retakaful Swiss Re Asia Pte. Ltd. Malaysia 	2.00 p.m. – 2.45 p.m.	<p>Track 2 Panel Discussion A New Era of Distribution: Preparing For Rapid Change</p> <ul style="list-style-type: none"> • Ragunath Murthy Chief Distribution and Marketing Officer MCIS Life Malaysia • Iwan Pasila President Director BRI Life Indonesia • Meas Sophat Executive Chairman MGA Asia Insurance Brokers Co. Ltd. Cambodia • Hamilton Angluben Founder & CEO Kwik.insure Philippines • Mukesh Dhawan Founder & CEO Drivn Fintech Sdn Bhd IaaS Exco-Fintech Association of Malaysia Malaysia
2.45 p.m. – 3.05 p.m.	<p>Presentation Risk Management and Its Evolution in the Digital Era</p> <p>Dr. Piyawadee Khovidhunkit Senior Vice President Enterprise Risk Management & Compliance Thai Reinsurance Public Co. Ltd. Thailand</p>		
3.05 p.m. – 3.30 p.m.	<p>Presentation Sustainable PPP Insurance Schemes -Case Study</p> <p>Andrew Harris Managing Director SpecialistRe Consultancy Singapore</p>		
3.30 p.m. – 4.00 p.m. Networking Break and Refreshments			
4.00 p.m. – 4.45 p.m.	<p>Fireside Chat Diverse and Digital Talent: The Insurance Workforce of Tomorrow</p> <ul style="list-style-type: none"> • Shalini Pavithran CEO of The ASEAN Insurance Training & Research Institute (AITRI) and The Malaysian Insurance Institute (MII) Malaysia • Hugh Terry Founder The Digital Insurer Singapore • Michael William Gourlay Chairman, Asia and Independent Non Executive Director QBE Insurance Pte. Ltd. Singapore • Sharala Axryd Founder & CEO The Center of Applied Data Science (CADS) Malaysia 		
4.45 p.m. Wrap Up and End Of Day 1			

Note: The Congress agenda is subject to change.

PROGRAMME AGENDA | 8 SEPTEMBER 2022 (Day 2)

8.00 a.m. – 9.00 a.m.

Registration

9.00 a.m. – 9.05 a.m.

Opening Remarks

Mr. Marvin Castell, Assistant Director Finance Integration Division,
ASEAN Economic Community Department

9.05 a.m. – 9.25 a.m.

Presentation

Transforming Health Care Delivery and Health Insurance Through Technology
While Keeping an Eye on Open Insurance-Related Risks

Pardjo Yap | CEO | Wide Technologies | Indonesia

9.25 a.m. – 10.10 a.m.

Panel Discussion

Reinventing the Claims Journey – Putting Customers at the Heart of Claims

- *Ir Pooba Mahalingam | Director Of Training And Development | Talent Asia Training and Consulting | Singapore*
- *Vas Ramanujam | Head of Insurance | Cover Genius | Singapore*
- *Sheema Khurshed | Head of Business Management | Swiss Re | Singapore*
- *Thinesh Subramaniam | Regional Head of Claims Services | Hannover Re | Malaysia*
- *Dr. Yunxia Zhang | Regional Head of Claims | Munich Re | Singapore*

10.10 a.m. – 10.30 a.m.

Presentation

Parametric insurance – The New Insurance Paradigm

Wendy Smith | Business Development Associate | Global Parametrics | United Kingdom

10.30 a.m. – 11.00 a.m.

Networking Break and Refreshments

11.00 a.m. – 11.45 a.m.

Panel Discussion

New Horizons in Underwriting: Addressing the Opportunities and Challenges

- *Ravinder Singh | Co-Founder & Chief Commercial Officer | AQM Technologies | Malaysia*
- *Heddy Agus Pritasa | Chairman Of Asean Natural Disasters Risks Educations and Work Sharing of Asean Insurance Council | Director of PT Maipark | Indonesia*
- *Dr. Detloff Rump | Director | Peak Re | Hong Kong*
- *Sunder Singh | Senior Manager | GIC Reinsurance | Malaysia*
- *Hans-Joachim Zimmermann | Chief Technical Officer | Tune Protect Group | Malaysia*

11.45 a.m. – 12.30 p.m.

Panel Discussion

Building a Sustainable and Inclusive Insurance Scheme Through Innovation

- *Shayne Rose Bulos | Climate Risk Insurance and Financial Inclusion Consultant | Philippines*
- *Shubasish Barua, Cert CII | Head of Impact Business & Executive Vice President | Green Delta Insurance Company Limited | Bangladesh*
- *Vincent Lau | Co-Founder & Chief Executive Officer | Maria Health | United States*

12.30 p.m. – 12.40 p.m.

Wrap Up & End of Congress

12.40 p.m.

Networking Luncheon

Note: The Congress agenda is subject to change.



SPEAKER PROFILE

Aimee T. Gonzales

Executive Director | Partnerships in Environmental Management for the Seas of East Asia (PEMSEA) | Philippines

AIMEE T. GONZALES is currently the Executive Director of the Partnerships in Environmental Management for the Seas of East Asia (PEMSEA), a regional coordinating mechanism to foster healthy and resilient coasts and oceans through applying science based integrated management solutions and strategic partnerships in the East Asian Seas.

She has more than 20 years of analytical and advocacy experience on sustainable marine and fisheries governance and policy reforms with WWF International. Before working with WWF, Aimee served as Head Executive Assistant to two Cabinet Secretaries of the Philippine Department of Environment and Natural Resources. Aimee holds a Masters on Environmental Assessment and Education from the London School of Economics and a Masters' Degree in Public Policy from the National University of Singapore.



Andrew Harris

Managing Director | SpecialistRe Consultancy | Singapore

ANDREW'S Insurance & Reinsurance Global career has now spanned more than 35 years of experience both in London, Bermuda and across Asian markets.

Having held three CEO roles for Multi National Reinsurance Brokers in Singapore over a 20 year period involving all classes of General Insurance together with Treaty, Facultative and Parametric Reinsurance Programme design and placement .

Andrew continues to undertake a number of Industry Speaking engagements across Asia on 'Catastrophe Risk Management involving Natural Disaster Schemes'.

Andrew is now the founder and Managing Director of SpecialistRe Consultancy Singapore, an established Multi functional eportal for Asia Regional Reinsurance.

SpecialistRe partners with Insurtech firms for Catastrophe Risk assessment with RMSi and arranging Digital Bancassurance Product Design whilst also providing Treaty Reinsurance program Analysis, Cat Modelling whilst also arranging Specialist lines Treaty placements in association with New Dawn Risk. and Parametric placements with MNK Re both Lloyd's brokers.



Dr. Detloff Rump

Director | Peak Re | Hong Kong

DR. DETLOFF RUMP MBA, LLB (Hons), ANZIIF (Fellow) CIP, is Director, Head of Underwriting of Peak Re. He is a seasoned reinsurance professional with over 30 years of experience in regional and international life insurance and reinsurance markets.

Before joining Peak Re in 2020, Dr. Rump headed the Health Services Team at AIA, Hong Kong. The two decades prior, he worked in various insurance and reinsurance companies, including Swiss Re, General Re, AIA, and Munich Re, responsible for either Asian or Australasian regions while working in various Medical Officer and Chief and Regional Underwriting and Claims roles. Before his career in the insurance arena, Dr. Rump worked at the German Heart Centre and the Hospital of Ludwig-Maximilian University, Munich, having graduated with a doctorate in Medicine from the Technical University of Munich. He also holds an MBA from Lingnan University, Hong Kong, and Law degree from Anglia Ruskin University, UK.

As well as Fellow of ANZIIF, he is President of the International Committee for Insurance Medicine (ICLAM) and the founding member of the Hong Kong Underwriting and Claims Association (HKUCA).



Erwin Noekman

Executive Director | Asosiasi Asuransi Syariah Indonesia (AASI) | Indonesia

ERWIN NOEKMAN is a chartered (re)insurance and (re)takaful practitioner holding several professional designations from Chartered Insurance Institute - England, The Malaysian Insurance Institute, and Indonesian Insurance Institute. He is also awarded an Associateship from the Islamic Insurance Society.

He is now the Executive Director of Indonesian Takaful Association where he plays a major role in the growth and development of the industry. He shares his expertise to regulators in respect to the drafting of bills or amendments. Erwin is also a lecturer, sharia business and compliance consultant, and tutor for various institutions. He has more than 22 years of experience with sound knowledge of (re)insurance and (re)takaful industry, in Indonesia and in the global market.

Erwin has experienced various roles and assignments in marketing, brokerage, underwriting, reinsurance, claims handling, finance, accounting, IT, HR, consultancy and compliance, in (re)insurance and (re)takaful, not only in Indonesia, but also in the regional and middle-east markets.





Hamilton Angluben

Founder & CEO | Kwik.insure | Philippines

HAMILTON is the Founder and CEO of Kwik.insure, an insurtech which digitalizes insurance for businesses. He was previously General Manager of Cashalo, one of the Philippine's first and largest digital lending apps. He was also a General Manager of Cebuana Lhuillier, the largest pawnshop chain in the world, where he sold microinsurance and bundled them with bill payments and remittance products.

Hamilton is a founding member of the Fintech Alliance Philippines. His education comes from Oxford University, University of the Philippines, and Ateneo de Manila. He holds a Level 3 Certificate in Insurance from the Chartered Insurance Institute.



Hans-Joachim Zimmermann

Chief Technical Officer | Tune Protect Group | Malaysia

JO started his Insurance Career more than 30 years ago as an Administrator for SME Business in Allianz Germany and moved to Allianz Headquarters as a Property Underwriter taking care of International Insurance Programs for Corporate Clients. In 1999 he changed job joining AXA Germany heading the Industrial Property Underwriting Unit. In 2013 he relocated to Asia becoming the Regional Property Practice Leader in AXA Singapore, before he finally arrived in Malaysia to take over the role as Chief Underwriting Officer in AXA Affin. After that he had a short stint as the Head of Client Markets Malaysia & Indochina at Swiss Re, before joining Tune Protect Group in 2021 as the Chief Technical Officer responsible for Underwriting, Product, Pricing and Reinsurance.

Being in Malaysia for almost 8 years, outside work Jo loves to explore Malaysian Food and enjoys his favorite Char Kway Teow or dry Pan Mee as often as possible.



Heddy Agus Pritasa

Chairman Of Asean Natural Disasters Risks Educations and Work Sharing of Asean Insurance Council | Director of PT Maipark | Indonesia

HEDDY AGUS PRITASA is currently the Technical Director of PT Reasuransi MAIPARK Indonesia and also the Chairman of ANDREWS, one of the Working Committees of ASEAN Insurance Council (AIC).

In 2016 until 2020 he was on the advisory board of the Indonesian National Agency for Disaster Management (Badan Nasional Penanggulangan Bencana BNPB). In 2004 to 2007, he held the position of Broker Division Manager at PT. Asuransi QBE Pool Indonesia. Prior to that, he was at Jardine Lloyd Thompson Indonesia as Corporate Account manager. In 2002-2004, he held the position as corporate manager at PT. Zurich Indonesia. He worked at PT Royal & Sun Alliance Indonesia from 1992-2001, with his last position as the broker manager. He also got many insurance qualifications such as AIIS, AAIK, ANZIIF (ASOC).

Heddy graduated from Asian Banking Finance Institute (PERBANAS) with a Master of Financial Management in 2010, continuing his study, currently he's in doctoral program for financial management at Universitas Pendidikan Indonesia.



Hugh Terry

Founder | The Digital Insurer | Singapore

HUGH TERRY, the founder of The Digital Insurer, is an experienced insurance professional with more than 25 years' experience in the Asia Pacific region covering insurance companies, business consulting as well as successful set-up and exit from his own businesses. Hugh is an actuary by profession.

The Digital Insurer is the world's largest knowledge and community of more than 35,000 professionals who are interested in working together to accelerate the digital transformation of insurance.

Hugh's personal business objective is to help insurance and technology companies create and execute innovative business development strategies. Central to this is to anticipate and leverage trends in digital technologies as these are having a profound impact on existing business models as well as opening up new opportunities.



Hui Lin Chiew

Project Lead | Etherisc | Germany

HUI LIN is Project Lead at Etherisc and has over 10 years' experience in financial sector policy and regulations, specialising in developing inclusive insurance markets.

Prior to Etherisc, Hui Lin spent 4 years with the Access to Insurance Initiative, an international organisation based at GIZ in Germany. Here, she worked alongside the International Association of Insurance Supervisors, UNCDF, the ASEAN Insurance Training and Research Institute, Cenfri and national insurance regulators on learning, research and strategies to develop inclusive insurance. Her projects covered Asia, Sub-Saharan Africa, and Latin America, ranging from developing KPI frameworks for regulators, regulatory impact assessments to piloting innovation-focused capacity building workshops.

Her career began at Bank Negara Malaysia, where her portfolio included working with insurers and the public sector on microinsurance, health and agriculture insurance. A highlight of her career is designing and rolling out the national inclusive insurance regulatory framework ("Perlindungan Tenang") which has since brought insurance to over 1 million policyholders. Hui Lin graduated from the University of Warwick with a BSc. in Accounting and Finance.



Iwan Pasila

President Director | BRI Life | Indonesia

IWAN PASILA is the Chief Executive Officer of BRI Life in Indonesia. He is a Fellow of Ahli Asuransi Kesehatan (AAK), Indonesia's Association of Experts in Health Management and Insurance, and was a Fellow and registered Actuary from Financial Expert Certification Agency, Ministry of Finance, Indonesia.

In 1993, Iwan served at the Insurance Regulatory Office of the Ministry of Finance of Indonesia before joining the insurance industry in 2003 as Chief Actuary at AIG Life Indonesia. In 2008, Iwan continued to develop his career in insurance as Chief Financial Officer at AXA Mandiri Financial Services for 5 years before joining Sun Life Indonesia in 2013. From 2015 to 2020, he was the Chief Executive Officer of Mandiri Inhealth Indonesia.



Marcel Omar Papp

Head Retakaful | Swiss Re Asia Pte. Ltd. | Malaysia

MARCEL OMAR PAPP is the Head of Retakaful at Swiss Re Malaysia Branch since 2009. He is a member of the Management Committee of the Malaysian Takaful Association (MTA) since 2017, a representative of the MTA in the Joint Committee on Climate Change (JC3) and a representative of the General Insurance Association of Malaysia (PIAM) in the Malaysian Sustainable Finance Initiative (MSFI).

Marcel Omar came to Swiss Re Kuala Lumpur branch in February 2009 with the responsibility to set up and head the Retakaful operations, which has since become the global centre for Swiss Re's Family and General Retakaful business leading the development of the firm's Islamic Reinsurance business, products and processes worldwide.

Under his leadership, Swiss Re Retakaful has become a market leader in South East Asia and has won several 'Best Retakaful operation' awards.

Prior to moving to Malaysia, Marcel Omar was based in Hong Kong and Singapore for ten years in various underwriting roles, including head of the Casualty Treaty Desk and Product Manager Casualty for Asia.

He started his career in insurance more than 28 years ago as a claims broker in the London market working for Willis. He then moved to Union Re (Zurich) working in Client Market and Underwriting functions before joining Swiss Re in 1998.

Marcel Omar holds a Masters of Arts (Business Administration) from the University of Zurich (Switzerland) and is an Associate of the Chartered Insurance Institute (A.C.I.I.) of London.



Mark O'dell

CEO | Life Insurance Association of Malaysia (LIAM) | Malaysia

MARK O'DELL is the CEO of Life Insurance Association of Malaysia (LIAM) effective 2 January 2019.

A permanent resident of Malaysia, Mark has over 40 years of experience in the life insurance business (including 24 years in Asia) with an excellent track record in spearheading the transformation of the life insurance industry. Mark holds both the Chartered Life Underwriter (CLU) and the Chartered Financial Consultant (ChFC) designations from the American College.

He is also a Certified Financial Planner (CFP). In 2006, he was named the Personality of the Year by the Asia Insurance Review for his contribution to the industry and his leadership in the area of corporate social responsibility.

In October 2018, Mark was honoured with the "Outstanding Leaders in Asia" award from ACES (Asia Corporate Excellence and Sustainability Awards).

He was Senior Vice President, South East Asia of Manulife from November 2012 to January 2016, overseeing Singapore, Malaysia and Philippines during which the territories experienced strong growth. He went on to serve as the CEO for the company's life operations in Malaysia, Singapore, Indonesia and Taiwan spanning the past 20 years. He was also appointed the President of the Life Insurance Association of Singapore and the Financial Planning Association of Singapore in 2007-2008.



Marvin Castell

Assistant Director, Finance Integration Division,
ASEAN Economic Community Department

MARVIN CASTELL is the Assistant Director/Head of the Finance Integration Division of the ASEAN Secretariat where he supervises and manages the development and implementation of initiatives under the ASEAN Finance Cooperation. Prior to joining ASEC, he was an Assistant Professor of Economics at De La Salle University Manila. He held various positions in the university as Program Coordinator, Vice Chair, Chair and Associate Dean of the School of Economics. He was also an active Consultant of the Asian Development Bank for 8 years handling among others, the training course on regional economic and financial monitoring for central bank and ministry of finance officials. He has published and done a number of researches in the area of financial integration, international finance, money and banking and ASEAN finance cooperation initiatives.



Meas Sophat

Executive Chairman | MGA Asia Insurance Brokers Co. Ltd. | Cambodia

SOPHAT has been working in the insurance industry for over 15 years, starting his career in 2006 at a junior position as a trainee with a general insurance company in Cambodia and where he eventually moved up to a senior position, primarily involved with handling underwriting and channel distribution management until 2013. He then moved on to set up MGA Asia Insurance Brokers Co. Ltd., a joint venture between two local investors and MGA Group based in Australia. He now holds the top position of Executive Chairman of the company, a position he has held since 2014. He has been also elected as the Chairman of Cambodian Insurance Brokers Association for the 1st mandate 2022-2025.

Sophat holds a Bachelor's Degree in Science for Mathematics and also a Bachelor's Degree in Education in English from Royal University of Phnom Penh.

He also earned a Master's Degree in Business Administration & Finance from Pannasastra University of Cambodia. Additionally, he has an Associateship of the Malaysia Insurance Institute and an Advanced Diploma from the Chartered Insurance Institute of the United Kingdom, which he earned in 2013.



Michael Gourlay

Chairman, Asia and Independent Non Executive Director | QBE Insurance Pte. Ltd. | Singapore

MICHAEL has worked in the insurance industry for over 40 years with experience in many international markets, mostly in Asia, with intervening periods in London and Bermuda.

He is currently Chairman and Independent Non-Executive Director of QBE's Asia Division and acts as an advisor to a number of insurtech companies.



Mukesh Dhawan

Founder & CEO | Drivn Fintech Sdn Bhd | IaaS | Exco-Fintech Association of Malaysia | Malaysia

MUKESH is a retail banking and insurance professional for 28 years and has enjoyed various challenging and rewarding roles in various markets in Asia including few start up Joint Ventures.

He and his family has lived in countries like HK, Singapore and Malaysia (other than India) and have enjoyed the cultural nuances.

His experience includes regional and country roles in organizations like Bank of America, ICICI Prudential Life Insurance, AIA Group , Aviva and Zurich Insurance Group. His last role was that of CEO, Zurich Takaful Malaysia Bhd for 3 years and he has spent 7 years with Zurich Group in Malaysia.

His passion for innovation has taken him towards an entrepreneurial journey and at the moment he is enjoying being a founder CEO of Drivn Fintech Malaysia Bhd and is gearing up to serve the underserved by re-organizing the variables in the Insurance eco-system. He is convinced about what missing and will contribute towards Malaysia's digital journey with his team of experienced professionals.

A purpose led founder who enjoys Golf at leisure and quality time with family .



Mustafa Aydemir

Senior Investment Analyst | Saturna Sdn Bhd | Malaysia

MUSTAFA AYDEMIR, Senior Investment Analyst joined Saturna in March 2017. Born in Friedrichshafen, Germany, he graduated from University of Esslingen with a degree in Industrial Engineering (magna cum laude). Mustafa previously worked in the business consulting practice of Arthur Andersen in Stuttgart and the technology consulting division at SAP in Walldorf, Germany. Following the sun, he then moved to the Arabian Gulf, working in Saudi Arabia and Bahrain for major Oil & Gas companies including Aramco, Sabic, and GPIC.

Mustafa is a Certified Islamic Professional Accountant by Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) and holds an Advance Diploma in Islamic Finance from Bahrain Institute of Banking and Finance (BIBF). After moving to Malaysia in , he graduated from the International Centre for Education in Islamic Finance (INCEIF) and is a Chartered Professional in Islamic Finance. Mustafa is a PhD candidate at the Institute of Islamic Banking and Finance (IIUM), currently in his final year, as well as a CFA Level 2 candidate. He has six years' experience as a researcher in economics and finance as well as ten years' experience in management consulting. He loves scuba diving and is a passionate follower of Formula 1.



Pardjo Yap

CEO | Wide Technologies | Indonesia

PARDJO YAP is the Chief Executive Officer of PT Wide Technologies Indonesia, PT Prima Vista Solusi, and PT Widea Kalya Teknologi (Health Tech). He leads WTI's strategic objectives, development, and continuous improvement of the company.

He has more than 25 years of experience in financial institutions, such as securities, asset management, and insurance. In addition, Pardjo has served in Salim Group Company for 18 years with experience in General and Life Insurance industry.

Previously, Pardjo was a Senior Advisor in Cambodia Re (owned by the Kingdom of Cambodia); as PT Harta Aman Pratama Tbk's Commissioner. Pardjo graduated from Atma Jaya University with a Bachelor's degree in Accounting and Master's degree in Finance.



Dr. Piyawadee Khovidhunkit

Senior Vice President | Enterprise Risk Management & Compliance | Thai Reinsurance Public Co. Ltd. | Thailand

DR. KHOVIDHUNKIT currently serves as Senior Vice President at Thai Reinsurance Public Company Limited and an advisor to the Board of Directors, the Legal and Compliance Committee, and the Enterprise Risk Management Subcommittee of the Thai General Insurance Association. She also sits on the Board of Directors of the Society of Actuaries of Thailand, the Federation of Thai Insurance Organizations, and the Thai Insurance Institute.

Prior to joining Thai Re, she was Head of the Department of Risk Management, Insurance, and Actuarial Science at NIDA's School of Applied Statistics. She has extensive experience in ERM training and consulting as well as ERM implementation with more than 50 leading organizations and published over 50 articles relating to Enterprise Risk Management. She also used to serve as an assistant editor of the Risk Management and Insurance Review, published by the American Risk and Insurance Association.

Dr. Khovidhunkit received her M.B.A. in Finance from Drexel University, M.S. in Risk Management and Insurance and Ph.D. in Risk, Insurance, and Healthcare from Temple University.





Ir Pooba Mahalingam

Director Of Training And Development | Talent Asia Training and Consulting | Singapore

POOBA MAHALINGAM is a regional risk consultant with over 30 years of practical experience in risk/insurance related to engineering, construction and manufacturing space. He is specialized in engineering and property insurance and risk management aspects. This includes oil and gas installation (on-shore) and power (generation and transmission) related facilities.

He operates from Singapore and serves the region under the “Talent Asia Training & Consulting” banner – conducting risk surveys, training and providing related advisory services. In regards to power related facilities, he has attended various risk locations in Malaysia, Indonesia (PT PLN related) and Brunei (Berakas). He is familiar with hydroelectric and thermal power plants and its related operations.

Pooba used to manage technical and complex risks and reinsurance business for an Insurance company in Singapore.

Pooba was the President of the Insurance Law Association, Singapore (ILAS) for three terms (2015-2017) and is a regular facilitator (trainer) with SCI, AICLA, MII, IEM and BCAA. Pooba is also a regular presenter at regional workshops, seminars and conferences. He has conducted training and coaching session in various Asean cities and in Maldives, Colombo, Shanghai and Hong Kong. He has also undertaken assignments in Asia, Middle East and Africa including Mauritius.



Ragunath Murthy

Chief Distribution and Marketing Officer | MCIS Life | Malaysia

RAGUNATH MURTHY commonly known as Pak Joe, is a self-driven high achiever with over 30 years' full spectrum knowledge within the life insurance industry; encompassing sales, marketing, recruitment, training, product development, and corporate strategies. He has vast experience in both traditional and digital styles of marketing.

Armed with a Master of Business Administration, Pak Joe is a Fellow in Life Underwriter Training Council (USA), a Certified in Life Planner & Marketer, a Certified Trainer for Strategic Thinking Workshop (STW), the Moderator for Life Underwriter and Training Council (The Malaysian Insurance Institute), the Moderator for Certified Life Planner and Marketer (National Association), a Charter Member of General Agent and Manager Association (GAMA) and was a Million Dollar Round Table Member.

In addition to these education and professional qualifications, he is also a Registered Finance Planner (RFP) and an Affiliate Registered Financial Planner (Affiliate RFP) with Malaysian Financial Planning Council. He has also completed the Adaptive Leadership Masterclass and Adaptive Leadership Coaching developed by Harvard Kennedy School under Centre Asia Leadership Institute.

His core strengths are in Sales and Marketing where he successfully set up and managed agency distribution in numerous countries: Indonesia, Vietnam, Cambodia and Malaysia. He also managed to launch digital agency mobile sales platform with 100% usage from Day 1. His knowledge in the digital space was further expanded during his stint in entomo, formerly known as KPISoft (the developer of MySejahtera app). He is a sought-after platform speaker having spoken in various countries e.g., India, Indonesia, Thailand, the Philippines, etc.

In his personal life, he is a true sportsman, as he represented Malaysia for Cricket. Pak Joe also partakes in the social space being an active Rotarian. He is presently Vice President with Rotary Club of Bangsar.

Presently in MCIS Life, he holds 2 portfolios, Chief Distribution Officer & Chief Marketing Officer, whereby he oversees Sales, Recruitment, Training, Digital Marketing, Brand & Communication.

His tagline is: Enjoy Lah!



Rangam Bir

Board Member | The Malaysian Insurance Institute | Malaysia

RANGAM BIR is a visionary business leader, who has led several international financial services firms in a career spanning over 25 years across Europe, Asia, Middle East and Africa. As a CEO, he has successfully led the transformation of four different businesses, and is committed to deliver the promise of inclusive financial services to impact customers' lives with better outcomes. Rangam is highly passionate about Culture, Community and Collaboration to drive innovation and change.

He has established a successful track record of building winning businesses in fast growing emerging markets by leading large teams in multicultural and international business environments. Presently, Rangam serves as a Director on the Board of the Malaysian Insurance Institute (MII), which supports the professional, technical and digital capability development for the Malaysian Insurance industry. He is active as an Advisor and Mentor for several businesses.

Recently he was the President and Chief Executive Officer of Gibraltar BSN Life Berhad, the Malaysian entity of Prudential Financial's international insurance business. In 2019, under Rangam's leadership, Gibraltar BSN was awarded Malaysia's Digital Insurer of the Year by regional insurance publication InsuranceAsia News, during its annual InsuranceAsia News Awards for Excellence 2019. Rangam joined Gibraltar BSN in December 2016 from the Allianz Group where he spent 19 years in various roles. Beyond his professional roles, Rangam has been active in the development of the Life Insurance Industry in Malaysia as Vice President of the Life Insurance Association of Malaysia in 2018, he was conferred with the Fellowship of the Malaysian Insurance Institute, which is the most prestigious and highest level of professional insurance qualification in the country. Rangam holds a Master of Management Studies in finance and is an electronics engineer by training.



Ravinder Singh

Co-Founder & Chief Commercial Officer | AQM Technologies | Malaysia

RAVINDER has invariably had an intense passion for the insurance industry, and that primarily accounts for his wide experience as a reinsurer for over 3 decades in insurance.

He has worked with Swiss Re and Hannover Re in London, Amsterdam, Zurich, Singapore and Kuala Lumpur. His last role was as General Manager Life & Health with Hannover Re Malaysia regional office responsible for South & South East Asia.

It is Ravinder's innate call to help the consumer understand the insurance product as a layman who is well-informed that gives him this stamina to reach out to every man in the street to own an insurance for his betterment and good health.

Ravinder is now co-founder and CEO of AQM Technologies, an insurtech with a big mission to help you live your full potential using tech, insurance and health. AQM is proactive in creating affordable personalized products for the B40, simple and easy to sign on for the M40 and great value even for the T20.

When he is not dealing with numbers and policies, Ravinder is guiding health enthusiasts climb steps as the co-founder and President of Malaysia Towerrunning Association of Malaysia. He played a huge role in taking Malaysia to be ranked number 4 in the world in towerrunning and coach to current Malaysian world number one towerrunner. Ravinder is an actuarial graduate from Heriott-Watt University, fellow of the Malaysia Insurance Institute, a Registered Financial Planner and most recently a Certified Fitness Instructor and Fitness Nutrition Specialist and author of his famed ebook Becoming The Best Version of Yourself!





Rohit Nambiar

Group CEO | Tune Protect Group Berhad | Malaysia

ROHIT CHANDRASEKHARAN NAMBIAR (“Rohit”) joined the Company on 14 October 2020. In his role as the Group Chief Executive Officer, Rohit is responsible for steering Tune Protect on its journey of digital transformation aimed at positioning the Group as the lifestyle insurer that everyone loves within ASEAN and the Middle East. Rohit is also a Director of Tune Protect Malaysia.

His focus will be on strengthening the company’s reach in the retail consumer space - driving innovation in product ideas and digital solutions, enhancing customer experience by focusing on ease and convenience, and growing the affinity, B2C and B2B2C distribution platforms leveraging big data and technology. All with the aim of making insurance easy and appealing for our preferred customer segments.

Rohit began his career as an Analyst with AXA in India. He has experience working across various departments and has held senior positions in both local and regional capacities within Malaysia, Singapore, Hong Kong, and India. With his track record of success spanning 18 years in the Insurance Industry, Rohit is passionate about fintech, innovation and making insurance simple. He has won numerous awards and accolades in his illustrious career including that of Young Leader of the Year 2019 in the 23rd Asia Insurance Industry Awards 2019. In his free time, Rohit enjoys blogging about everything insurance and a spectrum of other insightful topics such as economics, politics, social issues, and sports.

He is a graduate from the Bharathiar University, India with a Bachelor of Commerce, and a Fellow Member of the Malaysian Insurance Institute (FMII).



Shalini Pavithran

CEO of The ASEAN Insurance Training & Research Institute (AITRI) and The Malaysian Insurance Institute (MII) | Malaysia

SHALINI is the Chief Executive Officer of the Malaysian Insurance Institute (MII), the leading Professional Body and Education Institution for the Malaysian insurance industry. MII has over 26,000 members comprising institutional and individual members. MII is highly respected as a regional centre offering an extensive range of internationally recognised professional qualifications, certification programmes and training programmes catering to insurance professionals. MII also administers the licensing examinations for intermediaries namely insurance agents, brokers, loss adjusters and financial planners.

Shalini also serves as the Chief Executive Officer of the ASEAN Insurance Training & Research Institute (AITRI) in view of the Malaysian Insurance Institute (MII) being given the mandate as the Secretariat of AITRI. AITRI is a non-profit organisation established by the Insurance Regulators of the 10 ASEAN member countries and serves as a regional centre for insurance education and research focusing on capacity building of regulators and supervisors in the region.

Prior to joining MII, Shalini spent over 20 years of her career in various sectors within the financial services industry.

Shalini holds a Bachelor of Economics degree from the University of Malaya, a Bachelor of Laws degree from the University of London and has completed the Certificate of Legal Practice.



Sharala Axryd

Founder & CEO | The Center of Applied Data Science (CADS) | Malaysia

With a passion for data science and over 15 years of experience in the telecommunications field under her belt, Sharala Axryd is leading the data-driven business transformation and driving the benchmark for data science education in the ASEAN region. A thought leader in the data science space, she is a highly-sought after speaker for conferences with topics ranging from analytics to women in STEM.

Award-winner of the EY Woman Entrepreneur Of The Year 2017 Malaysia, SEBA 2018 Woman Technopreneur of the Year and among the Digerati 50 by Digital News Asia (DNA), she is the Founder and Chief Executive Officer of The Center of Applied Data Science (CADS), ASEAN's first and only one stop platform and center of excellence for Data Science. She was part of the team that brought in The Data Incubator (an American-based data science center) to Malaysia, launched ASEAN's first data science accelerator program in 2016 and spearheaded an initiative with the Harvard Business School in Boston to support Malaysia's national agenda to be the hub for Big Data Analytics (BDA).

Prior to CADS, she worked with a diverse set of clients to deliver hands on training through several workshops and trainings on GPRS Performance Analysis and Optimisation. As the Founder and Managing Director of ULearn, Sharala and her team was successful with the Hands On Technology Training (HOTT), eventually evolving to be the first in the industry to develop an Automated Competency Gap Analysis (UrSkillsReporter).



Shayne Rose Bulos

Senior Advisor, GIZ Regulatory Framework Promotion of Pre-poor Insurance Markets in Asia (RFPI Asia)

SHANE is devoted to financial inclusion through the use of technology & public-private partnerships. She serves as a Senior Advisor for Insurtech at the German Development Cooperation in Indonesia, Mongolia, Pakistan, Philippines, Nepal, Sri Lanka, & Vietnam. She also serves as a Consultant on Policies and Regulations, Strategic Planning, Branding & Marketing, and Digital Transformation for Cooperatives and Start-ups. Prior to that, she used to head the Microinsurance Division of the Philippine Insurance Commission.

As an active Toastmasters International officer, she served as Area Director, President, VP-Education, and VP-Public Relations.

She also served as a Regional Advisor for the Junior Philippine Institute of Accountants for two (2) years, bagging the Most Outstanding Regional Adviser in 2016. As a CPA with an MBA, she was given opportunities to be an Academician at the University of Makati and Asia Pacific College. She authored and self-published a poetry book, financial inclusion manuals, and case studies on The Philippine Approach to Inclusive Insurance Market Development (2016 and 2019).





Sheema Khurshed

Head of Business Management | Swiss Re | Singapore

SHEEMA is Head of Swiss Re Business Management for South East Asia. She has over 20 years experience in the In/Reinsurance industry covering all lines of Non-Life business with a focus on Natural Catastrophe & Property claims. Sheema started her career with Swiss Re Australia & New Zealand in 2007. Prior to assuming her current role in Singapore, she led the Swiss Re claims response to the 2010/2011 New Zealand Earthquakes, Cyclone Debbie & Cyclone Yasi as well as many other large cyclone and flood events in Australia. Sheema's a strong advocate on the importance of Natural Catastrophe preparedness and how it brings resilience to the industry and has presented on lessons learnt from the New Zealand Earthquakes & Natural Catastrophe Preparedness to clients in Asia, Europe & Canada.



Sheema is a Fellow of the Australian and New Zealand Institute of Insurance and Finance.

Shinichi Kishi

General Manager | Sustainability Management & Development Department | Meiji Yasuda Life Insurance Company | Japan

SHINICHI KISHI is the General Manager at Meiji Yasuda Life Insurance Company and is responsible for managing and developing the corporate strategy on SDGs/ESG. He also serves as a member of Sustainability Standards Advisory Council Japan.

Qualified as a U.S. Certified Public Accountant, he contributed his knowledge and experience to developing the International Financial Reporting Standard (IFRS) for insurance contracts as a member of the Insurance Advisory Committee of the International Accounting Standards Board (IASB). Shinichi also worked within the secretariat of the International Association of Insurance Supervisors (IAIS) from 2006 to 2009.



Among various responsibilities taken at Meiji Yasuda, Shinichi took an assignment on planning and promoting Meiji Yasuda's overseas business including M&A negotiation to acquire StanCorp Financial Group, a U.S. life insurer, as a project manager. More recently, as Chief Regulatory Expert, Shinichi negotiates with regulatory authorities mainly in capital requirement and accounting on behalf of Japanese insurance industry.

In July 2021 he assumed his current responsibilities for managing and developing Meiji Yasuda's corporate strategy on SDGs/ESG as a General Manager at Sustainability Management & Development Dpt.

He made presentations on relevant issues at many occasions including ASEAN Insurance Congress in 2017 and 2019, East Asian Insurance Congress in 2018 as well as OECD/ADBI Roundtable in 2021.

Shinichi holds a Bachelor of Science degree from Kyoto University in Japan, and an MBA degree from the International University of Japan. He participated in the International Management Program at New York University.

Shinta Widjaja Kamdani

Chair of B20 | Indonesia

As Owner and Chief Executive Officer of the Sintesa Group (www.sintesagroup.com), Shinta is responsible for the Management and Expansion of the Group's business interests in Indonesia. The Sintesa Group is an Indonesian group with 16 subsidiaries, which operates under four main pillars: the Property, Energy, Industrial Products, and Consumer Products.

As a businesswoman, Shinta is involved in numerous business and social activities, including as the Coordinating Vice Chairwoman III for Maritime, Investment and Foreign Affairs of Indonesian Chamber of Commerce and Industry (KADIN Indonesia), Vice Chairwoman of Employers' Association of Indonesia (APINDO), Regional Coordinator for the Asia-Pacific and Executive Board Member of International Chamber of Commerce (ICC), President of Indonesia Business Council for Sustainable Development (IBCSD), as well as founder of Indonesia Business Coalition for Women Empowerment (IBCWE) and Angel Investment Network Indonesia (ANGIN), and the Member of APEC Business Advisory Council (ABAC) Indonesia. She was chosen by the United Nations as one of 30 global corporate leaders to join the Global Investors for Sustainable Development (GISD Alliance). She was also elected to serve as Chair of B20 Indonesia during the Indonesian Presidency at the 2022 G20 Summit.



Shinta graduated from Barnard College of Columbia University New York in 1989 and Executive Education at Harvard Business School, Boston, Massachusetts, USA in 2002. As part of her achievement, she was named Fortune Indonesia's 20 Most Powerful Women 2022, The Asia Corporate Excellence & Sustainability (ACES) Woman Entrepreneur Of The Year 2019, FORBES Asia's 50 Powerful Businesswomen (2012, 2013, & 2016), Business Indonesia Award's 30 Best CEOs 2015, among many others. In 2017, she was decorated as the Commander of the Polar Star by the King Carl XVI Gustaf of Sweden and the Commander of the Order of Leopold of Belgium.

Shubasish Barua, CERT CII (UK)

Head of Impact Business & Executive Vice President | Green Delta Insurance Company Limited | Bangladesh

With an experience of over 19 years in service, trade and Insurance sector Mr. Barua is one of the proficient and creative professional in Insurance sector.

A business graduate from National University and holder of Certificate in Insurance and Financial Services from Chartered Insurance Institute of United Kingdom, Mr. Barua started his career as founder of a startup IT business "JSP Interactive" in 1999. By rendering services towards many local, international clients he consequently illustrated opulent experience before joining the distinguished Green Delta Family in 2002 as development officer. He has also served as professional photo journalist & contributor in many local and international print and electronic media.



Mr. Barua's relentless effort in surfacing the Green Delta Insurance's legacy of being "spearhead" of the sector, has been an acme of his career. He has experience of serving as development officer, underwriter, risk inspector, Legal manager for claims, Brand Manager and Head of Product Development & Innovation. He was also accountable for leading the Health and Micro Insurance team of Green Delta. He has functioned in many successful projects like Nibedita, Sudin & Niramoy Micro Health Insurance, GD Health, floriculture insurance, core software restructuring, call center setup, Shatsho Shuraksha Karamshuchi (SSK), and so on. He has participated in many local and international trainings both in home and abroad to place himself as one of the best executives.

He is presently leading the Impact Business team. Also, engaged in developing, instigating, and crafting "IMPACT INSURANCE" eco system for the urban, rural and marginal customer base by incorporating innovative business model coping with strategic objective of Green Delta aligned with sustainable development goals.

Mr. Barua is obsessive about applying insurance for everyone concept in Bangladesh with his modest effort for making shining Bangladesh.

Steve Tunstall

Board Chair & Director, Compliance Risk, Technology and Insurance | Wadzpays | Singapore

STEVE has over thirty years of experience in owning, running and future proofing companies. He has been CEO, Managing Director, Chairman or equivalent in twelve companies in four countries managing teams of up to 500 employees and based in Asia for over 20 years. He has deep domain knowledge in risk, insurance, resilience and compliance. Recently Steve has been heavily involved in thought leadership globally in the emerging areas of Insurtech, Fintech and the application of AI and distributed ledger technology.

The Inzsure platform is designed to transform the global commercial insurance industry by providing SME customers in ASEAN with ease of use, quality choices, whole life cycle support and a significant reduction in frictional costs. The platform is blockchain ready and investigating the adoption of smart contracts for claims payments.

“The InsurtechBook” contributing author, Amazon best seller in 2018.

“RISK and the Asian CEO” published on Amazon Kindle in 2016.

Recognised as a No.1 worldwide influencer in Insurtech. Features in the Top 20 Global Influencer lists of Rise, Richtopia and Analytica in the areas of Insurtech, Fintech and Blockchain. Has a significant presence on Twitter, LinkedIn, Instagram, Facebook, Pinterest and Tumblr with a network of over 100,000 followers across multiple platforms.



Sunder Singh

Senior Manager | GIC Reinsurance | Malaysia

SUNDER SINGH is an astute Reinsurance professional with 15+ years of experience in the insurance/reinsurance industry. He has been working in GIC Re since 2012 and has been handling its Malaysia branch since August 2019. He is a Chartered Insurer qualified from CII, London, and wears many feathers in his cap with qualifications like PGDHI, FIII, IPGD (General Insurance), MBA (HA). He has diversified experience across functions like reinsurance operations, sales and marketing, insurance life cycle management, customer relationship, channel development. During his on-going tenure at GIC Re Malaysia he has successfully managed to restructure the branch's risk outlook and exhibited tremendous acumen in mitigating and driving the branch's fortunes through these uncertain Covid times.



Thinesh Subramaniam

Regional Head of Claims Services | Hannover Re | Malaysia

THINESH SUBRAMANIAM stands at the forefront of the general insurance industry operational direction and digitalization trend. He has been evangelizing an industry-wide shift to the claims and operational excellence.

Throughout his 20 years tenure in general insurance operations and claims, Thinesh has built a solid reputation for developing operations and claims strategy and incubating digitization initiatives. He also developed and managed claims services efficiency framework; front-line customer service practice, claims best practice and back-end salvage recovery management protocol have helped the organizations coveted high-level sustainability of the organizations.

Embracing the core value of integrity, efficiency and cost-management, Thinesh was recognized as a referral point and subject matter expert amongst the Insurance Regulators in Malaysia, Thailand and Indonesia particularly for claims and insurance fraud matters. He develops and deliver training to Bank Negara Malaysia, Royal Malaysia Police and Malaysian Anti-Corruption Commission (MACC) in regards of the insurance fraud management and investigation.

Thinesh holds an MBA (Insurance), Bachelor's degree in Business Administration, Certified Fraud Examiner (CFE), Counsel of International Investigators (CII), Associateship of Malaysian Insurance Institute (AMII) and Senior Associateship of ANZIIF. Thinesh is also a valued speaker in insurance claims management and operational efficiency, fraud and investigation management; and has presented various conference papers across Asia, Australia, Middle East and USA.



Vas Ramanujam

Head of Insurance | Cover Genius | Singapore

VAS RAMANUJAM is the Head of Insurance, SEA at Cover Genius, the insurtech for embedded insurance that protects the global customers of the world's largest digital companies including Booking Holdings, Descartes ShipRush and Intuit. XCover is also available at Amazon, eBay, and Shopee. In his role, Vas is responsible for leading and executing insurance partnerships across key regions such as Singapore, India, Malaysia, Indonesia, Thailand, Vietnam, and the Philippines. Prior to Cover Genius, Vas held numerous leadership positions at Prudential BSN Takaful Berhad.

He holds a Bachelors in Actuarial Mathematics and Statistics, and has a passion for building insurtech businesses



Vincent Lau

Co-Founder & Chief Executive Officer | Maria Health | United States

VINCENT LAU is the Co-Founder and Chief Executive Officer of a tech startup Maria Health, making it easy to shop & buy health insurance for the Philippines. Maria Health operates as the first licensed health insurance only aggregator with a vision to solve the \$15B underinsurance gap. To date, Maria Health has served 1M+ online visitors, insured 20,000+ members with over PHP200M in premium generated through the platform.



Professor W. Jean Kwon

EAG Manton Chair Professor in International Insurance & Risk Management | St. John's University | United States

PROFESSOR W. JEAN KWON is Edwin A.G. Manton Endowed Chair Professor in International Insurance at the Greenberg School of Risk Management, St. John's University in New York. Additionally, he assists the Center for the Study of Insurance Regulation, is the editor-in-chief of the Asia-Pacific Journal of Risk and Insurance, and promotes insurance with several other organizations. He has authored several books (including a Kulp-Wright Award-winning "Risk Management and Insurance: Perspectives in a Global Economy," which has been used in 15+ countries), actively publishes academic and policy-related papers, and speaks at various conferences for academic, private and public sector audiences. He visits overseas universities and research institutions.

He specializes in international insurance & regulation, country insurance market analysis, insurer performance analysis, insurance innovations as well as emerging risks and insurance solutions. Before joining the GSRM, he was with, among others, Georgia State University (US), Nanyang Technological University (Singapore), the Monetary Authority of Singapore and the Institutes (US). He helped to establish the Asia-Pacific Risk and Insurance Association (APRIA) in 1997, found the World Risk and Insurance Economics Congress (WRIEC) in 2005, and built and leads the Research Network (a consortium of 20+ research centers in risk and insurance worldwide) of the International Insurance Society. The regional and global institutions he has had a working relationship include but are not limited to the Geneva Association, Singapore College of Insurance, Singapore Economic Forum, Financial Accreditation Agency (Malaysia), Waseda University Insurance Research (Japan), Networks Financial Institute (US), Shanghai Forum, China International Risk Forum, Lloyd's and the OECD. He was listed as a Fulbright Insurance Specialist.



Wendy Smith

Business Development Associate | Global Parametrics | United Kingdom

WENDY SMITH is Global Parametrics' Impact and ESG Manager, where she plays a major role in implementing the impact mandate of Global Parametrics to establish sustainable parametric disaster risk finance programmes across the globe.

Wendy has a keen interest in alternative risk financing and combatting climate and natural hazard risk through use of innovation in technology and parametric solutions.

She is manager of the Global Parametrics dedicated Technical Assistance Facility, a EUR 3 million fund for projects designed to innovate and catalyse risk transfer in the field of disaster risk finance.

Wendy has a background in economic development and demonstrated history of working in economic consultancy. She holds a MSc in Risk and Disaster Resilience, from UCL, and a MA in Economics from the University of Glasgow.



Dr. Yunxia Zhang

Regional Head of Claims | Munich Re | Singapore

DONNA is responsible for claims management of Munich Re in Asia. She started her career with Munich Re in 2009 and has 13 years claims experience in all lines of Non-Life business. Before her assuming current role in Singapore, she was in charge of Claims management in Greater China markets. Donna holds a Ph.D. in finance and insurance and published an academic book and several articles on insurance related topics.



ASWATA TRAVEL

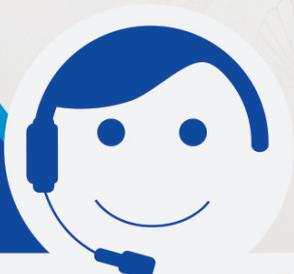
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Since its founding in 1999, Forte has been at the forefront of emerging Southeast Asia's insurance industry. Beginning in Cambodia and later expanding to Laos, Forte strives to provide customers with world-class products tailored to the unique needs of the markets it serves, combined with international standards of customer service and management.

Forte offers a full range of corporate and individual insurance products and is helping give its customers peace of mind in an increasingly complex world.



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Fig Tree Blue is a new affordable option for international health insurance. It offers an extensive range of hospital, medical and additional benefits for you and your family to protect against the high costs of hospital treatment, doctors, and specialist fees.



Medi+ International Health Insurance

Medi Plus provides comprehensive coverage for essential medical expenses, including hospitalization, outpatient services worldwide, emergency referrals, mental health and existing medical coverage.



Hospital and Surgical Insurance

Medical and Surgical Insurance Cards help you to pay for all or part of the cost of expensive surgery and treatment, from pre-treatment consultation to completion of treatment. With the comprehensive product plan we offer, you are guaranteed to receive the highest level of protection at just 12 cents a day.



Personal Accident and International Emergency Medical Assistance Insurance

With Forte's Personal Accident & International Emergency Medical Assistance plan, you can enjoy peace of mind and protect your family finances. No matter where you are in the world, you can get help anytime – 24 hours, 7 days a week.



Employee Health Care Insurance

Employee Health Care Products is a flexible health plan tailored to the needs of our clients and is specifically designed for local and international companies. This product provides a comprehensive guarantee of both hospitalization and surgery, including hospitalizations and non-hospitalizations, along with additional benefit options in the event of an accident and illness.



Group Personal Accident Insurance

Forte's Group Personal Accident Insurance provides either nationwide or worldwide, 24-hour coverage against accidental death, injury, and permanent disablement for your employee.



Acknowledgements

The ASEAN Insurance Training & Research Institute

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