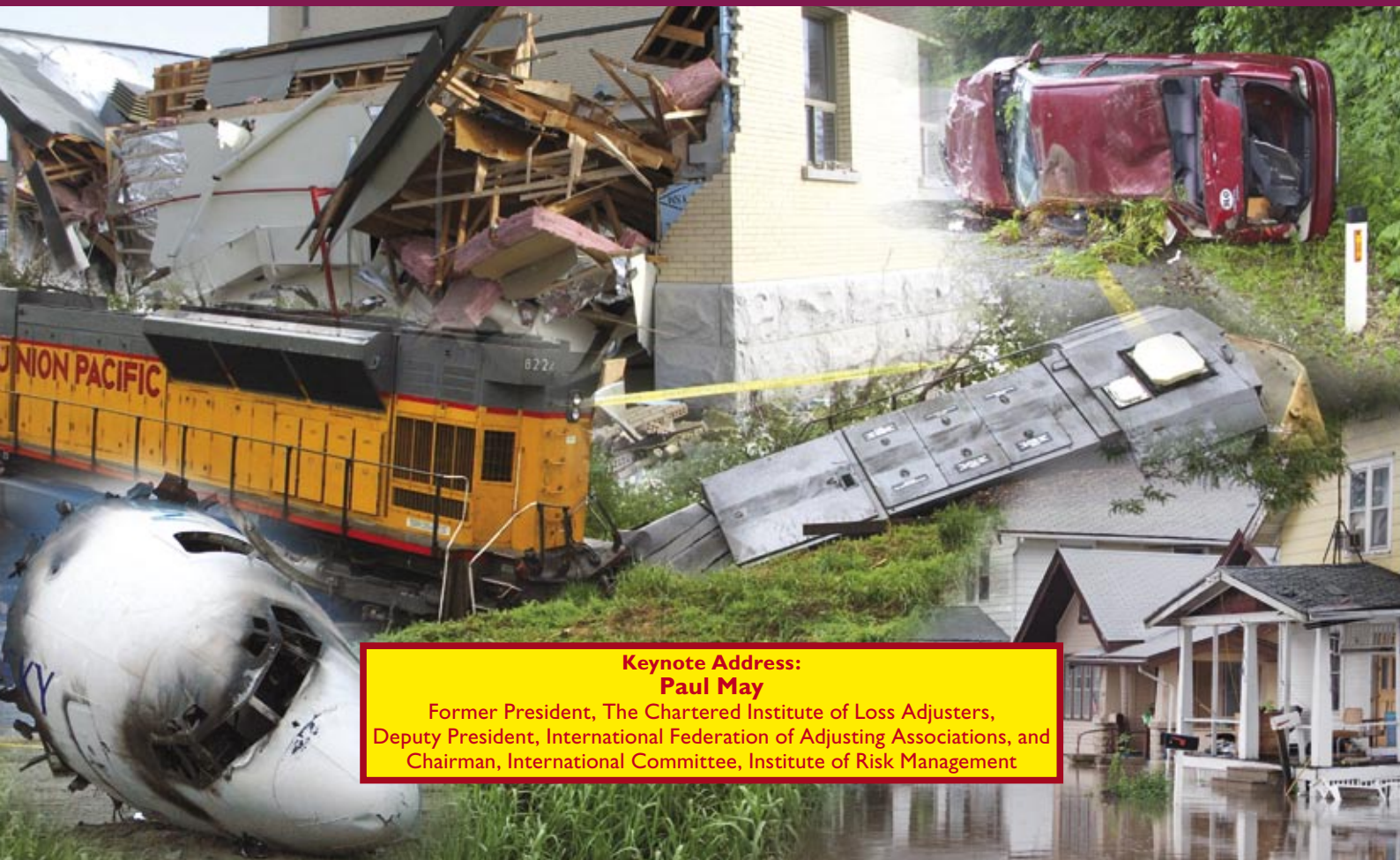


5th Asian Conference on Claims Management in Insurance

7 - 8 October 2008, Hilton Hotel, Singapore

Theme: Winning Customers Through World Class Claims Management

Register by
15 September 2008 for
Early Bird Discounts!



**Keynote Address:
Paul May**

Former President, The Chartered Institute of Loss Adjusters,
Deputy President, International Federation of Adjusting Associations, and
Chairman, International Committee, Institute of Risk Management

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Register online at www.asiainsurancereview.com

5th Asian Conference on Claims Management in Insurance

7 - 8 October 2008

2007 and 2008 have been detrimental years in terms of the number of claims the insurance industry had to face, from natural catastrophes, acts of terrorism etc. There is therefore an urgent need to look at managing claims effectively, keeping your customers and watching your bottom-line. There is a pressing need to re-energize claims handling and claims management strategies to make insurance companies in Asia world class not only to their clients, but for their company's image, profile and bottom line growth. With the rapid and extreme challenges the industry has had to face, "Winning Customers through World Class Claims Management" has become critical!

In line with this, *Asia Insurance Review* is once again hosting our Claims series, this time in Singapore, with the theme "Winning Customers through World Class Claims Management." The programme will look at the future of claims handling and where the insurance industry is heading, how to stay ahead of the competition, service customers effectively, whilst looking at lowering claims costs – keeping the Customer KEY!

A Special Feature this year: A Mock Mediation Taking You Through the Actual Process of Mediating a Claim

Mediations are popular where there is an ongoing commercial relationship to be preserved. We present a "live" mediation session between an unhappy customer and his equally unhappy insurer. The customer has made a huge claim following a natural disaster. Aspects of his claim are highly suspicious (possibly fraudulent) to his insurer. Both are threatening to have their day in court but in truth, both have reasons not to go all the way. They agree to mediate as a last resort. The battle lines are clearly marked. Can we avoid a war? Sign up to see what happens!

Who Should Attend

- Managers and Senior Executives of Insurance & Reinsurance Companies especially Claims Managers and Executives (both life and non-life)
- Agents and Brokers
- Loss Adjusters
- Management Consultants
- Risk & Insurance Managers of Corporate Buyers of Insurance
- Lawyers
- Risk Managers of MNCs

Key Topics

- Global Claims Developments – How the Insurance Industry is Coping
- The Future of Claims Handling – Where is it Heading in the Current Climate
- Staying Ahead of the Competition
- How Not to Get Caught Out – Top Legal Tips for Effective Claims Handling
- Winning your Customer Through World Class Service
- Using Technology to Improve Both Loss Ratio and Customer Service
- Handling Mega and Complex Claims – Strategies & Pitfalls
- Fraud Issues
- Case Studies on Successful Claims Experiences

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PROGRAMME

Day One: 7 October 2008, Tuesday

- 9.00 am **Welcome Address:**
*Derek Teo, President,
General Insurance Association of Singapore*
- 9.15 am **Keynote Address: Global Claims Developments – How the Insurance Industry is Coping**
Paul May, Former President, The Chartered Institute of Loss Adjusters, Deputy President, International Federation of Adjusting Associations, and Chairman, International Committee, Institute of Risk Management
- 10.00 am **The Future of Claims Handling: Where is it Heading in the Current Climate**
Peter Ford, Vice President and Regional Commercial Liability Claims Manager for AIG Southeast Asia
- 10.30 am Tea Break

Staying Ahead of the Competition

- 11.00 am **Claims Management Benchmarks – Where Do You Stand amongst your competitors**
*Imran Ahmed, Partner,
Business Advisory Services, Ernst & Young*
- 11.45 am **How Not to Get Caught Out – Top Legal Tips For Effective Claims Handling**
*Yvonne Jefferies, Partner,
Barlow Lyde & Gilbert LLP*

12.30 pm Lunch

Winning Your Customer Through World Class Service

- 2.00 pm **Claims and the Customers: Key Touch Points of the Industry**
William Reed, Asia Operations Claims Manager, FM Global – Singapore Office
- 2.45 pm **Using Technology to Improve Both Loss Ratio and Customer Service**
Brian Turner, Global Solution Manager – Claims, SUN Microsystems
- 3.30 pm Tea Break

Mega and Complex Claims – Strategies & Pitfalls

- 4.00 pm **The Effective Handling of Major Losses – How to Succeed**
Andrew King, Managing Director, Marsh
- 4.45 pm **Pitfalls in Assessing Complex Claims**
*Adrienne Kouwenhoven, Partner,
RGL – Forensic Accountants & Consultants*
- 5.30 pm End of Day One

Day Two: 8 October 2008, Wednesday

- 9.00 am **Marketing Claims: Adding Value to your Product with Effective Marketing of Your Claims Approach**
John Pyall, Senior Manager, Munich Re
- 9.45 am **Risk Management of Claims**
*Paul May, Chairman & Chief Executive,
Concordia Consultancy Ltd*
- 10.30am Tea Break

Special Mock Mediation on a Claims Scenario, Featuring the Various Players Involved

- 11.30 am **A CAT, A Claim, A Conflict – Keeping The Commercial Relationship Alive**
Mediations are popular where there is an ongoing commercial relationship to be preserved. We present a “live” mediation session between an unhappy customer and his equally unhappy insurer. The customer has made a huge claim following a natural disaster. Aspects of his claim are highly suspicious (possibly fraudulent) to his insurer. Both are threatening to have their day in court but in truth, both have reasons not to go all the way. They agree to mediate as a last resort. The battle lines are clearly marked. Can we avoid a war? The session will test the skills and techniques of a number of our speakers - let's see if they work!
Organised and Mediated by Barlow Lyde & Gilbert

12.30 pm Lunch

Fraud Issues

- 2.00 pm **Fraud, Forensic Science & Insurance Claims Management**
John Horswell, Chief Forensic Consultant, Approved Forensic Sdn Bhd

Case Studies on Claims Experiences

- 2.30 pm **D&O Claims: Be Aware of the Wording Implications!**
Aruno Rajaratnam, Managing Director, FINEX, Asia, Willis
- 3.00 pm **Recent Natural Catastrophes and How They've Affected Claims – Developments Post Katrina**
*Peter Newall, Managing Director,
Swiss Reinsurance Company Ltd*
- 3.30 pm **Global Medical Risk Management Through Medical Monitoring**
*Dr George Khoo, Deputy Medical Director,
International SOS Singapore*

4.00 pm Tea Break

Asian Panel

- 4.30 pm • India:
*Gunasekhar Boga, Vice President,
IFFCO Tokio General Insurance Company*
- China, Japan, Malaysia, Singapore, Thailand, The Middle East
- 5.30 pm Close of Conference

5th Asian Conference on Claims Management in Insurance

7 - 8 October 2008

FAX to: (65) 6512 5335

Conference Registration Form

To: Ms Loga, Asia Insurance Review
Co. Regn no.: 199 003 818 H • GST Regn no.: M2-009 466 93
69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583
DID: (65) 6372 3184 • email: loga@asiainsurancereview.com
www.asiainsurancereview.com

PERSONAL PARTICULARS

Name: Mr/Mrs/Ms/Dt/Prof
First Name: _____ Last Name/ Surname: _____
Nationality _____
Job Title _____
Company _____
Address _____
Country _____
Tel: () _____
Fax: () _____
email: _____

REGISTRATION

Early Bird (valid till 15 Sept 2008) Normal Registration

Subscribers US\$800 Subscribers US\$1,280
Non-Subscribers US\$980* Non-Subscribers US\$1,480*

(*Free One Year Subscription to *Asia Insurance Review* + eWeeklies)

Full registration fees MUST be paid before the valid dates for admittance at conference.

Only registrations FULLY PAID FOR by the early-bird deadline will be eligible for the discount.

I came to know about this conference through:

MIR/AIR magazine MIR/AIR Website Brochure Email
 Referral by (Association/ Sponsor/ Speaker/ Exhibitor/ Business Contact)

Remarks: _____

Group registration:

A 25% discount will be given to the third and subsequent registrations.

Registration fee includes participation at Conference plus all tea breaks, lunches and Conference documents.

All meals are prepared without pork, lard and beef.

Accredited by
General Insurance Association
of Singapore

Special Dietary Requirements

I would like to have vegetarian meals during the Conference.

Closing date for registration: 3 Oct 2008

For cancellation in writing made before **15 Sept 2008**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **15 Sept 2008**.

PAYMENT

I enclose a cheque / bankdraft in US Dollars made payable to "ASIA INSURANCE REVIEW"

Telegraphic / Wire Transfer to the following account:
The Development Bank Of Singapore, 6 Shenton Way,
DBS Building, Singapore 068 809
• US\$ (Account No.: 0001 - 004838-01-9-022)
• Swift Code: DBS SSGSG

Please debit the sum of US Dollars US\$ _____ for Conference Registration fee from my

Mastercard VISA American Express

Card Holder's Name: _____

Card No.: _____

Expiry Date: ____ - ____ (mm-yy) Total Amount: US\$ _____

Signature: _____ Date: _____

(Conference fee is inclusive of prevailing GST)

Fax to: (65) 6732 7237

Please fax Room Reservation Form
direct to Hotel

Room Reservation Form

Attn: Ms Catherine Chong

Fax: (65) 6732 7237

Email: catherine.chong@hilton.com

Hilton Singapore

581 Orchard Road Singapore 238883

Main: (65) 6737 2233 • Fax (65) 6732 7237

www.singapore.hilton.com

Please fill in Guest particulars
on Registration Form

ROOMS (DELUXE ROOM)

- Single Room (room only) SGD 340.00++ per room per night
 Twin Room (room only) SGD 340.00++ per room per night
 Buffet Breakfast at Checkers Brasserie is chargeable at SGD25++ per person

This rate is valid only if we are informed that breakfast is required at the point of reservation. Otherwise, rate of SGD35++ per person will apply.

All rates quoted are subject to 10% service charge & 7% GST.

Check-in/Check-out Time

• Check-In Time:

Check-in time is at 1400 hours on the day of arrival. We are unable to guarantee any early check-in for early arrivals unless arrangements have been made to pre-block for one night earlier, it will be chargeable.

• Check-Out Time:

Check-out time is at 1200 hours on the day of departure. Any request for check-out later than 1200 hours on the day of departure is subject to room availability. For any check-out after 1800 hours, a one-night room rate would apply.

• For any cancellation after **18 September 2008**, or no-show on the day of arrival, a one-night room rate will be charged to the credit card given.

ARRIVAL

Arrival Date: _____

Arrival Time / Flight Details: _____ / _____

DEPARTURE

Departure Date: _____

Departure Time / Flight Details: _____ / _____

AIRPORT TRANSFER

- NOT required
 Airport to Hotel by Mercedes Benz at SGD\$85 nett per way
 Hotel to Airport by Mercedes Benz at SGD\$85 nett per way
(A SGD\$15 surcharge will apply for transfer between 11pm and 7am)

RESERVATION GUARANTEE

Amex Visa JCB Others

Diners Mastercard _____

Credit Card Number: _____

Expiry Date : _____ month _____ year

Cardholder's name: _____

Signature of Cardholder: _____

Remarks: _____