



# INTERNATIONAL CLAIMS CONVENTION

## Insurance Claims Management in the New Age

20-21 March 2019

Impiana Hotel KLCC, Kuala Lumpur

Join Claims Experts at this International Claims Convention 2019 as they share their insights. This is a **MUST ATTEND** conference as it will help you stay relevant with best practices in claims.

### Strategic Partners:



Malaysia Insurance and Takaful Brokers Association



Malaysian Takaful Association





## Speakers Include:



**Walid H. Jishi**  
ALA Group



**Francois Metzler**  
ACCENTURE



**Uma Devi Nadarajan**  
Ombudsman for  
Financial Services



**Prof. Allan Manning**  
The LMI Group



**Carliff Rizal Carleel**  
Chatbot Malaysia



**Priya Pillai**  
Niru & Co LLC



**Hima Bindu**  
Swiss Reinsurance Co Ltd



**Dato' Dr. Rajbans  
Singh**  
Beacon Laureate



**Rudolf Frei**  
IBNR Insurance  
Consulting Ltd



**Liam Kok Chye**  
MATCOR Technology &  
Services Pte Ltd



**Dr. Kamalanathan  
Sappani**  
Eximus Medical  
Administration Sdn Bhd



**Stuart Pack**  
Medical Opinion Asia  
Sdn Bhd

## Who should attend:

- Claims Managers
- Loss Adjusters
- Underwriters & Reinsurers
- Insurance Brokers
- Regulators
- Insurance Lawyers
- Interested parties
- Suppliers and service providers

## Topic Highlights:

- About OFS & How We Resolve Disputes
- Future of Claims management- Let's talk innovation
- Cyber Security Threat – Phishing / Trolling / Data Ransom
- Harnessing Power of Claims Analytics - Using Machine Learning to segment previous claims according to certain characteristics
- Nobility of Insurance (Fair Claims Handling): Why we have to vs. Why we don't have to pay?
- Why is wreck removal necessary and who pays for it?





## Program - 20 March 2019:

| Time     | Session  |
|----------|--|
| 8.00 am  | <b>Registration and Refreshment</b>  |
| 9.00 am  | <b>Welcome &amp; Opening Address</b><br>Ms. Anusha Thavarajah, Chairperson, The Malaysian Insurance Institute  |
| 9.10 am  | <b>About OFS &amp; How We Resolve Disputes</b><br>Uma Devi Nadarajan, Senior Case Manager, Ombudsman for Financial Services  |
| 9.55 am  | <b>Lessons Learned From Claims Used To Underwrite The Future</b><br><br>Allan will explain how claims information can be used to improve underwriting moving forward. His talk looks at issues such as claims history, concerns about the breath or narrowness of policy wordings and how changes in technology, building materials etc. are throwing up new risks that need to be considered in underwriting.<br><br>Prof. Allan Manning, Managing Director, The LMI Group                    |
| 10.40 am | <b>Networking Tea Break</b>  |
| 11.00 am | <b>Artificial Intelligent: How Far Chat Box will be assisting in Claims</b><br><br>1. Customer Expectations Are Changing - and so Should Your Service<br>2. The Key Areas Where Chatbots Fit in the Insurance Industry (Chatbots in Insurance)<br>3. Four Online Insurance Challenges and How a Chatbot Can Help Solve Them (Business benefits)<br>4. How insurers can prepare for accelerating changes. (What's next)<br><br>Carliff Rizal Carleel, Chief Executive Officer, Chatbot Malaysia |
| 11.45 am | <b>Harnessing Power Of Claims Analytics – Use Machine Learning To Segment Previous Claims According To Certain Characteristics</b><br>Francois Metzler Managing Director – ASEAN Insurance Lead, ACCENTURE   |
| 12.30 pm | <b>Networking Lunch</b>  |
| 2.00 pm  | <b>Future of Claims management- Let's talk innovation</b><br><br>Take through how Swiss Re has adopted to technological/ Digital changes in claims management area and how the claims manager role has changed from approving claims to portfolio management? What are the tools SR developed to assist this change.<br><br>Hima Bindu, Vice President, Swiss Reinsurance Company Ltd  |
| 2.45 pm  | <b>Cyber Security Threat – Phishing / Trolling / Data Ransom</b><br>Andrew Cook, Senior Associate, Kennedys Legal Solution   |
| 3.30 pm  | <b>Networking Tea Break</b>  |
| 3.45 pm  | <b>Special Address: Measures Initiated by PIAM to Support and Reduce Insurance Claims in Malaysia</b><br>Mr. Antony Lee, Chairman, General Insurance Association Malaysia (PIAM)   |
| 4.15 pm  | <b>Panel Discussion:<br/>Claims Supply Management in the New Age</b>   |
| 5.30 pm  | Conference wrap-up and close   |





## Program - 21 March 2019:

| Time     | Breakout Session - General   | Breakout Session - Life   |
|----------|--|---|
| 8.00 am  | <b>Registration and Refreshment</b>  |   |
| 9.00 am  | <b>Nobility of Insurance (Fair Claims Handling) : Why we have to pay Vs. why we don't have to pay?</b><br>Walid H. Jishi, Founder and Group Chairman, ALA Group  | <b>Patient Consumerism And The Need For A Better Streamlined Claims Reimbursement And Healthcare Model</b><br>Rita Thakur, Head of Operation Transformation, Allianz Singapore  |
| 9.45 am  | <b>Telematics – Is Data Analytics Helping Improve Underwriting Results</b><br>Syed Ahmad Fuqaha, CEO & Founder, Katsana Holdings Sdn Bhd   | <b>How Deep Are The Claims Problems? Sharing Our Experience of Second Opinions</b><br>Stuart Pack, Co-Founder & Managing Director, Medical Opinion Asia   |
| 10.30 am | <b>Networking Tea Break</b>  |   |
| 10.50 am | <b>Capitalizing on truly disruptive Claims Services: Winning the Wallets of your Customers in a liberalized Market</b><br>Rudolf Frei, Owner, IBNR Insurance Consulting Ltd  | <b>Conundrum of Rising Medical Costs and How Insurers can Collaborate to Reduce Abuse</b><br>Dr. Kamalanathan Sappani, Managing Director, Eximus Medical Administration Sdn Bhd   |
| 11.35 am | <b>Motorcycle Crash Typing and Riders Injury Severity</b><br>Ir. Mohd Rasid Osman<br>Director, Vehicle Safety and Biomechanics Research Centre, Malaysian Institute of Road Safety Research (MIROS)  | TBA   |
| 12.20 pm | <b>Large Losses in Industrial Systems</b><br>Ian A. Jenkins, Approved Group International  | <b>Medical Negligence</b><br>Priya Pillai, Director, Niru & Co Llc  |
| 1.00 pm  | <b>Networking Lunch</b>  |   |
| 2.00 pm  | <b>Why is Wreck Removal necessary and Who Pays For It</b><br>James P David, Managing Partner, Shaikh David & Co  | <b>Life Insurance Claims Now &amp; Future</b><br>Dr. Emira E Oepangat, FLMI, ACS, UND, CFP, AEPP, QFE, AAAIJ, AAAK<br>Indonesia Life and Health Industry Practitioner   |
| 2.45 pm  | <b>Engineering Design and Product Liability Failure Investigation</b><br>Liam Kok Chye, Principal Consultant, MATCOR Technology & Services Pte Ltd   | <b>Wellness Programs to Reduce Claims</b><br>Dato' Dr. Rajbans Singh, Medical Director, Beacon Laureate   |
| 3.30 pm  | <b>Panel Discussion:<br/>The Importance of adequate failure investigation in dealing with large claims – How can insurers do it better?</b><br><br>Moderator: Azura Manaf, Senior Manager, Syarikat Takaful Malaysia Keluarga Berhad<br>Panellist:<br>– Jessinta Ann, Vice President, Head - Property & Casualty, Claims Care, Etiqa Insurance & Takaful<br>– Hima Bindu, Vice President, Swiss Reinsurance Company Ltd<br>– Liam Kok Chye, Principal Consultant, MATCOR Technology & Services Pte Ltd | <b>Panel Discussion:<br/>The Application Genetic Information in Claims</b><br><br>Moderator: TBA<br>Panellist:<br>– Dato' Dr. Rajbans Singh, Medical Director, Beacon Laureate<br>– Dato' Dr. Meheshinder Singh, Consultant General and Colorectal Surgeon, Pantai Medical Centre<br>– Dr. Emira E Oepangat, Head of Life Operations Chubb Life Indonesia |
| 5.00 pm  | <b>Networking Tea Break</b>  |   |





**SPECIAL SESSION:**

**ORGANICALLY GROW YOUR BOOK OF BUSINESS AND PROTECT YOUR  
PROFESSIONAL INDEMNITY POLICY BY USING THE LMI E SERVICES**



**STEVE MANNING**

Dip.Com, Dip. Fin Serv (Insurance Broking), Dip.Int Risk  
Mgt, GAICD, ANZIIF (Fellow) CIP, FIICP  
**DIRECTOR**

In this session Mr Steven Manning, Director of the LMI Group, will run through two of their internationally renowned systems:

- LMI RiskCoach
- LMI BICalculator

Utilising LMI RiskCoach you will be able to generate tailored risk reports and arm yourself with the information you need to speak to your clients about their exposures and managing risk effectively, allowing you to truly become their trusted advisor.

Complementing this system, LMI BICalculator will allow you to ensure that under-insurance and non insurance are a thing of the past. You will seamlessly walk through the normally difficult and time consuming task of setting an accurate sum insured for your clients' Business Interruption section of their insurance program.

All of this at your fingertips and completed in minutes!



