

# 4th Asian Conference on Claims Management in Insurance

With a Special Focus on China

20 - 21 November 2006,  
Hilton Hotel, Shanghai, China

*Theme: Efficient Claims Management as a Strategic Business Tool for Success*

Register Before  
26 October 2006  
and Enjoy Early  
Bird Discounts!



Simultaneous Translation to Mandarin/ English will be provided at the Conference

Organised by

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# 4th Asian Conference on Claims Management in Insurance With a Special Focus on China

Claims management is a major area of interest and concern in the fast growing markets in Asia. There is an urgent need to re-energize claims handling and claims management strategies to make insurance companies realize the contribution they make to the company's image and profile and bottom line growth.

With the rapid cutting edge developments in technology, claims management can be upgraded to be more than a specific art, almost a science. It can be made more efficient and serve as an important tool to boost customer service and improve the image of insurance in public and in society generally. After all, the *raison d'être* of any insurance company is to pay claims. This Conference therefore will be about how to get the fundamentals right, and how to enhance the bottom line and image of your company.

With China being one of the fastest growing emerging markets in the world, projected to catch up with the sheer size of the US in the near future, the Conference will also offer the opportunity for Claims Managers and Executives in the market to learn about China's experience in claims handling and claims management. The claims experience of Australia will also be featured. So take advantage of the high level speakers and sign up early for this important conference!

## 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
- Fleet Managers of MNCs
- Risk Managers of Motor Companies
- Insurers, Brokers, Agents and Professionals serving the Motor Insurance Industry

The Early Bird offer expires on  
26 October 2006  
**HURRY! SIGN UP NOW!**

## Key Topics

- Claims Management as a Definite Strategy for Growth and Development
- Setting World Class Standards
- Effective Loss Mitigation Measures
- Big Claims & Epidemics including Large and Long-tail Complex Liability Claims, Tsunamis, SARS & Avian Flu
- Use of Forensic Science in Claims Management
- The Fraud Challenge
- Legal Issues in Claims Management

### PLUS Special Focus on

- China
- Australia
- Big Claims & Epidemics
- Motor Insurance Claims

## 4th Asian Conference on Claims Management in Insurance

# PROGRAMME

### Day One: 20 November 2006, Monday

**Chairman:** *Nehemiah Neo Lian Sun, Managing Director, Insight Group of Companies & Asia Regional Director, vrs Universe Adjusters Network LLC*

#### Opening Ceremony

- 9.00 am **Opening Address**
- 9.15 am **Claims Management as a Definite Strategy for Growth and Development**  
*James Ong, CEO & Managing Director, Maphilindo International Sdn Bhd*
- 10.00 am **Role of Loss Adjusters in Setting World Class Standards**  
*Nehemiah Neo Lian Sun, Managing Director, Insight Group of Companies & Asia Regional Director, vrs Universe Adjusters Network LLC*
- 10.45 am Tea Break

#### Claims Practices in Australia – Lessons for Asia

- 11.15 am **Analysis of Claims Practices in Australia**  
*Stephen Thorpe, President, Australasian Institute of Chartered Loss Adjusters (AICLA)*
- 12.00 nn **Non-Life Insurance: Making Claims Service One of the Defining Points of Value to the Customer**  
*Wayne Patterson, Chief Executive Officer, National Transport Insurance, Australia (National Transport Insurance has won several awards because of its excellence in claims management)*
- 12.45 pm Lunch

#### Special Focus on China

- 2.15 pm **Overview of Claims Handling and Claims Management in China**  
*Peter Ye Hui-Wen, Assistant Vice President – Claims, AIU Insurance Company Shanghai Branch*
- 2.40 pm **How the Regulation of Claims Reserving is Changing in China: An Actuarial Perspective**  
*Ryan Ho, Manager, Deloitte Actuarial & Insurance Solutions*
- 3.05 pm **Claims Under Triangular Trading in China**  
*Prof Chin Tsu Kuang, Chief General Manager, China Affairs, Singapore Reinsurance Corporation*
- 3.30 pm Tea Break

#### Effective Loss Mitigation Measures & Successful Claims Experiences

- 4.00 pm **Reducing Machinery and Equipment Claims Settlements By Rapidly Implementing Effective Loss Mitigation Measures**  
*Brian Whitmore, Managing Director, BELFOR (Asia) Pte Ltd*
- 4.45 pm **Plant and Equipment Valuations Relevant to Claims Management**  
*Graham Copland, Director, John Foord (Asia) Pte Ltd*
- 5.30 pm Cocktail Party Hosted by **Insight Group of Companies** and **Maphilindo International**
- 7.30 pm End of Day One

### Day Two: 21 November 2006, Tuesday

**Chairman:** *James Ong, CEO & Managing Director, Maphilindo International Sdn Bhd*

#### Special Focus on Big Claims & Epidemics

- 9.00 am **Tsunami Claims: An Assessment**  
*John Pyall, Senior Manager/Head of Regional Non-Life Claims & Underwriting Services, Munich Re*
- 9.45 am **Large and Long-tail Complex Liability Claims**  
*Jonathan Clark, Senior Vice President, Quality & Compliance, Global Property & Casualty Services, Crawford and Company International*
- 10.30 am **Using Technology to Manage Claims in Epidemic: SARS & Avian Flu**  
*David Piesse, Head of Insurance, Asia Pacific, Sun Microsystems*
- 11.15 am Tea Break

#### Special Session on Motor Insurance Claims

- 11.30 am **Panel on Claims Management on Motor Insurance from A Strategic and Practical Point of View.**
  - Challenges Facing Motor Insurers in Asia
  - Strategies to Underwrite Motor Profitably
  - Dynamics of Motor Insurance – From a Claims Perspective(Drawing from experiences in the motor markets around the region)  
*Actual Case Study of a Multi-Claims Scenario: Case Study of the Claims Settled in a Motor Accident Involving a Luxury Car, a normal automobile and a container truck causing loss of life, damage to property, severe bodily injury, spilled goods releasing pollutants into a nearby river.*  
*Jagath Alwis, Director, Technical, Ceylinco Insurance Co Ltd*

- 12.30 pm Lunch

#### Legal Issues

- 2.00 pm **Avoiding Claims from Ending Up in Courts? Dispute Settlement and Litigation of Claims**  
*Simon Hui Fung, Senior Associate, Deacons*

#### Use of Forensic Science in Claims Management

- 3.00 pm **Forensic Psychological Investigations in Insurance Claims**  
*Dr Victor Adam, Managing Director, Sterling Response*
- 3.30 pm **Forensic Reporting - Is The Insurance Industry Listening?**  
*John Horswell, Chief Forensic Consultant, Approved Forensics Sendirian Berhad, Approved Group, KL, Malaysia*

- 4.00 pm Tea Break

#### The Fraud Challenge

- 4.30 pm **Investigation of Insurance Fraud- A Loss Adjuster's Perspective**  
*Walid H. Jishi, Chairman and General Manager, Arab Loss Adjusters International LLC*
- 5.00 pm **Fraud Issues in Claims**  
*Dr Dexter Morse, CEO, Dexter Morse International Limited*
- 5.30 pm End of Conference

*Simultaneous Translation to Mandarin/ English will be provided at the Conference.*

## Conference Registration Form

To: Ms Loga, Asia Insurance Review  
69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583  
DID: (65) 6372 3184 • email: loga@asiainsurancereview.com  
or register online at www.asiainsurancereview.com

## Room Reservation Form

To: Ms Kelly Pan, Supervisor, **Reservations Dept**  
Tel: (86 21) 6248-0000 ext 6220; Fax: (86 21) 6248-1472  
Email: kelly.pan@hilton.com

**Banquet Sales Office:** Ms Sherry Wang  
Tel: (86-21) 6248 0000 ext 6505  
Email: sherry.wang@hilton.com

**Hilton Shanghai**  
250 Hua Shan Road, Shanghai 200040, China  
Main Tel: (86-21) 6248 0000; Fax: (86-21) 6248 1473  
Website: www.shanghai.hilton.com

Please fill in Guest particulars on Registration Form

HHonors Number: \_\_\_\_\_

Please return this form before **2 November 2006**.

### FLIGHT DETAILS

Date: \_\_\_\_\_

Arrival Flight / Time: \_\_\_\_\_

Date: \_\_\_\_\_

Departure Flight / Time: \_\_\_\_\_

### ACCOMMODATION

- Single Room at RMB 1,590.  
(+15% surcharge per day with 1 American Buffet Breakfast)  
 Double Room at RMB 1,760.  
(+15% surcharge per day with 2 American Buffet breakfasts)

### AIRPORT TRANSFER

- Not Required  
 **Hong Qiao Int'l Airport**  
 Toyota Crown  RMB300.00 net for pick up  
 RMB300.00 net for send out  
 Lexus 430  RMB650.00 net for pick up  
 RMB650.00 net for send out  
 **Pu Dong Int'l Airport**  
 Toyota Crown  RMB585.00 net for pick up  
 RMB520.00 net for send out  
 Lexus 430  RMB870.00 net for pick up  
 RMB800.00 net for send out  
 RMB30.00 net / Public Bus, Scheduled

### PAYMENT

- Guest(s) will settle all expenses upon departure  
 Company's master bill (if credit facility has been established)  
Please specify i.e. what charges will be included

### GUARANTEED RESERVATIONS

All reserved rooms will be honored until 6:00pm unless prior arrangement is made. i.e Credit card guarantee  
Credit Card Holder's Name: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Valid until: \_\_\_\_\_ - \_\_\_\_\_ (mm-yy)

Authorised Signature: \_\_\_\_\_

### FOR HOTEL USE ONLY

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### PERSONAL PARTICULARS

Name: Mr/Mrs/Ms/Dr/Prof \_\_\_\_\_

Designation \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Tel: ( ) \_\_\_\_\_

Fax: ( ) \_\_\_\_\_

email: \_\_\_\_\_

### REGISTRATION

#### Early Bird (valid till 26 Oct 2006) 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:

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

#### 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.

#### Special Dietary Requirements

- I would like to have vegetarian meals during the Conference.

#### Closing date for registration: 16 Nov 2006

For cancellation in writing made before **26 Oct 2006**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **26 Oct 2006**.

### 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  
 Diners (payment will be processed in SGD\$)

Card Holder's Name: \_\_\_\_\_

Card No.: \_\_\_\_\_

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_