

# KEEPING PACE WITH DIGITAL TRANSFORMATION IN INSURANCE INDUSTRY

# INSURTECH ELEVATE ASIA

3-6 July 2018, Amara Hotel Singapore, Singapore

## DISTINGUISHED INSURTECH THOUGHT LEADERS INCLUDING:



**Koichi Narasaki**  
Group Chief Digital Officer  
**SOMPO HOLDINGS, JAPAN**



**Li Xuchun**  
Deputy Director & Head of  
Supervisory Technology Office  
**MONETARY AUTHORITY OF  
SINGAPORE (MAS)**



**Martijn de Jong**  
Chief Digital Officer & Chief  
Marketing Officer, **AEGON LIFE  
INSURANCE**, and VP Digital,  
**AEGON ASIA, INDIA**



**Dr. Lee Ng**  
Vice President, **METLIFE  
INNOVATION CENTRE** & Chief  
Operating Officer, **LUMENLAB,  
SINGAPORE**



**Ramkumar Venkatachalam**  
Global Head of Data Strategy &  
Governance, **QBE INSURANCE**,  
and Senior Vice President Data  
& Analytics, **QBE EMERGING  
MARKET, HONG KONG**



**Paul Taffinder**  
Director of Strategy & Innovation  
**MS AMLIN, UK**



**Tomasz Kurczyk**  
Director of Digital Transformation  
**AXA INSURANCE, SINGAPORE**



**Namrata Jolly**  
Director, Head of Customer & Digital  
**PRUDENTIAL, SINGAPORE**



**Yannick Even**  
Director, Head of InsurTech  
Solutions, Asia  
**SWISS RE, HONG KONG**



**Dennis Liu**  
SVP & Head of Business  
Transformation & Technology  
**ETIQA INSURANCE, SINGAPORE**



**Terence Soo**  
Head, Data Analytics and  
Compliance  
**MHC ASIA, SINGAPORE**



**Tiago Sanchez**  
Innovation Lead Asia  
**ALLIANZ GLOBAL CORPORATE &  
SPECIALTY, SINGAPORE**



**Ashish Umre**  
Head of Artificial Intelligence  
(Accelerate Partner)  
**XL CATLIN, UK**



**Everett Leonidas**  
Senior Investment Lead  
**AVIVA VENTURES, SINGAPORE**



**Grace Fong**  
Vice President, Distribution  
**CXA GROUP, SINGAPORE**

## CONFERENCE HIGHLIGHTS:

Case studies  
on evaluating  
insurtech pilot  
programs  
and digital  
transformation

Latest government  
perspectives  
on regulatory  
frameworks  
surrounding  
the adoption of  
insurtech

Emerging  
technologies, and  
what is getting  
attention from  
insurers

Strategies and  
users' case in  
leveraging data  
to drive various  
components of the  
value chain

Industry panels  
on effectively  
harnessing  
opportunities  
created by  
InsurTech and  
digitalisation

Innovation and  
collaboration  
models in the  
sharing economy

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# MAIN CONFERENCE DAY 1 WEDNESDAY, 4 JULY 2018

08:00 **Registration Starts & Morning Coffee**

08:55 **Chairperson's Opening Remarks**

## REDEFINING MAINSTREAM INSURANCE

09:00 **Regulatory Address by MAS: SupTech vs InsurTech**

REGULATORY KEYNOTE

- Artificial intelligence and data analytics in supervisory engagement at MAS
- Supervisory Tech (SupTech) as an enabler for data analytics capabilities and innovation in the InsurTech ecosystem
- Transforming financial supervision and regulatory processes for better aggregation of data in today's digital economy

**Li Xuchun**, Deputy Director & Head of Supervisory Technology Office, **Monetary Authority of Singapore (MAS)**

09:30 **Insurance + Technology: The Investment Imperative**

- The state of corporate venture capital and insurance CVC
- Understanding different models of CVC and key success factors
- Inbound innovation for proof-of-value vs proof-of-concept

**Everett Leonidas**, Senior Investment Lead, **Aviva Ventures, Singapore**

10:00 **InsurTechs in Asia: What's Next? Emerging Innovations, Implications & Uptake**

LEADERSHIP PANEL

- Outlook of Asia's current InsurTech landscape and its developments in the industry
- How can InsurTech firms in Asia better position themselves to deliver synergistic value with incumbents?
- Pain points, challenges, and key considerations for manoeuvring the evolving digital economy

Panellists:

**Martijn de Jong**, Chief Digital Officer & Chief Marketing Officer, **Aegon Life Insurance**, & VP Digital, **Aegon Asia, India**

**Tomasz Kurzyck**, Head of Digital, **AXA Insurance, Singapore**

**Koichi Narasaki**, Group Chief Digital Officer, **SOMPO Holdings, Japan**

**Namrata Jolly**, Director, Head of Customer & Digital, **Prudential Assurance Singapore, Singapore**

10:40 Morning Networking & Refreshment Break

## BUSINESS CASE OF INSURTECH

11:00 **Disruptive Business Models: A Digital Re/Insurer's Perspective**

CASE STUDY

- The impact and outlook of technological disruption in the insurance value chain
- Turning the ubiquitous InsurTech trend into a compelling business case, and bridging the gap between innovative concept and commercialized solutions
- Success factors proven in these recent cases from across Asia, including:
  - A digital wellness product in India,
  - A health parametric solution managing personal diabetes conditions in Singapore,
  - A flight delay parametric solution in China, and
  - An OptiCrop Agriculture solution in China

**Yannick Even**, Director, Head of InsurTech Solutions, **Asia, Swiss Re, Hong Kong**

11:30 **Etiqa's Journey: Transforming a Composite Insurance Company**

CASE STUDY

- Operational efficiency to improve productivity, and relocate more resources from back-end to customer service and distribution
- Customer experience to transform the company to be customer-centric
- Digital distribution to generate revenue from online, to get closer to customers, and develop innovative products and services to meet customer needs

**Dennis Liu**, SVP & Head of Business Transformation & Technology, **Etiqa Insurance, Singapore**

12:00 Networking Lunch

13:00 **Transformation from Traditional Insurer to Digital Insurer – What are the key steps?**

CASE STUDY

- Cracking digital life insurance in India
- Building one of the world's leading pioneer's in digital life insurance
- Pitfalls and tips – lessons learned

**Martijn de Jong**, Chief Digital Officer & Chief Marketing Officer, **Aegon Life Insurance**, & VP Digital, **Aegon Asia, India**

13:30 **Beyond Insurance – Digital Transformation of SOMPO Holdings**

CASE STUDY

- Driving safety utilizing IoT
- Digital Healthcare
- On-demand Insurance

**Koichi Narasaki**, Group Chief Digital Officer, **SOMPO Holdings, Japan**

14:00 **Case Study: Moving Towards an Insurance-as-a-Service World**

CASE STUDY

- Development of digital ecosystems and role of Insurance-as-a-Service (IaaS)

- AXA's journey towards an IaaS platform

**Tomasz Kurzyck**, Head of Digital, **AXA Insurance, Singapore**

14:30 **How Digital Health Engagement Drives Innovation in Products & Pricing**

- Leveraging customer touchpoints and data in driving stickiness and insights

- Use of access to new and continuous data about customers and their lifestyles in product development

- Facilitating accelerated and dynamic underwriting for better customer relevance and experiences

**Thomas Dijkhn**, Vice-President Asia-Pacific, **dacadoo APAC, Australia**

15:00 Afternoon Networking & Refreshment Break

## INTELLIGENT AUTOMATION & DATA

15:30 **Imperatives for a Successful, Data-Driven Culture in an Organization**

- The role of data in business transformation, digital experience, analytics, and innovation

**Ramkumar Venkatachalam**, Global Head of Data Strategy and Governance, **QBE Insurance**, & Senior Vice President Data and Analytics, **QBE Emerging Markets, Hong Kong**

16:00 **Artificial Intelligence, Machine Learning & Deep Learning in Healthcare & Insurance**

- How AIMLDL is impacting Healthcare?
- Can we predict one's claims experience for healthcare and insurance?
- Why the future of AIMLDL is exciting and what can we expect?

**Terence Soo**, Head, Data Analytics and Compliance, **MHC Asia, Singapore**

16:30 **Harnessing the Value of Data**

- Translating data streams into actionable, data-driven insights
- Curating a data strategy and scaling it for adoption in digital transformation

- Implications for integrating data science and machine learning capabilities into insurance business models

- Use cases for customer-centric applications of big data and machine learning

**Daniel Addyson**, Senior Consultant, Advanced Analytics, Population Health Solutions, **Aetna International, South Korea**

17:00 **Chairperson's Summary & End of Main Conference Day One**

# MAIN CONFERENCE DAY 2 THURSDAY, 5 JULY 2018

08:30 Morning Coffee

08:50 Chairperson's Opening Remarks

## BLOCKCHAIN, INNOVATION AND PRODUCT STRATEGY

09:00 **Marine Insurance Blockchain: The Revolution Begins**

CASE STUDY

- Tactical, Radical, Exploratory: MS Amlin's Strategic Innovation
- What Blockchain is Delivering for Marine Insurance
- How the Blockchain Platform Will Develop

**Paul Taffinder**, Director of Strategy & Innovation, **MS Amlin**, UK

09:30 **Emerging Technologies: Why Insurers are Paying Attention & the Implications on Customers**

CASE STUDY

- The implications of emerging technologies on the insurance industry
- Innovation projects that LumenLab has worked on, which involves collaboration with leading insurtech startups, to tackle problems in the industry and while disrupting it

**Lee Ng**, Vice President & Chief Operating Officer, **LumenLab**, **Metlife Innovation Centre**, Singapore

10:00 **Digital Innovation in AGCS**

CASE STUDY

- The Innovation Journey
- Challenges in corporate innovation
- Innovation Launchpad and our PoC's

**Tiago Sanchez**, Innovation Lead, **Allianz Global & Corporate Specialty**, Singapore

10:30 Morning Networking & Refreshment Break

11:00 **Customer-Centric Product Innovation**

- Enabling digital capabilities
- Organisational culture as an enabler for leadership buy-in
- Customer segment strategy implementation

**Namrata Jolly**, Director, Head of Customer & Digital, **Prudential Assurance Singapore**, Singapore

11:30 **Developing Product Strategy through Data, Analytics and IoT**

CASE STUDY

- A perspective on the challenges faced by the commercial and specialty insurance sector
- How can insurance leverage internal and external data along with emerging technologies like AI, Blockchain, IoT etc. to understand complex risk in an uncertain world?

**Ashish Umre**, Head of Artificial Intelligence (Accelerate Partner), **XL Catlin**, UK

12:00 Networking Lunch

13:00 **Insurance in a Sharing Economy – New Liabilities, Opportunities & Coverage for Digital Transactions**

- Developing effective digital distribution models for a collaborative economy

For speaking opportunities, kindly contact **Genevieve.Lim@ibcasia.com.sg**

## SMART INSURANCE AND PRICING

13:30 **From Banks to Insurers: Embracing Digital Transformation**

- Keeping up with the evolving financial landscape and assessing capabilities for a digital business model and pricings
- Key drivers of internal change within organisations and use cases of implementing technologies into value chain
- Open banking, APIs - its role and implications in developing the financial ecosystem

Panelists:

**Stuart Gurr**, Head of Transformation & CTO, Asia, **Deutsche Bank**, Singapore

**Saurav Bhatia**, Global Head Digital Insights, Digital Banking, **Standard Chartered Bank**, Singapore

More region's leading banks to be confirmed

14:10 **Smart Insurance & IoT**

CASE STUDY

- Harnessing IoT and connected devices for real-time data insights in telematics, homes, healthcare, general insurance

For speaking opportunities, kindly contact **Genevieve.Lim@ibcasia.com.sg**

14:45 Afternoon Networking & Refreshment Break

15:15 **Strategic Partnerships in Insurance: Engaging Players Across the Ecosystem**

- Emerging collaboration models within the industry, and strategies for integrating distribution channels
- Establishing symbiotic and synergistic partnerships that translate to value

**Grace Fong**, Vice President, Distribution, **CXA Group**, Singapore

15:45 **InsurTech Round-Up Panel: Asia's Potential & Challenges in Reaching Out to Customers Through Technologically Enabled Insurance Products**

- Perspectives of the areas of major opportunities and inefficiencies, pain points, and where we're progressing towards
- Insights on laying the right foundations for digital innovation
- Emerging operating models and business processes from the use of technological platforms and solutions, and how this will affect product and price

Panelists:

**Thomas Dijohn**, Vice-President Asia-Pacific, **dacadoo APAC**, Australia

**Ashish Umre**, Head of Artificial Intelligence (Accelerate Partner), **XL Catlin**, UK

**Grace Fong**, Vice President, Distribution, **CXA Group**, Singapore

**Lee Ng**, Vice President & Chief Operating Officer, **LumenLab**, **Metlife Innovation Centre**, Singapore

16:30 **Chairperson's Summary and End of Conference**



## PRE-CONFERENCE WORKSHOP

TUESDAY, 3 JULY 2018

**DURATION: HALF-DAY (9.00AM – 1.00PM)**

### A PRACTICAL WORKSHOP ON MACHINE LEARNING IN INSURANCE INDUSTRY

#### ABOUT THE WORKSHOP:

Machine learning is widely considered a fundamental approach to providing data-driven solutions for insurance industry or healthcare organizations, but how does machine learning actually work? What inputs are used in machine learning and what value to you get from machine learning? What is being “learned”? How are algorithms finally implemented into production systems and consumed by the end users? This workshop will teach attendees how to establish and successfully run a machine learning pipeline. Attendees will walk away with a practical introduction to machine learning that focuses on both technical and business-relevant concepts.

#### KEY TAKEAWAYS:

- A clear understanding of the definition of machine learning
- An understanding of how machine learning is used
- An overview of the tools and systems used in machine learning pipeline
- An understanding of how machine learning is implemented into business environments
- What a sustainable machine learning pipeline looks like

#### ABOUT THE WORKSHOP LEADER:



##### Daniel K. Addyson

Senior Consultant, Advanced Analytics, Population Health Solutions

**AETNA INTERNATIONAL**, South Korea

Daniel is a Data Science and Analytics consultant in the healthcare space. He has over 10 years of advanced data analysis experience, having worked in social media start-ups, small enterprises, and large pharma and insurance companies. His work has spanned from building machine learning pipelines, conducting randomized trials and program evaluations, and automation techniques. Currently, Daniel is with the International Division of Aetna, a major US health insurer. He works on consulting teams providing customized analytics and machine learning platforms for ex-US medical insurers. Daniel is based out of Seoul, South Korea and supports efforts across the APAC region.

## POST-CONFERENCE WORKSHOP

FRIDAY, 6 JULY 2018

**DURATION: HALF-DAY (9.00AM – 1.00PM)**

### CATALYSING INNOVATION THROUGH TECHNOLOGY FOR INSURANCE INDUSTRY

#### ABOUT THE WORKSHOP:

Advances in technology and the introduction of InsurTech have been key drivers for innovation in insurance. For insurers looking to kick start or understand where to progress next in their innovation journey, what are the emerging trends and technologies that will continue to pave the way for the insurance industry? This workshop seeks to provide an overview and understanding of how the insurance landscape is set to evolve and how insurers can establish innovation and digitalisation capabilities to achieve business priorities and goals.

#### KEY TAKEAWAYS:

- An overview of emerging trends and technologies in insurance and the InsurTech scene
- An understanding of where attendees stand in their digital journey and how to structure business priorities for digitalisation
- What is required to successfully establish innovation capabilities and culture
- OPEX, CAPEX considerations
- Implementation strategies with case studies

For workshop leader opportunities, kindly contact [Genevieve.Lim@ibcasia.com.sg](mailto:Genevieve.Lim@ibcasia.com.sg)



MEDIA PARTNER

**FINTECH  
WEEKLY**

ASIA'S INSURANCE SECTOR IS SEEING A SURGE IN GROWTH AND POPULARITY OF INSURTECH, WHO ARE MAKING STRONG INROADS INTO THE INSURANCE VALUE CHAIN TO TRANSFORM THE INDUSTRY. INVESTMENTS IN DIGITALISATION ARE IMPACTING CURRENT BUSINESS MODELS, PRODUCTS, CUSTOMER ACQUISITION, BUSINESS PROCESSES, CLAIMS AND MUCH MORE.

**INSURTECH ELEVATE ASIA** brings to market real-life case studies, opportunities for partnerships and collaboration, technical and regulatory solutions needed, and most importantly, how to get your digital strategy off the ground. The conference will also examine emerging issues from the latest developments in InsurTech, such as telematics, blockchain, connected insurance and applications of the Internet of Things (IoT), as well as the use of big data in generating insights for product development and optimising value chains.

Pre-Conference Workshop	Day 1	Day 2	Post-Conference Workshop
A Practical Workshop on Machine Learning in Insurance Industry  Machine Learning 101 Tools, Systems and its Use Implementation Strategies Case Studies	Opening Keynote Sessions & Leadership Panel	Blockchain, Innovation & Production Strategy	Catalysing Innovation through Technology for Insurance Industry  Emerging Trends & Technologies Structuring Business Priorities for Digitalization Innovation Capabilities & Culture CAPEX & OPEX
	Business Case of InsurTech	Smart Insurance & Pricings	
	Intelligent Automation & Data	InsurTech Round-up Panel	

## TOP REASONS TO ATTEND:



**HEAR**

FROM TOP INDUSTRY PLAYERS ACROSS THE REGION AS THEY DISCUSS AND ADDRESS EMERGING ISSUES FROM THE LATEST DEVELOPMENTS IN INSURTECH



**DISCOVER**

EMERGING TRENDS IN INVESTMENT ACTIVITY AND SEGMENTS IN INSURANCE THAT ARE GAINING TRACTION



**LEARN**

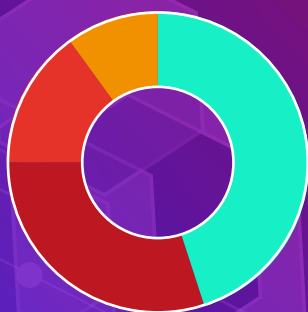
FROM CASE STUDIES FROM BOTH LEADING TRADITIONAL AND NEW-AGE INSURERS, AS WELL AS INSURTECHS



**GAIN INSIGHTS**

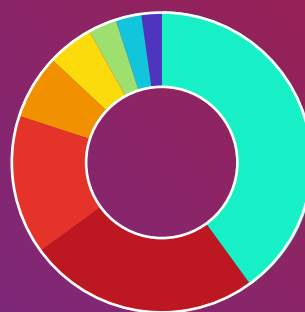
FROM DIALOGUES WITH REGULATORS AND IMPLEMENTERS ON HOW TO BETTER BUILD ROBUST ECOSYSTEMS AMIDST CONCERNS OVER DATA GOVERNANCE AND PRIVACY

## WHO WILL YOU MEET:



### BY COUNTRY

- Singapore.....45%
- Rest of South East Asia .. 30%
- North Asia ..... 15%
- Rest of the World ..... 10%



### BY INDUSTRY

- Insurers.....40%
- InsurTech Solutions Providers.....25%
- Reinsurers..... 15%
- Insurance Brokerage & Consultancy ..... 7%
- Venture Capital, Investment..... 5%
- Government & Regulatory Associations... 3%
- Banks..... 3%
- Financial Advisory ..... 2%

## WHO SHOULD ATTEND:

C-Suite, SVP, VP, AVP and Heads of:

Digital, Innovation, Digital Transformation, Data Analytics, Architecture, Technology, IT, Underwriting, Actuarial, Pricing, Compliance, Operations, Customer Experience & Engagement, Distribution, Marketing, Agency, Strategy, Investment, Risk

## UNRIVALLED OPPORTUNITY TO PROFILE YOUR COMPANY!

To raise your profile in Asia's InsurTech scene, please contact **Casey Ho** at +65 65082470 or email [Casey.Ho@ibcasia.com.sg](mailto:Casey.Ho@ibcasia.com.sg) to learn more about sponsorship and exhibition opportunities.