

[REGISTER NOW!] INSURETECH SUMMIT 2008 discusses hot button issues for Insurers
22nd August 2008, Marina Mandarin, Singapore

Insurers are confronting an increasingly aggressive and global environment, with rapid evolution and intense competition engendering greater necessity for focused investments in technology.

Developed with BOTH technology users and business professionals in mind, InsureTech Summit 2008 aims to create a platform for senior executives to share their experience on the various challenges currently faced within the insurance business, and to explore how various business units can capitalize on technology to gain competitive advantage.

Here are the some of the sessions which will explore how effectively aligning the business and IT divisions can be beneficial to your organization:

Insurer-Agent Relations: Catering to your Internal Customers

Insurers face issues in effectively managing the performance of agents, & enabling improved efficiency in their interactions with end consumers. What are the business drivers underlying insurer-agent relationships? How can technology provide the competitive edge for insurers by improving interaction with agents & managing their performance through analytics, yet not threaten to render the agents less important by fostering direct relationships with end consumers? This session shares the right approach to be taken & sees how insurers like Liberty International Insurance have successfully managed to enrich this insurer-agent relationship through application of technology.

Channel Management: Insurance Agents vs. Alternative Channels – The Quest for Balance

Asian consumers increasingly demand the added convenience of having several touch points to interact with their insurers 24x7. Carriers are thus getting closer to consumers by expanding their distribution network - this includes having a multichannel strategy encompassing independent producers, institutional channels such as banks & brokerdealers, direct marketing, & Web marketing. This session looks at how channel conflict can be best managed.

Modernizing Insurers' Legacy Systems: How should Insurers Reshape their Core Applications?

Legacy core systems are showing signs of age after years of patching & fixing. Insurers in Asia continue to progressively decommission their legacy systems & componentize or replace individual parts with enhancements. This session looks at a best practice from Great Eastern Life on how insurers can interface existing IT architecture with new systems.

For the complete updated agenda, please log on to www.idc.com.sg/insuretech08.

INSURETECH SUMMIT 2008 is not just for IT professionals:

WHO MUST ATTEND!

- CEOs, CFOs, COOs and Executive VPs and Managing Directors of Life, General Insurance and Reinsurance Companies (Conventional and Takaful Insurance)
- CIOs, CTOs, Heads and VPs of IT, IT Directors, Senior Technology Advisors, IT Managers
- Senior Managers of Marketing, Business Development and Sales, and Customer Relationship Management (CRM)
- Divisional Heads for Policy Administration and Claims Management
- Head of Agencies, Head of Agency Management
- Head of Alternative Distribution and Bancassurance
- Insurers' Country Managers and Chief Representative Officers
- Management Consultants and Insurance Industry Experts
- Supervisors and Regulators
- IT Vendors, Consultants, and other Service Providers targeting the Insurance Industry
- Fund Managers and other Institutions serving Insurers
- Media Commentators and Financial Technology Domain Experts
- Senior Officers of various business divisions & geographies who influence & participate in technology investment decisions

WIN GREAT PRIZES: Join us InsureTech Summit 2008 and stand a chance to win some truly exciting prizes including an **iTouch**, **Nintendo Wii** and a pair of **3-day grandstand tickets to the Formula 1 Singapore Grand Prix!!!**

REGISTER NOW: To reserve your **complimentary** delegate seat, please log on to www.idc.com.sg/insuretech08 or fill in the form below now! Admission is free for industry practitioners. (** Pre-registration is required. Subject to final approval by Financial Insights)

InsureTech Summit 2008 is also open for participation by industry vendors. To register, please contact Ivy Tan (see contact details below).

Speaking Opportunities and Media Enquiries, please contact:

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Registration Enquiries, please contact:

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We would like to thank the following strategic partners:

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Program Outline	
8.30 am	OPEN FOR REGISTRATIONS
9.00 am	<p>Welcome Address by Chairperson of Conference Cyrus Daruwala, Managing Director, Financial Insights Asia/Pacific</p>
9.10 am	<p>Financial Insights Special Session: Top Strategic Initiatives for Asian Insurers Li-May Chew, CFA, Senior Research Manager, Financial Insights Asia/Pacific</p> <ul style="list-style-type: none"> • Discusses issues that should be within the radar of Asia/Pacific's insurers in the months ahead & sets the tone for subsequent sessions • Focuses on 3 areas - strategic planning, tactical & operational planning, & governance - encompassing the whats, whys, and hows of achieving these objectives • Priorities center round tailoring better customer experiences, data integration & management projects, & multichannel distribution strategies • Provides key takeaways for insurers & vendors to be better attuned to these strategic initiatives
9.40 am	<p>Business Process Management: The New Wave Greg Black, Principal BFSI, HCL Americas</p> <ul style="list-style-type: none"> • Change transformation initiatives continue to dominate the agenda • This session shares case studies on how Business Process Management (BPM) should be done to weed out inefficiencies, improve productivity, & optimize business performance • It illustrates how insurers that are able to deliver the most effective business process transformations are those that have highly collaborative reengineering techniques between business & IT divisions
10.20 am	REFRESHMENT BREAK
10.40 am	<p>I.T. = Information Technology? Innovation & Technology? Insurance Transformation? Ian R Cook, Asia/Pacific CIO & Senior Vice President - Chubb Insurance Group of Companies</p> <ul style="list-style-type: none"> • The role of the CIO • Leadership issues • Alignment as a passive role vs. agent of business transformation • Why, What, Who, How and When?
11.20 am	<p>Implementing Efficient Data Integration & Management: Enterprise Content Management takes Center Stage Ruth Fisk, Industry Manager, International Insurance Solutions, Hyland Software</p> <ul style="list-style-type: none"> • A landscape of highly fragmented data sees insurers taking on data integration & management projects to tackle the massive amounts of content • Hear how insurers are using Enterprise Content Management (ECM) to generate more value from their data repository, improve productivity levels, & reduce compliance risk
12.00 pm	<p>Insurer-Agent Relations: Catering to your Internal Customers Irving Sequeira, Regional Manager for IT, Asia at Liberty International Insurance Company, Soumya Dash, Insurance Consulting Manager, Cognizant Business Consulting</p> <ul style="list-style-type: none"> • Insurers face issues in effectively managing the performance of agents, & enabling improved efficiency in their interactions with end consumers. • What are the business drivers underlying insurer-agent relationships? How can technology provide the competitive edge for insurers by improving interaction with agents & managing their performance through analytics, yet not threaten to render the agents less important by fostering direct relationships with end consumers? • This session shares the right approach to be taken & sees how insurers like Liberty International Insurance have successfully managed to enrich this insurer-agent relationship through application of technology
12.40 pm	NETWORKING LUNCH

2.00 pm	<p>Channel Management: Insurance Agents vs. Alternative Channels – The Quest for Balance Abhijit Banerjee, Senior Vice President, 3i Infotech with IBM</p> <ul style="list-style-type: none"> Asian consumers increasingly demand the added convenience of having several touch points to interact with their insurers 24x7 Carriers are thus getting closer to consumers by expanding their distribution network. This includes having a multichannel strategy encompassing independent producers, institutional channels such as banks & brokerdealers, direct marketing, & Web marketing This session looks at how channel conflict can be best managed
2.40 pm	<p>Mobile Insurance and Relevance to APAC Markets Toi See Jong, CEO, UOB Life Assurance David Piesse, Global Head of Insurance Practice, Sun Microsystems</p> <ul style="list-style-type: none"> The importance of mobility in financial services in Asia/Pacific is a key and fast growing trend. As the ability to put more content and processes on the phone increases and near field communication techniques spread to more geographic areas, mobility becomes more of a reality for payments, banking and insurance selling via consumer dashboards. This session with UOB Life Assurance looks at what is available now and what is becoming available in the short term for mobile insurance.
3.20 pm	<p>REFRESHMENT BREAK</p>
3.40 pm	<p>Cost Containment takes Center Stage: Tackling the Cost Conundrum Yeo Kim Meng, Director - IT Governance, Asia South, Compuware Asia-Pacific</p> <ul style="list-style-type: none"> Asia is seeing the emergence of IT portfolios & client delivery models that are overly complex & cost inefficient Carriers are thus in a cost-control mode They are adopting strategies in e-transformation, claims processing & underwriting, regulatory & reporting systems, to create & distribute new products at reduced cost of ownership
4.20 pm	<p>Modernizing Insurers' Legacy Systems: How should Insurers Reshape their Core Applications? Ng Koh Wee, EVP, IT - Great Eastern Life Assurance Co</p> <ul style="list-style-type: none"> Legacy core systems are showing signs of age after years of patching & fixing Insurers in Asia continue to progressively decommission their legacy systems & componentize or replace individual parts with enhancements This session looks at a best practice from Great Eastern Life on how insurers can interface existing IT architecture with new systems
5.00 pm	<p>Panel Discussion on “Issues on the Horizon” During this session, panelists will share their thoughts on trends & future prospects for the Asian insurance market from the perspective of issues like technology innovation, products, regulations, competition, demographic shifts, & distribution channels</p> <p>Panelists:</p> <ul style="list-style-type: none"> Ng Koh Wee - Great Eastern Life Assurance Co, Ian Cook - Chubb Insurance Group, Cheah Wee Teong, Director, IT Planning & Reporting - Prudential Corporation Asia, & Tsukasa Makino, Manager, IT & Corporate Planning Dept, Tokio Marine & Nichido Fire Insurance, <p>Moderated by the Principal Partner, HCL Technologies</p>
5.40 pm	<p>Lucky Draw & End of Conference</p> <p>There are lots of exciting prizes up for grabs including:</p> <ul style="list-style-type: none"> A pair of 3-day grand stand tickets to the Singapore F1 Grand Prix sponsored by our Principal Partners HCL Technologies An iTouch and Nintendo Wii sponsored by Financial Insights

** NOTE: This agenda is tentative, and subjected to updates and changes.

REGISTRATION FORM

(For complimentary registration only)

InsureTech Summit 2008 is complimentary for professionals from insurance organizations only. Complimentary seats are available on a first-come first-serve basis so don't miss out on this pre-eminent event!**

To reserve your complimentary seat, simply complete the following and **FAX to +65.6220.6116**. Alternatively, you can **REGISTER ONLINE** at www.idc.com.sg/insuretech08.

InsureTech Summit 2008 is also open for participation by industry vendors. To register, please contact Ivy Tan directly at +65.6829.7506 or email: itan_ext@financial-insights.com.

** Registration is subject to final approval by Financial Insights.

Please register me for InsureTech Summit 2008! My details are as follows:-				
Full Name:				
Job Title:				
Organization:				
Address:				
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Telephone:			Fax:	
Email:				
Secretary's name (if req.):				
Secretary's Tel & Email (if req.):				
SIGNATURE:				

Thank you and we look forward to your participation at InsureTech Summit 2008!