

# TRAVELLING AND YOU

*FEEL AT EASE WHEREVER YOU GO*

13 AUGUST 2011 10AM-12.30PM

SUNTEC CONVENTION CENTRE, MEETING ROOMS 303 & 304



## SPEAKERS PROFILES



**MR. ROBERT KHOO**  
**NATIONAL ASSOCIATION OF TRAVEL AGENTS SINGAPORE (NATAS)**  
Chief Executive Officer

Robert is an industry veteran with 36 years of experience in the travel industry. He spent 25 years as Managing Director of a well-established local travel agency before joining NATAS as its full-time Chief Executive in year 2000. He was the President of NATAS from 1992 to 1996 as well as a past President of the Federation of Asean Travel Associations (FATA) and the Asean Tourism Association (ASEANTA).

Within the last 11 years he has transformed the Association into a much respected body setting the lead locally and internationally. NATAS is today a household name amongst Singaporeans.

Robert holds a Bachelor of Arts degree from the University of South Australia and a Master in Organizational Leadership from Monash University.

### Towards A Pleasant Travel Experience

Mr. Khoo will share with the audience an introduction of the travel agency industry in Singapore, its various sectors, what do they do and who do they serve. He will then touch on the role of NATAS as a trade association, some common misconceptions about NATAS' role and functions as well as an overview of the challenges faced by the industry today.

He will then move on to talk about travel trends amongst Singaporeans including mode of bookings etc. The highlight of his talk will come next - which is about choosing the right travel agent, common areas of satisfaction as well as dissatisfaction amongst travellers and last but not least he will touch on how disputes are handled by the association.



**MR. THEVANATHAN PILLAY**  
**CASE**  
Assistant Director (Legal)

Mr. Thevanathan Pillay is the Assistant Director (Legal) at CASE. He has been in CASE since 2002 and prior to that was a practicing lawyer at various law firms.

Organizers



Supporting Partner



# TRAVELLING AND YOU

*FEEL AT EASE WHEREVER YOU GO*

13 AUGUST 2011 10AM-12.30PM

SUNTEC CONVENTION CENTRE, MEETING ROOMS 303 & 304



## Having a Stress-Free Holiday: Avoiding & Settling Consumer-Business Disputes

Are you aware of your recourse options if a supplier has committed an unfair trade practice against you? What happens if you have a dispute with a travel business and cannot come to an amicable settlement privately with the company?

Mr Thevanathan Pillay will share about the Consumer Protection (Fair Trading) Act, which entitles a consumer to bring civil action against a business if it has committed an unfair practice against a consumer. Learn about the circumstances in which the Act applies, and the legal framework in place to protect consumers from unfair trade practices.

Thereafter, Mr Pillay will share past case studies received by CASE to allow you to learn from the experiences of other consumers who have encountered difficulties with travel-related service providers. He will also share some tips on being a smart consumer of travel-related services.



**MS. KOH YEN YEN**  
Division Manager - Personal Insurance  
Industry Speaker representing GIA

Ms Koh Yen Yen has more than 20 years of experience in general insurance and is currently a Division Manager with a multinational insurance group. Appointed Head of the Personal Insurance Division in 1999, she is instrumental in leading the growth of the company's range of personal insurance products. Her creativity and acute business sense have resulted in good successes, particularly in Travel and Personal Accident Insurances.

She is a strong believer in harnessing information technology to facilitate business, and the company has one of the first online insurance application system and the first in offering Travel Insurance via its iPhone and Android mobile applications.

Ms Koh holds a Bachelor of Business Administration Degree from the National University of Singapore.

## Choosing The Right Travel Insurance

Ms. Koh will highlight the importance of choosing the right travel insurance. She will also elaborate on "What If" scenarios should a traveller decides to go for a trip without first purchasing Travel Insurance. Participants will learn about the common benefits and exclusions in a travel insurance policy and at the same time be guided on how to select the right policy that best fit their needs.

Organizers



Supporting Partner



# TRAVELLING AND YOU

*FEEL AT EASE WHEREVER YOU GO*

13 AUGUST 2011 10AM-12.30PM

SUNTEC CONVENTION CENTRE, MEETING ROOMS 303 & 304



**DR. DAVID TEO**  
**International SOS**  
Medical Director, Singapore and Malaysia

Dr Teo joined International SOS' Singapore Alarm Centre as Senior Coordinating Doctor in 2007. Prior to that, he was the Chief Army Medical Officer of the Singapore Armed Forces (SAF), holding the military rank of a Colonel.

Dr Teo possesses invaluable experience in disaster relief planning and response, and medical incident management. During his 22-year career with SAF, he undertook several peacekeeping missions and was seconded to the Department of Peacekeeping Operations of United Nations in New York. As a member of the United Nations Disaster Assessment & Coordination Team, he travelled extensively to different countries providing expert assistance during disasters. Dr Teo was also responsible for training various national agencies in disaster preparations.

As the Medical Director for Singapore and Malaysia, Dr Teo oversees the assistance services provided by the Singapore and Kuala Lumpur Alarm Centres, which also cover assistance operation support for other International SOS centres in Cambodia, Sri Lanka, Bangladesh, Bhutan, Myanmar, Maldives, Pakistan, Nepal and Brunei. He also heads expert teams of Coordinating Doctors and Nurses in Singapore and Malaysia, ensuring a high level of service across the two countries.

Dr Teo obtained his Bachelor of Medicine and Surgery from the National University of Singapore, followed by a Master in Medicine (Occupational Medicine) in 1993. He is an Occupational Health Specialist registered with the Ministry of Health and Academy of Medicine Singapore. Dr. Teo is also a Designated Factory Doctor certified by the Ministry of Manpower. He has lectured post-graduates at the National University of Singapore on occupational medicine and served as a Senior Medical Advisor in the Department of Industrial Health, Ministry of Manpower.

## **Avoiding A Traveller's Nightmare – Access To Help When You Need It Most**

As you plan a vacation with your loved ones, the last thing on your mind is an unexpected incident overseas which will disrupt your travel. Imagine coming down with food poisoning, high altitude sickness, falling in the bathroom or injured in a road accident. Who can you turn to for help? Help is a phone call away if you call International SOS through its 24 x 7 alarm centre staffed with doctors, nurses and customer service executives. Wherever you are, you will receive medical advice, referrals and if necessary, an evacuation for immediate medical treatment.

Organizers



Supporting Partner

