



# FUTURE OF INSURANCE

**29 July 2020 | Online Event**

**HARNESSING DISRUPTIVE  
TECHNOLOGIES TO INCREASE  
CUSTOMER UTILITY VALUE**



## **LEADING INDUSTRY SPEAKERS INCLUDE:**



**TOMASZ KURCZYK**  
Chief Transformation and  
Digital Officer  
**AXA**



**ALP ALTUN**  
Regional Chief  
Transformation Officer,  
Asia-Pacific  
**Allianz**



**THENG KIAT GOH**  
Chief Customer Officer  
**Prudential Assurance  
Company Singapore**



**POH WANG TING**  
Head of Data Science  
**Allianz  
Singapore**

## **JOIN US & LEARN HOW TO:**



Drive Legacy System Transformation in Today's  
Customer-Driven Environment



Streamline Digital and Omnichannel Efforts to  
Improve Customer Engagement



Deploy Analytics, AI, Cloud and Automation to  
Achieve Agility and Scalability

# WHY ATTEND

As the world is now online, the insurance industry is fast adapting to digital transformation. Digital and omnichannel, cybersecurity and disruptive technology such as big data analytics, automation and legacy system transformation are at the helm of the future of insurance.

However, insurance and insurtech industry players are still facing challenges in strengthening relationships with customers and serving their complex needs, scaling up cybersecurity capabilities and cyber insurance growth, and surviving competitive threats.

Future of Insurance Asia 2020 is thus designed for dynamic discussions for insurance and insurtech players, and insurance solution providers to address market challenges by Increasing Customer Utility Value and Leveraging Disruptive Technology.

## WHO WILL ATTEND

### ► CXOs, Managing Directors, VPs, Directors, and Heads in:

- LI (Life Insurance), Health, GI (General Insurance)
- Digital Strategy/ Corporate Planning
- Transformation
- Innovation
- (Excellence/ Optimisation
- IT transformation
- Operations
- Channel Development / Channel Management
- Segment Development
- Agents / Agency
- Bancassurance
- Marketing
- Customer Experience/ Customer Service/ Customer Care
- Service Management/Service Delivery
- Data/ Analytics/ Insights
- Distribution
- Product
- Claims / Underwriting
- Business Solutions
- Partnership / Ecosystem
- Life Insurance
- General Insurance
- Health Insurance

Join us on 29 July 2020 from the comfort of wherever you are, and gain insights on increasing customer utility value through digital efforts, data protection measures and re-inventing business models through new technology to propel growth while lowering costs strategically.

See you online!

**Davini Laksmi**

Programme Director

**Future of Insurance Online 2020**

## SPONSOR NOW

Deliver your message, position yourself as a thought leader, and introduce new products, techniques and strategies to the market.

We tailor our services to meet the needs of our clients, allowing you to engage with people who need your services or simply extend your online awareness. Contact us at **Sponsorship@iqpc.com.sg** for more details.



**1 DAY VIRTUAL  
CONFERENCE**



**HANDS-ON INTERACTIVE  
MASTERCLASS FOR  
IN-DEPTH LEARNING**



**LIVE Q&A  
SESSIONS**



**3 INTERACTIVE  
DISCUSSION GROUPS**



**MOBILE  
ACCESSIBLE**

# CONFERENCE DAY

WEDNESDAY, 29 JULY 2020

10:00 **Welcome & Housekeeping**

10:05 **Chairperson Opening Address**

10:10 **Future-Proofing Insurance Lifecycles: Embracing Agility and Scalability to Achieve Operational Efficiency and True Customer Focus**

OPENING KEYNOTE  
PANEL

- Reviewing enterprise agility to stay relevant in the new operating era
- Modernising core infrastructure systems to accelerate time to value and reduce costs
- Driving agile, intelligent operations at scale and better customer interactions

**Alp Altun**

Regional Chief Transformation Officer, Asia-Pacific,  
**Allianz**

**Theng Kiat Goh**

Chief Customer Officer,  
**Prudential Assurance Company Singapore**

10:50 **Improving Digital Customer Engagement across Human Touchpoints and Self-Service Portals**

- Understanding and applying customer data and insights to customise products
- Integrating AI technologies to better serve customers via omni-channel experiences
- Simplifying engagement with accessibility and convenience through self-service portals

11:30 **Fusing Digital Experiences and Intelligent Customer Engagement with AI Applications**

- Integrating operations, technology and talent in a holistic AI transformation program
- Driving cognitive intelligence across all facets of customer interactions and service delivery
- Augmenting AI with your workforce to scale organisational performance and business success

12:10 **Leveraging Data-Driven Underwriting to Meet Industry and Customer Needs of Tomorrow**

CLOSING KEYNOTE  
PANEL

- Integrating the value of data and delivering insights to the underwriting process
- Streamlining underwriting via tailored profile-based questions on digital platforms
- Harnessing machine learning for accurate, unique insights for predictive underwriting

**Poh Wang Ting**

Head of Data Science,  
**Allianz Singapore**

**Tomasz Kurczyk**

Chief Transformation and Digital Officer,  
**AXA**

12:50 **End of Free-to-Attend Virtual Conference**

14:00 **PREMIUM CONTENT! VIRTUAL MASTERCLASS**

## **AI in Insurance Workshop**

### **Trust Me, I'm a Robot – The Future of AI and Automation in Insurance**

Technology is changing the way we live and consume service. Insurance has perhaps been the slowest to react to these changes but it is apparent that data is starting to drive precision in insurance. "Real-time-risk-management" enabled by the "subscription model" is, in the very near future, going to become mainstream in personal insurance. Advancements in data sciences coupled with a fourfold increase in the number of sensors is going to lead to a seismic shift in insurance models from the traditional insurance model of "Repair and Replace" to "Predict and Prevent".

Visit [www.iqpc.com/events-futureofinsurance](http://www.iqpc.com/events-futureofinsurance) to find out more information on how you can register!

**BY-INVITE-ONLY! VIRTUAL IDGS**

This is an exclusive, by-invite-only platform structured to maximise interaction with in-depth focus on critical and timely issues. Participants will have the opportunity to participate in 2 topics, each led by an expert for a 1-hour discussion. This unique private session allows you to deep-dive into the most current challenge you face right now.

This is limited to 8 senior insurance leaders only. Write in to [davini.laksmi@iqpc.com.sg](mailto:davini.laksmi@iqpc.com.sg) to find out more information.

#### **Topic 1: Building Consumer Trust Along the Digital Journey**

- Improving consumer education effectively through digital efforts
- Maintaining and increasing visibility of customers and acquisition plans while digitizing
- Achieving sustainable growth and scalability through smart use of data

#### **Topic 2: Data Protection & Customer Privacy**

- Upholding customer privacy by protecting data on the endpoint
- Identifying channels and portable devices to protect data
- Implementing effective data protection measures by using compliance profiles

#### **Topic 3: Delivering Industry Expectations through Machine Learning and Deep Learning**

- Applying AI technologies to real life scenarios
- Developing a road map of AI-based strategic capabilities
- Creating the right talent and technology infrastructure