

# ASIAN CLAIMS CONVENTION — 11-12-13 APRIL 2018



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## ACCIS

# BALI

GRAND HYATT – NUSA DUA, BALI

### THE SHIFTING LANDSCAPE OF INSURANCE AND CLAIMS



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## ABOUT THE EVENT

The theme for the event is the *'The Shifting Landscape of Insurance and Claims'*. The exciting programme will examine the challenges facing those in Insurance Claims and look at the best practices across the industry with a focus on Asia.

The comprehensive event will encompass a Cocktail Function, two day Convention and Gala Dinner. The event offers an unmatched opportunity to develop and enhance relationships and share insights from leading professionals from a wide range of fields.

The presentations are highly topical and relevant in a dynamically changing global insurance market.

## VENUE AND ACCOMMODATION

The convention venue is the Grand Hyatt Nusa Dua, Bali, a five star hotel set in a beach front location. Rooms include free internet access, breakfast and inclusive of taxes.

*Competitive accommodation rates have been negotiated with the hotel and bookings can be made directly by clicking the hotel logo link.*



## WHO SHOULD ATTEND

Professionals engaged in the insurance industry, particularly in the area of claims including senior insurance company managers, brokers, re-insurers, loss adjusters, professional consultants, insurance lawyers, suppliers and service providers.

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## POST CONVENTION TOUR

If there is sufficient interest a cultural tour exploring Ubud including the Sacred Monkey Forest Sanctuary and Tegallalang Rice Terrace will be held on Saturday, 14 April 2018.

Please advise your interest by contacting Tony Libke at [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

# ACCIS – NUSA DUA BALI



## PROGRAMME

### WEDNESDAY 11 APRIL 2018

TIME	ACTIVITY/TOPIC	SPEAKER	COMPANY	COUNTRY
6:00 – 8:00 pm	<b>COCKTAIL FUNCTION – Sponsored by: MDD Forensic Accountants</b>			

### THURSDAY 12 APRIL 2018

8:00 – 9:00 am REGISTRATION

9:00 – 9:15 am Welcome & Opening

*Morning Sponsor: Hawkins & Associates*

9:15 – 10:00 am	<b>Insurance in Indonesia – Opportunities and Risks</b>	Dadang Sukresna <i>Chairman</i>	Indonesian General Insurance Association	Indonesia
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10:00 – 10:30 am MORNING TEA

10:30 – 11:15 am	<b>Hot Issues for Marine Claims in the Biggest Archipelago</b>	Aziz Sattar <i>President Director</i>	PT. Asuransi QBE Indonesia	Indonesia
11:15 – 12:00 pm	<b>Tweeters vs Luddites – Technology in Claims</b>	Dr John Allum <i>Regional Director</i>	Hawkins & Associates (Hong Kong)	Hong Kong

12:00 – 1:15 pm LUNCH

*Afternoon Sponsor: Steamatic*

1:15 – 2:00 pm	<b>Technology and the Law</b>	JC van der Walt <i>Partner</i>	Jackson McDonald	Australia
2:00 – 2:45 pm	<b>The Adaptation of the Loss Adjuster to the Shifting Landscape of Insurance and Claims</b>	Gabriel Magyari <i>Claims &amp; Engineering Consultant</i>	Hayden Lloyd & Associates	PNG

2:45 – 3:15 pm AFTERNOON TEA

3:15 – 4:00 pm	<b>Cyber BI Cover – The Good, the Bad and the Ugly</b>	Andreea Ilie <i>Partner</i>	MDD	Singapore
		Alistair Fraser Hawkins <i>Chief Executive Officer &amp; President Director</i>	Marsh Indonesia	Indonesia
4:00 – 5:00 pm	<b>Dealing with Vexatious Claimants</b>	Dr Grant Lester <i>Consultant Forensic Psychiatrist</i>	Victorian Institute of Forensic Mental Health	Australia

6:30 – 10:30 pm **GALA DINNER – Sponsored by: IRS - International Recovery Services**

# ACCIS – NUSA DUA BALI



## PROGRAMME

**FRIDAY, 13 APRIL 2018**

TIME	ACTIVITY/TOPIC	SPEAKER	COMPANY	COUNTRY
<b>8:30 – 9:15 am</b>	<b>REGISTRATION</b>			
<i>Morning Sponsor: Envista Forensics Pte Ltd</i>				
9:15 – 10:00 am	<b>Shifting of Issues Between Claims and Marketing</b> (Who is the Bad Guy?)	Debie Wijaya <i>Director</i>	PT. Asuransi Central Asia	Indonesia
10:00 – 10:45 am	<b>Cyber Insurance Claim Investigations</b>	Keith Nygaard <i>Senior Technical Consultant</i>	Envista Forensics	Singapore
<b>10:45 – 11:15 am</b>	<b>MORNING TEA</b>			
11:15 – 12:00 pm	<b>The Impact of Emerging Digital Technology on Claims Processing</b>	Francois Metzler <i>ASEAN Insurance Lead</i>	Accenture	Malaysia
12:00 – 12:45 pm	<b>The Shift Beyond the Traditional Repair Process</b>	Owen Sutherland <i>Regional Director</i>	IRS	Indonesia
<b>12:45 – 2:00 pm</b>	<b>LUNCH</b>			
<i>Afternoon Sponsor: Forensic Services</i>				
2:00 – 2:45 pm	<b>Electrical Malfunction Investigation – The General Business Model is Shifting, Electrical Equipment &amp; Gadgets Develop, But Failure &amp; Malfunction Stay</b>	Mark Cousins <i>Partner</i>	Dr J H Burgoyne & Partners (International)	UK
2:45 – 3:30 pm	<b>Power Industry Transformer Demise: Why Does Insurance Complicate Investigation?</b>	Sze Hue Lim <i>Consulting Engineer</i>	Forensic Services Asia	Malaysia
3:30 – 3:45 pm	Convention Close & Presentations			
<b>3:45 – 4:45 pm</b>	<b>POST CONVENTION DRINKS – Sponsored by: Forensic Services Asia</b>			

# ACCIS – NUSA DUA BALI



## ACCIS REGISTRATION

### REGISTRATION FORM/ TAX INVOICE

Please complete form in block letters. Payment must accompany registration form.  
For multiple registrations please complete separate sheet for each delegate.

### DELEGATE DETAILS

Title:  Mr  Mrs  Ms  Dr

AICLA/MII/SCI/APKAI/AMLA Member

Non-Member

Surname: \_\_\_\_\_ Given name: \_\_\_\_\_

Position: \_\_\_\_\_ Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Country: \_\_\_\_\_ Postcode: \_\_\_\_\_

Business phone: \_\_\_\_\_

Email: (confirmation will be sent to this address)

\_\_\_\_\_

Preferred name on badge: \_\_\_\_\_

Dietary requirements:  Halal  Vegetarian  Other please specify:

\_\_\_\_\_

\_\_\_\_\_

# ACCIS – NUSA DUA BALI



## ACCIS REGISTRATION

### FULL CONVENTION REGISTRATION (11-12-13 APRIL)

	<b>Member</b> (AICLA, MII, SCI, APKAI, AMLA)	<b>Non-Member</b>
<b>COCKTAIL FUNCTION</b> (Wednesday)		
<b>2 DAY CONVENTION</b> (Thursday + Friday)		
Convention Materials, Lunch and Refreshments both days		
<b>PLUS ONE GALA DINNER TICKET</b> (Thursday)	USD \$	USD \$
<b>Early Bird</b> (paid before 16 March 2018)		
Individual registration	<input type="checkbox"/> \$850	<input type="checkbox"/> \$950
Multiple registration (3 or more from one company)	<input type="checkbox"/> \$800	<input type="checkbox"/> \$900
<b>Standard</b> (paid after 16 March 2018)		
Individual registration	<input type="checkbox"/> \$950	<input type="checkbox"/> \$1050
Multiple registration (3 or more from one company)	<input type="checkbox"/> \$900	<input type="checkbox"/> \$1000

### ONE DAY CONVENTION REGISTRATION

*(Includes entry to the convention on either Thursday or Friday with Convention Materials, Lunch and Refreshments)*

<b>Thursday registration only</b>	<input type="checkbox"/> \$450	<input type="checkbox"/> \$500
<b>Friday registration only</b>	<input type="checkbox"/> \$450	<input type="checkbox"/> \$500

### OTHER OPTIONS

**Additional tickets for colleagues or partners** *(for multiple registrations please attach details of each attendee)*

**Cocktail Function Only** (Wednesday)  \$100

Name: \_\_\_\_\_

**Convention Dinner Only** (Thursday)  \$150

Name: \_\_\_\_\_

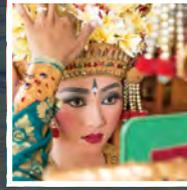
Dietary requirements:  Halal  Vegetarian  Other please specify: \_\_\_\_\_

### TOTAL AMOUNT PAYABLE

**Cocktail Function, Convention & Gala Dinner**  
(and any additional Cocktail or Dinner Tickets)

**TOTAL USD \$**

# ACCIS – NUSA DUA BALI



## ACCIS REGISTRATION

### PAYMENT DETAILS

#### OPTION 1

**EFTPOS/ DIRECT CREDIT**      Date payment made: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Bank account:** National Australia Bank  
**Bank address:** Level 22, 100 Creek Street Brisbane Australia 4000  
**Account name:** Australasian Institute of Chartered Loss Adjusters (AICLA)  
**Account number:** **AUILAUSD01**      **Swift Code:** **NATAAU3302S**  
**Our address:** AICLA, 2nd floor, 190 Edward Street Brisbane Australia 4000  
**Reference:** Your name/company as per registration form

#### OPTION 2

**Visa**    **Mastercard**    **AMEX (3.3% surcharge applies)**

Card Number:     

Cardholders Name: \_\_\_\_\_ Card Expiry Date:      /      /

Amount: \_\_\_\_\_ USD      \$

Email: *(for payment receipt)* \_\_\_\_\_

Cardholders Signature: \_\_\_\_\_ Date:      /      /

## ACCOMMODATION

*Competitive accommodation rates have been negotiated with the hotel and bookings can be made directly by clicking the hotel logo link.*



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INDONESIAN INSURANCE  
ADJUSTERS



ASSOCIATION OF  
MALAYSIAN  
LOSS ADJUSTERS

# ACCIS – NUSA DUA BALI



## CANCELLATION AND SUBSTITUTION POLICY

- Cancellation in writing made before 29 March 2018  
– full refund less \$100 administration fee.
- Cancellations received after 29 March 2018 – no refund.
- In the event of a registrants inability to attend, a substitute delegate is welcome. Substitutions may be made at any time prior to 6 April 2018.

## COCKTAIL FUNCTION

The cocktail function will be held on Wednesday, 11 April, 6:00pm – 8:00pm at the Salsa Bar, Grand Hyatt – Nusa Dua.

## GALA DINNER

The Gala Function to be held in the Karangasem Ballroom on Thursday, 12th April, 6:30pm–10:30pm at the Grand Hyatt – Nusa Dua.

## CHANGES TO THE PROGRAMME

- If necessary the organising committee reserve the right to alter the programme without prior notification to delegates.

## ORGANISING COMMITTEE

**Leon Briggs** – Cunningham Lindsey NZ Limited, New Zealand

**Andrew Khoo** – MSM International Adjusters, Malaysia

**Jaye Kumar** – VRS ANA, Australia

**Budi Maharesi** – McLarens, Indonesia

**Tony Libke** – Australasian Institute of Chartered Loss Adjusters, Australia

**Dan De Silva** – MDD Pte Ltd, Singapore

## TO CONFIRM YOUR REGISTRATION

**Please complete the form with payment and return to:**

Australasian Institute of  
Chartered Loss Adjusters (AICLA)  
GPO Box 1705,  
Brisbane Qld 4001  
Australia

**Phone:** +61 7 3229 6663

**Fax:** +61 7 3221 7267

**Email:** [adminoffice@aicla.org](mailto:adminoffice@aicla.org)