# International Claims Convention 2010

"Today's Risks, Tomorrow's Claims"

19 - 20 April 2010 Le Meridien Hotel Kuala Lumpur

• The convention will focus on claims, risk management and underwriting issues and feature leading experts from various countries.

#### **Objectives**

- Analyse areas of high insurance risks and strategies employed to address those challenges
- Better understanding of claims issues confronting organisations
- Tsunamis, earthquakes, floods, landslide learning to cope with natural disasters
- Examine how different companies are mitigating risks
- Identify areas of potential future claims

### Who Should Attend

- Loss Adjusters
   Insurers
   Brokers
   Risk Managers
   Claims Personnel
   Insurance Buyers
- Academics Lawyers

7)

8)

9) Reinsurers

Azizi Rashidi (ext. 360: azizi@mii.org.my)

Mohd Fazlan (ext. 407: fazlan@mii.org.my)

Linda Khor (ext. 511: linda@mii.org.my)

Badrul Hisham (ext. 361: badrul@mii.org.my)

- 10) Underwriters
- 11) Claims Industry Service Providers

#### Silver Sponsor:

12 CPD Points for AICLA Members



Forensic Services (M) Sdn Bhd

### Organised by:



Australasian Institute of Chartered Loss Adjusters www.aicla.org



The Malaysian Insurance Institute www.insurance.com.my



Association of Malaysian Loss Adjusters www.amlamalaysia.org

Your investment for attending his convention is :	AICLA, W	II & AMLA Ibers	AICLA, M <u>Non-Me</u>	II & AMLA embers	Group discount for 3 pax and above from same company	Group discount for 5 pax and above from same company
Networking Gala Dinner on 19th April 2010	Including Dinner	Excluding Dinner	Including Dinner	Excluding Dinner		15% off for each participant
Early Bird (before 26 March 2010)	US\$ 480 / RM 1,500	US\$ 450 / RM 1,400	US\$ 570 / RM 1,800	US\$ 540 / RM 1,700	10% off for each	
Regular Fees (after 26 March 2010)	US\$ 540 / RM 1,700	US\$ 510 RM 1,600	US\$ 660 / RM 2,100	US\$ 630 / RM 2,000	participant	

\* Fee for Gala Dinner for spouse/partner is US\$ 77 / RM 175.

\* Fee inclusive of All Convention Sessions, Convention Kit, Lunches and Refreshment.



US Dollar (For payment under US Dollar, please include the bank charges) Ringgit Malaysia

**(**a)

Conference Department The Malaysian Insurance Institute

No. 5, Jalan Sri Semantan Satu, Damansara Heights 50490 Kuala Lumpur, Malaysia

Tel No: +603 - 2087 8882

Fax No: +603 - 2093 9282 or +603 - 2093 9794

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## **INTERNATIONAL CLAIMS CONVENTION 2010**

Le Meridien Hotel, Kuala Lumpur

19 - 20 April 2010

#### **PROGRAMME SCHEDULE**

Time	Agenda - DAY ONE (19 April 2010)				
8.00 am - 9.00 am	Registration & Light Refreshment				
9.00 am - 9.10 am	Welcome Remarks by Mrs Khadijah Abdullah, CEO, The Malaysian Insurance Institute				
9.10 am - 9.30 am	Keynote Address by Guest of Honour Y. Bhg. Dato' Muhammad Bin Ibrahim, Assistant Governor of Bank Negara Malaysia				
9.30 am - 10.30 am	Session 1 : Engineering Insurance - Is it covered? Practical Case Studies on Coverage Issues from SEA and Rest of the World Speakers : Mr Yong Wee Loon, Regional Claims Manager, Chartis HQ, Singapore				
	Mr Sham Ramai, Assistant Vice President, Property/Global Energy Claim Division, Chartis International Home Office, New York, USA				
10.30 am - 11.00 am	Networking Tea break				
11.00 am - 11.45 am	Session 2 : Liability Insurance Claims: Are We Ready For Armageddon? Speaker : Mr G. Roy S. Sharma, Managing Director/Principal Officer, Asia Reinsurance Brokers (Labuan) Ltd., Malaysia				
11.45 am - 12.30 pm	Session 3 : The Role of the Claims Handler and Adjuster in Construction, Infrastructure				
	and Engineering Claims: Lessons from the Sharp End Speaker : <i>Mr Justyn Jagger, Director, DLA Piper Singapore Pte Ltd.</i>				
12.30 pm - 2.00 pm	Networking Lunch				
2.00 pm - 2.45 pm	Session 4 : Handling Natural Catastrophe Claims : Lessons Learnt in Light of The Dec 2006 / Jan 2007 Malaysian Floods Speaker : Mr James Ong, Executive Director, Maphilindo International Sdn Bhd, Malaysia				
2.45 pm - 3.30 pm	Session 5 :       Forensic Science, Insurance Claims Management and Future Risk Mitigation         Speaker :       Mr John Horswell, Chief Forensic Consultant, Approved Forensics Sdn. Bhd.,         Malaysia				
3.30 pm - 4.00 pm	Networking Tea break				
4.00 pm - 5.00 pm	Panel Session : Claims Industry Response In Time of Disaster				
	Moderator : Mr Ian McWalter, President, AICLA				
	<ol> <li>Panelists: 1) Mr Jaye Kumar, International Development Director, AICLA</li> <li>2) Mr James Ong, Executive Director, Maphilindo International Sdn. Bhd., Malaysia</li> <li>3) Mr Yong Wee Loon, Regional Claims Manager, Chartis HQ, Singapore</li> <li>4) Mr Tony Lavan, Managing Director, Lavan Disaster Management Pty Ltd, Australia</li> </ol>				
	Networking GALA Dinner				
7.00 pm - 9.30 pm	Venue : Sentral Ballroom, 6th Floor, Hilton Hotel Kuala Lumpur				
9.30 pm	End of Day One				







#### The Malaysian Insurance Institute www.insurance.com.my INTERNATIONAL CLAIMS CONVENTION 2010

Le Meridien Hotel, Kuala Lumpur

19 - 20 April 2010

	PROGRAMME SCHEDULE						
Time	Agenda - DAY TWO (20 April 2010)						
8.30 am - 8.55 am	Registration & Light Refreshment						
8.55 am - 9.40 am	<ul> <li>Session 6 : The Emergence of and Dealing With Long Tail Business</li> <li>Speaker : Mr Aidan Pallister, Regional Development Manager, Insurance Australia Group, Singapore</li> </ul>						
9.40 am - 10.25 am	Session 7 : <b>Claims Notification - How, When, What and Why?</b> Speaker : <i>Mr Antony Sassi, Solicitor, Barlow Lyde &amp; Gilbert, Hong Kong</i>						
10.25 am - 10.45 am	Networking Tea break						
10.45 am - 11.30 am	Session 8       :       Complexities That Forensic Accountants Come Across In Measuring Various Types of Claims         Speaker       :       Mr Norman Kwan, Director, Matson, Driscoll & Damico, Hong Kong						
11.30 am - 12.15 pm	Session 9:What is the True Value of your Plant & Equipment - Today's Cost, Tomorrow's LossSpeaker:Mr. Kazuyoshi Nagamatsu, Managing Director - International Claims, Nagamatsu Inc, Japan						
12.15 pm - 1.00 pm	Session 10 :Determining the Extent of Damage to Machinery After AccidentsSpeaker:Mr Barry Dillon, Managing Director, Forensic Services (M) Sdn Bhd						
1.00 pm - 2.00 pm	Networking Lunch						
2.00 pm -2.45 pm	Session 11 : Luzon Hydro - Disaster Management at its Finest! Speaker : Mr Tony Lavan, Managing Director, Lavan Disaster Management Pty Ltd, Australia						
2.45 pm - 3.30 pm	Session 12 :       Improving Claims Ratio through Subrogation (Recoveries) :         Early Actions Essential for Success         Speaker :       Mr Leong Yee Fook, Chief Executive Officer, MSM International Adjusters, Malaysia						
3.30 pm - 4.15 pm	Session 13 :Adequacy of the Industry's Initiatives in Claims ManagementSpeaker:Mr Low Teik Leong, Managing Director and CEO, BIB Insurance Brokers, Malaysia						
4.15 pm - 4.35 pm	Networking Tea break						
4.35 pm - 5.30 pm	Panel Session : Planning Now For Future Claims Challenges						
	<ul> <li>Moderator : Mr Jeffery Tan Eng Hye, AICLA International Division Chairman &amp; Senior Vice President, Mestari Adjusters Sdn Bhd, Malaysia</li> <li>Panelists : 1) Mr Leong Yee Fook, Chief Executive Officer, MSM International Adjusters, Malaysia</li> <li>2) Mr Low Teik Leong, Managing Director and CEO, BIB Insurance Brokers, Malaysia</li> <li>3) Mr Aidan Pallister, Regional Development Manager, Insurance Australia Grou, Singapore</li> <li>4) Mr Kazuyoshi Nagamatsu, Managing Director - International Claims, Nagamatsu Inc, Japan</li> </ul>						

**Conference Venue & Accommodation Information** 

<ul> <li>Request for church carries a RM 100.00 administrative charge.</li> <li>Cancellation after 1 April 2010 will not be signate for any refar.</li> <li>Cancellation after 1 April 2010 will not be segmentable for any refar.</li> <li>If, the any reacted of the second of the segmentable for any refar.</li> <li>If, the any reacted of the second of the segmentable for any refar.</li> <li>The institute participants) is that will refar the segmentable for any refar.</li> <li>If the any reacted of the second of the segmentable for any refar.</li> <li>If the any reacted of the second of the segmentable for any refar.</li> <li>If the any reacted of the second of t</li></ul>	Any cancellation and request of refund must be in writing / fax and must be received by the Institute before <b>1</b> April <b>2010</b> .		Le Meridien Kuala Lumpur 2 Jalan Stesen Sentral, Kuala Lumpur Sentral, Kuala Lumpur 50470, Malaysia · Phone: 60 3 2263 7888 · Fax: 60 3 2263 7222				
	Request for refund carries a RM 100.00 adm	Request for refund carries a RM 100.00 administrative charge.			TEL : +60 3 - 2263 7888 FAX : +60 3 - 2263 7222		
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Brochure       Mail       Email       Badruf Hisham (ext. 361: badrug@miorg.my)         Model Farala (ext. 471: Edand@miorg.my)       Model Farala (ext. 471: Edand@miorg.my)         Model Faral (ext. 471: Edand@miorg.my)	I know about this convention through :				2093 9282 or +603-2093 9794		
□ Referral from Association/Sponsor/Sponsor/Speakers/Branch Contact       Linda Khor (ext. 511: linda@mil.org.my)         REGISTRATION FORM         International Claims Convention 2010       □ Yest Please register the following delegate(s) for this Convention         "Tobays: Risks, Tomorrow's Claims."       □ Iam unable to attend but please put me on your malling list         19 - 20 April 2010 • Le Meridien Kudla Lumpur       □ Iam interested in Sponsor/Speakers/Branch Contact         A. Company / Organisation Details       Iam interested in Sponsor/Speakers/Branch Contact         Name of Contact Person : Mr / Ms	Brochure Mail	Email		Badrul Hisham (ext. 361: badrul@mii.org.my) Mohd Fazlan (ext. 407: fazlan@mii.org.my)			
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**Registration Condition**