

ALLFINANZ Asia-Pacific User Conference

13-14 September 2017, Sofitel Singapore Sentosa Resort & Spa

Conference programme

Wednesday 13th September 2017 | Meeting Room: Saffron Ballroom

- 8.30 REGISTRATIONS
- 9.00 **Welcome & introduction**
ALBY VAN WYK, Executive Vice President Asia, Munich Re Automation Solutions Ltd
- 9.10 **Munich Re Automation Solutions - Company update**
ROSS MAYNE, Chief Executive Officer, Munich Re Automation Solutions Ltd
- 9.25 **Introduction of participants**
All participants
- 10.00 **Medical advancements and innovations and their impact on Life Insurance**
DR. ANDREAS ARMUSS, Chief Medical Officer, Munich Re Singapore
- 11.00 COFFEE BREAK
- 11.30 **Predictive underwriting – Modelling and execution: the opportunity emerging from the data revolution and technology innovations**
LEE SARKIN, Head Research and Development, Munich Re of South Africa
- 12.30 LUNCH
- 13.30 PRODUCT WORKSHOP
ALLFINANZ product suite | Digital underwriting
PAUL ENNIS, Product Manager, Munich Re Automation Solutions Ltd
- 14.30 PRODUCT WORKSHOP
ALLFINANZ product suite | Data and analytics
DECLAN O'NEILL, Vice President of Business Analytics, Munich Re Automation Solutions Ltd
- 15.30 **Product Q&A session**
Hosted by ALBY VAN WYK, Executive Vice President Asia, Munich Re Automation Solutions Ltd

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16.00 COFFEE BREAK

16.30 **ALLFINANZ showcase – TAL Life Insurance (Australia)**

**Best practice underwriting business intelligence,
analytics & innovation**



GILBERT NAIR, Head of Underwriting Automation Solutions, TAL Life Insurance

The session features TAL Life Insurance who will share their experience of using online underwriting data to surface business critical insights on risks, trends and behaviours for their new business and automated underwriting strategy. Gilbert will also discuss key innovative pilots in play at TAL using Machine Learning and Natural Language Processing.

17.30 CLOSE OF DAY ONE

18.00 **Dinner at ilLido at the Cliff**

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Speaker Profiles – Day One**Alby Van Wyk****Executive Vice President Asia | Munich Re Automation Solutions Ltd**

Alby has worked in financial services for the past 25 years. This included eight years at Old Mutual where he held senior marketing strategy and eCommerce management roles. Following this, he joined Interactive Investor International in London (one of the first big UK-based dotcom listings) as Business Development Director. Shortly thereafter he joined insur-tech company ALLFINANZ, which was eventually acquired by Munich Re and renamed Munich Re Automation Solutions Ltd in 2008. In various leadership roles, Alby has lived and worked in the UK, Japan, the USA and Australia.

Ross Mayne**Chief Executive Officer | Munich Re Automation Solutions Ltd**

Ross Mayne is the Chief Executive Officer of Munich Re Automation Solutions Ltd. He has led the company for nine years in a row of annual growth in Revenue, Customers, Products and Geographies. Ross graduated from Trinity College in Dublin, Ireland.

Dr Andreas Armuss**Chief Medical Officer | Munich Re Singapore**

Dr Andreas Armuss is a specialist for internal medicine and has been working as a full time Medical Consultant at the Munich Re headquarter in Munich since October 2003. In addition to his work in assessing individual risks in all types of international life insurance, he has been involved in developing criteria for medical risk evaluation for the Munich Re manual "MIRA". Moreover he has been presenting and publishing the results of Munich Re's medical research in Australasia, Europe and South Africa. Since the 1st of July 2017 he has started his new role as the Chief Medical Officer for Life and Health (Asia Pacific, Middle East and Africa) based in Singapore.

Lee Sarkin**Head: Research and Development | Munich Re of South Africa**

Lee has over 10 years of actuarial experience at primary insurers and reinsurers in research, pricing and consulting roles. Lee heads Research & Development within the Africa-Life business of Munich Re and leads Predictive Analytics within the Africa-Asia-Australia region. He is an expert in mortality pricing. Specialist skills include predictive analytics, epidemiological, demographic and financial modelling of the impact of HIV and other diseases in Africa. His Master's degree, presented at the 2014 ICA, is on the survival and excess mortality of people living with HIV or Type-2 Diabetes. Lee's a member of the Institute and Faculty of Actuaries and the Actuarial Society of South African where he chairs its Demography & Epidemiology committee.

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Paul Ennis**Product Manager | Munich Re Automation Solutions Ltd**

Paul joined Munich Re Automation Solutions Ltd as a Solution Architect in 2007 and played a key role in customer solution implementations in Australia, Europe and South Africa. He was appointed Product Manager in 2011 and has spearheaded the development of the new ALLFINANZ Underwriter Workbench and ALLFINANZ Evidence Analyzer products, as well as working to enhance and upgrade the capabilities of the ALLFINANZ Interview Server. Paul brings to the product management role his extensive technology and industry experience coupled with a natural curiosity and a passion for learning. In 2013, Paul graduated with an MSc in Software Product Management awarded by Dublin Institute of Technology, the first qualification of its kind in Europe. Paul combines a strong market problem orientation with a deep understanding of technology, enabling him to effectively bridge the gaps between sales, marketing, delivery and development organisations.

Declan O'Neill**Vice President of Business Analytics | Munich Re Automation Solutions Ltd**

Declan O'Neill joined Munich Re Automation Solutions Ltd in 2015 as the Vice President of Business Analytics. He has primary responsibility for the management and on-going development of Munich Re's data and analytics product solutions. Declan has over 20 years of experience in the life insurance industry. Before joining Munich Re, he worked for a direct writer in a variety of senior management roles across actuarial reporting, model development, IT, product development, marketing, and multi-channel distribution management. Declan is a graduate of University College Dublin, Ireland, with a Bachelor of Actuarial and Financial Studies and a Masters in Business Administration. He is a Fellow of the Society of Actuaries in Ireland and Institute and Faculty of Actuaries.

Gilbert Nair**Head of Underwriting Automation Solutions | TAL Life Insurance**

Gilbert joined TAL Life 2013. He has been, a part of the Life Insurance industry for over 17+ years, having worked in Australia and India. During this time, he has worked across 3 unique life insurance markets i.e. Australia, India and the UK. In his previous roles prior to TAL, he has worked on numerous Life Insurance & Underwriting projects in various capacities, working very closely with Technology, Underwriting, Product and Treaty Reinsurers on key insurance projects and initiatives to strengthen value of automated underwriting business. In his current role at TAL, Gilbert is responsible for URE Automation deliverables and benefits across Retail, Group and Direct channels. As URE Automation Specialists, he is responsible for the end to end life cycle of URE releases and the optimisation of Business Intelligence & Analytics to support underwriting rule improvements, behaviour modifications and key risk decisions. Gilbert is also responsible for URE functionality upgrades and digital capability optimisation and scalability, ensuring the URE is best aligned to deliver TAL's digital value proposition to its Australian customers.

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Thursday 14th September 2017 | Meeting Room: Saffron Ballroom9.00 **Recap & welcome to day two**9.05 **ALLFINANZ showcase – Allianz (Asia Pacific)**

HO AIM MEE, Regional Chief Underwriter, Allianz SE Malaysia

9.40 **ALLFINANZ showcase - Sony Life (Japan)**

YOHEI ISHIBASHI, Manager, Operations Planning Division, Sony Life

Mr. Ishibashi will introduce how Sony Life uses URE (AIS) in their latest paperless disclosure process and the future challenges involved in using URE (AIS) for Claims. Mr. Ishibashi will also talk about the future of how leading-edge technology (AI, big data analysis and health apps) will be used in the Japanese insurance market.



10:30 COFFEE BREAK

11.00 **Product innovation in the data age**

NICK VAN DER NEST, Head of Product & Innovation, Munich Re Singapore

11.45 **More than automation – Delivering business transformation**

CAROLYN PRITCHARD, Chief Underwriter Southeast Asia, Munich Re Singapore

VEEMA RAMSING, Head of Automation, Munich Re Singapore

Carolyn and Veema review the promise of automation and challenge the deliverables. From implementation to business transformation; you will learn how to grow your business and achieve the competitive edge you have been pursuing. Learn how Munich Re's consulting services and expert teams come together to enable your business goals.

12.30 LUNCH

14.00 **ALLFINANZ showcase – VitalityLife (UK)**

ANDREW SMITH, Automated Underwriting Manager, Vitality Life, UK



VitalityLife are a longstanding customer of Munich Re Automation Solutions and Andy will cover how this partnership combined with product development and an innovative wellness programme have allowed the company to attain second place in UK market share for IFA business. He will discuss the role of automated underwriting in new business growth and provide some insights into the Vitality wellness programme which is a USP in the UK with its use of wearable technology.

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- 15.00 BREAK OUT GROUP DISCUSSIONS
Selling to Millennials: breakout discussions
All participants
- 16.00 **ALLFINANZ Asia Pacific User Group**
SENG THIAM TOH, Vice President Client Solutions Asia, Munich Re Automation Solutions Ltd
- 16.15 **Wrap up**
ALBY VAN WYK, Executive Vice President Asia, Munich Re Automation Solutions Ltd
- 16.30 CLOSE OF CONFERENCE

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Speaker Profiles – Day Two**Ho Ai Mee****Regional Chief Underwriter | Allianz SE Malaysia**

Ai Mee joined Allianz Life Insurance Malaysia in 2011 as the Head of Life Underwriting. Subsequently in 2013, she was given an extended role as a Regional Chief Underwriter overseeing the Underwriting function for Allianz Asia Pacific (AZAP). In her local role, she oversees the day to day business function of the Underwriting department. In the regional role, she provides strategic oversight, managing improvement projects and technical trainings for the underwriting function in all the Allianz operating entities in Asia Pacific. Ai Mee has over 25 years of experience in the insurance industry. Prior to joining Allianz, she was with three other insurance companies, having diverse portfolio and experiences ranging from Underwriting to Bancassurance Sales, Product Development and Market Research, and Customer Service. She has a Bachelor of Arts (BA) degree and designation of Fellow, Life Management Institute (FLMI) and Fellow, Academy of Life Underwriting (FALU).

Yohei Ishibashi**Manager, Operations Planning Division | Sony Life**

Yohei joined SONY Life in 2007, and was in charge of planning and implementation of customer notification process and CRM database. In September 2008, he moved to the Co-Creation Planning Division and was involved with the paperless new business initiative from the planning stage, and was mainly leading the URE project in the implementation stage. From April 2013, Yohei is in charge of planning of new initiatives in the operational area, in addition to the management of the paperless new business initiative, as a Team Lead at Operations Planning Division.

Nicholas Van Der Nest**Head of Product and Innovation | Munich Re Singapore**

Nick van der Nest is a Fellow of the Faculty of Actuaries with more than 15 years' experience in the life insurance and reinsurance industries. He is currently responsible for product innovation in Munich Re's South East Asian markets. He was previously employed as the Director for Risk Product Innovation at the largest South African direct insurance company with responsibility for the end to end management of the Risk product set across all channels (traditional, emerging, direct and bancassurance) and all functions (innovation, pricing, marketing and product management). Prior to this Nick was appointed as Senior Marketing Actuary at a reinsurance company, responsible for all operations across Sub-Saharan Africa. His experience spans all elements of traditional life insurance as well as non-traditional elements including financial reinsurance, medical expense reimbursement reinsurance and the development and management of loyalty schemes.

Carolyn Pritchard**Chief Underwriter, Head of Underwriting and Claims (Life) | Munich Re Singapore**

Carolyn Pritchard joined Munich Re in 2015 with over 25 years of insurance industry experience. She is responsible for underwriting and claims, and leads an experienced team that services Munich Re's Life business in South East Asia. Previously, Carolyn worked for a number of direct insurers in a range of underwriting, new business and claims roles. Carolyn has been involved in a broad range of risk management initiatives including successful implementation of underwriting systems, rules development for automated solutions and process reviews.

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Veema Ramsing**Head eUnderwriting Consultation | Munich Re Singapore**

Veema Ramsing joined Munich Re in 2003. She has over 14 years of experience in the life insurance industry. She is responsible for Munich Re's automated underwriting and claims initiatives in South East Asia. Veema moved to Singapore in 2017 having previously held development underwriting roles in the UK. Veema has significant experience in automated system implementations and rules consulting services. Having worked with MRAS on a number of implementations globally Veema leverages her expertise and knowledge to challenge existing practices and enable business transformation.

Andrew Smith**Underwriting Philosophy and Automation Manager | Vitality Life**

Andy joined VitalityLife (then PruProtect) in 2013 as Automated Underwriting manager and has over 20 years' experience in the Life industry, both in insurance and reinsurance underwriting roles. Since first becoming involved in underwriting automation in 2006, he's developed a passion for this field and is enthusiastic on all topics where underwriting and technology are concerned. Previously Head of Underwriting Development for Munich Re UK, he was responsible for numerous U.K. and international rule implementations, best automation practice consultancy and reinsurance underwriting manual development. Since joining VitalityLife he has responsibility for all aspects of automated underwriting as well as driving wider underwriting philosophy development and implementation. Andy has a track record of improving straight through rates and optimising data analytics; both areas he believes are core to the success of any automated underwriting system.

Seng Thiam Toh**Vice President Client Solutions Asia | Munich Re Automation Solutions**

Seng Thiam joined Munich Re Automation Solutions Ltd in 2015. He is responsible for the account management of ALLFINANZ users in Asia, as well as providing pre-sales consulting for new clients. Seng Thiam has over 20 years of experience in the insurance/reinsurance industry. Prior to joining Munich Re, he was with a major German software company providing core insurance and reinsurance systems consulting. Seng Thiam is a Chartered Insurer and a Certified IT Project Manager.