

2014

22nd Annual LIMRA and LOMA Strategic Issues Conference

18-20 JUNE, 2014 • REGENT TAIPEI • TAIPEI, TAIWAN



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2014 STRATEGIC ISSUES CONFERENCE

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Chao Chen, Rock Financial Risk Services Co., Ltd.

Lee Yi Hua, Shin Kong Life Insurance Co., Ltd.

Mark Kuo, Singfor Life Insurance Co., Ltd.

Sidney Wu, LIMRA and LOMA

LIGHTING A PATH TO SUCCESS

WEDNESDAY, 18 JUNE, 2014

6:00 to 8:00 p.m. — Registration and Welcome Reception

Noble House, 1/F

Sponsored by the Taiwanese Organizing Committee

THURSDAY, 19 JUNE, 2014

7:30 a.m. — Registration Opens

Grand Ballroom Foyer, 3/F

8:45 to 9:30 a.m. — Opening Remarks

Grand Ballroom

9:30 to 10:30 a.m. — Opening Keynote Presentation

Grand Ballroom

Uplifting Service: Exceeding Customer Expectations One Action At A Time



Ron Kaufman

Chairman and Founder
Up! Your Service

Everyone agrees that providing superior service is crucial to continued success in a competitive world, but too many executives don't know how to measure

it, manage it, or make it happen companywide. Mr. Kaufman will share strategies and specific practices for improving service quality at all levels of the company and exceed consumers' rising expectations. Expect to be inspired to take action now.

10:30 to 11:00 a.m. — Networking Break

Grand Ballroom Foyer

11:00 a.m. to 12:00 noon — General Session

Grand Ballroom

The Art and Science of Agency Productivity



Les Forrest

Regional Head of Agency, Asia
MetLife

Managing the productivity of new and experienced agents has never been easy, and it's becoming more challenging as markets become more complex.

How can you enhance the art and science of agency distribution to improve productivity and do what's best for the Customer? Mr. Forrest will share new and improved ways to maximize the return on agency investment.

12:00 noon to 1:30 p.m. — Luncheon

Brasserie, 1/F

1:30 to 3:30 p.m. — Concurrent Sessions

(Select From Track 1 or Track 2)

Track 1:

**1:30 to 2:30 p.m. — Deriving Value
From Technology**

Grand Ballroom



Joydeep Roy

Chief Executive and
Whole-time Director
L&T General Insurance
Company Limited

Mr. Roy will share his experiences with leadership in the delivery of technology as well as the path his company has taken to incorporate the use of technology, big data analytics, and innovation to enhance customer delight. The presentation will also include his ideas on where the future of technology across banking, life insurance, and general insurance is headed.

2:30 to 3:30 p.m. — IT Makes Insurance Easy

Grand Ballroom



Woody Mo

President and Chief Executive Officer
eBao Tech Corporation

Big channel, big policy, and big data will be the theme of the insurance industry over the next few years. This session will focus on how insurers can build up the capability to respond quickly and deal with the challenges associated with these three trends.

STRATEGIC ISSUES CONFERENCE PROGRAM

Track 2:

1:30 to 3:30 p.m. — Service Leadership Workshop
VIP Room 6, 4/F



Ron Kaufman
Chairman and Founder
Up! Your Service

The driving force of every successful service culture is a group of inspired leaders who are committed to the long-term value of service excellence. Learn how leadership teams can build a common service vision and shape their service cultures using a proven architecture. Mr. Kaufman will share global best practices in the financial services industry and guide attendees through a process for examining service culture-building activities in their organizations, identify opportunities for new service initiatives, and develop action plans for immediate service improvement.

3:30 to 4:00 p.m. — Networking Break
Grand Ballroom Foyer

Sponsored by:  **三商美邦人壽**
Mercuries Life Insurance

4:00 to 5:00 p.m. — General Session
Grand Ballroom

Shifting Trend in the "CHI-KO" Insurance Industry



Kumjoo Huh
Managing Director
Kyobo Life Insurance Co., Ltd., Korea

Delve into the dynamic markets of China and South Korea. Both are experiencing demographic shifts and rapid changes in consumer expectations and behaviors. New and reinvigorated competitors are jostling for market share. Regulatory requirements are being shaped by global best practices and unique country requirements. All these and more are reshaping the industry's future in these countries and beyond.

5:00 to 8:00 p.m. — Evening Reception
Grand Ballroom

FRIDAY, 20 JUNE, 2014

8:45 to 9:00 a.m. — Welcome Back
Grand Ballroom

9:00 to 10:00 a.m. — General Session
Grand Ballroom

Spotlight on Consumer Distribution Preferences



Marianne Gilchrist
Head of Health Solutions, Asia
Swiss Reinsurance Company Ltd.,
Korean Branch



Rod Shay
Head of Distribution Solutions, Asia
Swiss Reinsurance Company Ltd.,
Hong Kong Branch

With the Asian Consumer Distribution Channel Expectations and Experience Study now hot off the presses, Rod and Marianne will outline the motivations behind, and learnings from, this ground-breaking new survey, jointly commissioned by LIMRA and Swiss Re.

10:00 to 11:00 a.m. — Concurrent Sessions (Select One)
Session A — Grand Ballroom

Retail Micro Insurance: Leading Successful Launches and Improving Client Lifestyles



Vijay S. Athreye
Co-Founder and Programme Management
Board Member, FINISH Project India
Director, Sadanand Health Care India

Launching a micro life insurance program is rife with challenges. Mr. Athreye will review the challenges his company faced and the strategies they used to overcome them. He will also discuss how companies can build an impactful micro health insurance program that incentivizes hygiene habits to drive lower claims experience.

LIGHTING A PATH TO SUCCESS

Session B — VIP Room 5 & 6, 4/F

Transforming Results With People, Processes, and Technology



Ruth Fisk, All, CDIA+, ECMP, ERMP, BPMP
Global Director, Insurance
OnBase by Hyland Software

Your life as a leader would be so much easier if you could simply buy the latest and greatest technologies, press the “On” button, and watch profits rise. The reality of running an organization is, however, incredibly complex and challenging. So how can you deliver greater profitability? In this session, Ruth Fisk will share insights on how life insurance and financial services companies are achieving their goals by:

- Extending existing systems to realize greater benefit
- Equipping employees with better processes and more effective technologies
- Reducing risks within technology projects

11:00 to 11:30 a.m. — Networking Break

Grand Ballroom Foyer

11:30 a.m. to 12:30 p.m. — General Session

Grand Ballroom

Taiwan’s Regulatory Environment & Outlook



Wang Li-ling
Vice Chairperson
Financial Supervisory Commission, R.O.C.

Wang Li-Ling will join us to provide an overview of Taiwan’s current regulatory structure and environment, as well as where she sees it going in the future. An analysis of the Taiwanese market will be discussed, along with her thoughts on how Taiwan’s regulatory developments are impacted by other regional and global trends and developments. Participants will hear why she believes a well organized regulatory environment can help, not hinder, business opportunities and discuss the need to find a good balance between regulatory supervision and a flexible operating environment.

12:30 to 1:30 p.m. — Luncheon

Brasserie, 1/F

1:30 to 2:30 p.m. — Executive Panel

Grand Ballroom

Product Development and Introduction Process



Terrence Cummings
Regional Director of Business
Development
Regional Chief Executive Office
AIA



Kuo Loon Loh
Partner and Managing Director
The Boston Consulting Group



Jerome Matrundola, FSA, FCIA
Head of Strategic Initiatives, Hong
Kong and Southeast Asia
RGA Reinsurance Company



Ian J. Watts, Moderator
Senior Vice President & Managing
Director, International Operations
LIMRA, LOMA, LL Global, Inc.

As insurers seek ways to grow their business and satisfy distribution channel demands, they are looking to simplify their product introduction process while quickly evaluating market acceptance. Our panel of executives will provide insight into how insurers identify and develop new product opportunities and discuss current issues and trends from a new business and product development perspective. A review of the market activity in the past year, as well as predictions into what the future may hold, will be provided.

STRATEGIC ISSUES CONFERENCE PROGRAM

2:30 to 3:30 p.m. — General Session

Grand Ballroom

Talent Management: A Key Strategic Imperative



Margaret Chiu

Regional HR Director, Asia Pacific
Aviva

Ms. Chiu will share her experiences and regional best practices to highlight why and how attracting, developing, and retaining key talent is a strategic imperative and a critical success factor for organizations in developed and developing markets.

3:30 to 4:00 p.m. — Networking Break

Grand Ballroom Foyer

4:00 to 5:00 p.m. — Closing Keynote Presentation

Grand Ballroom

Need, Speed and Greed



Vijay Vaitheeswaran

Award-Winning Correspondent
for the *Economist*

Author of *Need, Speed and Greed*
and *Power to the People*

How can the extraordinary benefits of the innovation revolution be shared more equitably among all of society? Vijay Vaitheeswaran will draw on his global experiences to answer that question, offering his views to this new world of innovation. Drawing on the best of the academic and field work in this emerging area, Vijay will illustrate what innovation means and how it can be used to boost your personal and professional achievements.

**5:00 p.m. — Adjournment and Photo Opportunity
With Vijay Vaitheeswaran**

SPEAKER BIOGRAPHIES

Vijay S. Athreye

Co-Founder and Programme Management Board Member

FINISH Project India

Director, Sadanand Health Care India

Vijay Athreye has over two decades of experience in diverse marketing and business strategy assignments in various consumer and industry segments. In 2001 he founded the retail micro insurance program at Tata AIG Life Insurance Company (TALIC), where he developed and oversaw a team of dedicated professionals and offices for nine years. This revolutionary program was hailed by regulators and multilateral donors as a unique program with a great social impact. After leaving TALIC in 2010, Vijay cofounded FINISH, a nonprofit program that uses financial incentives to promote change: it has already supported the construction of more than 300,000 household sanitation systems in rural India. The program has been selected for replication in Kenya, and is being considered for replication in Uganda, Ghana, and Nepal. Vijay also sits on the program management board of the FINISH project and is a director of Sadanand Health Care, a micro health service provider. He has also been a consultant to L&T General Insurance Company in India and is an academic advisor to the Centre of Development Studies.

LIGHTING A PATH TO SUCCESS

Margaret Chiu
Regional HR Director, Asia Pacific
Aviva

Margaret Chiu joined Aviva in September 2013 to lead their human resources, communications, and corporate social responsibility functions throughout the Asia Pacific region. She also serves as a board director of Aviva-COFCO Life Insurance Co., Ltd. in China and First-Aviva Life Insurance Co., Ltd. in Taiwan. Margaret has more than 30 years of experience in the Asia Pacific region, including acquisitions, divestitures, and corporate restructurings; organizational redesign and transformation; talent management; employee engagement; and employer branding, change management and corporate social responsibility. Before joining Aviva, Margaret was Senior Vice President, Human Resources for the Asia region at Manulife Financial Asia. Previously, she served as Executive Vice President and Chief Human Resources Officer for AIA Group where she served as a key member of AIG/AIA's executive management team and was wholly accountable for driving HR effectiveness across multiple Asian markets through expansion and significant changes. While at AIG/AIA, Margaret was also involved in a range of leadership capacities, including serving as a Senior Member of the Group Executive Management Committee, Director of the AIA Foundation, and Head of the company's Corporate Social Responsibility Program.

Terrence Cummings
Regional Director of Business Development
Regional Chief Executive Office
AIA

Terrence Cummings, who is based in Hong Kong, has over 20 years of international life insurance experience covering Asia, the Middle East, Europe, and North America. Terrence has held senior management positions including Chief Operations Officer, Chief Marketing Officer, and Chief Actuary with major multinational life insurers and consulting firms. His areas of practice include product development, distribution, and marketing, operational efficiency, financial reporting, mergers, acquisitions, and distribution agreements. Terrence is a Fellow of the Society of Actuaries and a Member of the American Academy of Actuaries.

Ruth Fisk, All, CDIA+, ECMP, ERMP, BPMP
Global Director, Insurance
OnBase by Hyland Software

Ruth Fisk is a foremost expert on the practical application of electronic document management system (EDMS) technology. She has overseen numerous enterprise information assessments and follow-up activities to help organizations significantly reduce operating expenses, increase efficiencies, and achieve true business optimization. These projects have addressed corporate budgeting, cost, sponsorship, risks, ROI analysis, project timeline planning, future business initiatives, and similar strategic elements. Ruth has extensive insurance industry experience, including working at a property and casualty carrier. She also founded the "Insurance Vertical OnBase Group User Experts," a non-profit organization dedicated to business process improvement specifically dedicated to the insurance industry; she served as its president from 2002 to 2006.

STRATEGIC ISSUES CONFERENCE PROGRAM

Les Forrest

***Regional Head of Agency, Asia
MetLife***

Les Forrest joined MetLife in June 2013 to lead and develop their career agency and independent agency channels across Asia, and to drive profitability targets for the region's multichannel distribution strategy. Prior to joining MetLife, Les was CEO and President of ACE Life Korea, where he made significant improvements in the business, in particular, executing a multi-distribution channel platform that led to the company becoming the fastest growing life insurer in Korea. Les has an extensive background in senior sales management which served him well during his time as Regional Managing Director for ACE Life's Middle East and Africa Region, where he developed their agency and non-agency businesses in Egypt, the United Arab Emirates, and Saudi Arabia. Before that, Les led the agency channel of Tata AIG Life in India and was CEO of AIA Vietnam. He has held roles in sales operations, training, and management development.

Marianne Gilchrist

***Head of Health Solutions, Asia
Swiss Reinsurance Company Ltd., Korean Branch***

Marianne Gilchrist joined Swiss Re in January 2012 to spearhead the implementation of Swiss Re's global health strategy in Asia. She has more than 25 years of experience in marketing, brand management, and product innovation in a diverse range of companies and sectors, with a specialty in life and health insurance. Marianne worked for Ogilvy & Mather Advertising in Moscow before joining AIA in Singapore. From there, she was promoted to Vice President, Product Innovation, for AIG Worldwide Accident & Health in their Hong Kong office. Prior to joining Swiss Re, Marianne was in private practice as a Clinical Psychologist in Singapore. She is currently based in Seoul. Marianne holds a Bachelor of Arts in Philosophy, Politics and Economics, and a Master of Arts from Corpus Christi College, Oxford University; a Bachelor of Arts in Psychology with Sociology from Singapore Institute of Management University; and Master in Clinical Psychology from the National University of Singapore.

Kumjoo Huh

***Managing Director
Kyobo Life Insurance Co., Ltd., Korea***

For the past two decades, Kumjoo Huh has worked at Kyobo Life, one of the major insurers in Asia. In her current position she leads the Global Business Department, where she oversees marketing, consulting, and client services for the corporate pension and group insurance plans of more than 300 global corporations in Korea. Kumjoo is also in charge of Kyobo's global projects and insurance organization relationships. Her previous responsibilities include representing Kyobo Life in China, where she successfully established strategic alliances with the largest insurer in China (China Life Insurance Company), and corporate social responsibility programs with The Insurance Association of China and other related governmental departments. Kumjoo also managed the Globalization Strategy Team, where she oversaw market entry and projects aimed at enhancing Kyobo Life's global brand value. Kumjoo has received recognition for her industry contributions from the Korean Minister of Finance, has served as Director for CCISSR (Center for Insurance and Social Security Research) at Peking University, and is currently an advisor for Ewha Womans University Leadership Center.

LIGHTING A PATH TO SUCCESS

Ron Kaufman
Chairman and Founder
Up! Your Service

Ron Kaufman is a leading educator and motivator for building uplifting service cultures that deliver a sustainable business advantage. Rated one of the “Top 25 Who’s Hot” speakers by Speaker Magazine, Ron shares his powerful insights and global best practices from working with clients on every continent for more than twenty years. He is author of the *New York Times* and *USA Today* bestseller, *Uplifting Service! The Proven Path to Delighting Your Customers, Colleagues and Everyone Else You Meet*, as well as 14 other books on service, business and inspiration. His unique approaches to learning and leadership have been featured in the *New York Times*, the *Wall Street Journal*, and *USA Today*. Ron was invited to Asia in 1990 by Singapore Airlines and the government of Singapore to create and launch a national service quality training organization. He is a professional member of the Author’s Guild, Global Speakers Federation, and International Association of Learning Providers. He resides in Singapore and travels widely to promote and realize a vision of “Our world where everyone is educated and inspired to excel in service.”

Kuo Loon Loh
Partner and Managing Director
The Boston Consulting Group

Kuo Loon Loh is a Partner and Managing Director in the Taipei office of The Boston Consulting Group. He is a core member of BCG’s Financial Institutions & Insurance practice area. Kuo Loon has extensive consulting and industry experience with leading financial institutions across Asia Pacific and globally, focusing on corporate development, strategy, organization, and operations. Kuo Loon holds an MBA from the Kellogg School of Management, Northwestern University and a Bachelor of Accountancy from the Nanyang Technological University, Singapore.

Jerome Matrundola, FSA, FCIA
Head of Strategic Initiatives, Hong Kong and Southeast Asia
RGA Reinsurance Company

Jerome Matrundola is responsible for increasing the breadth of RGA offerings and capabilities within Asia. He is based in RGA’s Hong Kong Branch. Most recently, Jerome was Director, Business Development, working in RGA’s Australia office for 16 months. During that time he led the effort to increase RGA’s ability to offer and support direct-to-consumer products and assisted in bringing innovative product solutions to clients in the Australian market. Prior to joining the RGA Australia Business Development team, he worked in RGA International’s Toronto office, where he served as Director, Product Development. In that role he was responsible for the global management of RGA’s Product Development business initiative. He began his career at RGA as a Pricing Actuary, supporting clients in Italy, Central and Eastern Europe, the Netherlands, and the Middle East. Before coming to RGA, Jerome worked for Swiss Re Life & Health Canada, Maritime Life, the Ontario Teachers’ Pension Plan Board, and the Canada Mortgage and Housing Corporation. Jerome’s actuarial experience covers a broad range of disciplines in both direct insurance and reinsurance, including pricing group reinsurance, embedded value and financial reporting, performance and risk management of asset portfolios and risk assessment models.

STRATEGIC ISSUES CONFERENCE PROGRAM

Woody Mo

**President and Chief Executive Officer
eBao Tech Corporation**

Woody Mo has served as President and Chief Executive Officer of eBaoTech Corporation since co-founding the company in 2000. As one of the founders, Woody has been instrumental in defining the company's vision, mission and strategy. He successfully led the drive to acquire the people and build the organizational structure to execute rapid growth across Asia, Europe and the Americas. Prior to co-founding eBaoTech, Woody worked for five years at McKinsey & Company as a management consultant. Woody focused on the financial services and technology sectors, and provided consulting services to leading insurance and technology companies in Asia. Before McKinsey, Woody worked for four years at the IBM T. J. Watson Research Center as a leading scientist in the field of surface science. Woody's publications include articles in Science Magazine and Physical Review Letters. Woody earned a doctoral degree in physics from the University of Wisconsin-Madison. His Ph.D. thesis received the Wayne B. Nottingham Prize in 1990 for the best Ph.D. thesis in surface science of the year. Woody received his Master of Science and Bachelor of Science degrees from Zhongshan University in Guangzhou, China.

Joydeep Roy

**Chief Executive and Whole-time Director
L&T General Insurance Company Limited**

Joydeep Roy has 23 years of experience in information technology, banking, and life and general insurance, working at companies such as Compaq, Standard Chartered, and Tata AIG. Joydeep was a founding employee and Whole-time Director of L&T General Insurance Company Limited, instrumental in its formation and licensing during 2009 and 2010. He became its CEO in October 2010. Joydeep has led the development of a tech-oriented business infrastructure and processes, customer-friendly products and services, and strategic partnerships. Together, these elements have generated rapid growth and numerous accolades. Joydeep serves on the boards of several organizations, including L&T General Insurance, L&T Capital Markets, L&T Vrindavan Properties Limited, and Financial Planning Corporation of India Limited. He is a member of the Governing Council of Insurance Information Bureau (the independent advisory body constituted by insurance regulator IRDA); an Advisory Board Member of Zigitza Healthcare associated with The London Ambulance Services and The American Heart Association; leads the General Insurance function at The Confederation of Indian Industry; and is Chairperson of the Distribution Sub Committee of Federation of Indian Chambers of Commerce and Industry.

Rod Shay

**Head of Distribution Solutions, Asia
Swiss Reinsurance Company Ltd. (Hong Kong Branch)**

Rod Shay has worked in the global financial services industry for over 40 years, mainly in the area of bancassurance and distribution. He spent 20 years working for two UK banks before establishing a consultancy company that specialized in implementing new bancassurance ventures around the world, as well as working with existing bancassurers to enhance their performance by implementing global best practices. His company won the coveted UK National Training Award in 2002 for the best sales course and later won an Asian Pacific Award for innovation in sales. In 2003 he was the project director for the establishment of Asia's most successful bancassurer in Indonesia, AXA Mandiri Financial Services — a company that went from startup to number one in just 18 months and more than 40 percent of the market. Previously he had been involved in the establishment of Mayban Life, another Asia success story. Before joining Swiss Re, he was Regional General Manager Bancassurance Asia for Allianz based in Singapore and, more recently, Regional Director Bancassurance for AXA based in Hong Kong. Rod has completed the "bancassurance cycle," having worked in banking, management consultancy, primary insurance, and re-insurance.

LIGHTING A PATH TO SUCCESS

Vijay V. Vaitheeswaran

Award-Winning Correspondent for *The Economist*

Author of *Need, Speed and Greed and Power to the People*

Vijay Vaitheeswaran is an award-winning correspondent for *The Economist*, where he is currently the magazine's China business editor and serves as chairman of *The Economist's* provocative series of conferences on innovation known as The Ideas Economy. Since joining the editorial staff in 1992, he has addressed numerous crucial issues on business, the environment, energy, finance, healthcare, innovation, technology, and more. Vijay's latest book, *Need, Speed and Greed: How the New Rules of Innovation Can Transform Businesses, Propel Nations to Greatness, and Tame the World's Most Wicked Problems*, focuses on the future of global innovation. Kirkus Reviews called it "the perfect primer for the postindustrial age." His previous books are *ZOOM: The Global Race to Fuel the Car of the Future* (which was named a "Book of the Year" by *Financial Times*) and *Power to the People: How the Coming Energy Revolution will Change our Lives, and maybe even Save the Planet*. Vijay has chaired the World Economic Forum's Global Agenda Council of experts on sustainability, innovation, and energy, and is a life member by the Council on Foreign Relations. He is a regular speaker and advisor to the Clinton Global Initiative and the WEF's annual summit of world leaders at Davos. He teaches at NYU's Stern Business School, and his commentaries have appeared on NPR, the BBC, and PBS's News Hour, and in the *Wall Street Journal*, *Financial Times*, and the *New York Times*. Vijay has had the honor of addressing groups ranging from the UN General Assembly to the TED (Technology, Entertainment & Design) forum.

Wang Li-ling

Vice Chairperson

Financial Supervisory Commission, R.O.C.

Wang Li-ling is Vice Chairperson of the Financial Supervisory Commission, helping guide this independent government agency that is responsible for regulating securities markets (including the Taiwan Stock Exchange and the Taiwan Futures Exchange), banking, and the insurance sector. The agency is also actively strengthening bilateral supervisory cooperation and entering into cooperation agreements with its counterparts in other nations. Li-ling has an extensive list of current and former responsibilities to her credit, including serving as Distinguished Professor of the Department of Risk Management and Insurance at National Chengchi University; Associate Dean for the College of Commerce at National Chengchi University; and serving on the boards of directors for First Financial Holding Co., Ltd., and the Securities Investment Trust and Consulting Association of the Republic of China.

Ian J. Watts

Senior Vice President and Managing Director, International Operations

LIMRA, LOMA, LL Global, Inc.

Ian Watts joined LIMRA and LOMA in 2013 to develop and expand the associations' support of companies operating in Asia, Latin America, Africa and the Middle East. Prior to joining LIMRA and LOMA, Ian was Global COO at ACE Life International, where he was responsible for day-to-day operations and new business development. He has held CEO positions in India and China for AIG and AIA, and had extensive global experience in the UK, EMEA, and Latin America.

PROGRAM AT A GLANCE

WEDNESDAY, 18 JUNE

6:00 to 8:00 p.m. — Welcome Reception
Noble House, 1/F

THURSDAY, 19 JUNE

8:45 to 9:30 a.m. — Opening Remarks
Grand Ballroom, 3/F

9:30 to 10:30 a.m. — Opening Keynote Presentation
Grand Ballroom

10:30 to 11:00 a.m. — Networking Break

11:00 a.m. to 12:00 noon — General Session
Grand Ballroom

12:00 noon to 1:30 p.m. — Luncheon
Brasserie, 1/F

1:30 to 3:30 p.m. — Concurrent Sessions
(Select From Track 1 or Track 2)

Track 1:

1:30 to 2:30 p.m. — Deriving Value From Technology
Grand Ballroom

2:30 to 3:30 p.m. — IT Makes Insurance Easy
Grand Ballroom

Track 2:

1:30 to 3:30 p.m. — Service Leadership Workshop
VIP Room 6, 4/F

3:30 to 4:00 p.m. — Networking Break
Sponsored by:  三商美邦人壽
Mercuries Life Insurance

4:00 to 5:00 p.m. — General Session
Grand Ballroom

5:00 to 8:00 p.m. — Evening Reception
Grand Ballroom

FRIDAY, 20 JUNE

8:45 to 9:00 a.m. — Welcome Back
Grand Ballroom

9:00 to 10:00 a.m. — General Session
Grand Ballroom

10:00 to 11:00 a.m. — Concurrent Sessions (Select One)

Session A:

Retail Micro Insurance: Leading Successful Launches
and Improving Client Lifestyles
Grand Ballroom

Session B:

Transforming Results With People, Processes,
and Technology

Session B — VIP Room 5 & 6, 4/F

11:00 to 11:30 a.m. — Networking Break

11:30 a.m. to 12:30 p.m. — General Session
Grand Ballroom

12:30 to 1:30 p.m. — Luncheon
Brasserie, 1/F

1:30 to 2:30 p.m. — Executive Panel
Grand Ballroom

2:30 to 3:30 p.m. — General Session
Grand Ballroom

3:30 to 4:00 p.m. — Networking Break

4:00 to 5:00 p.m. — Closing Keynote Presentation
Grand Ballroom

5:00 p.m. — Adjournment and Photo Opportunity
With Vijay Vaitheeswaran



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