



International Claims Convention 2010

**12 CPD Points
for AICLA Members**

"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

- | | |
|---------------------|---------------------------------------|
| 1) Loss Adjusters | 7) Academics |
| 2) Insurers | 8) Lawyers |
| 3) Brokers | 9) Reinsurers |
| 4) Risk Managers | 10) Underwriters |
| 5) Claims Personnel | 11) Claims Industry Service Providers |
| 6) Insurance Buyers | |

Silver Sponsor:



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 this convention is :

	AICLA, MII & AMLA Members		AICLA, MII & AMLA Non-Members		Group discount for 3 pax and above from same company	Group discount for 5 pax and above from same company
	Including Dinner	Excluding Dinner	Including Dinner	Excluding Dinner		
Networking Gala Dinner on 19th April 2010						
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 participant	15% off for each participant
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		

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

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

Important Notes: Currency : Foreign delegates - US Dollar (For payment under US Dollar, please include the bank charges)
Local delegates - Ringgit Malaysia

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

Contact Us

- @ Azizi Rashidi (ext. 360: azizi@mii.org.my)
Badrul Hisham (ext. 361: badrul@mii.org.my)
Mohd Fazlan (ext. 407: fazlan@mii.org.my)
Linda Khor (ext. 511: linda@mii.org.my)





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 : <i>Mr Yong Wee Loon, Regional Claims Manager, Chartis HQ, Singapore</i> <i>Mr Sham Ramai, Assistant Vice President, Property/Global Energy Claim Division, Chartis International Home Office, New York, USA</i>
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 : <i>Mr G. Roy S. Sharma, Managing Director/Principal Officer, Asia Reinsurance Brokers (Labuan) Ltd., Malaysia</i>
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 : <i>Mr James Ong, Executive Director, Maphilindo International Sdn Bhd, Malaysia</i>
2.45 pm - 3.30 pm	Session 5 : Forensic Science, Insurance Claims Management and Future Risk Mitigation Speaker : <i>Mr John Horswell, Chief Forensic Consultant, Approved Forensics Sdn. Bhd., Malaysia</i>
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 : <i>Mr Ian McWalter, President, AICLA</i> Panelists: <ol style="list-style-type: none">1) <i>Mr Jaye Kumar, International Development Director, AICLA</i>2) <i>Mr James Ong, Executive Director, Maphilindo International Sdn. Bhd., Malaysia</i>3) <i>Mr Yong Wee Loon, Regional Claims Manager, Chartis HQ, Singapore</i>4) <i>Mr Tony Lavan, Managing Director, Lavan Disaster Management Pty Ltd, Australia</i>
	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



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PROGRAMME SCHEDULE

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

Registration Condition

- ✎ Any cancellation and request of refund must be in writing / fax and must be received by the Institute before **1 April 2010**.
- ✎ Request for refund carries a RM 100.00 administrative charge.
- ✎ Cancellation after **1 April 2010** will not be eligible for any refund. However, substitute participant(s) is/are always welcome.
- ✎ If, for any reason, the programme is cancelled, the Institute will refund the registration fee. However, the institute will not be responsible for any travel, hotel accommodation or other costs incurred.
- ✎ **The institute practises a non-credit policy. As such, all companies and individuals are required to make payment (cash / money order / credit card) 1 week before commencement of the convention. We regret to inform that we do not accept personal cheques.**

I know about this convention through :

- Brochure Mail Email
- Referral from Association/Sponsor/Speakers/Branch Contact

Conference Venue & Accommodation Information

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

TEL : +60 3 - 2263 7888 FAX : +60 3 - 2263 7222

Deluxe Room (Single) - RM380++ per night with breakfast
Deluxe Room (Double) - RM435++ per night with breakfast

- ✎ Hotel bills are to be settled directly by participants.
- ✎ Participants are requested to make their own hotel reservation.

Enquiries**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

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

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REGISTRATION FORM

International Claims Convention 2010
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- Yes! Please register the following delegate(s) for this Convention
- I am unable to attend but please put me on your mailing list
- I am interested in Sponsorship/Exhibition Opportunities

A. Company / Organisation Details

Name of Company / Organisation :

Address :

..... Name of Contact Person : Mr / Ms

Tel : Fax : Email :

B. Participant Details (Note : If the space provided is inadequate, you may attach details of your additional participants in a separate list)

1. Mr / Ms NRIC No / Passport No :
- Email : Including Dinner Excluding Dinner
- Designation : Vegetarian Spouse / Partner
2. Mr / Ms NRIC No / Passport No :
- Email : Including Dinner Excluding Dinner
- Designation : Vegetarian Spouse / Partner
3. Mr / Ms NRIC No / Passport No :
- Email : Including Dinner Excluding Dinner
- Designation : Vegetarian Spouse / Partner

C. Payment Details (Please tick (✓) the appropriate box)**Crossed Cheque / Bank Draft**

Enclosed is a

- CROSSED CHEQUE
- BANK DRAFT

No.: _____

For RM _____

made payable to
"The Malaysian Insurance Institute"

Credit Card

Please charge the total amount of

RM / USD _____ to my credit card below :

Visa MasterCard

Expiry Date (MM/YY) : _____

Card No : _____

Signature : _____

Transaction Code : CUO22CCAA100419

Telegraphic Transfer

- RM : Account No. : 2-64160-00004670**
- USD : Account No. : 6-14165-00000321**
- Swift Code : RHBBMYKL**

Bank Address :

RHB Bank Berhad, Unit No 50-G-02, Wisma UOA
 50, Jalan Dungun, Damansara Heights
 50490 Kuala Lumpur, Malaysia

** Please include bank charges when making payment (if any)*