



# ACC24

## TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS

8-9-10 MAY 2024 – KUALA LUMPUR, MALAYSIA

### GOLD SPONSORS



### APP SPONSOR



### SATCHEL SPONSOR



### MEDIA PARTNER





AICLA

# ACC24

## TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS

### ABOUT THE EVENT

Following the highly successful Asian Claims Convention in 2023 in Bangkok we are pleased to announce that ACC24 will be held in Kuala Lumpur Malaysia. The theme for the convention is **'Technologies Driving Globalisation in Claims'** and a high quality program is being developed for what we expect to be a great event

The exciting program 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 with leading professionals from a wide range of fields.

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

### VENUE AND ACCOMMODATION

The convention venue is the **Berjaya Times Square Hotel, Kuala Lumpur**, ideally situated right in the heart of the city's liveliest entertainment hub and most happening shopping districts.

Rooms include free Internet access, breakfast and inclusive of taxes.

**BERJAYA**  
TIMES SQUARE HOTEL, KUALA LUMPUR  
MALAYSIA

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

### VISA

Visa arrangements for countries differ, and you may be required to obtain a visa for the convention prior to your arrival.

Please consult with your travel agency/authorities for the appropriate travel visa requirements for Malaysia.



### 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.

### CONVENTION ACTIVITIES

DATE & TIME	FUNCTION
<b>WEDNESDAY 8th MAY</b>	
6.00pm – 8.00pm	Cocktail Function
<b>THURSDAY 9th MAY</b>	
9.00am – 5.00pm	Convention Day 1
6.30pm – 10:30pm	Gala Dinner
<b>FRIDAY 10th MAY</b>	
9.00am – 3:30pm	Convention Day 2
4:00pm	Post Convention Drinks

### COCKTAIL FUNCTION

The cocktail function will be held on Wednesday, 8 May 2024, 6-8pm in Bronx V, Level 14 of the Berjaya Times Square Hotel.

### GALA DINNER

The gala function will be held on on Thursday, 9 May, 6.30-10.30pm in in Manhattan 11, Level 14 of the Berjaya Times Square Hotel.

### CPD

Attendees are eligible for 10 CPD Hours.

### SPONSORSHIP

A limited number of sponsorship opportunities are available.

For a copy of the offerings, please contact Tony Libke at [adminoffice@aicla.org](mailto:adminoffice@aicla.org)



AICLA

# ACC24

## TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS



### PLANNED SPEAKERS AND TOPICS

TOPIC	SPEAKER	COMPANY	COUNTRY
<i>AI in Motor Claims Management</i>	Dr Michael Heng	Ai5 AI Technology	Malaysia
<i>Risks in Renewable Energy</i>	Jason Sanderson	Burgoynes	Australia
<i>The Use of Technology and Teamwork for the Determination of the Root Cause of Losses</i>	Dr David Rose	Hawkins	Singapore
<i>Non-OM Repairs</i>		PT. Sulzer	Indonesia
<i>Marine Risk</i>	Capt Siva (Sivakumaran Divaklaran)	Chubb	Malaysia
<i>Cyber Challenges in Claims</i>	Sean Chou	Marsh Brokers	Malaysia
<i>AI in Motor Claims Management</i>	Dr Michael Heng	Ai5 AI Technology	Malaysia
<i>Marine Claims Recovery Using Data Base</i>	Mark Peters	Chubb	Australia
<i>Post-Pandemic: What is Happening Globally</i>	Ms Sao Gultom	Ernst & Young	Indonesia
<i>Advanced Forensic Analysis in Claims Investigations</i>	Kwok Wai Kit	Forensic Services Asia	Malaysia
<b>PANEL DISCUSSION:</b> <i>The Future Direction for Claims</i>	Moderator: Glyn Lloyd	AICLA Charles Taylor Adjusting	Australia
<i>The Use of Parametrics in Claims Management</i>	Murali Raj	Willis (WTW) Brokers	Singapore
<i>Analog Lessons for a Globalized World</i>	Owen Sutherland	IRS	Indonesia
<i>Innovative Technologies In Forensic Investigation For Global Claims: 3D Laser Scanning, Drone, Virtual Tour &amp; Simulation Solutions</i>	S. Mahendran	ForSci	Malaysia
<i>Tunnels, and Technologies</i>	Nick Barham	CCi	Singapore
<i>Battery Energy Storage Systems (BESS): Challenges for Insurers</i>	Bruce Swales	Envista Forensics	Singapore
<i>Digitalisation &amp; Fraud Detection in Claims</i>	Ms Aefa Susanti	Fermion Merimen	Malaysia
<i>Decoding Engineering for Effective Claims Management</i>	Deniz Bekir	Approved Group International Approved Wolves	Australia

### ORGANISING COMMITTEE

**Nicholas Ackers**

– AICLA/ Technical Assessing, Australia

**Glyn Lloyd**

– AICLA/Charles Taylor Adjusting, Australia

**Andrew Khoo**

– MSM International Adjusters, Malaysia

**Budi Maharesi** – PT McLarens, Indonesia

**Parinya Kaewduangtien** – Exxon Plus, Thailand

**Thanga Thangamany**

– FortisCor Adjusters, Singapore

**Tony Libke** – AICLA, Australia

**Adrian Libke** – AICLA, Australia



AICLA

# ACC24

## TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS



## SPONSORS

### GOLD SPONSORS



A Rimkus Company

CAPITAL CONSULTING INTERNATIONAL



APPROVED GROUP INTERNATIONAL



ENVISTA FORENSICS



Consulting Scientists and Engineers

DR J.H. BURGOYNE & PARTNERS



IRS INTERNATIONAL RECOVERY SERVICES



FORENSIC SERVICES



HAWKINS



FORSCI

### APP SPONSOR



GLOBAL ADJUSTING TECHNICAL SERVICES

### SACHEL SPONSOR



ASTA GROUP

### MEDIA PARTNER



INSURANCE NEWS

### OTHER SPONSORS



STEAMATIC GLOBAL RECOVERY



EFI GLOBAL



BELFOR



SEDGWICK

### IN PARTNERSHIP WITH



SINGAPORE INSURANCE INSTITUTE



SINGAPORE COLLEGE OF INSURANCE



MALAYSIAN INSURANCE INSTITUTE



ASSOCIATION OF MALAYSIAN LOSS ADJUSTERS



THAILAND INSURANCE INSTITUTE



ASSOCIATION OF INDONESIAN INSURANCE ADJUSTERS



LOSS ADJUSTING ASSOCIATION OF JAPAN



AICLA

# ACC24

TECHNOLOGIES DRIVING  
GLOBALISATION IN CLAIMS



## ACC24 REGISTRATION

MEMBER  
AICLA/TII/MII/ SII/SCI/  
AMLA/APKAI/LAAJ

NON-MEMBER

AUD \$

AUD \$

### FULL CONVENTION REGISTRATION (8-9-10 MAY)

Includes **Cocktail Function** (Wednesday), **Two Day Convention Ticket** (Thursday and Friday) with *Convention Materials, Lunch and Refreshments* and one **Gala Dinner Ticket** (Thursday).

#### Early Bird *(paid on or before 1 April 2024)*

Individual registration	\$850	\$1000
Multiple registration <i>(3 or more from one company)</i>	\$750	\$900

#### Standard *(paid after 1 April 2024)*

Individual registration	\$950	\$1,100
Multiple registration <i>(3 or more from one company)</i>	\$850	\$1,000

### 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>	\$550	\$550
<b>Friday registration only</b>	\$500	\$500

### OTHER OPTIONS

<b>Cocktail Function Only</b> <i>(Wednesday)</i>	\$100	\$100
<b>Convention Dinner Only</b> <i>(Thursday)</i>	\$180	\$180

## REGISTRATION

To register online visit:  
[www.aicla.org/event/acc24](http://www.aicla.org/event/acc24)

If you have difficulty with the online registration, please contact the AICLA office on [adminoffice@aicla.org](mailto:adminoffice@aicla.org)

## CANCELLATION & SUBSTITUTION POLICY

In the event of a registrant's inability to attend, a substitute delegate is welcome. Substitutions can be made up to seven (7) days prior to the event. Alternatively a full refund, less 25% service charge will be made for cancellations advised by email up to twenty one (21) days prior to the event. Regrettably, no refunds can be made after this time.

## PROGRAM CHANGES

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

## CONTACT DETAILS

### AICLA

GPO Box 1705, Brisbane Qld 4001 Australia

Phone: +61 7 3506 2939

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

# BERJAYA

TIMES SQUARE HOTEL, KUALA LUMPUR  
MALAYSIA

*To reserve your conference accommodation at the Berjaya Times Square Hotel, Kuala Lumpur please on the hotel logo link.*