

Key Note Speakers and Panelists



Shaun Crawford
Global Insurance
Sector Leader, EY



Gary Crist
CEO Asia and Member
of the Management
Committee, Ageas



Drew E. Dutton
Partner, Debevoise &
Plimpton



Alexander Hardy
Regional Head
Asia Pacific,
Roche Pharma



Michael Huddart
EVP and General
Manager, Greater
China, Manulife



Rob Leonardi
Regional Chief
Health and Marketing
Officer, AXA Asia



Tim Oliver
Group Chief
Commercial and
Marketing Officer,
FWD Group



Alpesh Shah
Senior Partner and
Managing Director,
The Boston Consul-
ting Group



Kevin D. Strain
President, Sun Life
Financial Asia



Marcelo G. Teixeira
Group Head of
Insurance, HSBC
Holdings plc



Tao Wang
Chairman and CEO of
Ping An Health and
Ping An Health Cloud



Chris Wei
Executive Chairman
of Aviva Asia and
Global Chairman of
Aviva Digital



Clarence Wong
Chief Economist Asia,
Swiss Reinsurance
Company Ltd



Jinghui Xu
Chairman and
President, China
Pacific Life
Insurance Co. Ltd.

Premium Partners

Debevoise & Plimpton
EY
SunGard Insurance
Swiss Reinsurance Company Ltd
The Boston Consulting Group

Partners

Capgemini
Cognizant
dacadoo ag / WingArc1st Inc.
Synpulse Hong Kong Limited

Professional Service Partners

CLS Communication HK Limited
Swiss International Air Lines Ltd
St. Gallen Institute of Management in Asia



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Invitation

**Insurers In Asia –
Winning Strategies In The Digital Age**

A New Generation of Digital Customers

Strategies for Growth in Mature and Emerging Asian Markets

Exploring the Protection Gap – An Asian Perspective

Health: Ageing Population, Medical Innovations and Insurance Coverage

Digital Empowerment and Transformation

Strategic Perspectives of Asian Insurance Leaders

Monday, November 9, 2015: Prevenue Dinner
Tuesday, November 10, 2015: Management Conference

The Ritz-Carlton, International Commerce Centre, Hong Kong

Organizer
www.insurancecom.asia
www.uvision.ch

Premium Partners

BCG
THE BOSTON CONSULTING GROUP

**Debevoise
& Plimpton**

EY Building a better
working world

SUNGARD  **Swiss Re**

Insurers In Asia – Winning Strategies In The Digital Age



Dr. Kai-Uwe Schanz
Conference Moderation
Chairman and Partner, Dr. Schanz,
Alms & Company AG



Prof. Dr. Cunwen Tao
Dinner Speaker
Vice Dean and a Professor of the
School of Insurance, Central
University of Finance and
Economics (CUFE), Director of
the Insurance Market Research
Center of the CUFE, Vice President
of the Peking Insurance Institute,
Independent Director of Ancheng
P&C Insurance Co. Ltd and
Chairman of the Supervisory Board
of Union Life Insurance Co., Ltd.

The forces of globalisation will continue to impact our daily lives. Technology is the driver behind the current wave of globalisation. These dynamics present particular challenges to the insurance industry which has a reputation of conservatism if not reluctance to innovate. The industry needs to respond as customers are changing the way they socialize, communicate, work and purchase. Digital channels and technologies are proving pivotal to how insurance organizations are competing, innovating and interacting with their customers. The percentage of customers who will use digital tools to manage their insurance needs is expected to grow substantially over the next three to five years. New generation customers will likely use a hybrid approach that draws on the best of the physical and digital customer experience. In the digital ecosystem «Health», for example, the customer no longer distinguishes between insurance, doctor, hospital or pharmacy, but expects a holistic, seamless and smooth alleviation of the sickness's symptoms. Customer satisfaction is therefore increasingly measured on the overall system's performance rather than that of a single party. This can blur the role of individual contributors, including insurance companies. In order to capture the opportunities of digitalization and mitigate threats such as an increasing marginalization, insurance leaders need to develop an in-depth understanding of their digital customers' expectations in terms of products, services and experience. This is of particular urgency in Asia. Here, the pace of change is fastest as the region is leap-frogging multiple stages of technological development and does not exhibit legacy issues which are common to more mature markets.

The forthcoming InsuranceCom Asia 2015 will feature this spectrum of strategic questions and topics. InsuranceCom offers an ideal platform, its community is composed of individually selected senior executives of insurance companies with operations in China and Southeast Asia. In addition, it draws on the expertise of some well-known senior global insurance professionals. They will present and discuss challenging theses, with a focus on emerging industry trends. You are personally invited to participate in this premier exchange and be part of this exclusive InsuranceCom community.

InsuranceCom – the platform where decision-makers of Asian and global insurers meet to discuss and shape the industry's future.

Tuesday, November 10, 2015

08.00	Welcome Reception & Registration
	Winning Strategies In The Digital Age
09.00	Welcome and Introduction Dr. Kai-Uwe Schanz, Chairman and Partner, Dr. Schanz, Alms & Company AG
09.20	Digital Empowerment with Mobile Internet Jinghui Xu, Chairman & President, China Pacific Life Insurance Co. Ltd.
09.50	A New Generation of Digital Health Customers Tao Wang, Chairman and CEO, Ping An Health and Ping An Health Cloud
10.30	Refreshment Break & Networking
11.00	Strategies for Growth in Mature and Emerging Asian Markets – Thought Leader Perspectives
11.10	Market Strategies and Alliances Kevin D. Strain, President, Sun Life Financial Asia
11.40	Managing Hyper-Competition and Profitable Growth Chris Wei, Executive Chairman of Aviva Asia and Global Chairman of Aviva Digital
12.10	Exploring the Protection Gap – An Asian Perspective Marcelo G. Teixeira, Group Head of Insurance, HSBC Holdings plc
12.40	Executive Plenary Discussion
13.00	Lunch & Networking
14.00	Health Outcomes Can Transform Economies Chaired by Shaun Crawford, Global Insurance Sector Leader, EY
14.20	Executive Update: Keep Healthy in Emerging Markets – Insurance can help Clarence Wong, Chief Economist Asia, Swiss Reinsurance Company Ltd
14.40	Making comprehensive healthcare/solutions a reality Alexander Hardy, Region Head, Asia Pacific, Roche Pharma
15.00	Exploring Digital Opportunities in Consumer Healthcare Rob Leonardi, Regional Chief Health and Marketing Officer, AXA Asia
15.20	Executive Plenary Discussion together with Tao Wang, Chairman and CEO, Ping An Health and Ping An Health Cloud
15.40	Coffee Break & Networking
16.00	Executive Panel Discussion: Strategic Perspectives of Asian Insurance Leaders Chaired by Alpesh Shah, Senior Partner and Managing Director, BCG and Drew E. Dutton, Partner, Debevoise & Plimpton Gary Crist, CEO Asia and Member of the Management Committee, Ageas Michael Huddart, EVP and General Manager, Greater China, Manulife Tim Oliver, Group Chief Commercial and Marketing Officer, FWD Group
16.50	Key Takeaways, Prospects and Closing
17.00	Closing Ceremony followed by drinks at Ozone Sky Bar

Important Information

Dates of the InsuranceCom Asia 2015

Prevenue Dinner, Mandarin Oriental, Hong Kong Limited,
5 Connaught Road, Central, GPO Box 2623, Hong Kong
November 9, 2015, 6.30 pm – 10 pm

Management Conference, The Ritz-Carlton,
International Commerce Centre, 1 Austin Road West,
Kowloon, Hong Kong
November 10, 2015, 8.30 am – 5:30 pm

Accommodation Bookings

The Ritz-Carlton, International Commerce Centre
1 Austin Road West, Kowloon, Hong Kong
www.ritzcarlton.com
Special rate: Deluxe Harbour Room HKD 4'000

Mandarin Oriental, Hong Kong Limited
5 Connaught Road, Central, GPO Box 2623, Hong Kong
www.mandarinoriental.com/HongKong
Special rate: Superior Room HKD 3'500

All rates are subject to 10% service charge.
For accommodation bookings with special rates
please contact office@uvision.ch

Official Carrier

Special fares offered if travel on SWISS,
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Telephone: +852 3002 1330
E-mail: servicedesk.hkg@swiss.com

InsuranceCom Personal Registration

By e-mail to office@uvision.ch Please register in good time.

Organizer & Information

InsuranceCom c/o uvision ltd.
Business Management: Michael Schaefer
Operation Management: Michaela Leuenberger
office@uvision.ch | +41 44 260 10 60
www.uvision.ch | www.insurancecom.asia



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