

ON

LIABILITY CLAIMS & FRAUD

3 - 4 APRIL 2006, SINGAPORE
GRAND PLAZA PARKROYAL
SINGAPORE

Registration Form

FAX TO: (65) 6222 8310

To: Crawford & Company International Pte Ltd
 30 Robinson Road #02-01
 Robinson Towers
 Singapore 048546
 Tel: (65) 6225 4211 Fax: (65) 6222 8310
 Email: admin@crawford.com.sg

Room Reservation Form

FAX TO: (65) 6339 6202

To: Reservation Officer Manager
 Ms Maybelline Teo
 Tel: (65) 6432 5558/9
 Email: res@gpp.sin.parkroyalhotels.com
 GRAND PLAZA PARKROYAL SINGAPORE
 10 Coleman Street
 Singapore 179809
 Tel: (65) 6336 3456
 Fax: (65) 6339 6202

Please fill in Guest particulars on Registration Form

Rooms and rates will be subject to hotel availability.

FLIGHT DETAILS

Arrival Flight / Time: _____

Departure Flight / Time: _____

ROOM REQUIREMENTS

No. of Rooms: _____

| | | |
|------------------|-----------|-----------|
| Room Type | Single | Twin |
| Deluxe | S\$160.00 | S\$180.00 |
| Orchid Club Room | S\$200.00 | S\$240.00 |

Orchid Club benefits include breakfast, unlimited usage of broadband internet, evening cocktails and 2pcs laundry daily

Rates quoted are subject to 10% service charge, prevailing 1% government tax and 5% goods and services tax

IMPORTANT INFORMATION

- Please note that reservations will only be confirmed when the hotel receives from you a non-refundable deposit equivalent to one night's room rate.
- Please forward your reservation/payment on or before 10 March 2006. Should you cancel your reservation 24 hours prior to your arrival, the one-night deposit will be forfeited.
- The hotel's check-in time is 1400 hours and check-out time is 1200 hours. If early check-in between 0600 hours and 1200 hours is required, there is an additional surcharge of 50% of the above room rates for that day. As for late check-out, we will accommodate until 2 pm, subject to room availability.
- Please inform us of any changes of your reservation in writing.

CREDIT CARD GUARANTEE

Card Holder's name: _____

Card Number: _____

Expiry Date: _____(mm-yy)

Signature: _____

FOR HOTEL USE ONLY

Reservation Confirmed Reservation on Waiting List

Reservation Confirmed by: _____

Name: _____

Date: _____

Remarks: _____

Signed by: _____ Date: _____

CONDITIONS

- The Insured shall give written notice to the Corporation of any accident or claim or proceeding come to the knowledge of the Insured or his representative
- The Insured shall repudiate liability negotiation shall be entitled if it of the Insured at its own full discretion in the cc stance as the Corporati
- The Corporation may in the case of any accident therefrom in such case any sum or sums already paid arising from such accident can be settled and the Corpe for the payment of costs and expenses of litigation un such Limit of Indemnity or such lesser sum
- If the premium f... containing...

Keynote Address by Stanley Jeremiah President Singapore Insurance Institute

PUBLIC LIABILITY POLICY

insured by a proposal which shall be the basis of this Contract and be held as incorporated herein has indemnity hereinafter expressed and has paid or agreed to pay the First Premium as consideration for o

2. LIMIT OF INDEMNITY

The maximum liability of the Company in res arising out of one Occurrence shall not exce out of continuous or repeated exposure to

3. EXCESS

When specifically indicated in the attached Schedule and/or Endorsements, excess shown.

Industry Fraud on risk; Here's How to Spot it

claims made false High Court's \$5.4m claim

A learning project by Crawford College in collaboration with the Singapore Insurance Institute.

PERSONAL PARTICULARS

Name Mr/Mrs/Ms/Dr/Prof _____

Designation _____

Company Name _____

Address _____

Tel : () _____

Fax : () _____

Email: _____

REGISTRATION

Course fee :S\$420.00 (inclusive of 5% GST)
 SII Members:S\$378.00* (inclusive of 5% GST)
 (* not entitled to Early Bird Discount)

Registration fee includes participation at Course plus all tea breaks, lunches and course materials.

All meals are prepared without pork, lard and beef.

Closing date for registration: 27 March 2006

For cancellation in writing made before 3 March 2006, 50% of the course fee will be refunded. No refunds will be made for cancellation after 3 March 2006.

PAYMENT

I enclose a cheque/bankdraft in Singapore dollars made payable to **CRAWFORD & COMPANY INTERNATIONAL PTE LTD**

Telegraphic/Wire Transfer to the following account-
HONG KONG AND SHANGHAI BANKING CORPORATION LIMITED
 21 COLLYER QUAY
 SINGAPORE 049320

Account No:
141-083378-001

Swift Code
HSBCSGSG

Early Bird Discount
 Sign up before 3/3/06 and enjoy additional 10% discount

Signature: _____ Date: _____

Crawford & Company (www.crawfordandcompany.com) is the world's largest independent provider of claims management solutions to insurance companies and self-insured entities.

Crawford College is the international brand of Crawford University, Atlanta, the continuing education facility of Crawford & Company. In collaboration with the Singapore Insurance Institute (SII), Crawford College is launching the first Claims Solutions Course in Singapore on April 3 and 4, 2006.

This Claims Solutions Course aims to provide participants with (a) an in-depth knowledge in the handling of Liability and Product Liability Claims, (b) a better understanding of how Insurance Fraud, particularly for those involved in Travel and Personal Accident Policies, is investigated by the experts.

This Claims Solutions Course is endorsed by the Singapore Insurance Institute (SII) and will be led by Jonathan Clark, Senior Vice President, Business Solutions Group, Crawford & Company. As Chairman of the UK Faculty of Claims, Jonathan Clark is actively involved in developing the Training and Competence Framework for the Chartered Insurance Institute, UK. Additional support for Liability and Fraud will be provided by local external experts in their respective fields.

“ The Singapore Insurance Institute is keen to promote continuous professional development and to make international best practices and knowledge available in this region. We are happy that Crawford has put in the effort to make this training program available here. We do hope that other institutions engaged in the insurance industry will follow Crawford's lead and make other training programs available in this region ”.

Stanley Jeremiah
President
Singapore Insurance Institute

“ Crawford is committed to being the employer of choice within the industry and this training is a large part of that commitment. Collaborating with the Singapore Insurance Institute to create this course also satisfied our desire to work more closely with local institutes and industry bodies within the Asia Pacific region ”.

Richard Martin
Senior Vice President
Crawford & Company
Managing Director of
Crawford's Asia Pacific

PROFILE OF SPEAKERS

Jonathan Clark

Jonathan Clark is Senior Vice President, Business Solutions Group, Crawford & Company. He is well reknowned as an experienced Liability Claims Adjuster and a Lecturer on technical subject matter. He has provided award winning Liability programmes to the UK insurance market.

Jonathan is also Chairman of the Faculty of Claims and Treasurer of the Chartered Insurance Institute, UK.

Justyn Jagger

Justyn Jagger is the Director, Litigation Group of DLA Piper Rudnick Gray Cary, Singapore. He specialises in construction, insurance and reinsurance arbitrations and has extensive experience of contractor's all risks, general liability and property damage disputes. He advises insureds, insurers and reinsurers on all aspects of non-marine insurance. Justyn has been named as a leading individual in arbitration and litigation in Singapore in the 2000 to 2004 editions of the Asia Pacific Legal 500.

Dr Eric Mullen

Dr Mullen, BSc. PhD, MIFireE is a Principal Member of Dr. J H Burgoyne & Partners LLP UK and Resident Director of Dr. J H Burgoyne Singapore since February 1990. He has investigated the causes of numerous fires and explosion worldwide and has given expert advice and evidence in both civil and criminal litigation.

Chan Hwee Seng

Chan Hwee Seng of Crawford & Company will bring his 34 years of industry experience to the investigation module of the case. Chan is a well-known figure in the Singapore insurance market and has a leading reputation in the management and investigation of insurance fraud.

Abdul Rashid Gani

Abdul Rashid is the Chairman of the Executive Board and Head of Litigation at Khattar Wong & Partners. He has been an insurance litigation expert for over 30 years during which he has acted in a vast array of complex disputes. He is a specialist in insurance litigation and has developed an extensive practice in advising on the resolution of insurance disputes.

PROGRAMME

| DAY ONE 3 APRIL 2006 | | DAY TWO 4 APRIL 2006 | |
|----------------------|--|--|---|
| 8.00 am | Coffee & Registration | 9.00 am | INSURANCE FRAUD INVESTIGATION |
| 9.00 am | Welcome by Richard Martin Senior Vice President Crawford & Company Managing Director Crawford Asia Pacific | Speaker: Chan Hwee Seng Chairman Crawford & Company Singapore | <ul style="list-style-type: none"> • Detecting insurance fraud • Types of insurance fraud • How fraud is investigated • Case studies • Q&A |
| 9.10 am | Official opening address: Stanley Jeremiah President, Singapore Insurance Institute | 12.30 pm | Lunch |
| 9.20 am | INVESTIGATION & MANAGEMENT OF LIABILITY CLAIMS | 2.00 pm | FRAUD INVESTIGATION - A FORENSIC PERSPECTIVE |
| | Speaker: Jonathan Clark Chairman, UK Faculty of Claims Senior Vice President, Business Solutions Group | Speaker: Dr Eric Mullen Resident Director Dr J H Burgoyne & Partners (International) Ltd | <ul style="list-style-type: none"> • Features of suspicious fires and how the conclusion that it is deliberate can be reached • Case studies of successful repudiates in Asia |
| | <ul style="list-style-type: none"> • Practical management of liability claim process • Methods of investigating the claim and gathering relevant data • Policy validation and coverage understanding • Investigation and determination of liability • Recommending and evaluating settlement options | 3.30 pm | Tea Break |
| 12.30 pm | Lunch | 4.00 pm | LEGAL ISSUES ARISING FROM INVESTIGATING FRAUDULENT CLAIMS |
| 2.00 pm | MANAGING THE LEGAL ASPECTS OF PRODUCT LIABILITY CLAIMS | Speaker: Abdul Rashid Gani Chairman Executive Board Head of Litigation Khattar Wong & Partners | <ul style="list-style-type: none"> • Case studies of local fraudulent claims |
| | Speaker: Justyn Jagger Director DLA Piper Rudnick Gray Cary, Singapore | 5.00 pm | Close |
| | <ul style="list-style-type: none"> • The legal basis of product liability claims: history and development • The international nature of product liability claims: the place where claims are brought • Defending product liability claims: effective steps in managing claims • Lessons that can be learned to avoid and minimise product liability claims | | |
| 3.30 pm | Tea Break | | |
| 4.00 pm | Q/A | | |
| 5.00 pm | End of Day One | | |

| WHO SHOULD ATTEND |
|--|
| <ul style="list-style-type: none"> • Claims professionals • Underwriters • Brokers/Agents • Re-Insurers • Service providers to the insurance industry |

Participants may be eligible for Financial Sector Development Fund (FSDF) support on a case by case basis. Interested participants should submit their applications to the FSDF Secretariat directly. More details on the FSDF can be found at <http://www.mas.gov.sg>.