

SII in collaboration with IBM “Catch Me If You Can“ Outsmarting the Fraudster the Smarter Way

The insurance industry is facing unprecedented challenges within the current global economic crisis. In our business of risk, fraud looks set to increase and remains one of the toughest areas to address. Insurers can no longer afford to ignore and bear the cost of the vast amount loss as a result of policy fraud, claims leakage, errand behaviour within the intermediaries as well as distribution channels.

The 2009 SII Fraud Management II Conference is designed in partnership with IBM to help address fraud from the practical automation of key insurance processes (policy, claims, underwriting) to thereafter enable insurers to have access to the right information presented for analysis.

Learn how these strategies/approaches can help our industry fight Fraud Management while leveraging on the same analytical tools to provide us with the insights towards better decision making.

Highlights:

- Updates on industry trends in Singapore and the region.
- Live demo on the latest in Insurance Fraud analytics technology from the IBM research labs
- Best practices of Insurance Process Automation (Claims, Policy Administration, and Underwriting).
- Leveraging upon your existing information and making it available for fraud detection, Performance Management, Decision Making.
- Panel Discussion with subject matter experts.

SPEAKERS



Mr. Paul Robinson Asia Pacific Insurance Executive IBM

Paul has over thirty years experience in the insurance industry, working within both line of business and IT.

Paul held a variety of business positions, gaining experience in both underwriting, risk management, and claims areas of general insurance. This covered both personal and commercial lines of business, and included holding positions as a Marine Underwriter, Claims Manager and a Product Development Manager, responsible for researching, pricing and introducing niche market products, tailored for the commercial lines market.

Within IT, he has held a number of both technical and management positions. This includes the lead architect on the development of a LAN based Mortgagee Liability Insurance application, and, technical lead on the selection of a multi line insurance application. In the role of Implementation Manager, Paul successfully managed the introduction/tailoring of an enterprise wide multi-line insurance package.

A particular focus is “new generation” Insurance applications and how these new systems, and the information they provide can be successfully applied within the insurance industry and its emerging eco-systems, to transform an organization to meet the needs of their local, Asia Pacific and global marketplaces.

In his current position as IBM’s Asia Pacific Insurance Leader, Paul’s current responsibilities include leveraging IBM’s worldwide experience in financial services and insurance applications and emerging business technologies to provide solutions for companies in the Asia Pacific region.

Mr. Rangan Nandakumar Business Optimisation Managing Consultant IBM

With more than 15 years of experience both in the financial industry and as a consultant, Rangan is well versed and knowledgeable in understanding what a business needs and can be provided with.

As a key member of the Centre of Business Optimization in IBM Global Business Services focusing on emerging market, Rangan is responsible in providing consultancy services on IP assets supporting IBM solutions in the areas of analytics and optimization that would assist organizations to extract maximum intelligence from their accumulated data and making the best decision for their business.

Examples of analytics and optimization solutions include the Fraud & Abuse Management Solution (FAMS) and the Loss Analysis & Warning Solution (LAWS) that focused on fraud identification in the insurance industry.



Mr. Ananda Bose SWG Industry Solutions Manager, Insurance and Capital Markets IBM

Ananda Bose has over 10 Years' of Experience in the Areas of Technology Sales, IT Strategy Consulting and Business Solutions Development. He has worked with companies like IBM, Gartner, Wipro and Tata Infotech with a special Sectoral Focus on the Financial Services Sector. He has helped clients' to design and implement solutions in the Areas of Systems and Performance Management across Distributed and Host Platforms and created KPI (Key Performance Indicators) for Business IT Alignment and establish Frameworks and Methodologies for executing Transformational Projects cutting across LOB's like Enterprise Data Warehousing, Operational Risk Management etc. He has also advised CIO's and CEO's in negotiations with Vendors in the Areas of Outsourcing Contracts, Systems and Infrastructure Procurement for Large Transformational Projects.

For the last 3 years, Ananda has focused on the Insurance sector and helped clients drive enterprise transformation across the front office functions. Using the web as a alternative Ananda has helped Insurance clients reduce cost of operations and improve customer experience.

MODERATOR



Mr. Stanley Jeremiah, Vice President for Convergys Benefits Pte Ltd

Stanley Jeremiah has a Masters Degree in Law from the University of London. He was admitted as a Barrister (England & Wales) in 1984 and as an advocate & Solicitor in Singapore in 1986. In 1997, he was admitted as a Solicitor in England & Wales. In 1994, Stanley was admitted as a Chartered Insurer and was elected as a Fellow of the Chartered Insurance Institute in 1997. He has been involved in and with the Insurance and Financial Services Industry since the beginning of his career. He has held several positions with insurers and intermediaries in Singapore, Canada and Hong Kong, and has held several regional roles. He has also been the external counsel advising the insurance and financial services industry on a broad range of issues. Currently, he is the Vice President & Managing Director, Convergys HR Management Asia Pacific.

PANELISTS



Mr. Ben B. H. Chin, Vice President Federal Insurance Company

Ben Chin is a Vice President of the Chubb Corporation's Federal Insurance Company. He is currently the Claims Manager for Chubb's Asia Pacific Region, responsible for overseeing all of Chubb's claim operation throughout the Asia Pacific region. Before joining Chubb in February, 1997, he spent 19 years in loss adjusting practice and had acquired vast knowledge and experience from the investigation of complex non-marine property, liability and fraudulent claims. He is a Chartered Insurer member of the Chartered Insurance Institute, UK.

Mr. Anparasan K, Deputy Managing Partner of KhattarWong

K. Anparasan is the Deputy Managing Partner of KhattarWong. Anparasan has been chosen as the International Who's Who of Insurance Lawyer for the years 2007-2008 by Who's Who Legal. Anparasan has also been identified by the 2008 Asialaw Leading Lawyers as one of the most highly acclaimed legal expert in the Asia Pacific region in the Insurance / Reinsurance practice area. He advises clients on a wide spectrum of matters relating to Contracts, Bailment, Tort Law, Public Liability Insurance, Contractors' All Risks Insurance, Directors and Officers' Insurance, Fidelity Insurance, Reinsurance, Workmen's Compensation, Performance Bonds and Employment Law. He has more than a decade's experience in the legal field and many of his trials were reported in *Singapore Law Reports* and discussed in *Singapore Academy of Law Annual Review of Singapore Cases*. He has conducted numerous High Court trials and a number of Court of Appeal cases. He has written a book called "Professional Liability of Lawyers in Singapore and Malaysia".



Mr. Chan Hwee Seng, Chairman of Crawford & Company International Pte Ltd

Mr. Chan has 37 years experience as a Loss Adjuster with Crawford with 18 years as Managing Director. He specialises in the handling of complex property losses with special expertise in fraud investigation. He had dealt with high profile cases of insurance fraud in the region and was instrumental in exposing fraud in the infamous case of "Death in Cambodia" in 2000 and the \$6 million case of arson in a department store in Singapore in 1998.

Mr Chan had delivered several papers and talks on the investigation of fraudulent insurance claims in the region. He was speaker at the General Insurance of Association of Singapore conference on arson investigation. He had also addressed a committee established by the Ministry of Home Affairs to deal with arson, fraud and armed robbery in Singapore. In 2004 he delivered a paper on fraud investigation at the first conference of the Anti-Fraud Institute in Taipei. He is the current Vice-President of the Singapore Insurance Institute and past president of the Insurance Law Association, Singapore.

This Conference is for you...

- *CEOs/Principal Officers*
- *Chief Operating Officers*
- *Head of IT departments*
- *Claims Personnel*
- *Underwriters*
- *Financial Practitioners*
- *Insurance Regulators*
- *Loss Adjustors*
- *Lawyers*

When Where ...

- *28 May 2009, Thursday*
- *Hotel Intercontinental Singapore*
- *9:00am- 5:30pm (registration starts at 8:30am)*
- *\$160.50(incl GST) for members ; \$192.60(incl GST) for non- members*

4 CPD Hours Accredited

The Financial Sector Development Fund (FSDF) offers grants to financial sector organisations that sponsor eligible participants to training programmes that meet qualifying criteria. For enquiries, please contact the FSDF Secretariat at 6229-9396 or via email at fsdf@mas.gov.sg

HURRY! and reserve your seats today. There are only **80** seats available! To reserve your seats, pls send in the completed registration form by email to admin@sii.org.sg