

8:30	Registration Starts	
9:00	Chairperson's Opening Remarks - Dr. Toa Charm, Chief Public Mission Officer, Cyberport Hong Kong	
9:10	Opening Keynote Address: Unlocking Future Value in Insurance	<ul style="list-style-type: none"> Managing customer risk – an untapped source of value The enabling tools and technology for unlocking new opportunities and capabilities What will it take for an insurance company to be successful in today's market? <p>Peter Roschke Regional Chief Transformation Officer AXA Asia</p>
9:30	Innovating Insurance with Cognitive Computing	<ul style="list-style-type: none"> How cognitive computing is transforming the insurance industry Immediate benefits and opportunities presented by cognitive computing in underwriting and claims Cognitive computing use-cases and applications from Japan's insurance sector <p>Dr. Michiharu Kudo Manager – Advanced Insurance Solutions, IBM Research - Tokyo IBM Research (Tokyo)</p>
9:50	Transformation Leaders Panel: Revitalising The Insurance Business Model with Technology	<ul style="list-style-type: none"> Going beyond customer experience, to offering personalised products and value-added services (VAS) Fine-tuning your automation roadmap for effective and efficient utilisation of analytics Managing the risks associated with open IT architectures and digitalisation of channels and operations <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>Peter Roschke Regional Chief Transformation Officer AXA Asia</p> </div> <div style="width: 20%;"> <p>Manuel San Miguel Chief of Technology, Architecture and Digital Execution Manulife Asia</p> </div> <div style="width: 20%;"> <p>Josianne Robb Head of Technology – Digital (APAC) Prudential Corporation Asia</p> </div> <div style="width: 20%;"> <p>Julian Anderson Head of Strategic Delivery and Digital Transformation Sun Life Financial</p> </div> </div> <p>Moderator: Dr. Toa Charm, Chief Public Mission Officer, Cyberport Hong Kong</p>
10:30	Morning Coffee / Tea Break	
11:00	Keynote Address: Digital Servicing Model: Driving Efficiency in Service Delivery and Operations	<ul style="list-style-type: none"> Achieving enhanced, fully digital interactions via a Digital Servicing Model (DSM) From customer on-boarding to management reporting – realising opportunities in the insurance lifecycle with DSM Minimising human intervention and related risks via Straight Through Processing (STP) and Robotics Process Automation (RPA) <p>Tracy-Alero Doyle Global Head of Process Development – Group Insurance HSBC</p>
11:20	Insurance: The Big Leap	<ul style="list-style-type: none"> The changing nature of human interaction and the role of technology Thinking beyond the product and owning the customer The potential and possibilities with InsurTech <p>Arsh Maini Chief Executive Candela Labs</p>
11:40	Keynote Address: Unlocking Innovations via Blockchain	<ul style="list-style-type: none"> Exploring use-cases for blockchain in insurance: smart contracts, fraud detection, and other operational efficiencies Engaging fintech and InsurTech companies for collaborative development of blockchain-based applications Tackling the challenges to blockchain adoption – regulatory landscape, industry-wide collaboration, transition costs and ROI <p>Bob Crozier Associate Director - AIA Edge (Innovation Team) AIA Group</p>
12:00	Chairperson's Closing Remarks	
12:30	Event Close Lunch at Networking Area	



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