










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"> <li>Managing customer risk – an untapped source of value</li> <li>The enabling tools and technology for unlocking new opportunities and capabilities</li> <li>What will it take for an insurance company to be successful in today's market?</li> </ul> <p><b>Peter Roschke</b> Regional Chief Transformation Officer <b>AXA Asia</b></p> 
9:30	Technology Presentation	<p><b>Dr. Michiharu Kudo</b> Senior Technical Staff Member <b>IBM Research (Tokyo)</b></p> 
9:50	Transformation Leaders Panel: Revitalising The Insurance Business Model with Technology	<ul style="list-style-type: none"> <li>Going beyond customer experience, to offering personalised products and value-added services (VAS)</li> <li>Fine-tuning your automation roadmap for effective and efficient utilisation of analytics</li> <li>Managing the risks associated with open IT architectures and digitalisation of channels and operations</li> </ul> <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p><b>Peter Roschke</b> Regional Chief Transformation Officer <b>AXA Asia</b></p>  </div> <div style="width: 20%;"> <p><b>Manuel San Miguel</b> Chief of Technology, Architecture and Digital Execution <b>Manulife Asia</b></p>  </div> <div style="width: 20%;"> <p><b>Josianne Robb</b> Head of Technology – Digital (APAC) <b>Prudential Corporation Asia</b></p>  </div> <div style="width: 20%;"> <p><b>Julian Anderson</b> Head of Strategic Delivery and Digital Transformation <b>Sun Life Financial</b></p>  </div> </div>
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"> <li>Achieving enhanced, fully digital interactions via a Digital Servicing Model (DSM)</li> <li>From customer on-boarding to management reporting – realising opportunities in the insurance lifecycle with DSM</li> <li>Minimising human intervention and related risks via Straight Through Processing (STP) and Robotics Process Automation (RPA)</li> </ul> <p><b>Tracy-Alero Doyle</b> Global Head of Process Development – Group Insurance <b>HSBC Insurance</b></p> 
11:20	Connecting the Dots from Enterprise to Digital	<p><b>Arsh Maini</b> Chief Executive <b>Candela Labs</b></p> 
11:40	Keynote Address: Unlocking Innovations via Blockchain	<ul style="list-style-type: none"> <li>Exploring use-cases for blockchain in insurance: smart contracts, identity verification, fraud detection, pricing and operational efficiencies</li> <li>Engaging fintech and InsurTech companies for collaborative development of blockchain-based applications</li> <li>Tackling the challenges to blockchain adoption – regulatory landscape, industry-wide collaboration, transition costs and ROI</li> </ul> <p><b>Bob Crozier</b> Associate Director - AIA Edge (Innovation Team) <b>AIA Group</b></p> 
12:00	Technology Presentation	
12:20	Chairperson's Closing Remarks	
12:30	Event Close   Lunch at Networking Area	



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