

01 - 02 APRIL  
2019

Address Dubai Mall Hotel  
Dubai, UAE

# Reinforcing Customer Engagement & Operational Agility Through Digital Transformation

## Agenda

### Day 1, Monday 01 April 2019

07:30	<b>Registration and Morning Refreshments</b>
08:45	Opening remarks by Conference Moderator, <b>Dr. Alberto Brugnani</b> , Founding & Managing Partner, <b>Associazione per lo Sviluppo di Strumenti Alternativi e di Innovazione Finanziaria (ASSAIF)</b> , Italy
08:55	Official Opening of the 14 <sup>th</sup> Annual World Takaful & InsurTech Conference <b>Keynote Address: The Global Takaful Ecosystem: Areas of Development for Takaful and Establishing an environment for Growth</b> <u>Speaker:</u> <b>Abdulla Mohammed Al Awar</b> , Chief Executive Officer, <b>Dubai Islamic Economy Development Centre (DIEDC)</b> , U.A.E.
09:15	<b>Thought Leadership: Building an insurance ecosystem: connecting conventional insurers and reinsurers with new technologies</b> <u>Speaker:</u> <b>Salmaan Jaffery</b> , Chief Business Development Officer, <b>Dubai International Financial Centre Authority</b> , U.A.E.
09:30	<b>Milliman Monitor 2018 Report Launch:</b> <u>Presenter:</u> <b>Safder Jaffer</b> , Managing Director & Principal, <b>Milliman</b> , U.A.E.
09:40	<b>Session 1   Panel: Regulator's Rendezvous – Assessing the global Takaful industry</b> A deliberation of Insurance Regulators from GCC & Asia to ensure a reformative approach towards empowering Takaful and Insurance <u>Moderator:</u> <b>Safder Jaffer</b> , Managing Director & Principal, <b>Milliman</b> , U.A.E. <u>Panellists:</u> <b>Nasar Ahmed Al Salhi</b> , Director, Valuation and Risks Surveillance Department, <b>Capital Market Authority</b> , Sultanate of Oman <b>Dr. Ahmed Mohammed Nagy</b> , Consulting Actuary, <b>U.A.E Insurance Authority</b> , U.A.E. <b>Puan Nurul Izza Idris</b> , Deputy Director, Islamic Banking & Takaful Department, <b>Bank Negara Malaysia</b> , Malaysia <b>Mohamed M. Shamsi</b> , Head – Conventional Insurance & Reinsurance Firms, <b>Central Bank of Bahrain</b> , Kingdom of Bahrain
10:10	<b>Networking Refreshment Break and Exhibition Tour</b>
10:40	<b>Session 2   Panel: Embracing Innovation and Technology in the Insurance industry to achieve industry-wide transformation</b> Evaluating contemporary business models for next generation of insurance to leverage growth opportunities <u>Moderator:</u> <b>Mark Cooper</b> , General Representative Middle East & Director, <b>Lloyd's Limited</b> , U.A.E. <u>Panellists:</u> <b>Dave Matcham</b> , Chief Executive, <b>International Underwriting Association of London (IUA)</b> , U.K. <b>Michele Grosso</b> , Co-Founder & Chief Executive Officer, <b>Democrance</b> , U.A.E. <b>Geoffrey Farrugia</b> , Chief Executive Officer, <b>HandsOn Systems</b> , Owners of <b>AKTUARIS</b> , U.A.E. <b>Tomek Bugajski</b> , Vice President and General Manager EMEA, <b>eBaoTech</b> , Switzerland

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	<p><b>Asad Irshad</b>, Principal &amp; Consulting Actuary, <b>Milliman</b>, U.A.E. <b>Taher Fakhri</b>, Director, <b>Protiviti ME</b>, U.A.E.</p>
11:20	<p><b>Session 3   Panel: Addressing the big challenge of the Takaful operator: Progressing to profitability</b> Aiding Takaful operators through substantial regulatory requirements on technical underwriting, pricing, technology adoption and risk management <u>Moderator:</u> <b>Peter Hodgins</b>, Partner, <b>Clyde &amp; Co</b>, U.A.E. <u>Panellists:</u> <b>Sager Nadershah</b>, Managing Director, <b>Aljazira Takaful</b>, Saudi Arabia <b>Jihad Faitrouni</b>, Chief Executive Officer, <b>Islamic Insurance &amp; Reinsurance (AMAN) Dubai</b>, U.A.E. <b>Mohammed Ali Londe</b>, Assistant Vice President – Analyst, <b>Moody's Investors Service Middle East Limited</b>, U.A.E. <b>Aftab Hasan</b>, Chief Executive Officer, <b>Arya Insurance Brokerage Co. (LLC)</b>, Chairman, <b>Risk Exchange (DIFC) Limited</b>, U.A.E.</p>
11:50	<p><b>Session 4   One-to-One Interview: "Prevention is better than cure" – Identifying insurance innovation opportunities</b> <u>Interviewer:</u> <b>Dr. Bassel Hindawi</b>, Chief Executive Officer, <b>DIFC Insurance Association</b>, U.A.E. <u>Interviewee:</u> <b>Zia Zaman</b>, Chief Executive Officer, <b>LumenLab</b> &amp; Chief Innovation Officer, <b>MetLife Asia</b>, Singapore</p>
12:20	<p><b>2<sup>nd</sup> Networking Coffee Break and Exhibition Tour</b></p>
12:45	<p><b>Session 5   Presentation: Synchronizing product innovation and new business models with accounting regulations IFRS17</b> <u>Speaker:</u> <b>Neil Covington</b>, Director of Risk Solutions Management and Strategy, <b>FIS Global</b>, U.A.E.</p>
13:00	<p><b>Session 6   On Stage Conversation: Success on developing competitive and diverse Takaful solutions that meet the ever-changing market demands</b> <u>Convenor:</u> <b>Dr. Alberto Brugnoli</b>, Founding &amp; Managing Partner, <b>Associazione per lo Sviluppo di Strumenti Alternativi e di Innovazione Finanziaria (ASSAIF)</b>, Italy <u>Respondent:</u> <b>Parvaiz Siddiq</b>, Chief Executive Officer, <b>SALAMA Islamic Arab Insurance Co</b>, U.A.E.</p>
13:20	<p><b>Session 7   Panel: Shari'ah Perspective - Assessing the challenges of Corporate Governance in Takaful</b> <u>Moderator:</u> <b>Abdullaah Jalil</b>, Chairman for Shari'ah Committees, <b>Prudential BSN Takaful</b>, Malaysia <u>Panellist:</u> <b>Dr. Muhammad Al-Bashir Muhammad Al Amine</b>, Shari'ah Advisor, <b>Islamic Corporation for the Development of the Private Sector - Islamic Development Bank</b>, Saudi Arabia <b>Sheikh Zubair Miah</b>, Shari'ah Advisor &amp; Compliance, <b>Cobalt Underwriting</b>, U.K. <b>Muhammad Salman Anjum</b>, Chief Executive Officer, <b>Feelogical Solutions LLC &amp; BlockPreneurs</b>, U.A.E.</p>
13:50	<p><b>Session 8   Panel: Building internal talent and leadership of skilled and qualified personnel within the insurance industry with specialised skills in underwriting, risk management and product development</b> <u>Moderator:</u></p>

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	<p><b>Mohammed Tarmidzi Ahmad Nordin</b>, Independent Non-Executive Director, <b>BIMB Holdings Berhad</b>, Malaysia</p> <p><u>Panellists:</u>  <b>Ayman El Hout</b>, Chief Executive Officer - U.A.E, <b>Marsh Emirates Insurance</b>, U.A.E.  <b>Nor Azman Zainal</b>, Chief Executive Officer, <b>Prudential BSN Takaful</b>, Malaysia  <b>Mohamed Awad Omer</b>, Assistant MD (Takaful), <b>Shiekan Insurance &amp; Reinsurance Company</b>, Sudan  <b>Silvan A. Said</b>, Chartered Insurance Practitioner, Managing Director, <b>RISC Institute</b>, U.A.E.</p>
14:20	Summation remarks by Conference Moderator
14:30	<b>Networking Luncheon</b>
15:30	<b>Close of Day 1</b>

### Day 2, Tuesday 02 April 2019

07:30	<b>Registration and Morning Refreshments</b>
08:45	Opening Remarks by Conference Moderator <b>Mohammed Tarmidzi Ahmad Nordin</b> , Independent Non-Executive Director, <b>BIMB Holdings Berhad</b> , Malaysia
08:55	Keynote address: “ <b>Al Etihad Credit Bureau (AECB): Credit Risk Management for the UAE Insurance Industry</b> ” <u>Speaker:</u> <b>Hamad Darwish</b> , Business Development Manager, <b>Al Etihad Credit Bureau (AECB)</b> , U.A.E.
09:10	<b>Session 9   Panel: Evaluating rating standards and financial strength of insurance companies</b> Discussing the factors of scrutiny while qualifying Insurance companies and Takaful operators for ratings <u>Moderator:</u> <b>Sanjay Jain</b> , MENA Insurance Leader, <b>Ernst &amp; Young</b> , U.A.E. <u>Panellists:</u> <b>Vasilis Katsipis</b> , General Manager, Market Development, MENA South & Central Asia, <b>A.M. Best</b> , U.A.E. <b>Mohammed Ali Londe</b> , Assistant Vice President – Analyst, <b>Moody's Investors Service Middle East Limited</b> , U.A.E. <b>Emir Mujkic</b> , Director/Lead Analyst - Financial Services, <b>S&amp;P Global Ratings</b> , U.A.E.
09:40	<b>Session 10   CEOs Panel: Revolutionizing a traditional industry</b> Driving insurance penetration & distribution in emerging markets by adapting to an array of industry challenges <u>Moderator:</u> <b>Gautam Datta</b> , Chief Executive Officer, <b>National Takaful Company P.S.C - Watania</b> , U.A.E. <u>Panellists:</u> <b>Parvaiz Siddiq</b> , Chief Executive Officer, <b>SALAMA Islamic Arab Insurance Co</b> , U.A.E. <b>A.R. Srinivasan</b> , Chief Executive Officer, <b>Dar Al Takaful</b> , U.A.E. <b>Mustafa Oliyath Vazayil</b> , Founder & Managing Director, <b>Gargash Insurance Services</b> , U.A.E.
10:15	<b>Session 11   Presentation: “Are Machines interested in Learning insurance business?”</b> Artificial Intelligence and Machine Learning solutions that detect insurance fraud <u>Speaker:</u>

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	<b>Kiril Milev</b> , Managing Director Middle East, <b>Netcetera</b> , U.A.E.
10:30	<b>Networking Refreshment Break &amp; Exhibition Tour</b>
	<b>Session 12   Product Showcase: Innovators' Session</b> Three Innovators to present their latest products and solutions which is impacting the Industry <b>Presentation 1:</b> Launch of user-based Insurance <u>Speaker:</u> <b>Geoffrey Farrugia</b> , Chief Executive Officer, <b>HandsOn Systems</b> , Owners of <b>AKTUARIS</b> , U.A.E. <b>Presentation 2:</b> "Making your claims function the top strategic differentiator". How leading insurers realise strategic value from their claims capabilities <u>Speaker:</u> <b>Sebastian Tan</b> , Regional Business Manager, <b>Merimen</b> , U.A.E.
11:00	
11:20	<b>Session 13   Presentation: Streamlining aggregators' regulations for better governance that can influence the decision-making process of consumers</b> <u>Speaker</u> <b>Jonathan Rawling</b> , Chief Financial Officer, <b>yallacompare</b> , U.A.E.
	<b>Session 14   One-to-One Interview: Undertaking business transformation by integrating innovative technological solutions</b> <u>Interviewer:</u> <b>Mohammed Tarmidzi Ahmad Nordin</b> , Independent Non-Executive Director, <b>BIMB Holdings Berhad</b> , Malaysia <u>Interviewee:</u> <b>Reena Vivek</b> , Chief Operating Officer, <b>Zurich International</b> , U.A.E.
11:35	
12:05	<b>Session 15   Panel: Calibrating leapfrog strategies for TakafTech, InsurTech and Innovations in claims and healthcare insurance</b> Uberizing Insurance services for ease of access, analytics driven claims handling and automation, optimizing insurance distribution and marketing with strategic categorization <u>Panellists:</u> <b>Fareed Lutfi</b> , Secretary General, <b>Emirates Insurance Association &amp; General Arab Insurance Federation</b> , U.A.E. <b>Balasubramanian Pulicat</b> , Senior Vice President, <b>Saudi Arabian Insurance Company (DAMANA)</b> , U.A.E. <b>Fatou Assah</b> , Manager, Finance, Competitiveness & Innovation, <b>World Bank Group</b> , U.S.A. <b>Mahmoud Alatari</b> , Healthcare Industry Leader, <b>Oracle</b> , U.A.E.
	<b>Session 16   Panel: World Takaful and Insurance Huddle</b> Congregation of Takaful leaders from 5 countries to exchange viewpoints on addressing challenges and issues that will better position the industry to reach mass markets and achieve organic growth and development <u>Moderator:</u> <b>Rakesh Sudhakaran</b> , Senior Vice President, <b>Oman Insurance Company</b> , U.A.E. <u>Panellists:</u> <b>Sedick Isaacs</b> , Head: Business Support Service, <b>Bryte Insurance Company Limited</b> , A <b>Fairfax Company</b> , South Africa <b>Omer Elfarowg Ahmed</b> , Asst. Managing Director Underwriting, <b>Shiekan Insurance and Reinsurance Co. Ltd.</b> Sudan <b>Bilal AbdulAziz Laving</b> , Business Development Manager, <b>Retakaful</b> , <b>APEX Insurance</b> , Kenya
12:35	





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13:05	Closing Remarks by Conference Chairman
13:10	Networking Luncheon
15:30	<b>Close of 14<sup>th</sup> Annual World Takaful &amp; InsurTech Conference</b>

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