



## THRIVING IN A CHANGING INSURANCE LANDSCAPE

Day 1: Tuesday 3rd February 2015

08.00 to 09.00	<b>Registration and Refreshments</b>
09.00 to 09.05	<b>Official Opening of the 11th Annual Middle East Insurance Forum (MEIF 2015)</b>
09.05 to 09.10	<p><b>Welcome &amp; Moderator's Opening Remarks</b></p> <p><b>Moderator:</b>  <b>Jon Guy</b>            Editorial Director            World Business Media Limited</p>
09.10 to 09.40	<p><b>Session 1: Opening Keynote Plenary Session: Regulatory Perspectives - Advancing and Evolving the Regulatory Framework to Strengthen the Middle East Insurance Industry</b></p> <p>Opening Keynote Speaker:  <b>Abdul Rahman Mohammed Al Baker</b>            Executive Director – Financial Institutions Supervision            Central Bank of Bahrain</p> <p><b>Ahmed Ali Al Mamari</b>            Director General of Insurance Supervision            Capital Market Authority            Sultanate of Oman</p> <p><i>Key Discussion Points:</i></p> <ul style="list-style-type: none"> <li>• Initiatives by regulators to improve solvency, capitalization and reserve ratios</li> <li>• Strengthening Corporate Governance and transparency in the regional insurance industry</li> <li>• Addressing risk management guidelines to tackle challenges related to key issues such as minimum retention requirements, investment related risks and pricing adequacy</li> </ul>
09.40 to 10.10	<p><b>Session 2: International Industry Keynote Address: Achieving Par with More Established Insurance Markets: Assessing New International Insurance Trends and their Impact on Middle East Markets</b></p> <p>Keynote Speaker:  <b>Lutfi Fadel El-Zein</b>            Chairman            Medgulf</p>





### Jérôme Droesch

Chief Executive Officer  
AXA Insurance (Gulf)

#### Key Discussion Points:

- What are the key developments in the international insurance markets?
- Transferring international best practices to the regional insurance industry

10.10 to 10.50

### Session 3: CEO Power Debate: Poised for a Shake - up? Adapting to Change in the Regional Insurance Industry

Discussion Leader:

#### Safder Jaffer

Managing Director & Consulting Actuary - Middle East & Africa  
Milliman

Keynote Debaters:

#### Jamil R. Bahou

Managing Director  
Crescent Global Group

#### Yassir Albaharna

Chief Executive Officer  
Arab Insurance Group (Arig)

#### Gautam Datta

Chief Executive Officer  
Al Madina Insurance Company

#### Mahomed Akoob

Managing Director  
Hannover ReTakaful

#### Key Discussion Points:

- Assessing the implications of key regulatory changes on industry players
- How can long term profitable premium growth be built in the Middle East markets?
- Addressing pricing and competitive challenges
- How can the regional insurance industry be advanced to the next level of development?

10.50 to 11.20

### The 11th Annual Middle East Insurance Forum Exhibition: Official Opening & Networking Break

11.20 to 12.30

### Session 4:

(11.20 to 12.00)

### (a) Product Innovation: Innovating and Creating Solutions Tailored to Specific Market Needs in the Middle East





Speakers:

**Jalal Khalil Husain**

Assistant General Manager  
Marketing and Business Development  
Bahrain Kuwait Insurance Company

**Tony Meakin**

Regional Director Energy Power Construction Marine  
CEO Aon Bahrain

**Jabran Noor**

Executive Director  
Tajweez Advisory Co

**Dr. Sutan Emir Hidayat**

Acting Dean of Business Administration and Humanities Department,  
Director of the MBA Program  
University College of Bahrain

*Key Discussion Points:*

- *How is the Middle East different from other insurance markets?*
- *What are the unique insurance needs in the Middle East?*
- *Building a more powerful value proposition in the regional insurance markets*
- *Building trust from the efficient execution and delivery of insurance solutions*

(12.00 to 12.30)

**(b) Market Growth Catalysts: Capitalizing on New Opportunities in Specialty Lines**

Discussion Leader:

**Robin Ali**

Consultant-Health Insurance, Health Funding Department,  
Dubai Health Authority

Panelists:

**Gautam Datta**

Chief Executive Officer  
Al Madina Insurance Company

**Fadi Nabeeh AlKhatib**

General Manager  
Al Ahlia Insurance Company

**Tamer Saher**

Head of Product Development  
RGA



*Key Discussion Points:*

- Which business lines will drive the industry forward?
- Assessing the outlook for new specialty lines in the Middle East markets
- Assessing the outlook for life insurance in the Middle East
- Insuring mega risks in the Middle East

12.30 to 13.15

**Session 5: Reinsurance Roundtable: New Realities for Reinsurance**

Discussion Leader:

**Yassir Albaharna**

Chief Executive Officer

Arab Insurance Group (ARIG)

Panelists:

**Ashraf Al Azzouni**

Managing Director

RGA

**Elie Abi Rached**

CEO

Chedid Re Saudi Arabia

**Prem Sagar**

Chief Executive Officer

ACR ReTakaful MEA B.S.C. (c), Bahrain

**Mohammad Azmatullah Sharif**

Head of Pricing & Takaful, GCC Region - Life

Munich Re Underwriting Agents

**Manoj Kumar**

Managing Director & Chief Executive Officer

MNK Re Ltd. (UK)

*Key Discussion Points:*

- Is the regional reinsurance market primed for change?
- Towards higher retention rates by insurers: What can be done?
- Fostering relationships between insurers and reinsurers to better align interests
- Addressing competitive pressures and reinsurance pricing issues

13.15 to 14.30

**Forum Luncheon hosted by the Central Bank of Bahrain**

14.30 to 15.15

**Session 6: Improving the Claims Management Process in the Middle East Insurance Industry**

Panelists:

**Tarek Elias Salibi**

General Manager

GlobeMed Bahrain W.L.L.





### Angelique Watkins

Senior Associate  
Al Tamimi & Company

#### Key Discussion Points:

- *What are the major challenges in the claims management environment?*
- *Enhancing the efficiency of claims management processes*
- *How can technology solutions improve the claims management cycle?*

15.15 to 16.00

### **Session 7: Does Big Data Equal Big Opportunity for Transforming the Regional Insurance Industry?**

Panelists:

#### **Dino Wilkinson**

Partner  
Norton Rose Fulbright

#### **Lakhdar Moussi**

Independent Consultant  
Advisor to PineBridge Investments Middle East

#### **Silvan Said**

CII Accredited Advanced Insurance Trainer

#### Key Discussion Points:

- *Making the most of data availability & analytical techniques to improve insurance solutions*
- *Case study examples of how big data has transformed the insurance internationally*

16.00 to 16.10

### **Moderator's Summation Remarks**

19.30 to 21.00

### **Gala Dinner**

(20.00)

*Awards Ceremony*

21.00

### **Close of Day 1**



### Day 2: Wednesday, 4th February 2015

08.00 to 09.00

#### **Morning Refreshments**

09.00 to 09.05

#### **Moderator's Opening Remarks**

##### **Moderator:**

##### **Jon Guy**

Editorial Director  
World Business Media Limited

(09.05 to 09.40)

#### **Session 8: Assessing and Improving the Strength of the Regional Insurance Industry**

Speakers:

##### **David Cafferty**

Head of Compliance Advisory Service  
Kane LPI Solutions

##### **Vasilis Katsipis**

General Manager, Market Development  
A.M. Best

##### **Sanjay Jain**

Director, MENA Insurance Advisory  
Ernst & Young

(09.40 to 10.15)

Discussion Leader:

##### **Peter Hodgins**

Partner  
Clyde & Co

Panelists:

##### **Mohammed Ali Londe**

Analyst, EMEA Insurance  
Moody's Investors Service Middle East Limited

##### **Kevin Willis**

Director, Financial Services Group: EMEA  
Standard & Poor's

##### **David Cafferty**

Head of Compliance Advisory Service  
Kane LPI Solutions

##### **Vasilis Katsipis**

General Manager, Market Development  
A.M. Best





### Sanjay Jain

Director, MENA Insurance Advisory  
Ernst & Young

### Dr. AbdelGadir Warsama Ghalib

Legal Advisor  
BBK

#### Key Discussion Points:

- How is the insurance industry in the Middle East performing?
- Towards financial strength and stability in the regional insurance markets
- The role of ratings in the regional insurance industry
- Risk Management Issues in the Middle East Insurance Markets

10.15 to 10.45

### Session 9: Face-to-Face with an Industry Pioneer: Insights into the Past, Present and Future of the Middle East Insurance Industry

An informal interview Q&A session with a leading figure who is driving the progress of the Insurance industry in the Middle East

10.45 to 11.15

### MEIF Exhibition Viewing & Refreshment Break

11.15 to 11.45

### Session 10: Influencing the Laws of Probability: Managing Risk in Complex Systems

Speaker:

#### Hugh Crowther

Regional Energy Risk Engineering Manager, ACE MENA  
ACE Insurance

11.45 to 12.00

### Session 11: Scaling- Up: Leveraging Bancassurance and Alternative Distribution Channels in the Middle East

Speaker:

#### Peter Hodgins

Partner  
Clyde & Co

#### Key Discussion Points:

- Making Bancassurance work in the Middle East: What can be done?
- Exploring key alternative distribution channels for insurance in the Middle East

12.00 to 12.30

### Session 12: Captive Insurance: Assessing the Appetite and Opportunities for Captives in the Middle East

Speaker:

#### Steven Convery

General Manager  
Ensuirion



### Simon Owen

Principal/Owner

Hyperion Risk Solutions and Hyperion Insurance Management

#### Key Discussion Points:

- *What role and benefits can Captives deliver to the Middle East markets?*
- *To what extent are Captives building traction in the regional markets?*
- *What are the key international trends and what is the future outlook for Captives?*

12.30 to 13.00

### **Session 13: The Impact of Professional Development of Human Resources on Career Progress in the Insurance Industry**

Speaker:

**Manal Mashkoor**

Senior Lecturer

BIBF

#### Key Discussion Points:

- *To what extent does professional development through attainment of CII professional qualifications translate into actual career progress? Forms of career progress includes promotions, salary increments, more challenging tasks and finally increased employability through new job offers*
- *An overview of the scientific research undertaken to answer this question*

13.00 to 13.05

### **Moderator's Summation & Closing Remarks**

13.05 to 15.00

### **Forum Luncheon hosted by Solidarity**

15.00

### **Close of the 11th Annual Middle East Insurance Forum (MEIF 2015)**