

# New Technology Solutions to Enhance the Middle East Insurance Industry

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	<b>Welcome &amp; Moderator's Opening Remarks</b>
09.10 to 09.40	<b>Session 1: Opening Keynote Plenary Session: Regulatory Perspectives - Advancing and Evolving the Regulatory Framework to Strengthen the Middle East Insurance Industry</b>

*Key Discussion Points:*

- *Initiatives by regulators to improve solvency, capitalization and reserve ratios*
- *Strengthening Corporate Governance and transparency in the regional insurance industry*
- *Addressing risk management guidelines to tackle challenges related to key issues such as minimum retention requirements, investment related risks and pricing adequacy*

09.40 to 10.00	<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>
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*Key Discussion Points:*

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

10.00 to 10.45	<b>Session 3: CEO Power Debate: Poised for a Shake - up? Adapting to Change in the Regional Insurance Industry</b>
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*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?*

10.45 to 11.15

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

11.15 to 12.15

**Session 4i: CIO & CTO Power Debate: How Can New Technology Applied to Enhance the Insurance Industry**

*Key Discussion Points:*

- *Achieving Efficiency and Cross Opportunity in Applying Insurance Technology*

12.15 to 13.00

**Session 5i: Application of Administrative Data Technology in the Insurance Industry**

*Key Discussion Points:*

- *Pricing Capability: Finding Opportunity on Customer Analytics*
- *How can Insurance Industry work with Big Data*

13.00 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**

*Key Discussion Points:*

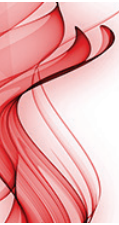
- *What are the major challenges in the claims management environment?*
- *Enhancing the efficiency of claims management processes*
- *How can technology solutions improve the claims management cycle?*

15.15 to 16.00

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

*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*



**InsureTech at the**



11th Annual

**MIDDLE EAST INSURANCE  
FORUM**

ملتقى الشرق الأوسط للتأمين

3 & 4 February 2015, The Gulf Hotel, Kingdom of Bahrain

STRATEGIC PARTNER



مصرف البحرين المركزي

Central Bank of Bahrain

16.00 to 16.10	<b>Moderator's Summation Remarks</b>
19.30 to 21.00	<b>Gala Dinner</b>
(20.00)	<i>Awards Ceremony</i>
21.00	<b>Close of Day 1</b>

## Day 2: Wednesday 4th February 2015

08.00 to 09.00	Morning Refreshments
09.00 to 09.05	Moderator's Opening Remarks
09.05 to 09.50	<b>Session 8: Assessing and Improving the Strength of the Regional Insurance Industry</b>
	<i>Key Discussion Points:</i>
	<ul style="list-style-type: none"> <li>• How is the insurance industry in the Middle East performing?</li> <li>• Towards financial strength and stability in the regional insurance markets</li> <li>• The role of ratings in the regional insurance industry</li> </ul>
09.50 to 10.30	<b>Session 9: Face-to-Face with an Industry Pioneer – Insights into the Past, Present and Future of the Middle East Insurance Industry</b>
	<i>An informal interview Q&amp;A session with a leading figure who is driving the progress of the Insurance industry in the Middle East</i>
10.30 to 11.00	<b>Session 10: Risk Management Issues in the Middle East Insurance Markets</b>
11.00 to 11.30	<b>MEIF Exhibition Viewing &amp; Refreshment Break</b>
11.30 to 12.30	<b>Session 11i: Risk of Cyber Security and Fraud in the Insurance Industry</b>
12.30 to 13.15	<b>Session 12i: Reworking on Policy Administration in Insurance Industry</b>
13.15 to 13.20	<b>Moderator's Summation &amp; Closing Remarks</b>
13.20 to 15.00	<b>Forum Luncheon</b>
15.00	<b>Close of the 11th Annual Middle East Insurance Forum (MEIF 2015)</b>