



**Tuesday,
19 September 2023
2.00 PM – 5.00 PM**

Sustainable Catastrophe Loss Management - Learnings from Overseas' Experiences

We are pleased to invite you for the Sustainable Catastrophe Loss Management event jointly organised by National Insurance Claims Society and Malaysian Reinsurance Berhad.

INTRODUCTION & OBJECTIVES

- Climate change is altering the frequency and severity of extreme weather events such as wildfires, floods, and windstorms.
- In Dec 2021, Malaysia experienced an unprecedented massive flood and Malaysia Insurance Companies and Takaful Operator (ITO) received a heavy influx of claims.
- With lessons from the past including those from overseas, we hope the Claims Society could develop the ability to review and enhance the claims value chain for progressing its sustainability goals and enhancing customer's experience.



REGISTRATION - **COMPLIMENTARY**

Please note that we have allocated **2 SEATS** for each Member company.

The Registration Form is attached herewith.

Please submit the completed registration Form by Friday, 09 September 2023 to [<neethya.kalyani@my.gt.com>](mailto:neethya.kalyani@my.gt.com) / [<nancy.malar@my.gt.com>](mailto:nancy.malar@my.gt.com)

We look forward to your early registration.

TOPIC OUTLINES

SPEAKER	OUTLINES
<p>Mr SG Bala Subramaniam Managing Director</p> <p>Mr Lau See Choong Senior Manager – Property & Special Risks</p> <p>Charles Taylor Adjusting (Malaysia)</p>	<ul style="list-style-type: none"> ➤ Sharing on CAT Loss Experience and Management by Charles Taylor’s Australia Team. ➤ Inputs on the recent Australia Flood. ➤ The technology used for CAT Loss Management.
<p>Mr Nigel Cook Head of Major and Complex Loss - Asia</p> <p>Mr David Seng Head of Property, Regional Executive, Adjuster, Major and Complex Loss - Asia</p> <p>Mr Irwin Wei Date Analyst - Asia</p> <p>Sedgwick Singapore Pte. Ltd.</p>	<ul style="list-style-type: none"> ➤ CAT Loss Management, which will discuss: <ul style="list-style-type: none"> • How Sedgwick manage CAT losses on behalf of our clients via our global catastrophe plan. • Provide examples of CAT losses that we have been involved in. • Discuss some of the issues we face as adjusters in attending to CAT losses. ➤ Integrated Claim Management Technology and how this can assist Insurers during CAT events.

SPEAKER'S PROFILE

<p>Mr Lau See Choong Senior Manager – Property & Special Risks</p> <p>Charles Taylor Adjusting (Malaysia)</p>	<p>Mr Lau is a qualified Chartered Loss Adjuster with more than 10 years' experience in the property, casualty and special risks. He holds various professional insurance qualification that include Associateship of the Australasian Institute of Chartered Loss Adjusters, the Australian and New Zealand Institute of Insurance and Finance and Malaysia Insurance Institute.</p> <p>Prior to joining Charles Taylor Adjusting, Mr Lau was Senior Manager of property and casualty team in one of the leading adjusting firms, specialising in large and complex claims. He has also handled wide spectrum of liability, jeweller's block, professional indemnity and financial line claims.</p>
<p>Mr SG Bala Subramaniam Managing Director</p> <p>Charles Taylor Adjusting (Malaysia)</p>	<p>Mr Bala has completed his law degree and bar exams, started his career as a legal practitioner in 1994 and thereafter in 1996 started his first job in the insurance industry as an international adjusting firm.</p> <p>Prior to joining Charles Taylor Adjusting, he was a Deputy CEO, managing large and complex losses, including canvassing new business. His vast experience in managing and handling catastrophic losses has also generated substantial savings for Insurers.</p>
<p>Mr Nigel Cook Head of Major and Complex Loss - Asia</p> <p>Sedgwick Singapore Pte. Ltd.</p>	<p>In 2004, Mr Nigel began his adjusting career with an international adjusting practice in New Zealand, as the engineering team leader handling property damage, machinery breakdown, alternative energy, mining, marine, CAR/EAR, liability and CAT claims. During this time he completed professional insurance qualifications and gained chartered status.</p> <p>Mr Nigel brings a wealth of specialist industry and engineering experience to Sedgwick. As Head of major complex loss – Asia, he is based in Singapore and has the ability to undertake or oversee assignments throughout the region. Mr Nigel specialises in claims relating to natural resources, alternative energy, petrochemical, property damage and casualty.</p> <p>He has expertise in dealing with claims relating to engineering failure, machinery breakdown, power generation, mining offshore and onshore EAR/CAR, DSU, ALOP and production losses.</p>

<p>Mr David Seng Head of Property, Regional Executive, Adjuster, Major and Complex Loss - Asia</p> <p>Sedgwick Singapore Pte. Ltd.</p>	<p>Mr David commenced his loss adjusting career in 1991 specializing in construction and property losses. Prior to joining the loss adjusting profession, he worked as a Quantity Surveyor / Project Executive in a construction firm for four years. During that period, he was exposed to a wide spectrum of construction activities, as well as quantity surveying techniques.</p> <p>Over the years, he handled various classes of insurance claims, specializing in major and complex property and natural catastrophe losses.</p> <p>He now leads on property and casualty related losses across Asia. One of his responsibilities is to work closely with all Asia Country Heads of Sedgwick, to maintain a consistent, reliable, and exceptional service to all clients in Asia.</p> <p>Mr David has a wealth of experience in general loss adjusting across various disciplines. With his multiple leadership roles and specialist expertise, he has the ability to deal with claims relating to construction, engineering, financial lines, fraud, property damage and casualty.</p>
<p>Mr Irwin Wei Date Analyst - Asia</p> <p>Sedgwick Singapore Pte. Ltd.</p>	<p>In 2015, Mr Irwin joined the industry as a loss adjuster and accrued 4 years of experience handling claims types such as construction, engineering, major flood, cyclone, product liability, general liability, and work injury.</p> <p>Mr Irwin joined Sedgwick in 2020 to build its data-related capabilities within Asia to develop data-driven client services, and to implement enhanced management reporting across the business. He also leads the promotion and deployment of Sedgwick's suite of digital claims management solutions that complement its existing Loss Adjusting and Third-Party Administration (TPA) services. Recognizing that the successful adoption of digital services is highly dependent on data quality and availability, Irwin has developed and manages Sedgwick's data quality program in Asia.</p> <p>Mr Irwin's cross-disciplinary experience in loss adjusting and the data/digital domains brings a valuable combination of skills to the industry, particularly where being innovative and agile is invariably tied to staying competitive.</p> <p>Apart from technical know-how in the areas of data analysis, machine learning, AI and computing, Mr Irwin also works closely across business functions including operations, business development, finance, and administration to develop new services, refine processes and manage change.</p>