



Agenda – day 1: Wednesday 26th June 2019 v27

- ❖ 8.30am Registration and networking
 - ❖ 9.00-9.10am **Welcoming note by Fareed Luffi** (General Secretary, EIA)
 - ❖ 9.10-9.20am **IA Director General Opening word:**
H.E. Ebrahim Obaid Al Zaabi
 - ❖ 9.20-9.40am **A brief about the event** – Issam Mouslimani (Chairman, Motor Sub-Technical Committee, EIA)
 - ❖ 9.40-10.00am **Motor Market by Figures and Facts:** Mr. Hatim Maskawala, Managing Director, Badri Management Consultancy
 - ⇒ Market Challenges: cost of claims, Frequency of Accidents, Price competition, Inflated claims, Manual Recovery Process
 - ⇒ Market Opportunities: Automated Processes, lack of market agreements, Data and Actuarial awareness
 - ❖ 10.00-1.55pm **Recovery Best Practices**
 - ⇒ 10-11.00 am Case Study: Spain (Presenter Mr. Stefan Schrey & Mr. Muhammad Asad Irshad from Milliman)
 - 11.00-11.20 am **Coffee Break**
 - ⇒ 11.20-12.20pm: Automated Recovery Process (Braxtone-Ayman Al-Ajmi; Beyontec-Vivek Sethia; Addenda-Walid & Karim Dib)
 - ⇒ 12.20-1.10 pm Recovery Best Practices/Target outcome: Panel Discussion (Rajesh Pandurangan, Head of Claims-OIC; Rohana Alagiyage, EVP Technical-Orient; Nasr A.R., Head of Motor-ADT; Moderator: Issam Mouslimani, Director-Regional RBA-AXA Gulf)
 - ⇒ 1.10-2.00pm CR topic: Sustainability vs Insurance (Professor Jeremy Williams, Academic Director/ Ms. Nariman Maalouf, Research Associate-Centre for Sustainability through Research and Education, MODUL University, Dubai).
 - ⇒ 2.pm **Lunch & networking** (sponsored by AXA Insurance Gulf)
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Agenda – day 2: Thursday 27th June 2019 v27

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- ❖ 8.30am Welcome session & networking
 - ❖ 9.00-9.20am **Summary** of Conference Agenda-day 2: Mr. Khalid Jishi
 - ⇒ Market Challenges: **cost** of claims, fake claims, inflated claims, internal & external fraud gaps
 - ⇒ Market Opportunities: **inc**reasing awareness, lack of network of information, support from Traffic departments, ESMA (imported vehicles), lack of market agreements, Data and Actuarial awareness
 - ❖ 9.20-10.00am **Fraud impact**, types of Fraud & role of Data (Speakers: Mrs. Jemima McDonald; Mrs. Salma Khouaja-HFW; Mr. Khalid Jishi-ALA)
 - ⇒ 10.00-11.00am **Anti-fraud Management-Best Practices**
Case Study: Singapore & UK: Presenters- Ms. Reena Gandesha-AXA Gulf; Mrs. Lisa Hynd, Sedgwick-UK; Mr. Sebastian Tan, Regional Business Manager-Merimen Technologies-Singapore)
 - ❖ 11.00-11.20am **Coffee Break**
 - ⇒ 11.20-12.45pm **A Central HUB** for sharing Insurance Fraud Data & Intelligence (Service Providers: 1-Mr. Hassan Hussein-Sedgwick; 2-Mr. Pim Scholtus-FRISS-Netherlands 3-Mrs. Maryam Zandi-Auto-Data, 4-Mr. Matthew Carpenter-eData)
 - ⇒ 12.45-1.30 pm **Market Agreements-Target outcome: Panel Discussion** (Raed Haddadin, EVP-ADNIC; Nasr Abu Saleh, Motor UW Manager-EIC; Zia ul huq S Jaweed, Claims Director-RSA; Moderator: Fatimah Farhat, Claims Manager-Arabia Insurance)
 - ⇒ 1.30-2.00 pm **CR topic: Tolerance vs. Insurance and driving behaviours:**

Jaffer Mazaal ACII, Executive Coach & CTO @ Braxtone Group
 - ❖ 2.pm **Lunch & networking** (sponsored by Sedgwick)
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