

## DAY 1, TUESDAY, OCTOBER 25, 2011

08:15 – 09:00 – Registration & Welcome Refreshments

09:00 – 09:05 Welcome speech: Alexandre Hawari, Co-CEO, Mediaquestcorp

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09:10 – 09:15 **Official Opening and Keynote address: Eng Saleh Bin Rashid Al Dhahiry – Chairman of the Board for Emirates Insurance Association**

**Special Guest: Mrs. Fatima Mohammad Al Awadi - Deputy Director-General, UAE Insurance Authority**

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09:15 – 09:20

**Moderator's briefing & highlights of the two-day programme - Middle East overview, challenges and opportunities**

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09:20 – 10:50 Session 1

**Panel + Discussion Session on Reformation of the Market potential to cater for sophisticated and innovative solution – Where is the Market Going**

The low penetration level and a high economic growth offer the highest growth potential for the Middle East insurance market. But challenges galore, Competition hotting up, price elasticity and over-capacity. What are the prospects and challenges looking forward? How is regulation and supervision shaping up to meet these changes? An overview of the market and market segmentation trends:

**Discussion Points:**

1. **Healthcare insurance in GCC, Levant and North Africa Region**
2. **Life Insurance – Credit Life & Corporate Life Solutions**
3. **Reinsurance Trends (Whether it's hardening or softening)**

**Panelists:**

- **Abdul Muttalib M Al Jaidi**                      **Former CEO, Oman Insurance Company**
- **Patrick Choffel, CEO, Oman Insurance Company**
- **Justin Balcombe**                                **MENA Insurance Leader, Ernst & Young**
- **Dr. Omer Clark Fisher**                        **CEO – Al Hilal Takaful**
- **David T Youssef, Managing Director Middle East & Africa, Now Health International Ltd**

**Moderator: Irshied Tayeb – Regional Head of Insurance Services Department MENA,**

BSA

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**10:50 – 11:05 Networking & Coffee Break**

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**11:05 – 12:00 Session 2**

**Panel Discussion REGULATOR AS THE BUSINESS ENABLER**

A preview of the forthcoming regulatory framework shaping up to meet industry challenges.

**Topics:**

1. Prudential Regulation including reserves, capital adequacy and solvency II impact on MENA region from a reinsurance prospective.
2. Corporate governess including mandatory functions and the correlation between various stakeholders
3. TPA - Third Party Administration, IFA & DSF – Direct Sales Force
4. Automation including e-claim regulatory mandate and challenges

**Panelists:**

- Fareed Lutfi Secretary General, Emirates Insurance Association
- Dr Michael Bitzer CEO - Daman Insurance
- Lisa Kelaart-Courtney Head of Compliance Advisory Services, Clyde & Co
- Steven Francis, Partner and Head of Regulatory Group of RPC, UK

**Moderator: Safder Jaffer, Managing Director & Consulting Actuary, Milliman**

**12:00 – 12:05 Q&A Session**

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**12:05 – 12:55 Session 3**

**Speech Session on REINSURANCE CHALLENGES & PROSPECTS**

Is it an over-supplied market? The region is seeing increased interest from global reinsurers coupled with growth in regional insurance capacity. What is the impact on the industry? How will rates fare?

**Panelist Speakers:**

- Michael Gertsch CEO – Gulf Re
- Mazen AbuChakra MD & Regional Director Life & Health MENA & Cyprus



**Network**

- Myrna A Barakat, Managing Director, MBCAPartners, Lebanon

16:05 – 16:15 Q &A Sessions

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19:30            **INSUREX AWARDS Opening Ceremony**

20:00-23:00    **Gala Dinner Insurex 2011 Awards**

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## **DAY TWO: WEDNESDAY, OCTOBER 26, 2011**

08:15 – 08:50 – Welcome Refreshments & Networking

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08.55 – 9:00    Moderator's preview and day's program

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09:00 – 9:50 Session 1

**Panel Discussion: TAKAFUL**

Are the projected growths for real? Financial results indicate that takaful companies have grown their revenue at the expense of equity. A critical regional view of Takaful and the industry's challenges ahead.

**Panelists:**

- Hussain Mohd Al Meeza                      MD & CEO – Dubai Islamic & Reinsurance Co (AMAN)
- Ghassan Marrouche                      General Manager – Takaful Emarat
- Osama Abdeen,                      CEO, Abu Dhabi National Takaful

Moderator: Safder Jaffer, Managing Director & Consulting Actuary, Milliman

9:50 – 10:00 Q&A Session

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**10:00 – 10:15 Networking & Coffee Break**

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10:15 – 11:05 Session 2

**Panel Discussion: Health. Care vs. Managed Care challenges**

**Discussion Points:**

- **Market potential - new market adopting mandatory medical insurance (Dubai, Bahrain, Oman, Qatar and Egypt) and existing market expanding mandatory medical insurance such as Saudi for blue collar workers**
- **Outsourcing vs. in-sourcing**
- **Top-line vs. bottom line driven - prices challenges**
- **Providers' prospective**
- **Reinsurers' prospective**

**Panelist Speakers:**

- **Stuart Leatherby MD, MEA, Aetna Global Benefits**
- **Christian Gregorowicz CEO - NEXTCARE**
- **Joseph Boulos Group CEO – NAS United Healthcare Services**
- **Safder Jaffer, Managing Director & Consulting Actuary, Milliman**

**Moderator: Irshied Tayeb – Regional Head of Insurance Services Department MENA, BSA**

**11:05 – 11:15 Q&A Session**

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**11:15 – 12:15 Session 3**

**Panel Discussion: Private Pension provision & reformation of the market to create multi-pillar pension provision**

**Longevity & mortality challenges**

- **Impact on outsourcing healthcare with consolidation**
- **Conversion of TPA approach to in sourcing 'is it viable'**

**Introduction by: Safder Jaffer**

**Panelist Speakers:**

- **Robert Grey GM, Bahrain National Life Assurance Company**
- **Wiam Salah Actuarial Director, Legal & General Gulf**

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**12:15 – 13:05 Session 4**

**ERM**

The ERM, Solvency challenge and Rating. A global perspective on the development of ERM in insurance and what needs to be achieved in the region. With implementation scheduled for the beginning of 2013, Solvency II and IFR4 will impact risk modeling, capital adequacy and the treatment of reserves. It remains to be seen to what extent regional regulators will implement/adhere to similar regulatory regimes or what

ramifications will these have on a predominantly cedant market.

**Introduction by: Irshied Tayeb**

**Speakers:**

- **Kevin Willis**                      **Director- Financial Institution Rating Services, Standard & Poor's**
- **Carine Geagea**                      **, Risk Manager/Qualified Actuary, Arab Re**

**13:05 – 13:15 Q&A Session**

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**13:15 – 13:25 – Closing remarks & Summation of the Day 2 conference**

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**13:25 – 14:25 – Lunch Break & networking**

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