

AWARDS FOR EXCELLENCE 2024

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Welcome to InsuranceAsia News Awards for Excellence 2024

We are excited to celebrate the outstanding companies and individuals in the insurance industry, recognising their innovative efforts and unwavering commitment.

Now in its seventh year, the Awards for Excellence has witnessed growing participation from across the sector and the region. At InsuranceAsia News, we are privileged to acknowledge the contributions and highlight the achievements of industry leaders who drive progress and propel it forward.

The insurance industry plays a crucial role in helping individuals, businesses, and communities navigate uncertainties and recover from losses. It plays a vital role in building resilience and facilitating adaptation.

As climate change and catastrophic losses persist, emerging risks from conflicts, social unrest, and escalating cyber threats are on the rise, insurers, brokers, and loss adjusters are at the forefront of managing these increasingly interconnected risks.

The awards acknowledge the industry's efforts to confront and mitigate these risks while fostering resilience and supporting recovery.

We are proud to announce the winners, selected by an esteemed panel of judges who conducted a thorough and impartial review of submissions.

We extend our heartfelt thanks to all participating companies and our judges.

Congratulations to all the winners!

Yours sincerely,

Yawar Tharia Publisher, InsuranceAsia News Mithun Varkey

Editor-in-chief, InsuranceAsia News

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Introducing the Panel of Judges



David Alexander
David Alexander is an insurance and reinsurance professional, actuary and business executive. He has worked in the insurance industry for over 37 years, with his most recent executive role being as the CEO of Swiss Re Hong Kong Branch (2016-19). He has also been a Board Member at the Hong Kong Federation of Insurers (2009-19). He is now undertaking various consulting and advisory assignments in the insurance industry as well as some voluntary roles.



Christopher Kershaw
Chris Kershaw is a senior insurance and reinsurance professional with about 40 years' experience. He has spent almost 30 year in Asia as both a reinsurer and broker. He has worked at Peak Re, retiring as Strategic Advisor, having been the Managing Director for global markets at the reinsurer for nearly a decade. He has also worked at Asia Reinsurance Brokers, JLT Reinsurance across Asia Pacific and in London.



Doron Grossman



Roger Steel
Roger Steel is an experienced insurance executive with almost thirty years of experience in Hong Kong and Asia.
He was most recently the Managing Director of global broker WTW for Hong Kong and Macau. He has held leadership roles at Sun Life Financial in Hong Kong, Hana Life in Korea, and Zurich Life in Taiwan. He has also worked as a partner at Deloitte in Hong Kong.

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List of Winners

Claims Initiative of the Year MSIG Insurance (Hong Kong) Limited

CSR Initiative of the Year Generali Insurance Malaysia Berhad

Rating Agency of the Year Fitch Ratings

Marketing Campaign of the Year Sun Life Hong Kong Limited

Risk Modeller of the Year RNA Analytics

Technology Provider of the Year Clearwater Analytics

Consulting Firm of the Year RNA Analytics

Digital Insurer of the Year AIA Group

Underwriting Initiative of the Year FWD Group

Young Broker of the Year WTW - Rupert Roberts

Insurtech Initiative of the Year MetLife Asia

M&A Deal of the Year Debevoise & Plimpton LLP

Insurtech of the Year bolttech

CFO of the Year Sun Life - Kim Yeoh

ESG Leader of the Year Zurich Insurance Group

Law Firm of the Year Norton Rose Fulbright

Woman Leader of the Year AIA Group - Sue Coulter

Asean Reinsurer of the Year National Reinsurance Corporation of the Philippines

Loss Adjuster of the Year Sedgwick

Managing General Agent of The Year Delta Underwriting Pte Ltd

Alternative Risk Transfer (ART)

Solutions Provider of the Year Swiss Re Corporate Solutions

Young Underwriter of the Year Singlife - Vanessa Lim

Specialty (Re)insurer of the Year Markel International

Strategic Partnership of the Year QBE Hong Kong

CEO of the Year WTW - Luke Ware

Life Insurer of the Year HSBC Life (International) Limited

Personal Lines Insurer of the Year Zurich Insurance Group

General Insurer of the Year Allianz General Insurance Company (Malaysia) Berhad

P&C Reinsurer of the Year Peak Reinsurance Company Limited

P&C Broker of the Year Aon

Lifetime Achievement of the Year David Fried



Strategic Partnership of the Year





Lei Yu, CEO for North Asia and Regional Head of

QBE's strategic partnership with ERM marks a significant milestone for the insurer, redefining its approach to risk management with a strong emphasis on sustainability. BE Asia's partnership with Taiwan-headquartered risk management firm Eos Rhea Metis (ERM) saw it take this year's Strategic Partnership Award. The partnership aims to enhance the global insurer's risk engineering services for corporate clients across Greater China – including Taiwan, Hong Kong and Macau, as well as across Asia, particularly in property and engineering underwriting.

Among the partnership's benefits are unified expertise for enhanced risk management. ERM offers QBE a distinguished network of experts specialising in enterprise and engineering risk management, allowing the insurer to leverage ERM's extensive network across Greater China and South-East Asia.

The partnership also expands QBE's risk engineering capabilities and market access: collaborating with ERM means the insurer can access leading experts and advanced techniques to augment its our risk identification, assessment and mitigation processes – enabling anticipation of emerging risks and adaptability in staying ahead of market needs. For example, ERM's broad sectoral experience offers invaluable industry insights, benchmarking and best practices that can enhance QBE's service delivery.

Perhaps more compelling these days are the implications for sustainable solutions. QBE's strategic partnership with ERM marks a significant milestone for the insurer, redefining its approach to risk management with a strong emphasis on sustainability.

For example, ERM's specialised expertise in risk mitigation can refine QBE's current strategies by through innovative control measures, monitoring tools and technologies that align with the insurer's environmental, social and governance (ESG) commitments. Integrating sustainable risk management practices can make QBE's risk management more efficient and effective – ultimately fostering environmentally responsible solutions delivering greater value to its clients.

On a more macro-level, the QBE-ERM partnership moves the sector forward because it facilitates robust knowledge transfer, incorporates workshops, training programmes and joint projects that encourage continuous learning and improvement.

By uniting their strengths, QBE's risk engineering capabilities have been enhanced, while setting new standards for excellence in the insurance industry more broadly. The collaboration ERM exemplifies how innovation and sustainability can be brought together when parties with complementary strengths pair up – while prioritising business partners and customers.

Through tailored solutions, active client engagement and focussing on sustainable practices, QBE has shown its dedication to delivering exceptional value and supporting those it serves.

"We are simplifying how corporate, and specialty clients assess and manage risks by partnering with a robust network of experts such as ERM, a leader in the field in their own right with a team covering a wide array of risk types," said Lei Yu, CEO for North Asia and Regional Head of Distribution, QBE Asia.



Asean Reinsurer Of The Year



Realising the importance of partnerships for community resilience, Nat Re formed local and international alliances to enable communities to be more disaster-resilient and be financially inclusive.



Allan Santos, President and Chief Executive Officer, National Reinsurance Corporation of the Philippines

he National Reinsurance Corporation of the Philippines (Nat Re) won the 2024 Asean Reinsurer of the Year Award for the way it supported its local insurance sector in a challenging market during 2023.

It did so by developing innovative products – including a new casualty facility that enabled insurers to explore markets in public and product liability – and expanding cedents' risk management capabilities.

Realising the importance of partnerships for community resilience, Nat Re formed local and international alliances to enable communities to be more disaster-resilient and be financially inclusive.

The reinsurer partnered with insurance firms, reinsurance brokers, health maintenance organisations (HMOs), cooperatives and mutual benefit associations, national government agencies and international aid agencies.

To bolster food security and provide farmers with financial protection, the corporation increased its agricultural reinsurance participation – raising premiums to PHP1.8 billion (US\$30.7 million).

Nat Re demonstrated its commitment to sustainable development by signing a memorandum of understanding with ASEAN reinsurers to support the ASEAN Renewable Energy Pool. Other environmental initiatives include its paperless transactions, carbon emission monitoring, green project investments, reforestation and renewable energy collaborations in the ASEAN region.

Nat Re's WeBill paperless billing method furthers the company's digitalisation efforts, and optimised report extraction and reduced cedants' workloads

Last year, it pushed this initiative further and convinced all life cedents and five of its six non-life clients to convert to paperless submissions. The result: in 2023 Nat Re booked premiums of PHP117 million (US\$2 million) under 15 treaties from five cedents using paperless billing.

Further, the reinsurer engaged in international reinsurance programs covering property, aviation, cyber, and political violence, which raised foreign inward premiums to PHP2.3 billion (US\$39.2 million) in 2023 from PHP 911 million (US\$15.5 million) in 2022.

Despite a tough business environment and market conditions in 2023, Nat Re generated a combined global and domestic net underwriting income of PHP572.5 million (US\$9.8 million) – 142% more than PHP 236.2 million the year before – and 862% net profit growth.

The reinsurer's proactive asset-liability management initiatives and portfolio de-risking resulted to investment and other revenue growth from PHP215.4 million in 2022 to PHP476.4 million in 2023.

Other indicators of Nat Re's financial health are that it maintained a strong risk-based capital ratio of 221% and AM Best reaffirmed its B++ (Good) financial strength rating with a stable outlook, awarding the firm a National Scale Rating of aa+.PH (Superior).



Life Insurer of the Year





Daisy Tsang Chief Executive Officer, HSBC Life Hong Kong and Macau

Distinguishing itself from its competitors, HSBC Life invested more than US\$20 million to improve its claims servicing technology.

SBC Life Hong Kong & Macau has once again managed to fend off stiff competition to become the Life Insurer of the Year, having delivered a strong set of results and customer outcomes across 2023 and 2024 through its continued product innovation and customer service excellence.

The insurer notably broke the Guinness World Record for the most valuable life insurance policy ever sold with a US\$250 million policy issued to an individual during the first quarter of 2024. This underpinned a year of focus for the insurer in the high-net-worth market, which has seen HSBC Life grow its presence in the region through close partnerships and a strong proposition.

Aside from the high-net-worth market, HSBC Life continued its tradition for developing strong wealth management solutions and has catered to the evolving needs of customers by launching the HSBC Eminent Goal Multi-Currency Insurance Plan, a 'Whole of life' plan that provides flexibility to grow one's capital through a variety of different currencies while offering the convenience of managing wealth through currency switch and policy split options. As well as in Hong Kong, this product was also launched to the Macau market in 2024 alongside its Wealth Select Protection Linked Plan, a first-of-its-kind investment-linked product for Macau.

The insurer also distinguished itself from its competitors by investing more than US\$20 million to advance its claims servicing technology to improve fulfilment capabilities, including claims solutions and payment gateways for optimal customer experiences and greater efficiency. Facilitated by an automated system and rules engine, claims decisions are now able to be processed within minutes and HSBC's system will immediately deposit the approved claims payments into the policyholder's account. Due to their ability to leverage HSBC Hong Kong Bank's payment capabilities, the end-to-end claims process can be settled in as little as five minutes.

In 2023, HSBC Life paid over 695,000 claims to its Hong Kong and Macau clients – more than one claim paid every minute, with a claims approval rate of 95% and an average claims paid ratio of 95%. These statistics demonstrate the level of customer-centricity embedded across their business, and alongside the ability to address emerging customer trends such as retirement needs and international mobility, is undoubtedly a key reason why HSBC Life was the market leader in new business premiums in Hong Kong as indicated by the Hong Kong Insurance Authority's latest market statistics for the first half of 2024.



Insurtech Initiative of the Year



"Our success is built on three key pillars: scaling fast with reusable assets, partnering with the best, and leveraging data and Al-driven solutions." etLife Asia winning this year's Insurtech Initiative of the Year Award has been in the works since 2018, when it introduced its 360Health customer care initiative.

More specific to the present, however, is the firm's introduction of One by MetLife – an integrated experience combining policy management with a comprehensive ecosystem of mental, physical, financial, and social health services. This all-in-one solution enables users to manage their policy needs while staying engaged with personalised health insights, telemedicine, and artificial intelligence (AI)-powered health predictions.

As for results, with an impressive 85% digital adoption rate and high net promoter score (NPS) figures across Asia, One by MetLife has continued to deliver superb customer experiences in terms of policy, health, and retirement management.

Indeed, since launching its first integrated app for Nepal in 2023, MetLife Asia now offers an integrated customer experience in five markets: Japan, Korea, China, Bangladesh, and Nepal. By combining high digital adoption of core services with engagement from 360Health and 360Future (retirement) services, the net result has been delivery of improved customer experiences.

As MetLife puts it: "Our success is built on three key pillars: scaling fast with reusable assets, partnering with the best, and leveraging data and Al-driven solutions."

To that end, the firm has invested in creating reusable design and code assets for app and web developments across the region.

Doing so has reduced the time to market by over 70% in design and by more than 50% on front-end development. This has been done all while maintaining quality and meeting local regulatory and customer needs at a lower cost.

Additionally, MetLife Asia collaborates with top local health service providers and regional partners. These partners can deploy their services in multiple markets, enabling the firm to swiftly penetrate multiple markets.

MetLife is also able to measure customer experience effectiveness through analytics for all of its new developments. In Bangladesh, for example, the firm's completion rate of customer registration journey jumped from 20% to 61% by addressing issues identified through data analysis.

The firm has also leveraged AI-powered solutions for policy and service recommendations, creating effective, personalised experiences.

Ultimately, the combination of health management, retirement planning and digital servicing has created a holistic user experience exemplifying MetLife's high-touch, high-tech vision and customer-first ethos. Doing so has situated the firm to empower users to take an active role in managing their health and future, providing MetLife with a competitive edge in a crowded and competitive regional digital insurance market.



Sanjeev Kapur Chief Marketing Officer, MetLife Asia



M&A Deal of the Year Award

Debevoise & Plimpton



Edwin Northover, partner and Head of Financial Institutions and Corporate practices in Asia, Debevoise & Plimpton LLP

"We are also advising on a number of reinsurance and bancassurance partnerships for major insurers in Asia, which involved complex regulatory and governance issues across multiple jurisdictions." ebevoise & Plimpton LLP won this year's M&A Deal of the Year Award for advising AIA Group on its acquisition of New Medical Centre Holding (NMCH). NMCH is being acquired from EC Healthcare, a Hong Kong stock exchange-listed entity and a locally based healthcare group operating medical clinics and imaging facilities.

The deal marks the first notable acquisition by a Hong Kong life insurer of a large medical provision business of this kind. The transaction is an important indication of a recent trend – which has accelerated since the Covid-19 pandemic – of insurers looking to buy and integrate healthcare businesses into their own operations. With the passage of time, it is expected that AIA's acquisition of NMCH will be viewed as a milestone transaction for the Hong Kong market.

This acquisition represents AIA's "Integrated Healthcare Strategy" to help clients obtain accessible, affordable, and effective healthcare through more personalized health insurance and greater integration with outpatient clinics and medical providers. This move helps improve cost-effectiveness and service quality in an outpatient setting. Specifically, by leveraging technology, analytics, and advanced healthcare management capabilities, AIA ensures that its Hong Kong customers have the support of a first-rate, effective network of over 1,000 affiliated service providers that are tailored to their needs. By bringing NMCH—one of the city's largest clinic-based providers of gastroenterology and general surgery—into AIA's ecosystem, customers are afforded greater choices and a more integrated healthcare experience.

The transaction is part of a number of health-related deals in which AIA and Debevoise have worked together, including the acquisition of Blue Cross from BEA, the acquisition of MediCard in the Philippines and the establishment of the Amplify Health joint venture.



CSR Initiative of the Year



"Our commitment to protecting lives and supporting aspirations ensures we do not just serve the community—we live, learn, and grow within it." enerali Malaysia took this year's award for Corporate Social Responsibility Initiative due to its volunteering and community support, which it says are integral to its "lifetime partner ambition, forging deep connections with the communities we serve and enriching us personally and professionally".

For close to two centuries, the Company has grown in tandem with the

For close to two centuries, the Company has grown in tandem with the communities it serves globally, fostering trust and empowering individuals to create a safer, more sustainable future.

"Our commitment to protecting lives and supporting aspirations ensures we do not just serve the community—we live, learn, and grow within it," said Fabrice Benard, Chief Executive Officer of Generali Insurance Malaysia Berhad and Country Head of Generali Entities in Malaysia.

In 2024, the Generali Malaysia Run was launched with the theme 'Run with a Purpose.' The inaugural event, held on May 19 at Dataran Putrajaya, was more than just a run – rather, it was a movement for a noble cause uniting 12,000 participants across three distance categories - 6km, 12km and 21.1km.

Runners from all walks of life gathered not only to run for better health, but also to promote three larger, macro-level causes: education, environment and health risk prevention.

"They were not only empowered to choose their T-shirt[s] based on their preferred [non-governmental organisation] and cause, but also encouraged to learn more about the social causes through a line-up of engaging activities held during the run day," Fabrice said.

Runner support was overwhelming: the Generali Malaysia Run 2024 successfully raised over MYR105,000 (US\$23,736) for three vital NGOs: PINTAR Foundation – which supports education for underprivileged children; Malaysian Nature Society – a body promoting environmental conservation; National Cancer Society Malaysia – whose aim is to raise awareness and provide support for those affected by cancer.

The event also showcased a heartwarming display of solidarity as 10 cancer survivors from the National Cancer Society Malaysia participated in the 6km run, providing inspiration to cancer patients and their families of the importance of resilience and determination in facing such conditions.

The run also served as a powerful platform to support The Human Safety Net (THSN) Global Challenge Fund – a global flagship initiative aimed at unlocking the potential of people living in vulnerable circumstances.

Through THSN, Generali Malaysia successfully raised MYR 354,513 (USD\$78,739.10) to support early childhood education for its NGO partner Suriana Welfare Society Malaysia through its Project Bright Beginnings programme.

"This meaningful collaboration delivered a transformative impact, benefiting eighty children aged three through 6 years old and their families in the underserved community of PPR Kg Muhibbah [an apartment complex located in Kuala Lumpur]," the Company said.



Mr. Fabrice Benard Chief Executive Officer of Generali Insurance Malaysia Berhad & Country Head of Generali Entities in Malaysia



Underwriting Initiative of the Year





Yao Yuhui, Chief Data Officer, FWD

A customer-led approach based on innovative propositions and easy-to-understand products, supported by digital technology has made its customers' insurance journeys simpler, faster, and smoother.

WD won the award for Underwriting Initiative of the Year thanks to its vision of changing the way people feel about insurance. A customer-led approach based on innovative propositions and easy-to-understand products, supported by digital technology has made its customers' insurance journeys simpler, faster, and smoother.

For example, in 2021 the insurer launched its AI+ Smart Insurance Framework – a comprehensive data strategy designed to integrate artificial intelligence into the journeys of its customers, partners, and agents.

In 2022, FWD observed limitations in its underwriting risk management approach and processes by realising that reliance on human judgement may lead to inconsistent outcomes and lengthier onboarding times. Additionally, it became clear that existing underwriting process only provided a momentary view of a customer's status, without considering future risks which could expose the insurer to unforeseen factors.

In 2023, FWD commenced its AI underwriting initiative to improve the purchasing process for its customers – providing a smoother underwriting experience coupled with faster onboarding and improved risk management.

The firm's AI underwriting initiative marks a significant transformation in its underwriting process: by combining predictive analytics and machine learning with traditional rule-based underwriting in its AI pre-approval (AIPA) model, FWD can leverage a wide range of internal data sources such as policies, claims, applications and medical histories to deliver risk assessments at the insurance benefit level.

Such a granular approach to risk assessment allows for a tailored evaluation; providing a more accurate understanding of specific and potential risks associated with each benefit category: life, crisis/critical illness, medical, accident and total permanent disability.

To that end, in December 2023, FWD launched its first AI underwriting pre-approval initiative in Thailand for its agency channel. The firm's AI model identifies low-risk customers eligible for pre-approved simplified issuance offers (SIO) and guaranteed issuance offers (GIO) for selected insurance products.

Such insights are then integrated into the FWD Cube – the insurer's all-in-one e-point-of-sales application: enabling agents to proactively cross-sell products to eligible clientele.

Eligible customers are offered a simplified medical questionnaire and can bypass standard medical examinations, facilitating a smoother, faster underwriting process, potentially up to 60% faster than traditional full underwriting, the insurer says.

FWD agents can easily identify those qualifying for pre-approved SIO/GIO on FWD Cube, enabling them to prioritise leads and follow-up actions more effectively. Such enhancements and the improved customer experience resulted in 3.6 times uplift in conversion rate from December 2023 to April 2024.



General Insurer of the Year



Central to its success is the Company's high-level guiding strategy, which encompasses five pillars of its "Renewal Agenda": profitable growth, customer centricity, digital by default, technical excellence, and inclusive meritocracy. Ilianz General Insurance Company (Malaysia) Berhad ("Allianz General") has secured the award for General Insurer of the Year for 2024 owing to several key achievements. Central to its success is the Company's highlevel guiding strategy, which encompasses five pillars of its "Renewal Agenda": profitable growth, customer centricity, digital by default, technical excellence, and inclusive meritocracy. Profitable growth has been achieved by balancing the insurer's expansion of distribution with a long-term view on portfolio sustainability. Allianz General invests in intermediary training and system enhancements to improve engagement and add value.

Notably, Allianz General launched the "Allianz EV Shield" for Electric Vehicles (EVs) under its Private Car comprehensive policy. This coverage includes an industry first on-the-go charging, alleviating concerns among car owners about stalled EVs running out of charge. Piloting in the Klang Valley, the roadside assistance service will ensure policyholders continue their commute with minimal down time, and is the latest addition to the Allianz Road Rangers fleet, alongside existing roadside assistance to cars, motorcycles and trucks. The "Allianz EV Rangers" provide on-the-spot charging sufficient to reach the nearest charging facility. The firm's customer-centric approach is exemplified by the "Allianz Road Rangers" service, which has set an industry benchmark for roadside assistance, earning a 4.7/5 rating from clients.

Regarding its commitment to inclusive meritocracy, the firm emphasises a performance-driven work culture, continually empowering employees to produce quality work and providing avenues for merit-based career progression.

Allianz General's technical excellence is evident in its underwriting accreditation programme, ensuring its underwriters are industry-certified and best-in-class. This allows them to leverage data-driven decision-making and enhance their technical capabilities.

The in-house Professional Commercial Underwriting Certification, in collaboration with the Malaysian Insurance Institute (MII), ensures that underwriters meet the highest industry standards, making Allianz General the only insurer to provide this accreditation. Also noteworthy are Allianz General's extensive partnerships with leading digital players, which enable its products and services to reach a broad demographic.

Under the One Allianz initiative, the insurer has trained its customer service team to better address insurance queries. Allianz General has pioneered initiatives to promote greater transparency and uphold good governance over the years. Recently, the Company has gone one step further in institutionalising its efforts through the Allianz Centre for Governance (ACFG), a strategic initiative launched in association with Universiti Malaya to conduct research on governance and related areas.

The ACFG is a testament to Allianz General's commitment to ethical business practices and and upholding high standards of corporate and follows several key initiatives by the Company to combat fraudulent practices.



Sean Wang, CEO, Allianz General Insurance Company (Malaysia) Berhad ("Allianz General"



Young Underwriter of the Year Vanessa Lim, Singlife





Vanessa Lim, Assistant Vice President, Underwriting, Singlife

"Her efforts in coordinating...have been instrumental in streamlining our customers' onboarding journey and enhancing the quality of our medical examination services."

inglife's Vanessa Lim is 2024's Young Underwriter of the Year. A life and health underwriter with nine years of experience, she joined Singlife in November 2021, taking on responsibility for the firm's first-in-market Trusted Hub Medical Exchange, or eMedex platform in January 2023.

The functional and practical benefit of eMedex is that it allows policyholders to cut waiting time and cost via SMS e-appointments to determine which clinics are closest to them, as well as the earliest appointments available.

"While Trusted Hub continues to enhance the system features of Medex platform and expanding the numbers of clinics providing the medical examination services, Vanessa manages the communication of customer processes of booking the medical examination appointment seamlessly so that customers can select the most suitable clinic and time slot via SMS messages," said Singapore-based Mike Lam, collaboration manager at Trusted Hub.

He added that Vanessa "always identifies the improvement of customer communication and fine tunes the content of SMS message sent by Medex platform to provide better guidance to customers to go through the medical examination."

Specifically, she took eMedex to the next level by expanding its range of services and clinics, continually improving processes to afford policyholders a hassle-free experience in completing their medical examinations. Vanessa's actions bolstered Singlife's reputation as an industry pioneer offering a fully digital medical examination journey.

Perhaps more tangibly, within nine months, Vanessa tripled the number of panel clinics on the eMedex platform, expanding service offerings and achieving a customer satisfaction rate of over 98%. Currently, 60% of medical examinations are completed via eMedex, reducing processing time from days to minutes.

"Vanessa manages the deployment in Singlife of major upgrade of Medex platform in a structural and systematic manner to ensure all required activities are tracked and completed with the defined timeline. She and her team also provide professional advice timely to special situation encountered by clinics during the medical examination," Lam said.

The success of achieving over 50% of medical examination appointments booked via eMedex platform was also greatly contributed by her deployment of the program downstream and the continuous improvement of customer experience.

Widening Singlife's range of offerings, Vanessa's strategic onboarding of specialised medical facilities catering to the unique needs of high-net-worth individuals provided a differentiated experience.

"Her efforts in coordinating...have been instrumental in streamlining our customers' onboarding journey and enhancing the quality of our medical examination services," said Shee Wei Wei, Vice President, Underwriting, Singlife.



Young Broker of the Year Rupert Roberts, WTW



"I'm honoured to receive this award, which is testament to the outstanding efforts of our Southeast Asia team who deliver incredible results for our clients each day. I am also proud to be part of an organisation which provides opportunities for young leaders to learn and grow, and I would like to thank my peers and mentors at WTW and the wider insurance industry for their support."

appert Roberts has been adjudged the Young Broker of the Year for 2024. As WTW's Singapore-based Head of Corporate Risk and Broking (CRB) for South-East Asia, the 32-year-old oversees operations in Singapore, Malaysia, Indonesia, Thailand, Vietnam, the Philippines, and Brunei.

The award recognises the substantial impact Rupert has had on the broker's regional business during his first year in the role.

Commenting on this recognition, Rupert said: "I'm honoured to receive this award, which is a testament to the outstanding efforts of our South-East Asia team who deliver incredible results for our clients each day. I am also proud to be part of an organisation which provides opportunities for young leaders to learn and grow, and I would like to thank my peers and mentors at WTW and the wider insurance industry for their support."

Rupert joined WTW in December 2022 as Chief of Staff for its CRB business in Asia, and in January 2024, he was promoted to his current strategic leadership role.

In the role, he oversees a team of over 200 brokers across seven countries and manages a business that generates US\$700 million in non-life insurance gross written premiums.

In addition to this, Rupert serves as the Chief Executive Officer of WTW's insurance and reinsurance entity in Singapore. He is also the Chairman of the Board for WTW Vietnam, the President Commissioner for WTW Indonesia, and a board member for WTW Brunei, demonstrating his active involvement in the regional markets under his purview.

Over the past year, Rupert has made notable contributions by collaborating with global and regional leaders to develop a refreshed Asia-wide strategy. This includes the restructuring of WTW's CRB business in Vietnam and Singapore, re-engineering the business to facilitate greater internal collaborations, and initiating the commercialisation of WTW's claims proposition in Asia.

On the people front, Rupert has played a pivotal role in developing, identifying, and onboarding key talent to strengthen both regional and local

Importantly, he has played an instrumental role in enabling WTW to achieve double-digit top-line growth across Asia in 2023 and 2024, with South-East Asia achieving mid-teen percentage revenue growth in 2024.



Rupert Roberts, Head of South-East Asia, Corporate Risk and Broking, WTW



Chief Executive Officer of the Year Luke Ware, WTW





Luke Ware, Head of Corporate Risk and Broking, Asia WTW

"I am deeply honoured and humbled to receive this recognition. A heartfelt gratitude to our clients and industry partners for their trust and allowing us to help them navigate an increasingly complex world of risk and opportunities. And to our colleagues as this achievement would not have been possible without their resilience and inspiration to drive our success every single day and finding smarter ways to managing risks for our clients."

uke Ware, Head of Corporate Risk and Broking – Asia at WTW, has been honoured with this year's Chief Executive Officer of the Year Award.

Luke, who is based in Singapore, took the reins of WTW's Asian corporate risk broking (CRB) business in 2021 and has since executed a remarkable transformation of the company's operations in the region.

Tasked with revitalising the firm following the unsuccessful merger with Aon, he has successfully driven substantial growth, introduced innovative strategies, and attracted top talent, positioning the firm in good stead.

Under Luke's leadership, WTW has recorded impressive double-digit revenue growth – in a sector traditionally characterised by low single-digit increases.

Luke has spearheaded a cultural shift within the business, prioritising growth and catering to the needs of the region's largest and most complex clients with tailored advisory and risk transfer solutions.

He established a large accounts client function that has successfully secured significant new clients across the real estate, telecommunications, and semiconductor manufacturing sectors in the region.

Since assuming the role of regional CEO, Luke has revitalised the team by investing in emerging talent, creating pathways for the promotion of skilled leaders, and championing diversity, equity, and inclusion initiatives. This commitment has transformed WTW into an employer of choice, attracting the sector's top talent in Asia.

Notably, over the past 20 months, the company has welcomed more than 260 new employees in the region, including regional heads for natural resources, large accounts, and claims, as well as new country leaders in Hong Kong, Japan, Philippines, Singapore and Vietnam.

Furthermore, Luke has expanded WTW's regional offerings, particularly in risk advisory, and climate risk management with the setting up of the WTW APAC Climate Risk Centre in Singapore. His leadership has not only focused on WTW's growth but also on providing bespoke solutions to the most demanding clients in the region.

He has implemented both structural and cultural transformations, integrating innovative analytics tools to enhance risk financing strategies for clients.

WTW's market partners attest to Luke's leadership and that he has brought a real client focus that will increasingly be a differentiator for WTW.

Commenting on the win, Luke said: "I am deeply honoured and humbled to receive this recognition. A heartfelt gratitude to our clients and industry partners for their trust and allowing us to help them navigate an increasingly complex world of risk and opportunities. And to our colleagues as this achievement would not have been possible without their resilience and inspiration to drive our success every single day and finding smarter ways to managing risks for our clients."



Claims Initiative of the Year



MSIG's Zero Touch: Enhancing Efficiency and Customer Service in Claims s a leader in Hong Kong's general insurance sector, MSIG won the award for Claims Initiative of the Year by focusing on innovation and claims excellence. Specifically, the company aims to automate claims for straightforward products, freeing handlers for more complex tasks and allowing them to focus on customer service.

The launch of the firm's Zero Touch initiative in the third quarter of 2023 was key to elevating its claims process service. Starting with helper insurance, automates claims processes and reduces manual tasks.

Zero Touch checks claim histories, policy validity and payment amounts, giving settlement confirmations for eligible claims within 15 minutes, reducing waiting times from three to five days previously. It streamlines operations and highlights the strategic importance of providing exemplary service – ensuring customer satisfaction, loyalty and retaining advantageous market position.

MSIG's efforts to innovate the Zero Touch claims process began in the third quarter of 2022, unfolded in three phases. The first involved a complete overhaul of its online claims form. The second phase saw the development of a claims history database and a rules engine. The final step centred on refining assessment rules and automating approvals, culminating in a fully operational Zero Touch claims process in 2023.

Zero Touch is a digital solution for transforming the claims submission process through automating manual tasks and eliminating the need for physical documentation. MSIG's goal is to streamline the claims process for straightforward products, enhancing efficiency and improving overall customer satisfaction.

The launch of its Zero Touch for helper insurance plan in 2023 was a leap forward as the technology simplified customer claims history verification, policy validation and claims payment amounts. Clients can conveniently submit claims online, upload supporting documents and provide their contact details. The process expedites assessments for clinical and dental expenses.

Automating claims procedures and boosting its claims team's productivity has meant Zero Touch has saved MSIG claims specialists over 200 working days annually, enabling them to focus on more intricate tasks. The automatic assessment and completion of claims eliminates the need for claim specialists – resulting in a 100% manpower reduction for each eligible claim. Increased efficiency allows the firm to focus on delivering value-added services and better customer care.

Currently, 74% of the company's helper claims utilize the Zero Touch claims process. While Zero Touch initially focuses on helper insurance, MSIG plans to expand its coverage in 2025: Zero Touch will then be implemented for its medical products, with other straightforward products to follow.



Philip Kent, CEO, MSIG Insurance



Woman Leader of the Year Sue Coulter, AIA





Sue Coulter, Head of Group Digital and

Since taking on the role in February 2018, she was instrumental in transforming the insurance giant's customer-focused, digital-first business, and has redefined the experience for customers, agents and employees.

ue Coulter, head of group digital at AIA in Hong Kong, is 2024's Woman Leader of the Year. Since taking on the role in February 2018, she was instrumental in transforming the insurance giant's customer-focused, digital-first business, and has redefined the experience for customers, agents and employees

Sue has also initiated the deployment of several digital-led models and tools to ensure seamless, personalised and engaging interactions across all touchpoints.

Specifically, her focus on digital transformation has redefined AIA's approach to customer engagement. Doing so has set new organisation-wide benchmarks for personalised service, enabling the company to lead the way in delivering seamless, technology-driven solutions.

Foremost amongst Sue's achievements is the way she redefined customer engagement through the AIA+ SuperApp. Her leadership shaped the AIA+ SuperApp – integrating life, health, and wellness services into one cohesive platform.

Serving over 20 million users, the app empowers customers to proactively, yet effortlessly, manage their well-being through tailored features like biomarker health scans.

Towards that end, Sue continues driving the development of engaging health, wellness and lifestyle features to nurture existing customers while attracting new ones. Her leadership has led to deeper engagement and higher conversion rates, positioning AIA as a leader in customer-centric digital innovation.

Another innovation under Sue's tenure has been strengthening the agency's recruitment via the rollout of new recruitment solutions across several markets which has revolutionised how AIA recruits top talent. Requiring an investment in technology, the Career Aptitude Test (CAT) and AI Interview solutions identifies higher-calibre candidates, providing data-driven insights to match them with tailored learning paths.

These solutions have led to a 59% rise in the number of new recruits and a sharp drop in attrition rates. The CAT has also boosted case counts by providing more focused training and development needs for agents. Sue's contribution to the rollout of these solutions has empowered AIA's agency teams to recruit, train and retain top talent, driving both performance and long-term success.

Sue was also pivotal in launching WISE, the new redesigned corporate website which was another example of AA's digital transformation. The platform was built to improve accessibility, providing users with simplified product details through new card designs and an embedded calculator. The site's SEO enhancements and dynamic content are tailored to drive lead generation.

WISE empowered 15 business units to develop localised, customer-centric websites by the end of 2023, a milestone in AIA's digital transformation.



Chief Financial Officer of the Year Kim Yeoh, Sun Life



"Kim Yeoh's significant contributions to client servicing and distribution and employee growth have set a benchmark for excellence within Sun Life."

im Yeoh's efforts at Sun Life saw her win the Chief Financial Officer of the Year Award. Her tenure as the insurer's CFO saw much growth, leading to its being at the forefront of the industry by enhancing client service and distribution capabilities.

Her strong track record in actuarial governance, valuation and financial reporting, products, and reinsurance underscores her commitment to integrated financial decision-making – ultimately driving optimal business outcomes.

"Kim demonstrated exceptional expertise and outstanding leadership at Sun Life. Her dedication to nurturing future leaders showcased her commitment to fostering an inclusive environment," Manjit Singh, Sun Life Asia's president said.

"Her significant contributions to client servicing and distribution and employee growth have set a benchmark for excellence within Sun Life," he said.

Most notably, Kim's support of strategic investment in client service and distribution capabilities throughout the pandemic enabled Sun Life to outperform its peers in 2023-24, as global borders reopened, and business resumed across Asia.

Her proactiveness strengthened the firm's position in key markets – especially in Hong Kong, one of the world's leading insurance hubs.

Under Kim's leadership, Sun Life navigated the complex transition to International Financial Reporting Standards (IFRS) 17, perhaps the most significant shift in insurance accounting and finance in decades. She spearheaded initiatives propelling the insurer to the forefront of performance under the new standard, achieving leading results in key metrics such as new business and contractual service margin (CSM) growth across Asia's insurance sector.

Kim's commitment to delivering customer value while maintaining Sun Life's financial strength has positioned it to be well-prepared to meet future client needs.

Beyond financial concerns, she was also a passionate advocate for women in finance and actively supports Sun Life's broader diversity, equity, and inclusion (DEI) initiatives. Kim hosts and contributes to employee events, fostering an inclusive workplace culture.

By organising social gatherings, such as holiday celebrations and fun events like Pi Day, she strengthened team cohesion and encouraged organisation-wide collaboration, thereby showcasing her leadership in building a supportive community.

Recognised as a leader in the field, Kim held esteemed titles such as a Fellow of the Society of Actuaries, membership in the Canadian Institute of Actuaries, the Actuarial Society of Hong Kong. She was also a Chartered Financial Analyst. Credentials aside, her contributions to the insurance field have significantly elevated the sector's overall standards.

Kim Yeoh sadly passed away earlier last month. InsuranceAsia News extends our heartfelt condolences to her family, friends, and colleagues.



Kim Yeoh, Chief Financial Officer, Sun Life



Digital Insurer of the Year





Sue Coulter, Head of Group Digital and Analytics, AIA

TDA elevated AIA's business, enhanced its competitive advantages, and promoted growth by prioritising end-to-end capabilities, bancassurance, and a customer-centric approach.

he AIA Group is 2024's Digital Insurer of the Year owing to its transformation of the insurance landscape through its technology, digital, and analytics (TDA) initiative—positioning itself as a world-class, customer-centric, digitally enabled insurer. Investing US\$800 million in TDA over three years demonstrates the group's commitment to innovation and superior customer service, distinguishing it as a top digital insurer.

AIA modernised operations, leveraging artificial intelligence and advanced analytics to enhance customer experiences, streamline distribution, and optimise recruitment. The firm achieved 85% in end-to-end digital transaction processing by December 2023—up 35% from June 2020—and generated US\$1.2 billion in annual new premium (ANP) sales from digital leads. Ninety percent of customer inquiries are swiftly resolved without human interaction, and almost 80% of claims are auto-assessed and paid within a day. Similarly, onboarding has been simplified, and most of AIA's transactions are completed digitally.

TDA elevated AIA's business, enhanced its competitive advantages, and promoted growth by prioritising end-to-end capabilities, bancassurance, and a customer-centric approach. To enhance end-to-end capabilities, AIA implemented digital tools across its agency value chain, enabling agents to focus on providing high-quality advice to customers. In China, social media marketing integration within its agency app achieved 100% adoption, driving excellent lead generation and conversion.

In Malaysia, for example, AIA's activity management platform expanded manpower, activity, and productivity. Regarding bancassurance, the key was expanding AIA's customer reach and acquisition. The group's digitally led approach to bank distribution overcame the limits of traditional in-branch sales. Using plug-and-play modular systems, it seamlessly integrated with banking partners, providing real-time access to customers. AIA's propositions are now embedded within their partners' platforms, which customers increasingly use to connect with the insurer.

In the Philippines, policies can be purchased via BPI's Facebook Messenger without human intervention, leading to 40,000 sales in 2023. In Malaysia, combining bank data with AIA's analytics optimally allocated leads to specialists, generating over 200,000 leads thus far and resulting in a 60% increase in sales.

AIA goes beyond good service by providing deeper insights into customer behavior. The AIA+ SuperApp, for example, enhances the digital experience by integrating life, health, and wellness services. Similarly, AIA Vitality is present in 12 markets, and services like its biomarker health scans improve customer health and financial awareness. This extensive app usage has boosted group engagement, leads, conversion, and repurchase rates.



Risk Modeler of the Year



RNA has strengthened its presence in Japan by supporting Japanese insurance companies with regulatory compliance services. NA Analytics won the Risk Modeller of the Year Award for simplifying the complexities of actuarial, regulatory, and risk-based requirements. To this end, it has worked collaboratively to support customers by delivering cost modeling, streamlining internal processes, and providing consistent calculations—always with a focus on accuracy and granularity. RNA aims to solve customer problems while expanding into new markets. The firm's development of specialized solutions provides insurers with a high level of insight and customer-oriented service.

RNA's dedication to Asia has led to the development of bespoke tools for regional markets, including J-ICS and K-ICS. Its expansion into Southeast Asia and its partnership with one of South Korea's most prestigious universities underscore its long-term commitment to the APAC region.

RNA has strengthened its presence in Japan by supporting Japanese insurance companies with regulatory compliance services. It has also expanded its product lineup, focusing on its main offerings: the R3S J-ICS Package and the R3S Workflow Manager.

The R3S J-ICS Package is an R3S Standard Code model (standard model template) for J-ICS that supports compliance within a quick timeframe. Model revisions are updated on a rolling basis to respond to the ever-evolving requirements of the Financial Services Agency.

RNA worked with multiple insurance companies to implement the R3S J-ICS Package and R3S Workflow Manager, including Nippon Life Insurance and its group company, Taiju Life Insurance. Fubon Life, one of Asia's leading insurers and the second-largest life insurer in Taiwan by total assets, is also a client. For Fubon, time and internal resource constraints made it seek an all-encompassing solution with excellent service. The client not only met its go-live commitment but also completed implementation ahead of its regulatory deadline—before most of its peers.

The R3S Workflow Manager is now a comprehensive, one-stop solution for financial institutions seeking scenario management and risk modeling process optimization. Seamless integration with the Numerix Economic Scenario Generator (ESG) engine enhances efficiency in scenario modeling, making it easier to manage complex financial scenarios. Results of ESG executions can then be saved in a database or filesystem, perfectly formatted for use with R3S models.

These results can be read directly into R3S models within the R3S Workflow Manager, streamlining the entire workflow from scenario generation to risk analysis. Dashboards provide detailed insights into risk distribution, including market and life insurance risks.

The RNA Group's total revenues during the 2023 fiscal year were US\$16 million, with a profit margin of 17%, primarily driven by growth in Asia.



Tak Lee, Greater China Regional Manager, RNA



Rating Agency of the Year

FitchRatings



Harish Gohil Global Head of Insurance, Managing Director Fitch Ratings

Fitch boasts best-in-class outreach in the insurance industry among all global CRAs, with over 750 investor interactions and more than 420 timely and regular reports published in the 12 months ending in March 2024.

itch Ratings won the award for the Ratings Agency of the Year. Its preeminence in the field is evidenced by the fact that it rates all 10 of the top global insurers and the top 9 reinsurers (by gross written premiums), as well as seven of the nine global systemically important insurers.

It leads the market in rating APAC cross-border debt issuances, holding a 75% market share or over US\$2.8 billion in transaction volume from April 1, 2023, to March 31, 2024.

During the judging period, Fitch (31%) took the top rank, followed by S&P (27%), Moody's (23%), and AM Best (19%).

As of September 2024, Fitch's 64 analysts covered nearly 1,190 insurers worldwide, representing US\$95.84 billion in outstanding transactions. In APAC, the agency's 13 regionally based analysts rated 129 entities—53 of which are exclusively Fitch-rated—including new additions like Zhongyuan Agricultural Insurance, Zhonglu P&C, GuarantCo (national scale rating), and Zheshang P&C Insurance

In Japan, the agency outperformed its competitors on key issuances, such as Sumitomo Life Insurance's US\$1.04 billion notes in January 2024.

Furthermore, it has rated all Taiwanese life insurers' onshore 10-year subordinated debt transactions since April 2023. Most recently, it rated Nanshan Life's debut US\$700 million Tier 2 subordinated capital notes in September 2024 and Cathay Life Insurance's debut US\$600 million subordinated capital notes as Fitch+1.

Fitch has added value by rating key industry players. For example, it rated US\$600 million in senior notes for AIA in April 2023 and US\$1 billion in subordinated notes in April 2024 as Fitch+2. The latest transaction marked a first lock-in featuring subordinated bonds in APAC.

It has also rated all of FWD Group Holdings' cross-border transactions, including its debut US\$325 million senior note issue in December 2023, its US\$900 million subordinated notes in April 2024, and US\$600 million of hybrid capital in July 2024—all of which carried Fitch+1 ratings.

Fitch boasts best-in-class outreach in the insurance industry among all global CRAs, with over 750 investor interactions and more than 420 timely and regular reports published in the 12 months ending in March 2024. Additionally, over 40 local language research reports were published.

Among CRAs, Fitch is the most quoted in an audit of agencies' insurance analysts, and its research received the highest number of mentions from 200-plus key international and local media outlets in APAC.

Fitch's ratings are used by market security and reinsurance teams of all major global brokers, including WTW, Aon, Marsh, and Guy Carpenter.



Consulting Firm of the Year



RNA combines the technical expertise of client-facing consultants with highly skilled back-end developers to address customer pain points.

NA Analytics is 2024's Consulting Firm of the Year. Its software solutions for financial, risk, and actuarial analysis, along with its bespoke consultancy services, are designed to provide companies with more realistic and granular modeling in financial analysis for regulatory compliance.

RNA Analytics operates in over 50 countries, serving more than 130 clients with unique footprints, risk appetites, exposures, lines of cover, strategies, and regulatory commitments. The firm recognises that all insurers' books of business and output requirements are unique. Accordingly, its solutions are fully customisable and scalable, with an eye toward making them future-proof.

RNA combines the technical expertise of client-facing consultants with highly skilled back-end developers to address customer pain points. Technology is a key driver and enabler of change at RNA, particularly for risk management. For example, its actuarial consultancy and solutions suites enable it to service a growing client base throughout the Asia region with varied technical consultancy projects, sharing best practices and supporting collective resilience by drawing on RNA's experience in the field and its passion for actuarial science.

RNA's Software Suite—Solvency II, IFRS 17, and R3S Modeler tools—provides customers with reassurance through:

- The latest industry-leading risk management solutions for streamlined, secure, and data-driven insights and protection for their work.
- Integration of the Standard Formula Aggregation (SFA) model within existing model sets for reporting.
- Enhanced models ensuring compliance with new regulations, along with efficient calculation of IFRS 17 and SFA models.
- · Compliance with current and evolving regulations.
- The means to work collaboratively with partners, colleagues, and consultants to ensure full end-to-end regulatory implementation in multiple risk markets.
- The capacity to test existing models on RNA's in-house servers and grid setup, providing indicative run-times for potential information technology setups.
- The ability to manage model changes and provide accurate records for audits, even with multiple users simultaneously accessing the same core business models.

Additionally, RNA's Numerix ESG integration initiative has advanced in the field of artificial intelligence, implementing a chatbot and model construction assistant. Al can help actuaries process and analyse data more efficiently. Al-powered predictive models estimate potential losses, aiding insurers in decision-making.

The firm's AI-powered model-building assistant is designed to allow actuaries to quickly and efficiently construct model frameworks, reducing the steep learning curve that can otherwise be a challenge.



Tak Lee, Greater China Regional Manager, RNA



Alternative Risk Transfer (ART) Solutions Provider of the Year





Andre Martin, Head Alternative Risk Transfer APAC, Swiss Re Corporate Solutions

Faced with an exposure that could not find coverage, SRCS created an insurance solution that met the client's contractual obligations, aligned with the broader insurance market appetite, and ensured the project could proceed without further delays.

wiss Re Corporate Solutions (SRCS) has been awarded the Alternative Risk Transfer (ART) Solutions Provider of the Year for its innovative virtual captive structure.

Notably, SRCS adapted this unique insurance concept to revitalise a major construction project in the APAC region. Faced with an exposure that could not find coverage, SRCS created an insurance solution that met the client's contractual obligations, aligned with the broader insurance market appetite, and ensured the project could proceed without further delays.

The project had been significantly delayed and faced challenges in extending its construction insurance period. Factors such as inflation, project delays, and a drastic change in the insurance market cycle meant that the scope of coverage available for the mid-term extension was far more restrictive than the original placement and would no longer comply with existing contractual obligations.

In close collaboration with the broker and the insured, SRCS developed a virtual captive structure (a partially funded insurance solution), allowing the insured to cover specific exposures that were difficult to insure in the conventional market.

SRCS issued an extension insurance policy that fully complied with contractual requirements, while the insured agreed to pre- and post-fund part of the exposure in the event of a loss.

This solution constituted a contractual insurance agreement, with mechanics for partial funding including claims experience surcharges and return features - similar to low claims bonuses and additional premium features found in conventional insurance contracts.

By leveraging the virtual captive concept and funding a part of the exposure, while keeping other perils covered on a conventional risk transfer basis, the client secured the necessary extension coverage with a highly rated insurer and was able to proceed with the project without any insurance gaps.

When insureds face challenges in obtaining adequate coverage, be it due to capacity constraints, market cycle or novelty of the exposure type, it is the responsibility of the insurance market to seek alternatives. SRCS's innovative approach to providing tailor-made insurance solutions has played a meaningful role in providing a solution to the client in this difficult time.



Loss Adjuster of the Year



To better serve its customers and streamline operations across the nine countries in the region, Sedgwick has prioritised expanding the availability of tech tools for clients.

edgwick's quick and commendable response to recent catastrophic events in the region, along with its embrace of technology solutions to drive efficiency and flexibility, has earned it the Loss Adjuster of the

Sedgwick Asia has enhanced its capabilities, focusing on building technology services, and investing in team culture this year.

With flexible and efficient technology tools, as well as connected and collaborative colleagues, Sedgwick in Asia closed the first half of 2024 with 9% year-over-year business growth.

To better serve its customers and streamline operations across the nine countries in the region, Sedgwick has prioritised expanding the availability of tech tools for clients. The goal is to create a fully integrated system that enables seamless communication, data sharing, and client service on an international scale.

By implementing advanced technology solutions, Sedgwick has enhanced operational efficiency and strengthened its competitive position.

At the same time, Sedgwick remains firmly a people-driven organization. Even with the diverse national cultures in Asia, the Sedgwick mission to care unites the team globally.

Sedgwick Asia takes pride in its response to the Hualien earthquake in Taiwan in April, which delivered the opportunity to help a large volume of impacted policyholders, and included significant major losses.

Sedgwick's scale combined with technology, solidifies its ability to maintain great service throughout high volume events as well as having the technical expertise to deliver the highest standards for the most major and complex losses.

During this catastrophe response, Sedgwick's preparation and communication with coverholders were crucial for offering prompt care, gathering essential claim data, mitigating damage, protecting our clients indemnity spend and minimizing claim closure times.

Sedgwick's technology tools integrate catastrophe adjusters and coverholders into one digital ecosystem, helping coverholders easily understand their next steps.

Colleague development has been a major focus for the leadership this year, with regular pulse surveys providing consistent feedback on how the team can improve and grow. Employee engagement has increased by 28% since March 2023, underscoring Sedgwick Asia as a great place to work.



Stephen Kerr, CEO of Asia, Sedgwick



Law Firm of the Year

NORTON ROSE FULBRIGHT



Anna Tipping Head of Insurance, Asia Norton Rose Fulbright

"Norton Rose Fulbright is honoured to be recognised as Law Firm of the Year for the third time and the second year in a row. This achievement reflects our commitment and dedication to the insurance sector. We are deeply grateful to our clients for their continued trust in us to advise on their significant and complex insurance matters."

orton Rose Fulbright is 2024's Law Firm of the Year. Anna Tipping, who leads the firm's Asia Insurance practice, is widely recognised as an insurance industry specialist and has been involved in every significant insurance M&A transaction in South-East Asia since 2010.

Frequent and constructive collaboration across its global offices is a hallmark of Norton Rose Fulbright, ensuring clients benefit from the firm's shared expertise and resources. Demonstrating its commitment to supporting clients and driving innovation, Norton Rose Fulbright developed the Vista system, an in-house platform that tracks APAC legal and regulatory developments. By streamlining information delivery and reducing administrative burdens, Vista enables in-house teams to focus on solving problems and implementing best practices.

Norton Rose Fulbright is also recognised for its thought leadership, particularly its flagship, award-winning publication, "Insurance Regulation in Asia Pacific - Ten Things to Know About 20 Countries". Published annually since 2013, it has become an essential resource for insurance sector clients. Its growing popularity has led to greater client engagement, including regular follow-up training requests.

In addition to its insurance expertise, Norton Rose Fulbright is highly regarded for its advisory capabilities in technology-related areas that are critical to the sector. As insurers face growing risks in cybersecurity and data privacy and explore opportunities in InsurTech, Norton Rose Fulbright remains at the forefront of industry transformation. Norton Rose Fulbright's InsurTech lawyers, both regionally and globally, specialise in cutting-edge areas such as blockchain technologies and smart contracts, advising on their insurance, corporate, and technology aspects.

Some of the key M&A transactions that Norton Rose Fulbright has participated in over the past year include advising Allianz on its acquisition of Aetna's Singapore and Hong Kong businesses, which involved regulatory completion and court-approved transfers; and advising MSI on its strategic investment in Serenity Health Partners, a Singapore-based healthcare managing general agent.



Specialty (Re)insurer of the Year



Each of the last three years, Markel has consistently delivered a combined ratio of less than 90%. arkel's strong growth, stellar underwriting performance, and deepening Asia Pacific presence earn the Lloyd's carrier Specialty (Re) insurer of the Year Award.

Over the past year, Markel has strengthened its commitment to the Asian (re)insurance market by opening three offices in Australia, growing its headcount by 50%, and launching new products.

With over 30 new hires in APAC, including cyber specialists and risk engineers, Markel's focus on talent, diversity, and inclusion is driving growth, resulting in improved underwriting profits and an expanded regional presence. In 2023, Markel International's wholesale business in APAC achieved 30% growth compared with the previous year. In 2024, it is on track to surpass 40% growth compared with 2023.

Additionally, for each of the last three years, Markel has consistently delivered a combined ratio of less than 90%. These results have come amid uncertainty, as well as global geopolitical instability and volatility. This is evident in the wider industry and in the broader Markel Group results, especially in long-tail US casualty.

Markel's strategic priorities centre on "strengthening our core" and "advancing our future." Despite challenging market conditions, where others have reduced capacity and sheltered from the storm, Markel has expanded its distribution capability, delivered new broker business plans to all major trading partners, and improved its broker survey rankings.

"Accelerate Asia Pacific," led by Christian Stobbs, has seen headcount and premiums rise, including the hiring of Asia and India Chief Underwriting Officers, Australian leadership including Managing Director Rory Morison, and heads of casualty, professional and financial risk, and claims.

Following the opening of the new Australian offices, Markel's wholesale offering has grown its local underwriting and claims team to 12 across three states, and it has been developing localised professional indemnity and casualty offerings

Markel is also building a platform for performance and achieving this through a new wholesale marketing model, which includes local marketing personnel, as well as operational excellence and rate adequacy optimisation. It has worked on its target operating model and "one workflow" platform, freeing underwriters' time to better serve clients and partners. This is supported by a renewed focus on talent diversity.



Christian Stobbs Managing Director, Asia Pacific, Markel



Personal Lines Insurer of the Year





Sean Walker, Chief Technical Officer, APAC

Zurich has consistently maintained strong financial performance, with its largest portfolios covering motor, accident & health, and travel insurance. The company now serves more than 13 million customers in the region.

Sean Walker, Chief Technical Officer, APAC urich Insurance Group (Zurich) has demonstrated strong leadership in the personal lines space over the past year through a series of strategic initiatives, partnerships, and dedicated market expansion efforts. Across the region, Zurich has established a robust retail P&C presence, ranking as a top-tier P&C player in Japan, Hong Kong, Indonesia, and Malaysia.

Zurich has consistently maintained strong financial performance, with its largest portfolios covering motor, accident & health, and travel insurance. The company now serves more than 13 million customers in the region.

The carrier recorded P&C gross written premium (GWP) of US\$3.6 billion in 2023, an 11% year-on-year increase, and P&C GWP for the first half of 2024 (H1 2024: US\$1.8 billion).

The insurer also collaborated with partners to introduce innovative products such as AI-powered vehicle assessments in Indonesia, parametric earthquake insurance in Japan, and Asia's first pet takaful product for cat owners in Malaysia.

Zurich is focused on leveraging technology and process improvements to enhance efficiency and deliver superior service, reinforcing its position as a leader in customer satisfaction and claims innovation. In Japan, Zurich drove innovation in claims management by offering 24-hour payments for simple hospitalisation claims and reducing the claims process from five days to just two hours.

In Malaysia, it implemented straight-through processing for windscreen and travel claims, enabling same-day settlements for customers. The one-and-done approach for motor claims under MYR3,000 submitted via WhatsApp has reduced processing time to just one hour, providing a seamless and hassle-free experience for policyholders.

This year, Zurich also completed the acquisition of a 70% stake in Kotak General Insurance from Kotak Mahindra Bank for INR55.6 billion (US\$670 million) to benefit from the continued development of digital and financial infrastructure, and a large and growing middle class in the country.

The launch of Zurich Edge, an API-based platform that enables swift partner onboarding and product development, along with the global API marketplace Zurich eXchange, has helped the carrier add more than 40 digital partners, providing access to over 100 million customers across various markets and driving a topline that is doubling year-on-year.

Zurich has implemented several initiatives to support and develop its staff across the Asia Pacific region. There is strong focus on upskilling through various learning and development programs as well as an increased focus on internal hiring. The #APACMovesTogether campaign helps bring employees together from all eight markets in the region and engages them in sustainability-focused activities related to customer, planet and communities.

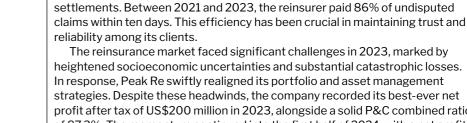


P&C Reinsurer of the Year



the region.

Between 2021 and 2023, the reinsurer paid 86% of undisputed claims within ten days. This efficiency has been crucial in maintaining trust and reliability among its clients.



In response, Peak Re swiftly realigned its portfolio and asset management strategies. Despite these headwinds, the company recorded its best-ever net profit after tax of US\$200 million in 2023, alongside a solid P&C combined ratio of 87.3%. The momentum continued into the first half of 2024, with a net profit after tax of US\$124 million and an improved P&C combined ratio of 84.9%. Additionally, Peak Re achieved a healthy investment yield of 3.8% (4.1% in the first half of 2024).

Peak Re's robust growth is evident in its 14.3% increase from 2022, reaching

eak Re has emerged as a pivotal player in the reinsurance industry.

modernising reinsurance practices, Peak Re has served nearly 400

addressing Asia's protection gap, ensuring that (re)insurance risk mitigation and

insurance clients in almost 60 markets in 2024. The company is dedicated to

protection solutions are tailored to the specific needs of emerging markets in

A key aspect of Peak Re's success has been its high level of claims

particularly in supporting the middle class across Asia and beyond. By

Peak Re's robust growth is evident in its 14.3% increase from 2022, reaching a capitalisation of US\$1.3 billion (US\$1.4 billion in the first half of 2024) and a solvency ratio of 305% as of 31 December 2023. These financial achievements have been realised without compromising the company's strong relationships with business partners. Client-centricity remains the cornerstone of Peak Re's strategy, ensuring that the needs and expectations of clients are consistently met.

To further enhance operational efficiency and support its diverse clientele, Peak Re has continued to strengthen its IT and operational infrastructure. The carrier prides itself on maintaining a multicultural and inclusive workforce, which is integral to its innovative and client-focused approach. Moreover, Peak Re is actively involved in corporate social responsibility (CSR) initiatives aimed at supporting societal resilience and promoting sustainable lifestyles.

Peak Re's commitment to modernising reinsurance, coupled with its strong financial performance and client-centric approach, has solidified its position as a leading reinsurer in Asia and beyond. The company's dedication to innovation and excellence continues to drive its success and reputation in the industry.



Franz-Josef Hahn, Chief Executive, Peak Re

¹ Statutory solvency ratio of Peak Reinsurance Company Limited based on the requirements under the Hong Kong Insurance Ordinance (Cap 41) as of 31 December 2023



Technology Provider of the Year

CLEARWATER ANALYTICS.



Shane Akeroyd, Chief Strategy Officer, Clearwater Analytics

Clearwater is on a mission is to "be the world's most trusted and comprehensive technology platform that simplifies the entire investment life cycle and eventually revolutionizes the world of investing."

learwater Analytics has won the 2024 Technology Provider of the Year Award. As a global, industry-leading SaaS solution dedicated to automating the entire investment lifecycle, Clearwater supports some of Asia's largest insurers. Clearwater is distinguished across the industry for its single-instance, multi-tenant platform that aggregates, reconciles, and reports on more than US\$7.3 trillion in assets across thousands of accounts, asset classes, currencies, and regulatory bodies daily.

Clearwater is on a mission is to "be the world's most trusted and comprehensive technology platform that simplifies the entire investment life cycle and eventually revolutionizes the world of investing."

Shane Akeroyd, Clearwater's Hong Kong-based Chief Strategy Officer, underscored the region's strategic significance to Clearwater's growth. The Company proudly has a net promoter score (NPS) of 60+ and enjoys an 80% competitive win rate in competitive proposals over the last four years. Clearwater has rapidly expanded globally, with international revenue climbing to 18% in 2023, up 14% from 2022. At the close of 2023, the firm's global workforce reached 1,756 employees worldwide, with employees in key financial centres such as New York, London, Paris, Frankfurt, Luxembourg, Hong Kong, and Singapore.

In 2023, Clearwater's total revenues were US\$368 million. At the end of 2023, Clearwater had US\$7.3 trillion in total assets on its platform, 1,349 clients, and US\$379 million in ARR. At end of 2022, it had 1,262 clients and US\$323 million in ARR.

From 2016 to 2023, Clearwater achieved an ARR compound annual growth rate (CAGR) of 23%. With a 99% gross revenue retention and a 114% net revenue retention as of Q3 2024, Clearwater proves essential in help clients with risk management, regulatory reporting, compliance, and performance measurement. It does so by providing portfolios that are multi-asset, multi-basis, and multi-currency; complete portfolio analysis (per Clearwater's philosophy, leaving even 5% of a portfolio opaque and unscrutinised can pose disproportionate risk); and daily, on-demand availability (because once a month, quarter, or week is inadequate).



Marketing Campaign of the Year



"Our marketing campaigns are more than just advertisements—they're stories that resonate with our clients' lives. By weaving narratives that are both meaningful and relatable across various media, we're not just building brand awareness; we're fostering trust and cultivating lasting relationships."



Amy Lo, Chief Client Officer,

ith roots stretching back over 130 years in Hong Kong, Sun Life has not just weathered the test of time—it has mastered the art of evolution. This year, the company's brilliance in marketing strategy earned them the prestigious Marketing Campaign of the Year Award, a testament to their ability to captivate and connect with clients in an everchanging world.

At the heart of Sun Life's triumph lies a symphony of marketing elements, each playing its part in perfect harmony. From the crescendo of branding campaigns to the steady rhythm of public relations, from the melody of client-centric product advertising to the upbeat tempo of strategic events and sponsorships, all orchestrated with a digital lead generation finale.

The campaign's overture was nothing short of spectacular. Picture this: the largest drone show ever witnessed over Hong Kong's iconic Victoria Harbour. As 1,500 drones painted the night sky with mesmerizing patterns, they not only captured the city's imagination but also set social media ablaze with excitement.

But this was just the beginning. Like a skilled conductor, Sun Life maintained the campaign's momentum across a diverse array of media channels. A thematic TV commercial, a press launch event, and advertisements spanning terrestrial and digital TV, cinema, taxis, out-of-home displays, and digital platforms all echoed the powerful refrain. Sun Life didn't just enhance its reputation—it crafted a compelling brand story that resonated deeply with its audience, standing out in a fiercely competitive market.

Yet, Sun Life's engagement strategy ventured beyond the realms of traditional advertising. The company embraced the spirit of fun and wellness through strategic events and sponsorships. The "Sun Life Fun Run Presents: Pokémon Run Hong Kong 2024" wasn't just a run; it was a citywide celebration that brought families together, encouraging healthier lifestyles while infusing the streets with joy and excitement.

Cultural heritage wasn't forgotten either. The "Sun Life Stanley International Dragon Boat Championship," in its 16th year, beautifully blended tradition with modernity. The #PaddleTogether Parade Truck brought the dragon boat experience to the streets, while an online "Drum and Fun" interactive game added a digital twist to the ancient sport.

Complementing these broader initiatives were product-specific campaigns that showcased Sun Life's innovation. The "SunJoy Global" and "SunWell Series" offerings were presented not just as products, but as solutions that addressed real client needs, garnering organic coverage and generating significant PR buzz.

Amy Lo, Chief Client Officer, encapsulated the essence of Sun Life's approach: "Our marketing campaigns are more than just advertisements—they're stories that resonate with our clients' lives. By weaving narratives that are both meaningful and relatable across various media, we're not just building brand awareness; we're fostering trust and cultivating lasting relationships."



Managing General Agent of the Year





Eugene Cheong Managing Director, Delta Underwriting

By blending insurance and bundling products with risk management advisory services to meet individual needs, Delta has disrupted the market and distinguished itself from its competitors.

elta Underwriting Singapore is the winner of the latest Managing General Agent of the Year Award. Leading the cyber and technology insurance space by delivering more than just protection, it has grown sustainably over the past financial year.

As one of the few MGAs independently assessed by AM Best and receiving a PA-2 Excellent assessment for three consecutive years, Delta's capabilities in governance, technology, and customer excellence are well recognised.

Delta goes beyond traditional insurance, being a market disrupter that delivers unique, value-added solutions. As the pioneering Lloyd's Coverholder in Singapore, with a growing distribution network across Asia, Delta focuses on mitigating risks through better solutions.

Over the past year, Delta's offerings have expanded—most recently into accident and health insurance that combines group personal accident and travel coverage. Its new offerings anticipate client needs, allowing it to bundle business and personal insurance, such as personal cyber and family legal expense insurance, to create a one-stop holistic solution for organisations and their owners.

By collaborating with managed services providers, systems integrators, and other information technology vendors, Delta offers solutions for small and medium enterprises (SMEs) as well as large corporations.

The Managing General Agency has also improved its clients' experience to fast-track renewal processes via a simplified renewal declaration form. It has created efficiencies internally and improved turnaround times for intermediaries, resulting in increased customer loyalty.

By blending insurance and bundling products with risk management advisory services to meet individual needs, Delta has disrupted the market and distinguished itself from its competitors.

For example, in 2023, Delta enhanced DIMS's functionality—its proprietary in-house underwriting technology—to be scalable, secure, and serverless, streamlining routine tasks, reducing roadblocks, and enhancing underwriter productivity, ultimately enabling faster responses with higher accuracy.

Delta's technology team also implemented data analytics and a portfolio optimisation platform to increase reporting capabilities, giving underwriters visibility into the entire portfolio performance and claims metrics.

Beyond technology, claims are a strong pillar of Delta's business. "Our claims philosophy reflects our values of integrity and commitment to the insured," the firm said.

Delta partners with industry experts to deliver regular claims training to intermediaries year-round. From cyber risks to personal disputes, such sessions cover claims trends and empower intermediaries to converse with insured parties to mitigate their business risks and find suitable coverage.



ESG Leader of the Year



"Climate change presents a dual imperative. The world must rapidly reach netzero emissions to avoid the most damaging impacts and simultaneously build greater resilience against the physical hazards which will continue to grow even as we transition. Insurers are fundamental to answering this challenge."

Matthew Reilly, Chief Operations Officer, APAC



Matthew Reilly, Chief Operations Officer, APAC, 7 urich

urich Insurance Group (Zurich) is 2024's Environmental, Social and Governance (ESG) Leader. Zurich's purpose – to create a brighter future together – inspires the company to use its business model to scale positive impact for all stakeholders, as an insurer, investor, employer and in society.

The increasing severity of climate-related disasters like heatwaves, floods, and wildfires underscores the urgency of Zurich's efforts to tackle climate change and build resilience. This commitment is evident in its operational carbon emissions reductions over the last few years, sustainable customer propositions, strategic sustainable investments, and community engagement initiatives.

In Asia Pacific, Zurich has created 39 sustainable products, innovating in its offerings to aid the transition towards a lower carbon economy while providing affordable coverage options for socially and economically vulnerable groups. Approximately 5% of its overall revenue in the region is generated from certified sustainable solutions. In Japan, Zurich's P&C business generates a significant proportion of its revenue come from sustainable products, including motor products that feature carbon offsetting and electric vehicle (EV) motor, and a Senior Personal Accident policy that provides accident coverage for the elderly. In Malaysia, Zurich's government sponsored Personal Accident policy for low-income individuals underscores its commitment to social responsibility.

Zurich fosters transformative partnerships to enable communities and economies to thrive today and in the future. Collaborations with Adira Finance in Indonesia and Bank Islam in Malaysia to deliver micro-insurance products are aimed at combating healthcare inequality. The insurer also works with like-minded organisations such as Tesla in Australia and Gentari in Malaysia, supporting the transition to a lower carbon global economy.

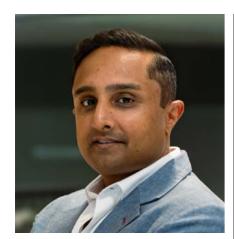
Employee-driven climate action is another pillar of Zurich's ESG strategy. Initiatives include reforestation projects in Japan, mangrove and tree planting in Indonesia, and building homes for Indigenous people in Malaysia. In Australia, its Reforest initiative has planted over 5,000 trees, removing an estimated 1,290 tonnes of carbon dioxide from the atmosphere. Volunteer hours and participation numbers have more than tripled in the first half of 2024 compared to the same period last year. Zurich's Sustainability Academy, launched in June, equips staff with skills to advance sustainability, aligning their personal and professional growth with Zurich's ESG objectives.

These initiatives exemplify Zurich's dedication to building climate resilience and supporting the well-being of vulnerable communities, in line with its updated Climate Transition Plan published in September 2024. The plan outlines Zurich's net-zero ambitions, focusing on enabling an economy-wide net-zero transition, making society more resilient, advocating for enabling conditions and evolving how it operates.



P&C Broker of the Year

AON



Neelay Patel, Managing Director & Head of Growth, Asia

The company has invested in delivering distinctive client experiences and providing customers with new forms of risk management and people solutions.

on is 2024's P&C Broker of the Year, thanks to its integrated risk and human capital capabilities. The broking and consulting group has made significant investments in technology and personnel, expanding its regional footprint while leveraging data and analytics tools to help clients protect and grow their businesses.

The company has invested in delivering distinctive client experiences and providing customers with new forms of risk management and people solutions.

Aon's "3x3" strategy offers clients a single point of contact for diverse solutions, combining global capabilities with local insights.

The initiative includes a US\$900 million investment in a 15,000-employee business unit that serves both as an integrated back office and an analytics hub, setting a new benchmark for innovation and client service. The company has utilised its extensive data in insurance and reinsurance to create tools for companies to analyse exposure, quantify loss potential, and assist risk managers in making informed decisions based on total risk cost.

Recently, Aon introduced its suite of analytical tools—Risk Analyzers—covering P&C, health, cyber, and D&O risks. These tools harness technology, data-driven insights, and an understanding of client needs to deliver real-time insights related to clients' overall global risk profiles. Region-specific and industry-based, these broker-led tools involve broker and consulting teams advising clients, running models, guiding business decisions, and executing plans.

In 2023, Aon launched a new climate innovation hub in Singapore, supported by the Singapore Economic Development Board, to help clients navigate environmental risks and opportunities. This year, Aon strengthened this initiative with an APAC Climate Risk Advisory group—a team of multidisciplinary climate scientists, natural catastrophe modellers, ERM experts, actuaries, engineers, investment advisers, and strategy consultants—to bring the broker's new global climate analytics tool, Climate Risk Monitor, to regional clients.

On the regional growth front, the firm completed the acquisition of Global Insurance Brokers in India, enhancing its existing capabilities across commercial risk, health, and reinsurance.

Aon's employee development programmes stand out for their scale and focus on business acumen, talent cultivation, and inclusive leadership skills. Initiatives to enable work-life balance through flexible working arrangements and to foster inclusivity through mandatory programmes that embrace diversity, mitigate unconscious biases, and enhance cultural competence are noteworthy

Aon's revenues in the past financial year reached US\$13.4 billion, reflecting a 7% year-on-year growth and a 31.6% profit margin.



Insurtech of the Year

bolttech

Operating in 35 markets across Asia, Europe, North America and Africa, bolttech's ecosystem facilitates seamless connections between insurers, distributors and customers. he 2024 Insurtech of the Year is bolttech, a well-deserved accolade given that it is arguably the most globally scaled, fast-growing insurtech from Asia. It has redefined insurance through strategic partnerships with world leaders like Allianz and Tokio Marine, across a variety of sectors including telecommunications, insurance, financial services, electronics, mobility, retail, and e-commerce.

Operating in over 35 markets across Asia, Europe, North America and Africa, bolttech's ecosystem facilitates seamless connections between insurers, distributors and customers. As bolttech expands, it continues to shape the future of insurance, transforming the way insurance and protection products are bought and sold.

Notably, in December 2024, bolttech announced its Series C funding round, led by Dragon Fund, which is expected to total more than US\$100 million. Following bolttech's record-breaking Series A and B rounds, the Series C upround values bolttech at US\$2.1 billion and the investment will further enhance its global growth strategy.

Over the past year, bolttech has grown from strength to strength, augmenting digital offerings and expanding its market presence globally. Partnering with Back Market, a leading marketplace for refurbished electronics solidified bolttech's presence in Japan by enhancing insurance offerings for customers purchasing refurbished devices while promoting sustainability.

In Hong Kong, bolttech launched MyTravel, a comprehensive travel coverage plan in collaboration with FWD's online insurance platform, providing a faster and smoother insurance experience. Designed for today's travellers, the product offers flexible coverage benefits that covers date changes and trip cancellations for any reason.

Additionally, its partnership with MoneyHero enhanced the car insurance purchasing experience by integrating digital solutions onto MoneyHero's comparison platform, allowing a seamless comparison of a wide range of policies, simplifying decision-making with greater transparency. The enhanced marketplace is now live in Hong Kong, with planned rollouts for Singapore and the Philippines. Through the partnership, bolttech raised the car insurance industry standards while offering a streamlined end-to-end consumer journey. The initiative not only sharpens bolttech's competitive edge but also aligns with its mission of connecting people with essential protection solutions.

Such initiatives underscore how bolttech's ecosystem brings together insurers and distributors to advance the insurance sector and improve customer experiences. As an award-winning global insurtech leader with extensive insurance and cutting-edge technology capabilities, bolttech offers comprehensive protection for consumers while increasing customer engagement and revenue streams for business partners.



Rob Schimek, Group Chief Executive, bolttech



Lifetime Achievement Award David L. Fried

He has extensive experience in a number of globally focused strategic roles, having spent 27 years with HSBC, where he served in various CEO roles across the Americas, Asia, the United Kingdom and the Middle East.



David L. Fried

avid Fried has had a career of 40 years in the insurance industry. He has extensive experience in a number of globally focused strategic roles, having spent 27 years with HSBC, where he served in various CEO roles across the Americas, Asia, the United Kingdom and the Middle East.

At HSBC, he was Group General Manager and Group Head of Insurance and Retirement Businesses overseeing the company's insurance and pension operations across 52 countries. He was also a member of the Executive Committee of the Hong Kong and Shanghai Banking Corporation.

During David's time at HSBC in Asia the insurance and Retirement businesses expanded from two to nine countries of operation with joint venture establishment in China, Korea and India whilst making ground breaking investments in Ping An Insurance (Group) in China and Bao Viet Holdings in Vietnam, where he sat on each of these group's boards of directors.

David is also the previous CEO, Emerging Markets, at the QBE Insurance Group, where he was also a member of the QBE Group's executive committee. He was CEO, Asia Pacific for Allianz SE, where he served on the international

management board.

Upon his retirement from corporate life David served as the Non-Executive Chairman of Preferred Global Health.

David has always been a great believer that the future of the industry is the development of the talent within the teams he was a leader of. Therefore, the proudest part of his career has been the many team members who have become global, regional and country level CEOs, executive leaders and developers of market leading innovations and companies.

He continues to work as a mentor and advisor to many students, individuals and companies such as ZSchool, Insurenest, and Agent Knox in the US, where he serves as an advisor.

David also has felt that growth of the communities we lived in was a prerequisite and therefore has enjoyed his work with the HK Philharmonic, Juvenile Diabetes Action in HK, and the HK Cancer Fund.

"I want to thank InsuranceAsia News and the awards judges for this tremendous honour and recognition. It is most humbling," David said.

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