



SINGAPORE  
INSURANCE  
INSTITUTE

# SII CONNECT

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## ISSUE 002/ 2018

### MESSAGE FROM THE PRESIDENT

SII achieved another FIRST in April 2018 where we saw our inaugural collaboration with the Ministry of Transport on getting future-ready in the world of drones with an insight into both the commercial as well as the personal usage of individual users. We had an experienced panel of speakers from several organizations including the Civil Aviation Authority of Singapore (CAAS), Airbus, Rajah and Tann to share on the various aspects on the future of drones to a group of more than 50 keen participants from both the government and private sectors. It was a highly energetic and beneficial session for all present at the seminar. And this is the direction that SII will continue in – to strengthen and develop the professionalism of the industry through relevant activities and collaborations.

Look out for our next seminar happening in August 2018 on Commercial Crime – focusing primarily on white collar crime and its risks and implications with a line up of very experienced and senior professionals as our seminar speakers. More information on the seminar and registration will be sent via email.

With the conclusion of our 44<sup>th</sup> AGM on 28 June 2018, I am pleased to present you the newly elected SII Council for 2018/2019 and together with this team of active and committed council members, we look forward to increasing SII's presence as an institute to promote professional standards and conduct across our industry.



**MS. JEANETTE LIM**  
SII PRESIDENT  
2018/2019

## SII 44<sup>th</sup> ANNUAL GENERAL MEETING 28 JUNE 2018



The 44<sup>th</sup> Annual General Meeting of Singapore Insurance Institute was successfully conducted at the NTUC Centre, Level 8, One Marina Boulevard on 28 June 2018.

It was a time of updates and reports of the past year of performance for the Institute. The new SII Council 2018/2019 was also appointed at the AGM with some new members expressing their interest in supporting and contributing to the work of the Institute in the new term.

Thank you to our SII members who took time off their busy schedule to join us at the AGM to deliberate over the matters of the Institute and a big thank you to all our members and friends who have supported and contributed to our events and activities in 2017.

And we also like to take this opportunity to thank our immediate past treasurer Dan De Silva (Matson Driscoll & Damico Pte. Ltd.) for his time and effort for the past terms of service and wish him all the best as he relocate to Australia for his new posting.



**The 2018/2019 Council Members:**  
Extreme Left: Clarence Ting  
[Council Member], Richard Tan  
[Council Member], Chan Hwee Seng  
[Council Member], Jeanette Lim  
[President], Carmen Foo [Treasurer],  
Adrian Soh [Vice President],  
Kenneth Neo [Co-Opted Member]



Not In picture: Mr. Alexander Liu [left - Co-opted member] and Ms. Summer Montague [right Council Member]

# UPCLOSE & PERSONAL

## MR. KEN NG

By SII Secretariat

### CHIEF EXECUTIVE OFFICER, NTUC INCOME

Effective from 1 October 2013, Ken has been appointed the Chief Executive Officer of NTUC Income by its Board of Directors. Before the appointment, Ken was the Senior Vice President and General Manager of Distribution, a position he held since June 2012. Prior to that, he was the general manager of Life Insurance while leading strategy development. He joined NTUC Income in 2007 as its Senior Vice President, Chief Actuary and Chief Risk Officer.

**SII: Hi Ken, thank you for taking your precious time to let us interview you on this new series of SII Connect on 'UpClose & Personal', possible to share with us how you started your career journey in the insurance world?**

Ken Ng: I started my insurance career in the UK. After studying at university, I landed a job with a UK insurance company. Today, the company is part of the Zurich group. I was a management trainee and I trained to be an actuary.

**SII: What are the 3 things that you love most about the insurance industry?**

Ken Ng: Firstly, our industry is resilient. While it is not fast moving compared to others, the industry has faced many challenges and at pivotal moments of change, have come through. Secondly, our industry is diverse with many paths for career growth – one can have different careers within the industry. Thirdly, whilst our industry is very competitive, it remains professional and friendly.

**SII: What is your impression of Singapore Insurance Institute and the role it plays?**

Ken Ng: We live in an increasingly connected world where change will be the norm and professional growth will be about adaptability and flowing with change. SII speaks to this via its many activities that have been organized to create opportunities for professional growth through networking.

**SII: Despite your busy schedule at work, how do you find time to participate and be involved with the industry initiatives?**

Ken Ng: I consider participating in the industry to be part of my job. For example, I am currently the Deputy President of the Life Insurance Association in Singapore. While we have robust and healthy competition, some issues requires collaboration at the industry level to be effective – for example motor fraud and more recently high medical claims inflation. By coming together as an industry, we work to the mutual benefit of customers and the industry as a whole.

**SII: How do you envision the insurance industry in 10 years' time?**

Ken Ng: I believe the industry will be very different in 10 years' time. In a world of accelerated change, the changes over the next 10 years will be much more than sum of the changes we saw over the last 30 years. We have seen the mega drivers of digitization and technology reshaping many industries, such as retail and transportation, in Singapore. They too will re-shape and transform the insurance industry.

**SII: In a sentence, please describe yourself.**

Ken Ng: Serious and focused, but with a private humorous side – just like one of my sons (or rather he is just like me).



**"SERIOUS AND FOCUSED,  
BUT WITH A PRIVATE  
HUMOROUS SIDE –  
JUST LIKE ONE OF MY SONS  
[OR RATHER HE IS JUST  
LIKE ME]." – Ken Ng**

# CLAIMS TECHNICIAN COURSE

The Claims Technician Course [CTC], a collaboration between SII and the Australasian Institute of Chartered Loss Adjusters, is now into its 8<sup>th</sup> year under our distinguished and experienced trainer, Mr. Chan Hwee Seng, SII Council Member and Chairman of Crawford & Company International Pte Ltd. To date more than 250 Claims practitioners in insurance companies, reinsurance companies, broking houses and insurance agencies have gone through the Course and qualified as Claims Technicians by examination.

The Course recognizes the importance of the claims function in the overall effectiveness of the insurance industry, and the financial services industry generally. The claims practitioners are constantly face with the increasing demand from the consumers of insurance for prompt and efficient settlement of claims. Further, risk are becoming more sophisticated and complex and accordingly requires good claims knowledge and expertise in dealing with the claims.


With these in mind, the CTC focuses on the practical approach to claims handling. Participants learn aspects like the handling of claims dispute, complaints, techniques of claims negotiations and basic fraud detection technique. The extensive use of real life cases and interesting case studies by the trainer, Mr. Chan (who has more than four decades of experience in Loss Adjusting) has helped the participants in the better understanding of many of the principles of claims assessment.

Refreshing one's knowledge on Claims

Enlightening to know the intricacies involved in Claims Handling that one does not pick up during the job training

Enriching as the course materials, coupled with the examples provided by the trainer were relevant and applicable to my daily scope of work

The sharing experience by the trainer was a learning treat



Glad to have attended this Training conducted by trainer who shared many valuable real life case studies and experiences

Although the topic is dry, the trainer makes learning interesting by injecting a lot of good case studies where I can learn from

After attending, I have a clearer understanding of the roles and responsibilities of a professional Claims Technician

## Time Table for CTC Schedule for 17<sup>th</sup> Intake

Module	Title	Date	Time
Introduction/ One	Basic Introduction & The Working Environment	9-Jul-18	5pm - 7pm
One	The Working Environment	23-Jul-18	5pm - 7pm
Two	Workplace Communication & Interaction	6-Aug-18	5pm - 7pm
Two	Workplace Communication & Interaction	20-Aug-18	5pm - 7pm
Three	Claims Process & Procedures	3-Sep-18	5pm - 7pm
Three	Claims Process & Procedures	17-Sep-18	5pm - 7pm
Examination	All 3 modules	29-Oct-18	9am - 3pm

**CTC 17<sup>th</sup> INTAKE**  
**(July – September 2018)**  
**is now open for registration!**

For more information on CTC, kindly contact [Cecilia@sii.org.sg](mailto:Cecilia@sii.org.sg) or [enquiry@sii.org.sg](mailto:enquiry@sii.org.sg)





## “Knowledge is Great” – The DIT Mission

This year, the UK Government has brought together six leading UK Chartered Professional Bodies to participate in this trade mission with universities, Government and employers in South East Asia, led by the Education Team within the Department for International Trade (DIT).

The mission aims to help economies in the region to grow, drive educational standards and innovation, and support common governance standards to support trade.

The Chartered Professional Bodies involved are:

- ❑ The Chartered Insurance Institute – a professional body for the insurance and financial planning profession;
- ❑ The Chartered Institute of Personnel and Development – the professional body for HR and people development;
- ❑ The Chartered Management Institute – the only Chartered professional body for management and leadership;
- ❑ The Institute of Chartered Accountants in England and Wales – world-leaders in the accountancy and finance profession;
- ❑ The Institution of Engineering and Technology – one of the largest multi-disciplinary professional engineering institutions in the world;
- ❑ The Royal Institution of Chartered Surveyors - the world's leading professional body for qualifications and standards in land, property, infrastructure and construction.

The purpose of the mission is to explore how impactful partnerships can be created around their standards, accreditations, professional development support, and communities. There are already tried and tested models. The group currently work through several hundred partnership agreements with universities, Government and employers in the region, but there is huge untapped potential for collaboration.

The Mission was hosted by the British Council in Malaysia, HE Scott Wightman and the British Chamber of Commerce in Singapore, and both Ambassador Giles Lever and the Consul General Ian Gibbons, with DIT colleagues, in Vietnam.

Ann Francke, chief executive of the Chartered Management Institute described the mission as an unqualified success for all participants including the Professional Bodies, DIT, British Council and British Chambers of Commerce.

Ms. Francke said: “We were absolutely delighted with the support we received from your department colleagues both in London and in the three countries we visited. We are confident that many future partnerships will be generated as a direct result of this mission.” You will recall we anticipated at least 50 new educational partnerships as a result of this trip.”

Ms. Francke continued, “In sum, this mission we believe, was a win-win-win – for the British Government, the Chartered professions, and for the many local participants. We strongly encourage DIT to continue to conduct these initiatives in future and have mooted China as the next preferred destination. Indeed, we think you have played an important part in helping to showcase that Chartered professions are great!”



*‘Knowledge is Great’ – CII Regional Manager, Asia Pacific – Extreme right; Ms. Helen Roberts, Regional Corporate Development Director, CII with Ms. Sian Fischer, CEO, CII and Mr. Keith Richards, CEO, The Personal Finance Society and Managing Director of the CII.*

**Complimentary SII Membership for CII members.**

**Contact SII to find out more today!**

# DRONES SEMINAR 27 APRIL 2018

## GETTING FUTURE READY

The Singapore Insurance Institute (SII) collaborated with the Ministry of Transport and invited a panel of experts who shared their insights into the Future of Drones on a Friday morning 27 April 2018 at 32 Maxwell Chambers.

The event received 51 participants and invited 6 speakers presenting on the following key topics:

- Safety Regulatory Framework for UAS in Singapore [Mr. Tan Meng Lee, CAAS]
- E2E Solutions & Industrial Applications [Mr. Zhang Wei Liang, Avetics Global Pte Ltd]
- Understanding the World from Above [Mr. Bernard Leong, Airbus Aerial, Asia]
- Future-Readying the Nation [Mr. Nicholas Ng, MOT]
- An Optimist's Vision of 2025 [Mr. Peter Ho, HOPE Technik Pte Ltd]
- Legal Liabilities & Considerations [Mr. Justin Lee, Rajah & Tann Singapore LLP]

SII's President, Ms. Jeanette Lim (*Chubb Asia Pacific – Head of Development & Incentives*) opened the welcome address and council member, Mr. Clarence Ting (*Swiss Re Asia – P&C Claims Manager*) chaired the day's session which invited many interesting Q&As from the floor.

Details to the event as well as speakers who participated can be found on SII's LinkedIn and Facebook pages. To stay in touch with future similar events, please register your interest with SII at [enquiry@sii.org.sg](mailto:enquiry@sii.org.sg) or to the secretariat Ms. Cecilia Pay at [cecilia@sii.org.sg](mailto:cecilia@sii.org.sg)

If you would like to sign up for SII membership to receive first hand invitation to such seminar, kindly contact SII Secretariat for information.



Ms. Jeanette Lim, President of SII standing among all the speakers and with Mr. Clarence Ting [SII Council member – 2<sup>nd</sup> from right]



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## GETTING FUTURE READY

An insight into the Future of Drones

**27 APRIL 2018, FRIDAY**  
**9am – 1pm**



### TOPICS

- Singapore Regulatory Framework [By Civil Aviation Authority of Singapore]
- E2E Solutions & Industrial Applications [By Avetics Global Pte Ltd]
- Understanding the world from above [By Airbus Service Asia Pacific Pte Ltd]
- Future Readying the Nation [By Ministry of Transport]
- An Optimist's Vision of 2025 [By HOPE Technik Pte Ltd]
- Legal Liabilities & Considerations [By Rajah & Tann Singapore LLP]

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# SII Talent Outreach Initiative

## [CORPORATE YOUNG ASSOCIATE PROGRAM]

As part of SII social objectives to encourage and promote the studies of insurance, we will like to reach out to all the esteemed organization in the insurance industry to participate in an exclusive internship placement for ITE graduating students.

This internship [Corporate Young Associate Program [CYAP] is targeted to provide industry experience for ITE graduates so that they can be career ready when they graduate. The students are part of a 20 months Higher Nitec in Banking Services program that includes modules on Insurance Service, Banking Products and Services, Personal Financial Planning and Service Excellence.



The internship availability is 20 weeks, starts from Sep 2018 till Feb 2019. The minimum stipend is set at \$600 per month.

Organizations that had been part of this program in the past had found it to be consistent with their commitment to engage the community and to provide a pipeline of staffing for entry level and junior positions. Companies had also benefited from the additional manpower resources during the year end closing.

For registration or more information, please email to SII Secretariat, Ms Cecilia Pay at [cecilia@sii.org.sg](mailto:cecilia@sii.org.sg). The closing date for this program is at 31<sup>st</sup> July 2018.

SII look forward to your continued support.

## JOIN US TODAY!

As a SII Member, the benefits you enjoy are:

- Priority access to our educational and networking events
- Exclusive members rates for all SII events
- Be updated of latest industry news through SII communications
- Complimentary SII membership for all CII members

The Institute Year is from 1 January – 31 December.

All existing members of the Chartered Insurance Institute (CII) are eligible for SII Membership FOC. Please indicate your CII membership no. when submitting your application form.

For more information, please visit <http://sii.org.sg/membership-benefits/>


### Membership Category

<b>CII Member</b>	<b>NIL</b>
<b>Honorary Fellow</b>	<b>NIL</b>
<b>Fellow</b>	<b>SGD 100</b>
<b>Associate/ Affiliate</b>	<b>SGD 75</b>
<b>Ordinary</b>	<b>SGD 50</b>
<b>Student</b>	<b>SGD 20</b>
<b>Members In Retirement</b>	<b>SGD 10</b>

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