



SINGAPORE
INSURANCE
INSTITUTE

SII CONNECT

105 Cecil Street #06-01 The Octagon Singapore 069534
Tel: (65) 6827 9626 / Email: enquiry@sii.org.sg / Website: www.sii.org.sg Co Reg No: 197400030E

ISSUE 003 / 2018

MESSAGE FROM THE SII PRESIDENT

In this issue, we are introducing a new section on “Office Representative Corner” which is a newly launched initiative where we have appointed individuals within the respective companies and organizations, as a champion and ambassador for SII. This will greatly help enhance our communication capability and to build a stronger community of insurance practitioners in the industry. Read on to find out more on how you can nominate your SII Office Representative today.



MS. JEANETTE LIM
SII PRESIDENT
2018/2019

At our recent Lunch and Learn event, I was having conversations with our SII members who commented that they are really glad to see an increase of SII's initiatives and activities being organized for the insurance industry. And this is really what SII has set up to achieve for 2018 – active engagement with our members and friends through workshops, networking activities and regular communication. And we want to continue in this momentum as we plan ahead for the new year. To this end, I welcome you to get connected with us with your inputs, comments and feedback on how we are doing and what we can do differently.

Last but definitely not the least, as we look forward for the new year ahead I want to encourage you to join us as a SII member (if you are not yet one) or to renew your SII 2019 membership – details can be found on the last page of this newsletter. See you all soon and have a fantastic finish to 2018!

**A collaborative
effort with CII**



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SII CPD Seminar 26 Sep 2018

At the CPD seminar “Protecting Yourself, Your Clients and Their Personal Data” on 26-September 2018 in Singapore, Ms. Melissa Collett, Professional Standards Director of CII gave a presentation addressing “Professional Standards and the Insurance profession” with encouraging insight on dealing with big data, handling regulation of data privacy, and building trust with customers. She also emphasized on the importance of maintaining a professional standard, which helps build reputation of individuals and fosters trust among the public.

Mr. Allister Tam, Senior Associate, RPC Premier Law is the 2nd speaker for the seminar. Allister experience in a wide range of arbitrations and in related applications before the Singapore courts. He is a qualified Barrister-in-law (Lincoln's Inn) and is admitted to the Singapore Bar, Malaysia Bar and to the English Bar (Non-practising). He gave an introduction to the data protection regime in Singapore, and the obligations under the PDPA with practical do's and don'ts.

**PROTECTING YOURSELVES,
YOUR CLIENTS
AND THEIR PERSONAL DATA**

**WEDNESDAY
26 SEPTEMBER 2018
12:00 PM – 2 PM**

Venue:
RPC Premier Law Office
12 Marina Boulevard #38-04
Marina Bay Financial Centre Tower 3
Singapore 039062

11:55
SII FOR NON-SII MEMBER
SII FOR SII CII MEMBER
LUNCH IS INCLUSIVE
2 CPD Hours awarded

TO REGISTER UNDER SII: ecollett@sii.org.sg or enquiry@sii.org.sg
TO REGISTER UNDER CII: hkenquize@cii.hk

THIS LUNCH SEMINAR IS ORGANISED

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Presentation of Certificate of Appreciation by Ms Helen Roberts (CII) and Ms Jeanette Lim (SII)
Left Picture: Ms Melissa Collett Professional Standard Director of CII (Centre)
Right Picture: Mr Allister Tam, Senior Associate, RPC Premier Law (Centre)

FIDELITY INSURANCE & CRIME SEMINAR

19 September 2018

The Singapore Insurance Institute (SII) conducted a seminar on Fidelity Insurance & Crime on 19 September 2018 at the Maxwell Chambers. The seminar aimed to address the challenges face in underwriting Fidelity and Crime insurance and the handling of this class of claims. The panel of experts shared their insights on the recent spate of white collar crime involving misappropriation by employees which had resulted in substantial financial losses to the employers and insurance companies which provided Fidelity and Crime cover.

The seminar was attended by more than 80 insurance practitioners including those from claims and underwriting. The four speakers presented the following topics :

- **Underwriting Challenges in Fidelity Insurance** [By Joel Pridmore, Head of Fin Lines & Biz Development, Asia Pacific – Munich Re Syndicate]
- **Tracing Footsteps** – The Detective Work in Fidelity Crimes [By Gen Wong, Claims Manager Asia, CNA Hardy]
- **Practical Issues in the handling of Fidelity Insurance Losses** [By Chan Hwee Seng, Chairman, Crawford & Company International]
- **Fidelity Insurance Law of Singapore** [By Hamidul Haq, Partner, Rajah & Tann Singapore Ltd]

SII's President, Ms. Jeanette Lim (*Chubb Asia Pacific – Head of Development & Incentives*) gave the welcome address and council member Mr. Richard Tan was the emcee.

The last part of the session was a panel discussion titled 'Perspective & Practicalities in handling underwriting and claims' moderated by Mr. Shasi Gangadharan [CEO, Berkley Insurance Asia]. The four speakers were joined by Ms. Jenny Lim [Head of Financial Lines, Howden Insurance Brokers Singapore Pte Ltd] in the panel discussion which attracted many interesting questions from the floor.

Details of the event and the speakers can be found on SII's LinkedIn and Facebook pages. To stay in touch with future seminars and events, please register your interest with SII at enquiry@sii.org.sg.

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



From left: Richard Tan [Emcee, SII Council Member], Mr. Shasi Gangadharan [Moderator, CEO – Berkley Insurance Asia], Ms. Jeanette Lim [SII President], Ms. Jenny Lim [Panelist, Head of Financial Lines, Howden Insurance Brokers], Ms. Gen Wong [Speaker, Claims Manager Asia Pacific, CNA Hardy], Mr. Chan Hwee Seng [Speaker & SII Council Member, Chairman – Crawford International], Mr. Joel Pridmore [Speaker, Head of Financial Lines & Business Development Asia Pacific – Munich Re Syndicate] and Mr. Hamidul Haq [Speaker, Partner, Rajah & Tann].



UPCLOSE & PERSONAL MR. KELVIN LIM

CHIEF EXECUTIVE OFFICER, HONG LEONG ASSURANCE SINGAPORE (HLAS)

In this issue of SII Connect, we are happy to have Kelvin Lim on feature to share with us a little more about himself and his experience in the insurance industry. Kelvin, Chief Executive Officer of Hong Leong Assurance Singapore (HLAS) started his career in the insurance industry in 2003 with Prudential before joining ACE Insurance in 2007. Having developed a passion for the insurance business, he decided to take on the leadership role at Hong Leong Assurance in 2014.



**"Adapt. Focus. Integrity.
These are the elements which
have helped me tremendously
in developing my career
within the industry."**

– Kelvin Lim

SII: Hi Kelvin, thank you for joining us on this series of SII Connect on 'UpClose & Personal', can you share with us how you embarked on your insurance career?

Kelvin: I started my career in the insurance industry back in 2003 with Prudential before joining ACE Insurance in 2007. Although I have always wanted to be an orthopedic surgeon, I started to develop a passion for the insurance business after about 5 years into my career. It is an industry that is highly competitive and is definitely a platform that allows talents to develop themselves into an entrepreneur.

I was fortunate to have a number of very good mentors who guided me in the business until today. The leadership role with Hong Leong Assurance has given me a lot of opportunities within the insurance market and together with my team, we are dedicated to provide solutions that has high affinity to consumers and businesses.

SII: How do you see the insurance industry 10 years from now?

Kelvin: We are already starting to see many examples of digital transformations. This will be the way forward. Insurers must be ready with a solid foundation to support tech-heavy partners. Intermediaries must continue to find ways to value-add to consumers and SMEs. I still see that there is a value and a role that every party will play in this strong ecosystem. However, all parties must transform and everyone must adapt to new consumer behaviors. Though Hong Leong Assurance is considered a new entrant in this market, the group has developed the necessary capabilities to bring digital transformations to both clients and partners.

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

Kelvin: SII has developed itself very well amongst the insurance companies in Singapore. It has also launched many activities to engage with its members. It is a good platform where we can build strong talents and synergy within the industry.

SII: What is your motto in life?

Kelvin: Adapt. Focus. Integrity. These are the elements which have helped me tremendously in developing my career within the industry. Changes happen so quickly that we all need to adapt. However, we must not lose sight of the objective. When you combine these 3 elements, you will find that every challenge will have a solution and you will successfully reach your end-goal.

MR. SAM TAI

GENERAL MANAGER, OPERATIONS – NEWSTATE STENHOUSE [S] PTE LTD

An additional feature for this issue of SII Connect, we are happy to connect you to a young leader, Sam Tai from the Broking Industry who shared his views and passion for the industry.

Mr. Sam Tai graduated from National University of Singapore [NUS] with a Bachelor degree in Chemical Engineering. He holds the Chartered Insurance Brokers status and is an associate of the Chartered Insurance Institute [CII]. His areas of expertise are in the non-marine insurance classes such as Property, Casualty, Construction and Engineering classes of insurance. He is also familiar and experienced in arranging and structuring complex large risks and multi-national global programs for clients with international exposure.

SII: Hi Sam, thank you for taking your precious time to let us interview you, can you share with us how you embarked on your insurance career?

Sam: I joined an insurance industry program and successfully obtained the ACII cert within a year. My interest generated and thereafter, started my career in the General Insurance sector.

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

Sam: Firstly, there are endless amount of knowledge and experience you can learn daily working in this industry. It is amazing that you can never 'seen it all' in the industry and this really motivates and keeps me going everyday. Secondly, I received self satisfaction when helping and value-adding to clients' businesses. Servicing is an essential part in the growth of clients businesses and this motivate me to always do the best for them. Lastly, there are many experienced veterans in the industry who are really passionate in sharing their knowledge to young professionals like myself. I have gained a lot from such mentorship through these industry veterans who are so willing to share their knowledge and experiences. Henceforth, I became very passionate by sharing my own experiences and knowledge with new young entrants into the industry.

SII: What do you see SII in the new future?

Sam: I have observed that there is a big gap between the experienced veterans who are retiring and young professionals joining the industry within the last 10 years. This might be a talent challenge. Young professionals are required to learn and develop from industry veterans and we can generate ideas to support SII in the form of knowledge seminars and events for all. With the new technology and new entrants that have flooded into the industry over the years, we can support SII to provide more learning in the form of technical seminars and create social gathering network to benefit and value-add the industry. I will definitely provide my effort to support SII in this.



"I have gained a lot from such mentorship through these industry veterans who are so willing to share their knowledge and experiences." – Sam Tai

OFFICE REPRESENTATIVE CORNER

Ms. Esther Neo

Marsh Singapore Pte Ltd

Sneak peak of the office representative, Ms. Esther Neo [EN], Senior Vice President of Marsh Singapore Pte Ltd to share her views on joining SII as an Office Representative and how she contributes her effort to the insurance industry significantly despite having her full time job role.



SII: What kept you both in your job role for so many years?

Esther: It has been more than 20 years in the broking industry. I started in July 1997 in wholesale reinsurance focusing on supporting Marsh offices in South East Asia on their client's insurance program. In 2007, I transferred to leading the downstream energy book in Asia for 7 years. In 2015, I became the retail placement leader in Marsh. I have learnt a lot in this journey and not a day has passed by when I do not learn something new. It is not only a job but I know that the insurance products that we arrange for our clients will be their resource of help in times of damage to their property or impact to their business. We are also there to help our clients when they need help and I always feel a great sense of achievement and satisfaction when we successfully clients to overcome major challenges.

SII: Tell us more about yourself and your career life in the insurance industry.

Esther: I graduated from NTU Business Studies specializing in Insurance and entering the insurance industry was a natural progression. In my early days of schooling, I always felt insurance helps people and it is a meaningful career to start. Since I joined Marsh back in 1997, my focused has been negotiating for the most competitive and comprehensive insurance products for my clients' needs. As Singapore is the insurance hub in Asia, I have had opportunities to do this for semiconductor, energy, and power clients throughout Asia including Singapore. In 2015, I was offered an opportunity to start up the retail placement team in Marsh Singapore and since then I have been working closely with my client-facing and business development colleagues to develop insurance products to meet the ever-changing needs of Singapore based clients. With the changes in the Singapore economy and the increasing use of the internet and possible AI in business, client's risks and needs are constantly evolving. As an insurance industry, we also need to develop new solutions to help clients deal with these risks. Having a chance to be nearer to the client on Marsh retail as compared to when I was on the wholesale and specialties has also made my job interesting and fulfilling.

SII: As an Office Representative, what can you do to campaign for SII?

Esther: I hope that there will be more collaboration within the industry as a whole rather than it being segmented by the various brokers' or insurers' associations. With more communication and pooling of ideas and resources within the industry, hopefully we can look at the challenges of the insurance industry, both existing and emerging, as a whole, and work together to tackle them more efficiently and effectively. This should help to add value to members, and persuade more of our counterparts to join us.

SII: With your busy schedule in your respective job role, how do you find time to get yourself updated on the industry activities?

Esther: It is a matter of priority and if it is something that matters to you, you will find time for it.

To find out on more information or to nominate a SII Office Representative within your organization, please contact us at enquiry@sii.org.sg or call us at +65 6827 9626

SII NETWORKING EVENING

SII, as a members' institute aims to facilitate interactions between professionals through social activities such as our networking evenings. Thanks to our co-sponsors, **Kennedys Legal Solutions** and **MDD Forensic Accountants**, we have over 60 industry professionals who joined our networking night on 11 October 2018, making it a great success. The night provided exceptional opportunities for attendees to connect with peers while enjoying free flow of drinks and food through the evening.

If you are keen to be our sponsor for the next SII Networking Evening, please kindly contact our SII Secretariat at enquiry@sii.org.sg

Event Sponsors:

Kennedys
Legal Solutions



CLAIMS TECHNICIAN COURSE

17th Batch Intake – Jul 2018 to Oct 2018

The claims training course for the 17th intake came to a close on 24 September 2018. The participants were a good mix of claims practitioners from insurance companies, broking and agency houses and loss adjusting firms. Mr. Chan Hwee Seng, trainer for the Claims Technician Course since 2006 delivered and shared his experiences, technicalities and claims knowledge to the participants during the 3-month tutorial.

The Claims Technician Course is a collaboration between the Singapore Insurance Institute and the Australasian Institute of Chartered Loss Adjusters to provide formal training on the handling of general insurance claims.

Registration for the 18th and 19th intake in 2019 is now open. For more information on CTC, kindly contact enquiry@sii.org.sg



Time Table for CTC Schedule for 18th & 19th Intake

Module	Title	18th Intake	19th Intake	Time
Introduction/ One	Basic Introduction & The Working Environment	11-Mar-19	1-Jul-19	5pm - 7pm
One	The Working Environment	25-Mar-19	15-Jul-19	5pm - 7pm
Two	Workplace Communication & Interaction	8-Apr-19	29-Jul-19	5pm - 7pm
Two	Workplace Communication & Interaction	22-Apr-19	12-Aug-19	5pm - 7pm
Three	Claims Process & Procedures	6-May-19	26-Aug-19	5pm - 7pm
Three	Claims Process & Procedures	20-May-19	9-Sep-19	5pm - 7pm
Examination	All 3 modules	10-Jun-19	30-Sep-19	5pm - 7pm

**CTC 18th & 19th
INTAKE
is now open for
registration!**

RADIO TALK SHOW on FM 89.3



Our SII President, Jeanette Lim was invited on air with Money FM 89.3 – Singapore's first business and personal finance radio station that focus on business and money-related topics.

The interview, conducted on 15th August 2018 was the first of the Money Manager series on the Breakfast Huddle segment, where she discussed on the importance of personal finance and shared on the various aspects of insurance and savings for young working adults in their 20s and 30s, coupled with some useful and practical tips on how to get started right at the start of their working career!

Join Chartered Insurance Institute Today

Singapore Insurance Institute ("SII") have a partnership agreement with the Chartered Insurance Institute ("CII"), an UK Chartered Professional Body, to drive educational standards and build public trust in the insurance profession.

Under this partnership, joint CII/SII members can enjoy a list of privilege and membership benefits:

- **Enjoy free SII membership**
complimentary SII membership for all CII members
- **Assess to the knowledge library of CII**
unrivalled access to vast array of insurance and finance services publications, reports, and past CII qualifications exam papers with model answers
- **Commitment to professionalism**
the CII Code of Ethics provides members with practical, realistic guidance to follow in the course of their professional duties
- **Qualification discounts**
joint CII/SII members will get discount on CII study and revision materials, training courses and exam entry
- **Exclusive events for members**
Invitation to SII-members only events, including breakfast seminars, lunch & learns and networking drinks

Being a joint CII/SII member is the best option for insurance professionals who are pursuing life-long learning, maintaining professional designations and keeping knowledge up-to-date.

For membership enrolment or more information, please contact hkenquiries@cii-hk.com.

Complimentary SII Membership for CII members.

📞 Contact SII to find out more today!

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

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

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