



**AIT**  
Asian Institute of Technology



International Training Course

# CLMV Professional Development in Insurance

**Jointly organized by**  
Thaire Services Co., Ltd. &  
Asian Institute of Technology

**26<sup>th</sup> – 30<sup>th</sup> March 2018**  
Asian Institute of Technology's  
Conference Center, Pathum Thani, Thailand

# Topic Covered

## **Module 1: Overview of CLMV Economies and Insurance Sectors**

- CLMV economies and market development
- Insurance regulatory environment in the CLMV region
- Prospects and strategies for CLMV insurance development

## **Module 2: Strategic Insurance Value Chain**

- CLMV insurance product development process and pricing
- Underwriting principle, process, and practice for CLMV products
- Claim management, estimating, and reserving process
- Fraud prevention and detection
- Designing and placement of reinsurance program that suits business goal and risk appetite

## **Module 3: InsurTech: Its Trend and Impact**

- How is InsurTech reshaping insurance?
- How to compete and create value through digital?
- Taking advantage of digital opportunities to accelerate motor insurance growth and profit
- Practical applications of Blockchain technology in insurance

## **Module 4: Strategic Management Perspectives and Execution**

- Major aspects of running a CLMV insurance company
- Business opportunities and challenges in the CLMV markets
- Key success factors for expanding CLMV insurance business

## **Module 5: Key Success Management Strategies for Insurer in CLMV**

- Brand development strategy
- Customer relationship management and service trends
- Strategic thinking and team management

**TENTATIVE**

# Agenda

## **March 26: Overview of The CLMV Economies and Insurance Sectors**

- 09.00 – 11.00    Opening Remark  
*Dr. Suthiphon Thaveechaiyagarn*  
Secretary General, Office of Insurance Commission
- 12.00 – 13.30    Lunch
- 13.30 – 16.30    CLMV Economic and Insurance Regulatory Landscape  
*Ms. Athistha Chitranukroh*  
Partner, Tillke & Gibbins'
- 18.00 – 21.00    Welcome Party

## **March 27: Strategic Insurance Value Chain**

- 09.00 – 12.00    Practical Product Development Principles and Insights  
*Ms. Nantinee Chinwanno*  
Executive Vice President, Thai Reinsurance PCL.
- 12.00 – 13.30    Lunch
- 13.30 – 16.30    Market Differentiator Through Smart Fundamentals:  
Underwriting, Claim, and Reinsurance Strategy  
*Mr. John Davidson*  
Executive Consultant, Thaire Services Co., Ltd.

**TENTATIVE**

# Agenda (cont'd)

**March 28: InsurTech: Its Trend and Impact**

- 09.00 – 11.00     Digital Motor Claim Management System  
*Mr. Julien Zoma*  
Country Manager, Wavcell (Thailand)
- 11.00 – 12.00     Blockchain Technology and Insurance  
*Mr. David Piesse*  
Chief Risk Officer, Guardtime
- 12.00 – 13.30     Lunch
- 13.30 – 14.30     Blockchain Technology and Insurance (cont'd)  
*Mr. David Piesse*  
Chief Risk Officer, Guardtime
- 14.30 – 16.30     Internet of Things Connectivity and Data Analytics  
*Mr. Richard Jelbert*  
Chief Executive Officer, Inzura (Thailand) Ltd.

**March 29: Strategic Management Perspectives and Execution/ Key Success Management Strategies for Insurer in CLMV**

- 09.00 – 12.00     Alignment of Strategic Priorities and Performance  
*Dr. Sutee Mokkhavesa*  
Senior Executive Vice President of Risk, Strategy & Transformation, Muang Thai Life Assurance PCL.
- 12.00 – 13.30     Lunch
- 13.30 – 16.30     Customer Service Innovation and Brand Management  
Asian Institute of Technology
- 18.00 – 21.00     Certificate Awarding Ceremony & Farewell Party

**TENTATIVE**

# Agenda (cont'd)

## **March 30: Key Success Management Strategies for Insurer in CLMV (cont'd)**

09.00 – 12.00      Strategic Leadership and Business Execution  
Asian Institute of Technology

12.00 – 13.30      Lunch

# Instructors' Profile

## **Dr. Jonathan Shaw**



Jon Shaw has worked with AIT since 1989. Originally seconded by the Bell Educational Trust to work with the (former) Language Center, Jon worked from 1993-2000 with the Center for Languages and Educational Technology. Since January 2001, he has worked with the AIT Extension.

Jon recently completed his doctorate with the University of Sussex in the field of international educational development, his thesis focusing on curriculum and organizational change processes in universities in developing countries. He also has a Postgraduate Certificate in Education and Diploma in Teaching English Overseas from the University of Manchester, and an LLB from the University of London.

Before joining AIT, Jon worked on a World Bank funded language project at the Shanghai First Medical University, and at Boys' Secondary Schools in Sennar and Er Roseires in the Sudan.

## **Mr. Voravate Chonlasin**

As Senior Program Specialist, Mr. Voravate's major responsibilities are analyzing training needs, designing training courses, planning and managing implementation of training programs, facilitating learning activities and evaluating training programs. Mr. Voravate is specialized in competency-based course design for sustainable environment management, urban environment management, rural-regional planning, infrastructure development, agriculture development and water resources management. He is also interested in knowledge management through facilitative learning.



Mr. Voravate earned his B.Sc. in Soil Science from King's Mongkut Institute of Technology Lad Krabang (KMITL) in 1989 and M. Sc. in Rural – Regional Development Planning of AIT School of Environment, Resources and Development (SERD) in 1994.

# Instructors' Profile (cont'd)

## Mr. John S Davidson



John is currently a consultant at Thaire Services Co., Ltd. With over 50 years of international experience in the insurance sector, John has a track record of strong leadership and extensive knowledge in the insurance industry. He has held senior management positions in Asia and Europe, focusing on insurance, finance and international business operations. He is a Chartered Insurer and holds the Advanced Diploma in Insurance (ACII) from the Chartered Insurance Institute in London.

## Mrs. Nantinee Chinwanno

Nantinee has served as Executive Vice President of Thai Reinsurance PCL. for nearly 20 years. Nantinee oversees various key operational activities such as product and business development, research study, and reinsurance administration.



Having graduated with Master's Degree in Marketing from University of Missouri at Kansas City, Nantinee had extensive experience working in both life and non-life underwriting field for at least 8 years in the United States.

In addition to corporate responsibilities, Nantinee serves on the miscellaneous committee of the Thai General Insurance Association for a great number of years.

## Mr. David Piesse



David Piesse is the Chief Risk Officer and on the advisory board of Guardtime [www.guardtime.com](http://www.guardtime.com) one of the largest blockchain companies operating in production which has established Industrial Blockchain solutions for defence, government, supply chain, financial services and telco industries. He is a frequent speaker at cyber conference worldwide on cyber liability and the use of blockchain technology for data centric security and data provenance. Guardtime was founded in Estonia which is the e-digital society.

Recently David cofounded TP53 in Hong Kong a company dedicated to the tokenisation of the insurance industry using blockchain. TP53 is launching insurance based tokens in 2018. David Piesse is a member of the Chartered Insurance Institute and the British Computer Society.

# Instructors' Profile (cont'd)

## **Ms. Athista Chitranukroh**



Athista (Nop) Chitranukroh is a partner in Tilleke & Gibbins' corporate and commercial group. Athista is a highly regarded insurance specialist with expertise across a broad range of corporate and commercial matters. She leads the firm's non-contentious insurance practice and counsels domestic and multinational clients on corporate, commercial, and regulatory issues within the insurance sector.

As part of Tilleke & Gibbins' insurance group in the Indochina region, Athista provides advice on regulatory compliance, policy wording and drafting, and underwriting risk assessment. She advises on the insurance and commercial aspects of market entry, regional operations, distribution and commercial agreements, strategic transactions, corporate restructuring, mergers and acquisitions, and employment, among other areas.

Athista is ranked as a leading insurance lawyer in *Chambers Asia-Pacific 2018*.

She is a legal advisor to the Thai General Insurance Association – Legal & Compliance Committee, and a member of the advisory board of Insurtech Asia.

## **Mr. Richard Jelbert**

Richard is an industry expert on the use telematics and mobile Apps in motor insurance. Richard has been working closely with a range of broker, direct insurers and other technology providers to build next generation mobile centric Apps that support whole lifecycle customer journeys. Working closely with Autoline, Richard and Inzura have developed the ChilliDrive Young Driver insurance App and social platform. Previously Richard was the Founder and CTO of MyDrive Solutions, a telematics service provider, and CEO of Vzzual Ltd the app-based photo analysis business for insurers.





# Instructors' Profile (cont'd)

## **Dr. Sutee Mokkhavesa**



Sutee Mokkhavesa is the Senior Executive Vice President of Risk, Strategy & Transformation at Muang Thai Life Assurance, a leading life insurance company in Thailand. He also consults for various financial institutions such as the Government Housing Bank where he oversees the management of financial risks, including credit, market and liquidity risks.

He has worked closely with the financial regulators in Thailand including the Bank of Thailand, The Securities and Exchange Commission and The Office of Insurance Commission. He assisted the OIC in implementing Thailand's first Risk Based Capital regime. Currently, he is involving in establishing the forthcoming Stress Testing Framework and developing the Risk Based Capital Phase II.

Sutee holds an MSci. Applied Mathematics and PhD. Mathematical Finance from Imperial College London. His current research interests include Quantitative Trading Strategies, Optimal Portfolio Allocation, Asset-Liability Management and Behavioural Finance. Currently, he teaches financial derivatives and risk management at Thammasat University, Thailand.

## **Mr. Julien Zoma**

Julien is a digital enthusiast with an extensive knowledge in digital strategy and modern marketing. With over 10 years of working experiences, he is current working for Wavecell as Country Manager Thailand with a strong focus towards digital transformation within banking and insurance industries.

Prior to this, Julien has worked for multiple e-commerce companies on various leadership positions in France and in Thailand. He notably worked for companies such as Orami, Rakuten, Cdiscount and Orange.

Julien holds an MSc in Management and Strategy from the University of Bordeaux and a Bachelor in Corporate Finance and Economics from the University of Nantes.

