



# 3RD ANNUAL INSURANCE CLAIMS & UNDERWRITING ASIA 2013

Register and pay before  
**28 JUNE 2013**  
to save up to  
**SGD800**

**Implementing Robust Claims Processing, Watertight Fraud Reduction Techniques  
and Innovations in Customer Retention and Loyalty**

Main Conference: 3 - 4 September 2013 ■ Pre-Conference Workshops: 2 September 2013 ■ Venue: Grand Copthorne, Waterfront Singapore

## PRESENTING OVER 15 KEY INDUSTRY LEADERS



**Darren Thomson**  
Asia Regional Head - Strategic  
Channel Development  
**Manulife Financial**



**Matthias de Ferrieres**  
GI Chief Marketing Officer  
**AXA Asia**



**Paul Hughes**  
Group Head of  
Underwriting and Claims  
**AIA Group**



**Ka Wei Chia**  
Regional Motor  
Claims Manager  
**Tokio Marine Group**



**Simon Pepper**  
Head of Underwriting  
and Claims  
**Pacific Life Re.**



**Nimish Parekh**  
CEO  
**United Healthcare India**



**David Piesse**  
Ambassador, APAC  
**International Insurance  
Society**



**Frederick Lam**  
Head of Claims  
**Miller Insurance**



**Dedi Syarippudin**  
Executive Director  
**SimasRe**



**Tom Skotidas**  
Founder and Director  
**Skotidas**



**Mageswaran Subramanian**  
Head of Consumer Claims  
**AIG Insurance**



**Sydney Soo**  
Head of Claims  
**Asia Capital Reinsurance**



**David Ferneyhough**  
APAC Regional Head of  
Investigative Service  
**AIG Insurance**



**Laurie Ratz**  
Special Risks Manager at  
**Insurance Council of  
Australia**



**Sunder Krishnan**  
Chief Risk Officer  
**Reliance Life India**



**David Hartley**  
Director of Insurance  
Solutions,  
Fraud & Financial Crime  
**SAS Institute**



**Hugh Terry**  
Editor  
**Digital Insurer**



**Jeffrey Hoffman**  
Global Financial Services,  
Strategy & Business  
Development, Atos

### The 3rd Annual Insurance Claims & Underwriting Asia 2013 will Feature:

**95%** Decision makers and key influencers

**Over 80**  
Claims & Underwriting professionals

**Over 15**  
Leading insurance industry speakers

**Over 10 Hours**  
of networking opportunities

### PLUS! Don't Miss our Expert-Led Pre-Conference Workshops:

#### WORKSHOP A:

**Managing Claims Overload  
and Enabling a Rapid Response  
During Natural and Man-Made  
Catastrophes**

*Laurie Ratz, Special Risks Manager at Insurance  
Council of Australia*

#### WORKSHOP C:

**Implementing Social Media in  
Insurance to Increase ROI**

*Tom Skotidas, Founder and Director, Skotidas*

*Turn to page 3 for more details*

Log on to **www.insuranceclaims  
managementasia.com** for updates on the  
**3rd Annual Insurance Claims &  
Underwriting Asia 2013**

Researched and  
developed by:

**Finance IQ**  
a division of IQPC

**IQPC**  
International Quality & Productivity Centre

Sponsors:

**Atos**

**ssas** THE POWER TO KNOW

**merimen**

**virtusa**  
Accelerating Business Outcomes

Supporting Associations:

**iis** INTERNATIONAL  
INSURANCE  
SECURITY

**Korea Life  
Insurance Association**



T: +65 6722 9388 F: +65 6720 3804 E: enquiry@iqpc.com.sg W: www.insuranceclaimsmanagementasia.com



## FIVE REASONS TO ATTEND

- 1 **Insurance Fraud prevention strategies** are constantly changing - Catch presentations on the **latest technologies** to get an edge over your competitors
- 2 Hear from industry leaders on how to **unify, motivate and expand your workforce**
- 3 Understand how to **communicate with your cross-generational customers** by engaging with experts in customer acquisition and retention
- 4 Learn how to **improve your underwriting and claims processes** through **new data analytics and processing strategies** to save time and money
- 5 Understand the **latest developments in social media**, presented by industry leaders, to better engage with your new-generation customers

## FIVE KEY THEMES TO ADVANCE YOUR INSURANCE BUSINESS

1. **Improving Customer Loyalty through Customer Experience**  
This year Capgemini's WIR found that only 30% of customer's reported a positive experience. 30%!! This means that 70% of customers are willing to leave their current insurer in search of better experience. We'll have presentations from industry leaders in how to improve customer loyalty through experience. They will delve into new social media, staff training and data analytic technology, leaving you with a blueprint for happy, loyal customers.
2. **Streamlining Operations to Reduce Claims Leakage and Improve Bottom Line**  
Useless work, time wasting, ineffective processes and disunity between departments all contribute to claims leakage and lost revenue. Hear case studies from senior insurance professionals and learn how to streamline your operations from underwriting to claims- leaving you with a better bottom line.
3. **Enhancing Your Workforce**  
Your staff is the beating heart of your business but do you need to know how to harness their strength? Learn how to unify your claims and underwriting departments, source and retain the right talent for the right jobs and through staff training, reduce claims leakage.
4. **Implementing the Latest Fraud Prevention and ERM Strategies**  
Fraudulent claims now form 10-15% of all pay-outs! If you're not abreast of the latest technologies and cutting-edge strategies you can be sure your competitors will be. Hear from fraud prevention guru's and learn what technologies they use, how they use it and why it works
5. **Embracing Technological Advancements; Data Documentation and Risk**  
Keeping abreast of the latest data analytics, documentation software and risk management solutions can be challenging. How do you know what is cost effective and will really add value to your business? Hear from your peers- what has worked for them and what can also work for you!



“ I've gained invaluable insights into Claims Management processes and strategies in other countries.”

*Assistant Vice President, Claims, Malaysian Reinsurance*

“ There is a good variety of topics, as well as vendors at the event. There was good local knowledge and interactive sessions at the conference, great networking opportunities too! ”

*Executive Vice President and Chief Claims Officer, Chartis*

Media partners:





## WORKSHOP A:

(9.00am - 12.00pm)

### Managing claims overload and enabling a rapid response during natural and man-made catastrophes

“We have to increase our efforts to implement mitigation measures together with the public sector to be prepared for increasing storm, heavy rain and hail activity... If we don't adjust to these developments, economic and insurance losses will further increase in many regions across the globe.”

*Amer Ahmed, CEO of Allianz Re*

Natural catastrophes seriously affect a proportion of Asia's Insurance Industry, however better risk management in catastrophe-prone areas and other vulnerable places will do much to keep insurance premiums down. In this workshop, you will design a framework to quickly and effectively manage the claims process, which can be implemented during a catastrophe. This strategy will include:

- Streamlining process to allow a fast turnover
- Maintaining good customer service during claim peaks - Being sensitive while still getting the job done

#### Workshop Leader:

Laurie Ratz  
Special Risks Manager at  
Insurance Council of Australia

## WORKSHOP C:

(1.00pm - 4.00pm)

### Implementing Social Media in Insurance to Increase Your ROI

“As with any new data source, the insurance industry must do its due diligence and respond wisely. Insurers will get the most value from analysing this content by committing time to it and learning what works and doesn't in sifting through data.”

*Craig Beattie, Senior Analyst—Celent's Insurance Group*

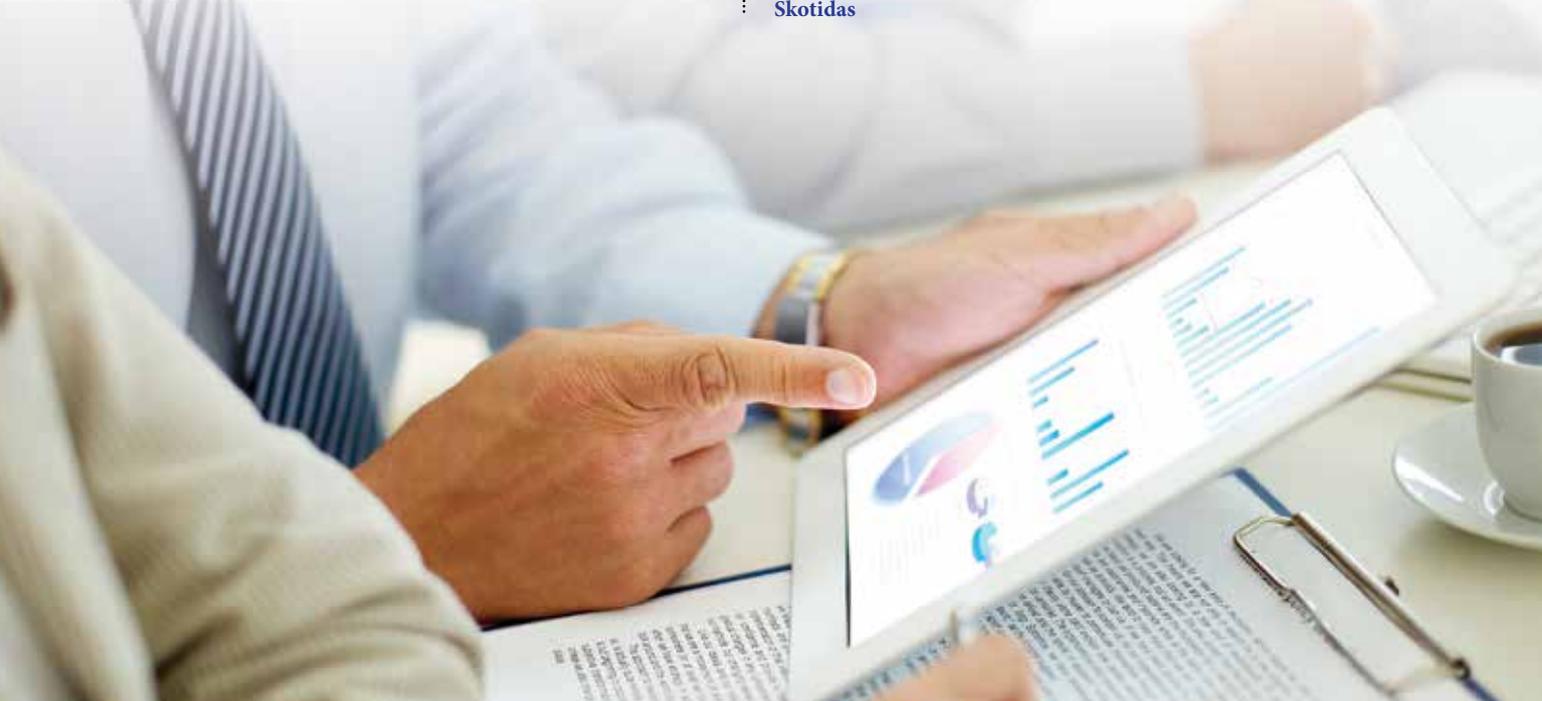
This workshop will tell you exactly what you need to do to reach a wider audience and see a higher ROI; furnishing you with a blueprint to take back to your company and implement.

Twitter, Facebook, forums, blogs- what other types of social media could add benefit to your business?

- Learn how to generate B2B and B2C leads through different social networking sites
- Realise how utilising social networking sites directly benefits your customers
- Understand how to target your 'key audience' quickly and effectively
- Discuss allocation of budget to ensure you are using each social network to full effect.
- Establish how to effectively measure the productivity of your social networking channels

#### Workshop Leader:

Tom Skotidas  
Founder and Director  
Skotidas



# CONFERENCE DAY ONE

TUESDAY, 3 SEPTEMBER 2013



3RD ANNUAL  
INSURANCE CLAIMS &  
UNDERWRITING ASIA 2013

## 08.30 Registration and Morning Refreshments

## 09.00 Opening Remarks from the Chairman

**Darren Thomson**

Asia Regional Head - Strategic Channel Development  
**Manulife Financial**

### IMPROVING CUSTOMER LOYALTY THROUGH EXPERIENCE

## 09.10 Streamlining Your Claims Processes to Maintain Customer Loyalty

- Providing your staff with sufficient tools to impart timely, accurate information to your customers
- Utilising new technology to ensure a smooth and consistent process
- Highlighting and optimising touch points to reduce claims cycle times
- Identifying irrelevancies in your claims process and removing them without compromising on customer service

**Dedi Syarippudin**, Executive Director  
**SimasRe**

## 09.50 Proactive Claims Management – Using Social Media to Keep in Touch With Your Customers

Relying on traditional methods of contact may be the difference between retaining a loyal customer and losing them to your competition.

- Understanding the benefits of using social media to keep in touch with your customers
- Examining new technologies such as insurance mobile applications
- Exploring other proactive customer contact techniques
- Speaking their language; Communicating with your customers without confusion
- Connecting with everyone; Serving older-generation callers as well as Gen X and Y

**Matthias de Ferrieres**, GI Chief Marketing Officer  
**AXA Asia**

## 10.30 Morning Tea and Networking Break

### STREAMLINING OPERATIONS TO REDUCE CLAIMS LEAKAGE

## 11:00 How Efficient is Your Claims Process? Identify and Diminish Claims Leakage

- What are the sources of claims leakages and how can we identify or reduce them?
- Using effective technological and strategic solutions to reduce claims leakage and/or increase efficiency
- Balance automation and manual handling. How man-heavy should your process be?
- Understanding various factors that affect efficiency in your claims process

**Ka Wei Chia**, Regional Motor Claims Manager  
**Tokio Marine Group**

## 11:40 Balancing Risk with Reward When Underwriting Business

It's a fine line between providing a competitive price and making unsound financial decisions. By exploring the following topics, we'll learn the best practice to balance risk with reward, and utilise that to write better business.

- What are the strategic and operational challenges faced when assessing risk in underwriting?
- Examine the evolving trends in the Asian market and their impact on underwriting including coverage, exclusions, terms and conditions.

- Utilise new, relevant, cost-effective risk assessment technologies.
- Explore underwriting strategies to effectively mitigate "high risk" whilst maintaining a diverse business portfolio.

**Simon Pepper**, Head of Insurance Claims and Underwriting  
**Pacific Life Re**

## 12.20 Know your Customer – Data, Knowledge, and Decisions - A Competitive Insurer Advantage

- Explore and highlight how we might better understand the customer and how you can stay ahead of your competition
- Discuss current global trends and strategies in the insurance marketplace and look at some of the main value drivers that will help you create a competitive advantage in a complex global insurance community
- Utilise B2B and B2C analytics to stay ahead of your competition
- Understand the importance of risk and the application of rationalization in detecting and reporting fraud

**Jeffrey Hoffman**

Global Financial Services, Strategy & Business Development  
**Atos**

## 12:45 Lunch break

## 13:45 Utilising Your Claims Department to Improve Underwriting and Marketing

- Make payments faster with less fuss by using technology and streamlining the internal process.
- Outsourcing non-core activities, to achieve lower operational cost, and to achieve higher SLAs
- Collect vital info for underwriters for pricing and risk assessment.
- Being the industry leader during a catastrophe situation by making payments at site.

**Sydney Soo**, Head of Claims  
**Asia Capital Reinsurance**

## 14:25 China Auto Claims- How AIG built their Claims Operating System; From Ground Zero to Live in 8 Months.



Hear how one of the insurance industry leaders built their claims operating system from scratch. Learn which technology and processes they used, what worked and what didn't and how those results have affected AIG's Global Claims Transformation.

**Paul Wilson**, Regional VP of Personal Claims  
**AIG**

## 15:05 Virtusa Sponsor Session



## 15:25 Afternoon Break and Networking Session

## 15:55 Outsourcing Vs. Insourcing- What Really Works?!



Is Insourcing in? Is Outsourcing out? This is a hot topic right now and one with vast financial implications. Does insourcing promote a dedicated workforce? Does outsourcing reduce operational risks? Which is best?

Here, some of Asia's leading Insurance Professionals will discuss the pros and cons of each business strategy to help determine what will work for you!

**Sydney Soo**, Head of Claims  
**Asia Capital Reinsurance**

**Sunder Krishnan**, Chief Risk Officer  
**Reliance Life India**

**Paul Wilson**, Regional VP of Personal Claims  
**AIG**

## 16:35 Closing remarks from the Chairperson

**Darren Thomson**, Asia Regional Head  
**Manulife**

# CONFERENCE DAY TWO

WEDNESDAY, 4 SEPTEMBER 2013



3RD ANNUAL  
INSURANCE CLAIMS &  
UNDERWRITING ASIA 2013

## 08.30 Registration and Morning Refreshments

## 09.00 Welcome Remarks from the Chairman

**Darren Thomson**, Asia Regional Head - Strategic Channel Development, **Manulife Financial**

### TECHNOLOGICAL ADVANCEMENTS

## 09.10 Using Data Analytics Technology to Reduce Claims Cycle Times and Improve Quality of Service

- Examine the latest technological advancements in Data Analytics.
- Hear case studies of how data analytics has successfully improved the quality of service for other industry professionals.
- See the direct correlation between data analytics and claims cycle times.

**Nimish Parekh**, CEO  
**United Healthcare India**

## 09.50 Grasping Customer Satisfaction- Is It Quantifiable?

- Examine common reasons for customer dissatisfaction.
- Understand what customers want with regard to the indemnification of assets.
- Analyse new technologies to measure customer satisfaction.
- Examine strategies to overcome customer dissatisfaction such as adopting technology to reduce cycle times and tighter policy control.

**Mageswaran Subramaniam**,  
Head of Consumer Claims, **AIG Insurance**

## 10.30 Meriman- Sponsor Session



## 11.00 Morning Break

### LATEST FRAUD PREVENTION AND ERM STRATEGIES

## 11.30 Discussing Fraud Solutions with Other Professionals from Your Geographic Region- Round Table Discussion

Fraud is a major challenge globally; however the specific challenges faced differ between locations. Here you will have the opportunity to network and discuss best practice with other industry professionals from your geographic region.

- Discuss case studies with peers regarding organised fraud and industry solutions.
- Discuss technologies implemented and their effectiveness in combatting fraud.
- Analyse regulatory challenges within your region.
- Discuss the challenges and solutions faced throughout Asia.

Attendees will be divided into country specific groups. Group leaders will facilitate the session and a speaker from each group will be nominated to share the discussion results. The chairman will then facilitate an international debate in order to ascertain how you can best combat fraud.

## 12.30 Using Business Analytics to Support Your Fraud Detection Process

Global insurance experience has proven that the use of business analytics can improve insurance fraud and network detection; whilst simultaneously increasing efficiencies within the investigative team through a reduction in the rate of false positives.

- Understanding the implications of using data analytic software through the experience of global insurers
- Evaluating how different analytical techniques can help identify different typologies of fraud
- Moving from detection to prevention- bringing learning from the claims process to new business

**David Hartley**, Director of Insurance Solutions, Fraud & Financial Crime, **SAS Institute**

## 13.00 Lunch Break

## 14.00 Understanding How to Get the Most Out of ERM- Is It Adding Value to Your Business?

It's generally accepted that using ERM will add value to your business, but are you using it to full effect?

- Develop an holistic ERM framework

- Establish an appropriate risk appetite for the size and scale of your company and the work it's undertaking.
- Integrate output to provide a comprehensive risk review for stakeholders

**David Piesse**, Ambassador APAC, **IIS**

## 14:40 Effectively Combatting Insurance Fraud While Keeping Customers Happy

- Examine accepted claim patterns to catechise their validity in today's Asian market.
- Exploit data analytics to identify a fraudulent claim quickly.
- Review strategies to recognise and reduce organised claims fraud.
- Explore techniques to stall a claim while identifying its validity without isolating your customer.

**Sunder Krishnan**, Chief Risk Officer, **Reliance Life India**

## 15:20 Afternoon tea and Networking break

## 15:40 Understanding How AIG's Well Defined Anti-Fraud System Has Saved Them Money—Could It Work For You?

- Overview of insurance fraud's impact on the industry.
- Mitigating lost economic opportunity through a well-defined anti-fraud programme.
- The use of technology in detection and case management.
- AIG's global anti-fraud efforts and how it relates to the APAC region.

**David Ferneyhough**, Regional Head of Fraud Investigations and Triage, **AIG Insurance**

### ENHANCING YOUR WORKFORCE

## 16:20 Use Digital Thinking to transform the underwriting process

Even as industries evolve in tandem with the self-service phenomenon and digital experience, insurance will remain a people-intensive business as many customers still prefer face-to-face interactions and the human touch. However, digital thinking applied to underwriting provides a once in a generation opportunity to transform the insurance purchase experience. This presentation will cover

- Summary of digital trends – mobility; changes in consumer behaviour and expectations, lower cost of tech (and easier to implement)
- The emergence of the 'digital enabled life insurance advisor' and the use of tablet based sales toolkits
- How tablet based sales toolkits offer the prospect of transforming underwriting
- How to make it happen? Outline a phased implementation approach

**Hugh Terry**, Editor, **Digital Insurer**

## 16:40 Reduce Claims Leakage Through Effective Staff Training

Employees are the most valuable commodity in the Insurance business and only through effective and thorough training can you limit human error leading to claims leakage.

This panel brings together leading Insurance and Reinsurance professionals with experience in training, to discuss best training practices that have really worked for them, and provide solutions to reduce your claims leakage.

- Identifying the causes of claims leakage; is it primarily process, human or technology driven?
- Pinpointing common pitfalls in Asian training schemes and exploring how to combat these problems.
- Analysing the key reasons for human error resulting in claims leakage such as product ignorance and director or officer negligence.
- Formulating a framework for staff training and implementation.
- Streamlining the claims process to deliver prompt turnarounds and maximise your bottom line.

**Frederick Lam**, Head of Claims, **Miller Insurance**

**Paul Hughes**, Group Head of Underwriting and Claims  
**AIA Group**

## 17:20 Closing remarks from the Chairperson and End of Conference

**Darren Thomson**, Asia Regional Head, **Manulife Financial**

## 17:30 Conference End

# SPONSORSHIP OPPORTUNITIES

## Limited sponsorship opportunities are still available at the 3rd Annual Insurance Claims and Underwriting Asia 2013

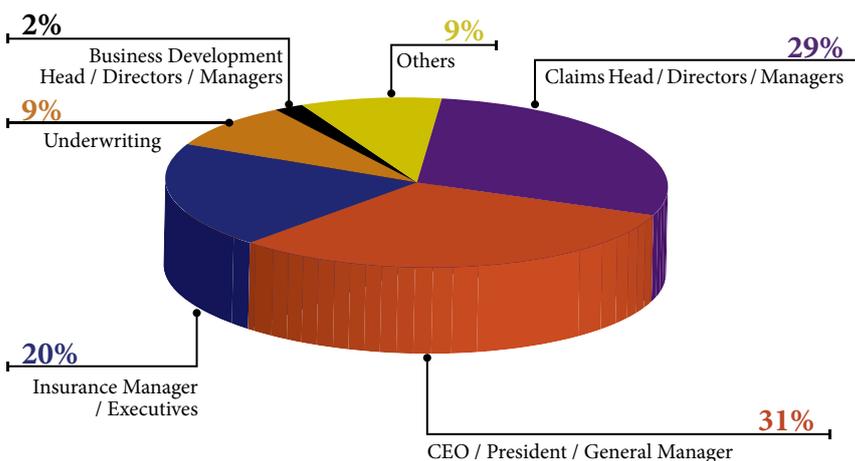
Are you a vendor looking to establish your foothold in the Insurance industry in Asia? The 3rd Annual Insurance Claims and Underwriting Asia conference will have a plethora of opportunities to meet key decision makers interested in investing in software, consultants and outsourcing, creating a platform to maximise opportunities for networking, relationship building and deal signing!

### WHY YOU NEED TO BE HERE

Delegates attend this event to understand how they can reduce claims leakage and maintain customer satisfaction at the same time. They are looking for products and solutions which will help them do so.

Do your products and solutions cater to these needs? They are looking to speak with you!

### JOB TITLE PROFILE OF PAST DELEGATES



### WHY GET INVOLVED EARLY?

1. IQPC conferences enforce strict constraints on the number of vendors we have in the room; ensuring the majority of participants are end-users. Only an **early confirmation can guarantee your participation**
2. Start the discussion with us early to find out how **you can best partner us to ensure your organisation is reflected in the best way**
3. Register early to enjoy our **extensive 4 month marketing campaign** that reaches out to leading decision makers from across Asia
4. Reserve your slot on the agenda as we only have **limited speaking and panellist slots** for solution providers
5. Book the **most optimally located** exhibition space in the exhibition hall to ensure you are in a prime position

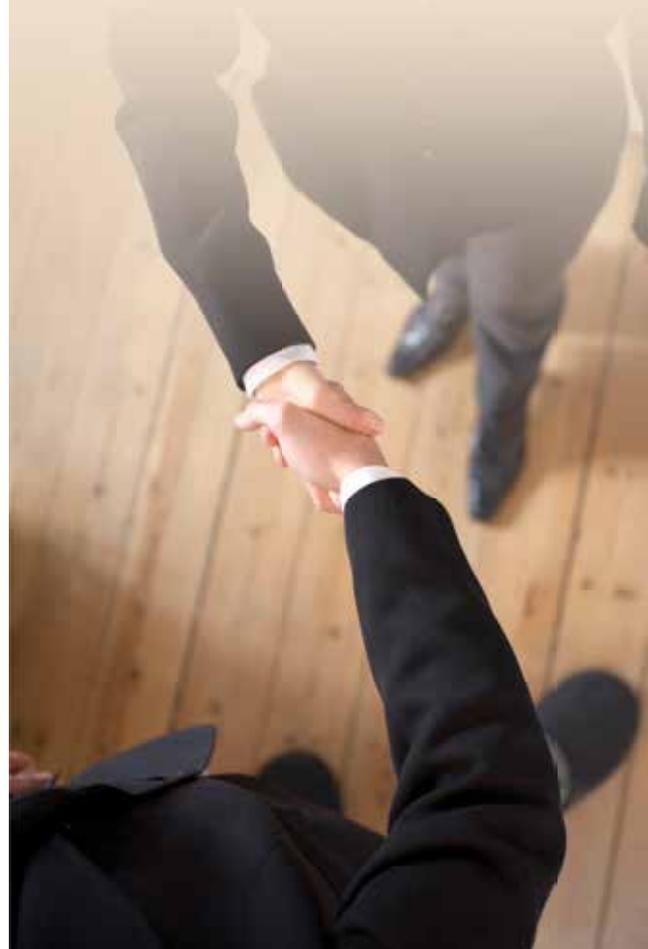
### HOW CAN YOU GET INVOLVED?

Contact us now at +65 6722 9388 or email [sponsorship@iqpc.com.sg](mailto:sponsorship@iqpc.com.sg) to discuss how we can tailor our sponsorship packages to suit your business objectives.

If you are not yet ready to register, feel free to **request a reminder nearer the time**.

“ Good mix of topics on both claims and underwriting and the conference gave me an opportunity to learn best practices in other Insurance markets. ”

*Vice President and Chief Underwriting Officer,  
Republic Surety and Insurance Co. Ltd*





# 3RD ANNUAL INSURANCE CLAIMS & UNDERWRITING ASIA 2013

**Main Conference:**  
3 - 4 September 2013  
**Pre-Conference Workshops:**  
2 September 2013  
**Venue:**  
Grand Copthorne,  
Waterfront Singapore

Please complete in **BLOCK CAPITALS** as information is used to produce delegate badges.  
Please photocopy for multiple bookings. Your priority registration code is printed below. Please quote it when registering.  
**EVENT CODE:** 19925.003 PDFW

**BOOK AND PAY BEFORE 28 JUNE 2013 AND SAVE UP TO \$800 ON THE CONFERENCE PACKAGE!**

CONFERENCE PACKAGES ALL PRICES SHOWN ARE IN SINGAPORE DOLLARS	EARLY BIRD PRICE	STANDARD PRICE
	Payment BEFORE 28 JUNE 2013	Payment AFTER 28 JUNE 2013
<input type="checkbox"/> Conference + 2 workshops <input type="checkbox"/> A <input type="checkbox"/> C	<b>4,497</b> (SAVE 600)	<b>4,697</b> (SAVE 400)
<input type="checkbox"/> Conference + 1 workshop <input type="checkbox"/> A <input type="checkbox"/> C	<b>3,798</b> (SAVE 400)	<b>3,998</b> (SAVE 200)
<input type="checkbox"/> Conference only	<b>3,099</b> (SAVE 200)	<b>3,299</b>
<input type="checkbox"/> Workshop only <input type="checkbox"/> A <input type="checkbox"/> C	<b>899</b> (each workshop)	

- Discounts DO NOT apply to workshop(s)-only bookings • Singapore companies, please add prevailing GST.
- Registrations without immediate payment or credit card details will incur a processing fee of SGD99 per registration

## DELEGATES REGISTRATION DETAILS

Title:  Mr.  Mrs.  Ms.  Dr.  Other \_\_\_\_\_

First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Email Address: \_\_\_\_\_ Company: \_\_\_\_\_

Address: \_\_\_\_\_

Country: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: OFFICE \_\_\_\_\_ MOBILE \_\_\_\_\_ Fax: \_\_\_\_\_

Approving Managers Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Delegates Signature: \_\_\_\_\_ Approving Managers Signature: \_\_\_\_\_ Date: DD / MM / YYYY

I agree to IQPC's payment terms.

If the invoice is to be addressed for the attention of a different person than the delegate, please complete the details below:

First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Email Address: \_\_\_\_\_ Telephone: OFFICE \_\_\_\_\_

If you have not received an acknowledgement before the conference please call us on **+65 6722 9388** to confirm your booking.

## PAYMENT METHOD

I WISH TO PAY BY CREDIT CARD: PLEASE DEBIT MY CREDIT CARD

Card Type:  Visa  Mastercard  American Express  Expiry Date: M M / Y Y Y Y

Card Number: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name Printed on the Card: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: DD / MM / YYYY

BY DIRECT TRANSFER Please quote **19925.003** with remittance advice

**IQPC Bank Details:** Account Name: IQPC WORLDWIDE PTE LTD  
Account Number: 147-048128-001 Swift Code: HSBCSGSG  
Bank Address: The Hong Kong and Shanghai Banking Corporation, 21 Collyer Quay,  
#08-01 HSBC Building, Singapore 049320

All bank charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount.

## 5 WAYS TO REGISTER

+65 6722 9388 +65 6720 3804  
enquiry@iqpc.com.sg www.insuranceclaimsmanagementasia.com  
IQPC Worldwide Pte Ltd, 61 Robinson Road,  
#14-01 Robinson Centre, Singapore 068893

## TEAM DISCOUNTS

IQPC recognises the value of learning in teams. Group bookings at the same time from the same company receive these discounts:

◆ 3 or more 7% ◆ 5 or more 10% ◆ 8 or more 15%

This offer is exclusive of the early bird discount. Call us for a special discount rate for teams of 10 and above.

Not applicable to workshop(s) only bookings.

## VENUE & ACCOMMODATION

**Grand Copthorne, Waterfront Singapore**  
392 Havelock Road, Singapore, 169663  
Tel: +65 6733 0880  
Fax: +65 6737 8880  
Web: www.millenniumhotels.com.sg/grandcopthornewaterfront  
Email: Enquiry.GCW@millenniumhotels.com

Hotel accommodation and travel costs are not included in the registration fee. A reduced corporate room rate has been arranged at **Grand Copthorne, Waterfront Singapore** for attendees at this conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of your attendance.

## CONFERENCE DOCUMENTATION

- I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD with a SGD100 discount: SGD699.
- I cannot attend the event, please send me the Conference Documentation and Audio CD at SGD799.
- I cannot attend the event, please send me the Conference Documentation only at SGD549.

Orders without immediate payment or credit card details will incur a processing fee of SGD99 per order.

(N.B. Advance orders will determine whether or not this conference will be recorded - Please enclose payment with your order.)

Any custom duties & taxes imposed on the shipment of order/s shall be borne by the recipient.

## IQPC CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY

• You may substitute delegates at any time by providing reasonable advance notice to IQPC.  
• For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.  
• In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement.  
• Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances.  
• IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency.  
• Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible.

## DISCOUNTS:

All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any discounts offered whether by IQPC (including team discounts) must also require payment at the time of registration. All discount offers cannot be combined with any other offer.

## YOUR DETAILS:

Please email our Database Manager at enquiry@iqpc.com.sg and inform them of any incorrect details which will be amended accordingly.

## DATA PROTECTION:

Personal data is gathered in accordance with the Data Protection Act 1984. Your data may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box below.

Please do not pass my information to any third party.

## PAYMENT TERMS

Registrations/orders received without immediate payment or credit card details will incur a processing fee of SGD99 per registration/order. Payment is due in full upon receipt of invoice. Full payment prior to the event is mandatory for attendance.

**IQPC WORLDWIDE PTE. LTD.**  
Company Registration No: 199702288Z

©Copyright 2012 IQPC Worldwide Pte. Ltd. All rights reserved. This brochure may not be copied, photocopied, reproduced, translated, or converted to any electronic or machine-readable form in whole or in part without prior written approval of IQPC Worldwide Pte. Ltd.

