

7th ANNUAL INTERNATIONAL TRAVEL
AND HEALTH INSURANCE CONFERENCE



Hong Kong

15-17 JUNE 2015

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Global Assistance

Allianz 

WELCOME TO

THANK YOU TO OUR SPONSORS



WELCOME

Dear all,

Welcome to the seventh ITIC Asia Pacific, held in the stunning surroundings of Hong Kong's Shangri-La hotel in Kowloon. Dedicated to the ongoing development and improvement of the region's travel and health insurance industries, ITIC Asia Pacific aims to create new opportunities for businesses in these sectors.

From presentations by industry experts to case studies by sector-specific professionals, ITIC offers attendees unique chances to build on their experience. With opportunities for networking every day, the educational sessions are a chance for experts to share their skills and knowledge, allowing colleagues and peers to learn from fellow industry professionals.

Working in an emerging market is a tough proposition, and it is only through building networks, contacts and experience through events such as ITIC that international and domestic companies offering travel and health insurance, and related services, will find true success.

I hope you enjoy the conference.

Best regards,



IAN CAMERON

ITIC Chairman and Moderator

MEET THE MODERATORS



Julie Remmington
Independent Consultant
TISN



Mike Forster
Group Sales Manager
Voyageur Publishing & Events Ltd

THANKS TO THE COMMITTEE

Ian Cameron
Chairman – ITIC

Dr Peter Morley
International Medical Director – Bumrungrad Int.

Lily Chen
Managing Director – Employee Benefits
JLT Lixin Insurance Brokers Co., Ltd

Fred Yoo
Vice President International Operations – BUMA

Mandy Langfield
Title Editor – ITIJ

Craig Morrison
CEO – Southern Cross Travel Insurance

Patrick Chong
MD – Journeys Travel Insurance

Bob Lavers
Snr Cns/lt EMEAA – Olympus Managed Healthcare

Purple Tse
Director of Emergency Services – TY Solutions Ltd

Mark Rands
MD – Specialty Assist

Madan Vasandani
Medical Director – Global Assistance & Healthcare

Lynne Fung
General Manager, Comms & Business Dev. – Matilda International Hospital

Tracey Harris
Chief Executive Officer – Cover-More China

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To learn more, contact:

Magdi Riad, Vice President, Claims
Magdi.Riad@travelinsurance.ca
416-435-3367

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CONFERENCE DAY 1**MONDAY 15TH JUNE**

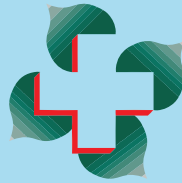
- 13:00-16:30 Medical facility tour
- 16:00-17:00 Registration
- 18:30-19:30 Welcome reception sponsored by Matilda International Hospital

CONFERENCE DAY 2**TUESDAY 16th JUNE**

- 09:00-09:30 Speaker – Travel trends from Hong Kong and within the region
- 09:30-11:00 Panel session – Infectious diseases
- 11:00-11:30 Coffee break
- 11:30-13:00 Panel session – Managing foreign patients in SE Asia
- 13:00-14:30 Networking lunch
- 14:30-15:00 Speaker – How excellence & innovation in claims & assistance drives revenue
- 15:00-15:30 Speaker – Bancassurance in the Asia Pacific region
- 15:30-16:00 Coffee break
- 16:00-17:00 Case studies – Assistance in the Asian region
- 18:00-20:00 Networking reception sponsored by Emergency Airlift Asia

CONFERENCE DAY 3**WEDNESDAY 17th JUNE**

- 09:00-10:30 Panel – Chinese healthcare; identifying the latest expat needs
- 10:30-11:00 Coffee break
- 11:00-11:30 Speaker – Hospital surveys: How to do it and what to look out for
- 11:30-13:00 Panel session – Growth of medical tourism in the region
- 13:00-14:00 Networking lunch
- 14:00-14:30 Speaker – The challenges of penetrating/operating in emerging markets
- 14:30-15:00 Speaker – Technology; opportunities of increasing mobile connectivity
- 19:30-23:00 Farewell dinner



MATILDA
INTERNATIONAL
HOSPITAL

明德國際醫院

host the ITIC Hong Kong 2015

Welcome Reception

Encapsulating the rich heritage that is embedded in Hong Kong's history, Hullett House provides a stunning location to welcome attendees to ITIC Hong Kong 2015.

In the beautiful surroundings of the Hullett House Gardens, which is composed of Victorian-style buildings transformed from the 132-year-old former Marine Police Headquarters of Hong Kong, you are invited to enjoy unlimited beverages and delectable canapés, all whilst networking with your industry peers.

Situated in Tsim Sha Tsui – a well-known tourist district – feel the hustle and bustle of the city, take advantage of some retail therapy and enjoy the spectacular view of “A Symphony of Lights” on both sides of the Victoria Harbour that starts 20:00 every evening.



Hong Kong

15th June 18:30 - 19:30

Invitation required on arrival.
For registered ITIC attendees only

Venue:

The Garden, Hullett House

2A Canton Road

(see map on page 2 for directions)



13:00–16:30

Matilda International

Medical facility tours

ITIC and Matilda International Hospital invite attendees to visit the hospital for a tour of the facilities in Hong Kong. Transport will be provided, departing from the Shangri-La, Kowloon at 13:00, arriving back at the hotel at 16:30.



16:00–17:00

Fanling Foyer

Registration

18:30–19:30

Hullett House

Welcome reception

Meet today's networking break sponsors...

EMS ASSIST PNG

Company Profile

At EMS ASSIST PNG, we pride ourselves in delivering uncompromising high quality care to our patients. With a combined total industry experience of over 50 years, our highly qualified team of dedicated emergency Doctors and flight Nurses are well supported by a local medical facility, a stretcher ambulance service, the state of the art aeromedical equipment and working relationships with local and international airlines who provide Air Ambulance support to our Service. Unbeatable on price, efficiency and service quality, we have reshaped the area of Aeromedical Services in PNG as we continue to build constructive relationships with local and global partners to deliver an efficient and high quality service to our clients.



EMS ASSIST PNG
Your Medivac Specialists

Representing EMS ASSIST PNG at ITIC Hong Kong are:

Dr Lautofa Pulotu McCarthy
Managing Director / Medical Director

Lydia McCarthy
Director Medivac Services

A message from Lydia McCarthy: Greetings from Papua New Guinea, the land of the unexpected! We look forward to meeting with representatives from the Global Insurance community and various Assistance Groups at our table-top exhibition at the ITIC Hong Kong. We have established an uncompromising service quality reputation in the PNG market which will guarantee your clientele professional and efficient management of their aeromedical missions and most of all, peace of mind. Please come along and meet us in person and hear all about our ground breaking service developments in Papua New Guinea.





Delivering Innovative Solutions

Skyservice Air Ambulance delivers innovative case management solutions to its diverse client base and continues to develop products our clients have come to expect from an industry leader in the provision of high acuity, critical air medical transport.

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09:00–09:30

Speaker – Travel trends from Hong Kong & within the region

The audience will hear the latest data on both the inbound and outbound travel within the region from the recent *Tourism Mega Trends in Asia Pacific* study.



Professor Denis Tolkach PhD
The Hong Kong Polytechnic University

09:30–11:00

Panel session – Infectious diseases

Infectious diseases present serious risks to today's travellers, whether they are overseas for business or pleasure. The transportation of these patients represents a unique challenge for assistance companies and air ambulance providers, both of which have a responsibility to both patient and staff members to minimise risk while offering an important service. The speakers in this session will discuss the needs of patients and medical crew in the light of emerging disease risks.



Herve Raffin
General Manager,
Medic'Air



Dr Thomas So
Infectious
Disease Specialist



Lori Stetz
International Medical Director,
Aetna International

11:00–11:30

Fanling Foyer

Coffee break

11:30–13:00

Panel session – Managing foreign patients in SE Asia

Patients who are insured but who do not read their policy are often frustrated when it comes to getting treatment due to delays in care that result from late issuance of guarantees of payment, insurers needing GP records and a host of other communication issues. What can hospitals and assistance companies do to improve patients' experiences? What's the best way of dealing with patients when coverage is denied or limited benefits offered?



Danny Quaeys
Head of International
Insurers Department,
Bangkok Hospital Pattaya



Lynne Fung
General Manager,
Comms & Business Dev.,
Matilda International
Hospital



Sharon Tan
Group Managing Director,
AA International

13:00–14:30

Fanling Foyer

Networking lunch

EMERGENCY AIRLIFT'S ELITETEAM NOW IN THE PHILIPPINES



24 hours a day, 7 days a week



Emergency Airlift has expanded its operations to now include the Philippines, positioning two Learjet 35s in Subic Bay. Providing fast and reliable air ambulance services, 24 hours a day, every day, with emphasis on the best medical care possible.

We're There, When and Where you Need us. You Can Count on this Team!

Emergency Airlift is fully licensed and insured. We own, operate, and maintain our versatile fleet of jet aircraft. We operate under the stringent guidelines of the U.S. Federal Aviation Administration, which has granted Emergency Airlift approval to operate worldwide. The medical teams consist of experienced physicians and nurses who come from intensive care units and emergency rooms of the most reputable hospitals, including a team of neonatal intensive care specialists who utilize our state-of-the-art Isolette incubators specifically configured for our fleet. Our flight operations center is staffed with multilingual medical case specialists and licensed flight dispatchers.

Reliable Seamless Service. Your One Call Air Ambulance, Worldwide!

We have deep rooted relationships with sending and receiving facilities across the Asia-Pacific region to ensure the seamless transfer of our patients. Through pre-arranged agreements we can issue immediate guarantees of payment facilitating the coordination between insurance companies and hospitals. When longer air ambulance travel beyond the primary service area is necessary Emergency Airlift's additional equipment, including our Dassault Falcon 50, is available for wing-to-wing transfers with our Learjets as needed.

- **Dependable Dispatch:**

Backed by over 25 years' experience
Deal directly with us for seamless service

- **Safety & Patient Care**

Accident & Incident Free Safety Record
for over 25 years

- **Available 24/7**

Worldwide Operations
US Air Carrier

- **Range of Equipment**

Spacious aircraft room for family members

LEARJET	FALCON
Crew: 2	Crew: 2
Range: 1500 Miles	Range: 3000 Miles
Patient: 1	Patient: 1 or 2
Passenger: up to 2	Passenger: up to 5

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14:30–15:00

Speaker – How excellence & innovation in claims & assistance drives revenue

The cost of medical care in Asia is rising fast, making it even more important for health and travel insurance providers to carefully manage the cost of claims received. Communication issues, the use of third party administrators and claims training expertise will be discussed during this session.



Mark Kopec
Head of Travel,
Zurich

15:00–15:30

Speaker – Bancassurance in the Asia Pacific Region

How banks in the Asia Pacific region market and cover travel insurance, both as a stand-alone product, and bundled with credit cards



Amandas Ong
Bancassurance Consultant,
Finaccord

15:30–16:00

Fanling Foyer

Coffee break

**Meet today's networking break sponsors...
International Travel & Health Insurance Journal**

Company profile:

The *International Travel & Health Insurance Journal (ITIJ)* was launched in November 1999 following the growing success of the annual International Travel & Health Insurance Conference (ITIC). It is produced by a team dedicated to offering a monthly magazine that keeps the travel insurance industry up to date with all the latest news, views and analysis of the hottest topics.

The *Journal* contains a careful balance of headline news, views, independent articles from our in-house team, worldwide correspondents or industry professionals, as well as profiles of the top people in travel insurance and its ancillary services. There is limited space available for display advertising in the *Journal*, while the most comprehensive list of providers in the industry are available in the Service Directory.

ITIJ

International Travel & Health Insurance Journal
OFFICIAL MEDIA PARTNER



*Representing
ITIJ is:*

Mike Forster
Head of Group Sales

A message from ITIJ:

Mike said: "I look forward to meeting ITIC Asia Pacific attendees throughout the course of the conference, and will be on hand during the coffee breaks to answer any questions you may have about *ITIJ* and the supplements published throughout the year."

EMERGENCY



AIRLIFT

Asia

Invites you to join us for an
exclusive evening in the
glamorous surroundings of the
Ritz-Carlton Hong Kong

A PEARL OF A NETWORKING EVENT IN THE ORIENT

THE WORLD'S HIGHEST BAR
OZONE ON THE 118TH FLOOR

18:00-20:00 16th June

Cocktails, canapés and connections are on the menu at our exclusive reception in celebration of the opening of our new air ambulance base in Subic Bay, Philippines.

With the Hong Kong skyline as the backdrop, it promises to be an inspiring evening among dynamic colleagues and business associates.

PRIVATE SHUTTLE INCLUDED FROM THE SHANGRI-LA HOTEL AT 17:30

PLEASE PRE-BOOK YOUR PLACE AT THE REGISTRATION DESK

16:00–17:00

Case studies –
Assistance in the Asia Pacific region

From point of sale to call for help, co-ordination of hospital treatment and the repatriation – a close look at how cases are being managed.



Very remote evacuation from Hoga Islands, Indonesia to Singapore

Jason Hue
Chief Operating Officer,
Blue Dot Assistance

Repatriation complications from Yemen to China



Fred Yoo
Vice President - International Operations,
BUMA



Medical assistance for 35 passengers involved in a bus rollover accident in Taiwan

Parkson Chao
Founder, Senior Vice President & COO,
Healthlink Services Ltd

18:00–20:00

Bar Ozone, Ritz Carlton

Networking reception hosted by EAL

Meet today's networking break sponsors...

GroundMed / AirMed

Company profile:

AirMed and GroundMed have provided Australia wide patient transport by both air and ground since 1995. Our services include; air ambulance, non-emergency medical transport, medical air escorts on commercial airlines, bariatric, mental health, paediatric and newborn special care. AirMed and GroundMed have extensive air and ground assets based in various locations which enables us to provide a true "bed-to-bed" service even into regional areas. Our company owned fixed-wing aircraft are dedicated to aero medical work and they are fitted with state of the art medical equipment. All our aircraft are permanently configured to accommodate stretcher patients and are ready for immediate deployment 24 hours a day. AirMed and GroundMed team bring extensive experience in a wide variety of acute and sub-acute settings making us some of the most experienced in the country. We are supported by an experienced and professional operations department and medical assessment team.



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PATIENT TRANSFERS



Mark Wardrop

For more information visit-
www.airmed.com.au and
www.groundmed.com.au
Email: ops@wingaway.com.au
24hr Tel: +61 2 8700 0685

"Matthew and Mark would like opportunity to invite you to come and join us during breaks.



Matthew Kline

Grab a coffee and come and join us to enjoy Australia's number One cookie, a Tim Tam.

We look forward to meeting you!"

IT'S ABOUT PEOPLE

ACM is involved early and often resulting in excellent customer care. Your customers are our top priority.



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Active Claims Management Inc.

09:00–10:30

Panel session – Chinese healthcare; identifying the latest expat needs

Where are expatriates being sent? Are proper provisions being made for them in terms of healthcare and other assistance needs? The latest corporate health management efforts, management trends and practices, including wellness, will be explored, along with an update on the medical insurance system and the effect of changes to the healthcare system.

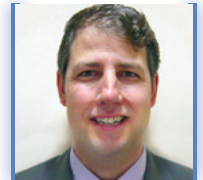


Iris Shi
Chinese Healthcare Consultant



Lily Chen
Managing Director - Employee Benefits, JLT Lixin Insurance Brokers Co., Ltd

Emery Brautigan
CEO, Shanghai United Family Hospitals & Clinics



10:30–11:00

Fanling Foyer

Coffee break

11:00–11:30

Speaker – Hospital surveys: How to do it and what to look out for

Transparency in an insurer’s provider network is one of the key elements that make such a network successful, offering seamless care to clients. Hospitals can put on a fantastic show, but what’s important is what happens on the days when the insurer isn’t there to watch it all happen. An expert in this session will point out key items that insurers should be looking for in their hospital partners.



Kevin Dodd
Head of Medical Networks, Allianz Global Assistance

11:30–13:00

Panel session – Growth of medical tourism in the region

A realistic look at medical tourism in Asia, including cross-border care that is advocated by health insurers seeking medical centres of excellence or cost savings.



Dr Peter Morley
Medical Director, Bumrungrad International



Laurent Pochat-Cottilloux
Regional Managing Director - Asia Pacific Health Reinsurance Markets, AXA PPP Healthcare

Zoe Isles
Team Leader Emergency Assistance, CSN Assist



We've got your back

It takes a lot more than discounts to get the most return from your health claims portfolio. Successful claims management requires a partnership established on strength and knowledge.

The strength of our global reach, networks and infrastructure provides access to top-rated medical care at the best price. The knowledge attained through 21 years of market experience enables our clients to easily maneuver complex and expensive health systems.

Our clients rely on our knowledge and experience so they can focus on their core strengths.



13:00–14:00

Cafe Kool (mezzanine level)

Networking lunch

14:00–14:30

Speaker – The challenges of penetrating and operating in emerging markets

Philip will discuss the perils for insurers working in emerging markets, looking at business environment challenges such as regulation and market knowledge, as well as the importance of understanding and meeting customer expectations, which may differ widely to those previously experienced by insurers. Philip will address the significance of having an in-depth knowledge of the healthcare infrastructure of a country, as well as highlighting potential areas of product customisation so that additional risks are appropriately managed.



Philip Kent
Chief Executive,
GlobalHealth Asia Ltd

14:30–15:00

Speaker – How can insurers create a competitive advantage utilising mobile

With high smartphone penetration rates throughout most of Asia, what are the opportunities for Insurers? Nicholas Chen from Towers Watson shares strategy.



Nicholas Chen
Senior Consultant,
Towers Watson

19:30–23:00

Watermark Restaurant

Farewell dinner



7th ANNUAL
INTERNATIONAL
TRAVEL & HEALTH
INSURANCE
CONFERENCE

You are invited to

Hong Kong

ITIC 2015 Farewell Dinner

19:30 - 23:00



take Star Ferry from mainland

Watermark Restaurant

Shop L, Level P,
Central Ferry Pier No. 7,
Central Hong Kong (Island)



Do you want to find out about the latest consumer insights concerning **travel insurance and assistance**?

If so, why not take a look at Finaccord's *Travel Metrics* research covering eight important markets:

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Australia**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Canada**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **France**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Germany**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Italy**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in the **Netherlands**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Spain**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in the **UK**
Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in the **USA**

For each country, topics covered within these reports include acquisition rates among travellers, types of policy bought, distribution channels used, claims frequency rates and reasons for making claims.



ATHENS

23rd ANNUAL ITIC GLOBAL
CONFERENCE

2nd - 5th November

Hotel Grande Bretagne

Registration details at
global.itic.co

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