

International Travel & Health Insurance Conference

ASIA PACIFIC



BANGKOK

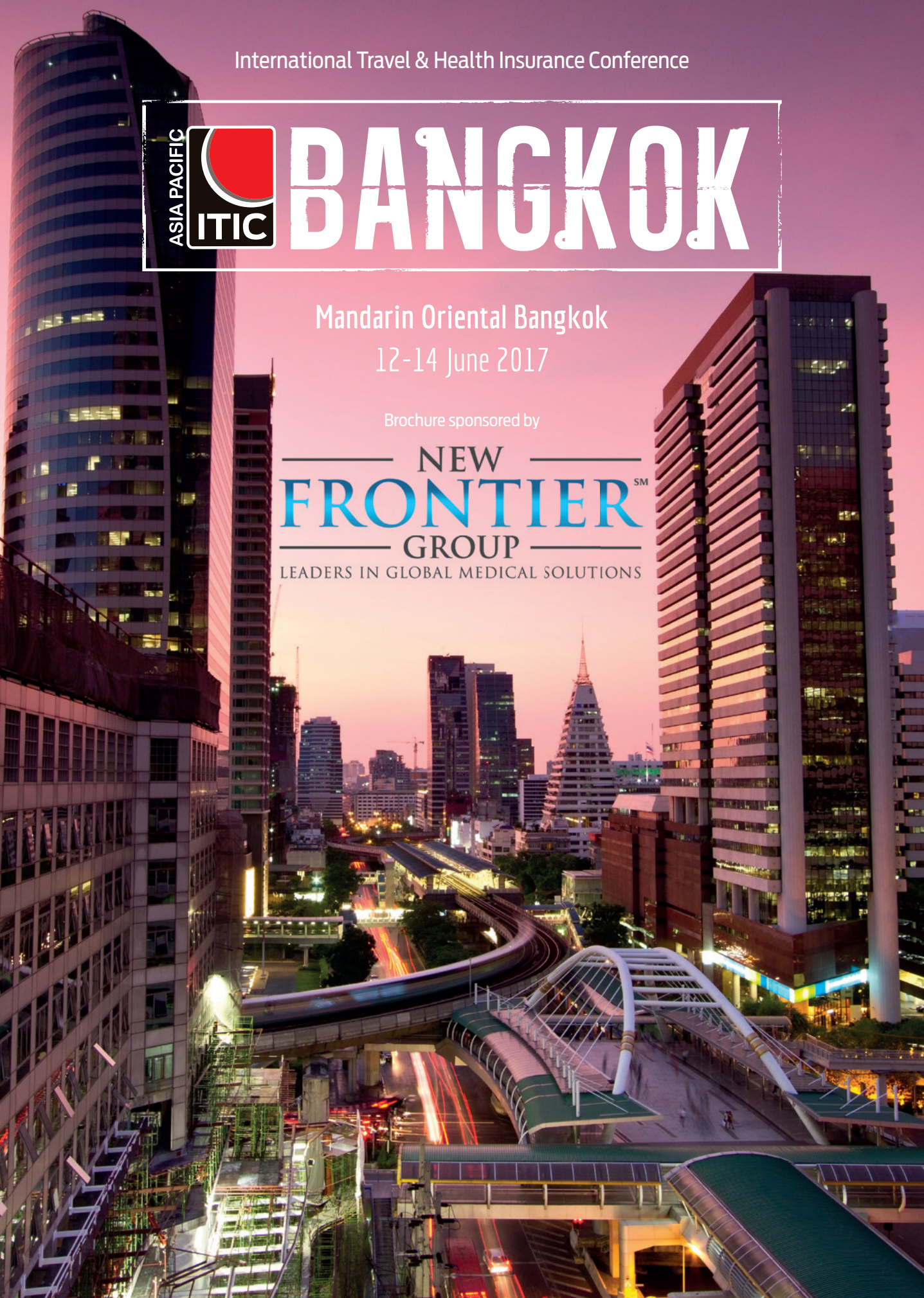
Mandarin Oriental Bangkok

12-14 June 2017

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WELCOME

Dear Delegate,

Welcome to ITIC Asia Pacific, and the stunning city of Bangkok.

Our conference this year encompasses a diverse range of topics and themes, from the challenges inherent in building new medical networks, to establishing that a patient is fit to fly on a commercial carrier or air ambulance. A cross-industry session on China is also on the agenda, where we take a look at aviation regulation hurdles, regulation and distribution of international health insurance, and the ongoing development of the country's healthcare system.

Day two sees sessions on millennial travel habits, medical assistance in Japan, and psychiatric care in Southeast Asia. Our case studies this year will cover fraud mitigation, the repatriation of a traveller from Iran to Germany, and the importance of flexibility in assistance cases.

With social opportunities this year including the Welcome Reception in the beautiful Regency room of the Mandarin Oriental and the Farewell Dinner at Lebua, as well as the opportunity to visit local medical facilities with colleagues and peers, we hope that this year's ITIC Asia Pacific event offers you everything you need from a business and social point of view.

Enjoy!

IAN CAMERON

ITIC Chairman and Moderator

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MEET THE MODERATOR



Ian Cameron
Conference Chairman
ITIC

THANKS TO THE COMMITTEE

Dr Peter Morley
Executive Advisor – External International Affairs
Bumrungrad International Hospital

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

Fred Yoo
Vice-President International Operations – BUMA

Craig Morrison
Managing Director
Holiday Rescue Travel Insurance (AU/NZ)

Purple Tse
Director of Emergency Services – TY Solutions Ltd

Mark Rands
Managing Director – Specialty Group/Intana Global

Madan Vasandani
Medical Director – Global Assistance & Healthcare

Laurent Pochat-Cottilloux
Regional Managing Director
AXA PPP Healthcare

James Howard
Regional Head – Group Personal Insurance APAC
AIG

Sharon Tan
Director – AA International Inc.

Judy Mitchell
Director of Marketing – Bangkok Hospital

Stephen Rashford
Chief Medical Consultant – Covermore Insurance

Mandy Langfield
Title Editor – ITIJ



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Winston Churchill. ”

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BRIEF AGENDA



CONFERENCE DAY 1

MONDAY 12TH JUNE

Pre-conference medical facility tours: Samitivej Sukhumvit Hospital & Bangkok Hospital

16:00-17:30 Registration

18:00-20:00 The official ITIC Bangkok Welcome Reception at the Mandarin Oriental Hotel

CONFERENCE DAY 2

TUESDAY 13TH JUNE

08:30-09:00 *Networking coffee break*

09:00-10:30 Building hospital networks: Subjectivity vs experience

10:30-11:00 *Networking coffee break*

11:00-12:30 Fitness to fly

12:30-14:00 *Networking lunch*

14:00-15:30 China – insurance and healthcare

15:30-16:00 *Networking coffee break*

16:00-16:30 Technology for travellers and the importance of tracking and communications

16:30-17:00 Nepal – unique assistance challenges

CONFERENCE DAY 3

WEDNESDAY 14TH JUNE

08:30-09:00 *Networking coffee break*

09:00-10:00 AirBnB and travel insurance property cover: problems, perils and solutions

10:00-11:00 Medical Assistance in Japan

10:30-11:00 *Networking coffee break*

11:00-12:00 Psychiatric care in SEA

12:00-12:30 The best protection against medical-related fraud

12:30-13:30 *Networking lunch*

13:30-14:00 Critical resources

14:00-14:30 Race against time

14:30-15:00 The importance of adaptability and flexibility

15:00-15:30 *Networking coffee break*

15:00-18:00 Medical facility tour – Vejthani Hospital

19:00-23:00 ITIC Bangkok Farewell Dinner at the State Tower

Meet the ITIC Bangkok exhibitors

Sponsors of the ITIC Bangkok networking breaks

Singapore Casket



Company profile:

Singapore Casket, a subsidiary company of InvoCare Limited from Australia, is the largest multinational funeral corporation in the Asia Pacific region. We have served the public since 1920, and

today are the largest funeral company providing professional and personalised funeral services for all religions in Singapore, and the only one that owns its funeral parlours in the central area of Singapore. We have more than 60 years of experience in handling worldwide repatriation for both inbound, outbound and inter-country cases, with a 24-hour caring repatriation team to assist bereaved family members, insurers and assistance companies to ensure smooth and timely repatriation back to their hometown.

Representing Singapore Casket are:

Calvin Tang
Senior Manager

Steven Teo
Executive Funeral Advisor

Kenneth Yeo
Executive Funeral Advisor



Calvin Tang

Kenneth Yeo

Steven Teo

Message from Singapore Casket:

“Check out our table top exhibition at the ITIC Bangkok conference. We welcome the opportunity to explore potential business collaborations, and look forward to seeing you.”

Bangkok Dusit Medical Services



Company profile:

BDMS (Bangkok Dusit Medical Services) is a prestigious healthcare network boasting 14 JCI-accredited hospital

programmes and 11 CCPC (clinical care program certification). A far-reaching network of specialised hospital centres, BDMS has grown from a single hospital started in 1969 into a vast network offering a wide variety of services, known worldwide for providing top-notch healthcare accredited by international organisations.

During its 45-year history, BDMS has blazed a trail for healthcare in Thailand by setting up the country's first cardiology hospital, its first private oncology hospital, and its first private hospital group-operated children's hospital. Along the way, BDMS has garnered a number of accolades for its work, most notably eight Gold Seals of Approval from JCI, the highest award in global healthcare and the most of any hospital in the Asia Pacific region.

As Thailand's largest medical group, BDMS currently comprises six major hospital brands: Bangkok Hospital, Samitivej Hospital, BNH Hospital, Phyathai Hospital, Paolo Hospital and the Royal Hospital, reaching throughout all of Thailand's

major cities from Chiang Mai to Phuket — as well as two hospitals in Cambodia. This commitment to a high global standard of healthcare includes one of the largest and most advanced blood analysis centres in the region, as well as an internationally recognised biomolecule centre, which sends medical equipment to healthcare centres all over the world. Adding weight to its extensive network, BDMS also pursues intensive collaborations with world-class international universities and medical centres, further strengthening cutting-edge departments such as neurology and orthopedics.

Representing Bangkok Dusit Medical Services is:

Buranut Limjitti
Senior Vice-President - International Marketing, Advertising and Public Relations



Buranut Limjitti

Message from Bangkok Dusit Medical Services:

“Revolutionising trauma treatment with BDMS Alarm Center. Improving your experience and your customer's satisfaction through excellent outcomes with our Center of Excellence trauma team. Visit us at our booth for more information.”

Best Service Assistance

Company profile:

Best Service Assistance is a medical assistance company in South East Asia, Russia and CIS. We ensure maximum savings and high level of assistance care for our clients, providing for them wide range of services:

- Medical Assistance.
- Evacuation and Repatriation.
- Reimbursement of Expenses.
- Third Party Administrator.
- Direct Billing Services.
- VIP Clients Service.
- Cost Containment.
- Expat Assistance.
- Medical Tourism.
- Travellers Support.
- Legal Aid Services.
- Technical Assistance.

The special alarm centre of Best Service Assistance is operating 24/7, ensuring the shortest threshold response to urgent inquiries and incoming requests. Our focus on quality care and service still drives everything we do.



Representing Best Service Assistance are:

Alexey Gorokhov
Business Development Director

Tatiana Gavrikova
Chief Financial Officer (CFO)



Alexey Gorokhov



Tatiana Gavrikova

Executive Jets Asia / Flying Doctors Asia



Representing Executive Jets Asia are:

Alex Khalil
Assistant Manager - Commercial & Operations

Bukari Jaon
General Manager



Alex Khalil



Bukari Jaon

Company profile:

Flying Doctors Asia is centrally based in Singapore. Since our incorporation in 2004, Flying Doctors Asia (FDA) Group has played a pivotal role in the air ambulance industry in South East Asia. With our own fleet of aircraft and medical teams, we offer complete solutions to most medical evacuation needs. Over the years, our team has completed over 3000 successful missions to many cities in the Asia Pacific area, Australasia and the Middle East. For cases to Europe and the Americas, we operate a wing-to-wing service with partners in those regions.

Message from Alex and Bukari:

“With the success of the 2016 ITIC in Singapore, we are glad to sponsor this year's South East Asia event again. We are very pleased with the opportunities generated from the Singapore conference and we are still getting referrals to date. Medical evacuation is still a small market in this region but its growth potential is tremendous as Asians get more affluent and travellers realise the importance of travel insurance. We are glad to be one of the key players in this growth. Looking forward to meeting all participants in Bangkok. To another successful ITIC!”

AsiaOne International Repatriation



Company profile:

Headquartered in central Bangkok and surrounded by all the Embassies, we are the first and oldest in Thailand. With an experienced multi-

lingual professional team, we are committed to providing the highest level of service to all our clients. Our facilities include a chapel, a showroom, meeting rooms, mortuary and the reception.

We have extensive experiences handling major disasters. The biggest involvement was the 2004 Boxing Day Tsunami.

AsiaOne International is a proud member of National

Funeral Directors Association (NFDA) and The World Organisation of Funeral Operatives (FIAT/IFTA).

Representing AsiaOne International Repatriation are:

Saranya Thurdnampetch (Jessica)
Managing Director



Saranya Thurdnampetch (Jessica)

Mac Loh
Network Manager



Mac Loh

Medivac Asia



Company profile:

Welcome to the world of Medivac Asia, a specialised medical evacuation company strategically based in Jakarta and

Bali, Indonesia that focuses on five important core values: strict medical governance, robust aviation due diligence, a professional International Supporting Network, bed-to-bed service excellence and real-time stakeholder updates during missions.

Highly trained medical escorts with state-of-the-art medical equipment are deployed on all our missions. Led by our CCAT-certified Medical Director and qualified Aviation Medical Specialist, we ensure that each patient is medically assessed beforehand to ensure the best approach is taken to deliver our patients safely within the South East Asia region and beyond.

Whether it is a movement on an air ambulance or a commercial flight, call the Medivac Asia team today or visit our website at www.medivacasia.com to learn how we can assist with your medical evacuation needs.

Representing Medivac Asia are:

Craig Beveridge
Executive Chairman



Craig Beveridge

Dr. Valensia Hanafi
Executive Chairman



Marius Cloete

Marius Cloete
Business Development Manager



Dr. Valensia Hanafi

Message from Medivac Asia:

"Medivac Asia, your trusted medical evacuation partner."

Bumrungrad International Hospital



Company profile:

Founded in 1980, Bumrungrad International Hospital is one of the largest

private hospitals in South East Asia, and one of the most internationally acclaimed hospitals in the region. The hospital team includes over 1,300 physicians and dentists, most of whom hold international training, certification, or both. The physicians are supported by a team of over 900 nurses and 4,800 employees, all working together to deliver the most complete medical care for patients. Bumrungrad is Asia's first hospital to be accredited by the US-based Joint Commission International (JCI) in 2002, and re-accredited at each period ever since. The laboratory



holds a certification from the College of American Pathologists (CAP), also a first for Asia. CAP certifies that the standard of disease pathology is at the same level as leading providers in the US. Utilising advanced medical technology alongside a culture of integrity and compassion, Bumrungrad is committed to world-class healthcare.

Siam Funeral



Company profile:

Mr Somchai started running the funeral business in Thailand with a small coffin

shop named "Suriya" near Siriraj Hospital in 1947. He built the coffins and services for the nearby communities and the business was registered and founded under the name Siam Funeral in 2006. At present, SURIYA has expanded into 14 branches throughout the country. In 1997, the fourth son of the family, Mr Viroj S, established SURIYA FUNERAL Co., Ltd. at Klongluang, Pathumthani, not only producing coffins for retail and wholesale but providing for the hospitals when required for local repatriation with welfare price. Furthermore, by the increment number of international tourists and retired foreigners in Thailand, we realised the importance of international commercial repatriation, to support and service those concerns when required. So we launched Siam Funeral Co., Ltd. in 2006 to provide international mortal remains repatriation services. We work with many funeral partners worldwide and have associated with world class funeral services organisations such as NAFD (National Association of Funeral Directors), NFDA (National Funeral Directors Association), and FIAT-IFTA (International Federation of Thanatologists Associations)

We welcome the chance to deal with insurers and other related agencies. Through the procedures and caring of our teams, with service hours 24/7,

365 days of the year, we assure that our clients will get the best services from our professional teams; the proper arrangements with two-way communications/daily updating at the most competitive cost.

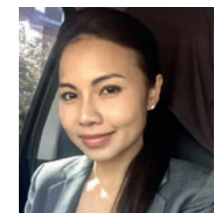
Representing Siam Funeral are:

Varavut Rohtjanaburanon
Managing Director



Varavut Rohtjanaburanon

Uthaiwan Phattawatin
Account Executive



Uthaiwan Phattawatin

Message from Siam Funeral:

"ITIC 2017 in Bangkok is a great opportunity for us to meet face-to-face with potential customers and old international clients. It is such a big step forward for us since 2006 to share and give more information on our competitive services. Please come to visit us at our table top exhibition near the ITIC Exhibition Registration Desk. You will be surprised with our fantastic giveaways. We look forward to meeting you."



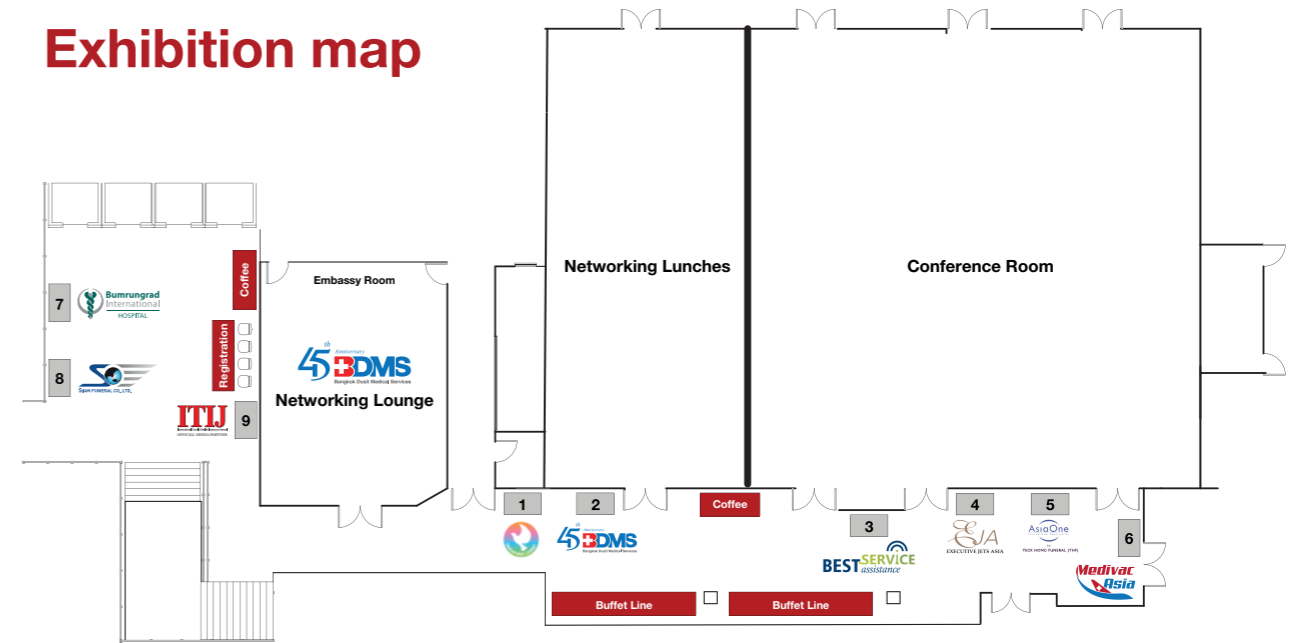
WOULD LIKE TO INVITE YOU

TO JOIN THEM IN THEIR NETWORKING LOUNGE DURING ITIC BANGKOK

AVAILABLE THROUGHOUT THE CONFERENCE AS A DEDICATED SPACE IN WHICH TO MEET FELLOW ITIC ATTENDEES, THE EMBASSY SUITE IS THE PERFECT PLACE TO REFRESH YOURSELF AND FORGE NEW BUSINESS CONNECTIONS.



Exhibition map



OUT NEXT MONTH...



International Travel & Health Insurance Conference

REVIEW

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ITIC Bangkok 2017 Your journey begins here

Join fellow attendees in the opulent surroundings of the Regency Room

Enjoy signature Mandarin Oriental canapés and fine wines, while you connect with colleagues old and new

Monday 12th June
18:00 - 19:00
The Regency Room



Please bring your invitation included in your Registration pack

DAY 1 – MONDAY 12TH JUNE

ASIA PACIFIC
ITIC **BANGKOK**

ITIC attendees are offered the chance to visit two of Bangkok's best hospitals in one day, so you can see first-hand where your clients are being treated.

Morning visit

Samitivej Sukhumvit Hospital



Samitivej Sukhumvit Hospital is an award-winning facility providing international-standard healthcare with JCI accreditation, recognized as a provider of choice for both local residents and expatriates living in Thailand. It provides a comprehensive range of services ranging from primary to tertiary care. With 270 beds, 87 examination suites and over 1,200 caregivers, the hospital is recognised as downtown Bangkok's comprehensive medical facility of choice. The International Department provides foreign patients and visitors with around-the-clock assistance. The hospital also has an immigration counter to assist foreigners with visa and other immigration requirements.

Afternoon visit

Bangkok Hospital



Bangkok Hospital offers the full complement of diagnosis, treatment, and rehabilitation services, with specialists in all major fields of healthcare, with particular dedication to specialized tertiary care. Services and treatment processes are internationally certified by the Joint Commission International. Bangkok Hospital aims to provide medical services in a welcoming and convenient environment, complete with top-notch accommodation and amenities to meet the needs of patients and relatives. Furthermore, comprehensive visa services, as well as limousine and shuttle bus services are available to facilitate transportation to and from the hospital.

16:00-18:00

Registration

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08:30-09:00

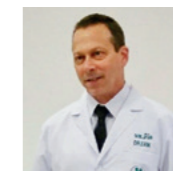
Networking coffee break

09:00-10:30

Building hospital networks: Subjectivity vs experience



Dr Chatchai Arthur Yachantha
Medical Network Manager
AXA Assistance (Thailand) Co., Ltd.



Dr Erik Fleischman
International Medical Director
Bumrungrad International Hospital

Experts in this session will consider the benefits of using local knowledge to determine a hospital's suitability for inclusion in a network, rather than utilising an international set of standards that may not take into account local infrastructure.



Julie Munro
President
Medical Travel Quality Alliance



Dr Zubin J Daruwalla
Director - South East Asia
Consulting Healthcare Lead
PwC

10:30-11:00

Networking coffee break

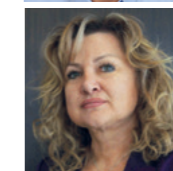
11:00-12:30

Fitness to fly

Establishing that a patient is fit to fly is one challenge for chief medical officers, then comes the decision of 'air ambulance or commercial carrier'? This session will aim to identify key waypoints in the decision-making process.



Dr Sutuspun Kajornboon
Director of Aviation Medicine
Bangkok Hospital



Dr Ulrike Sucher
Medical Director
Allianz Worldwide Care



Dr Sommart Somsiri
Medevac Consultant & Assistance
Hospital Director
Samitivej Srinakarin Hospital



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12:30-14:00

Networking lunch

14:00-15:30

China - insurance and healthcare

This session will offer insights into the provision of international health insurance policies in China and Hong Kong, as well as the challenges of gaining air ambulance flight permits into China, and an insider's view into the ongoing development of the Chinese healthcare system and what it means for the treatment of expats and travellers.



Dennis Lu
Chairman & CEO
Deer Jet Medical Co., Ltd



Michael Hu
Managing Partner
International Insurance Solutions



Lily Chen
Managing Director,
Employee Benefits
JLT Insurance Brokers Co., Limited

15:30-16:00

Networking coffee break

16:00-16:30

Technology for travellers and the importance of tracking and communications

The speaker in this session will explain how employees can be quickly located in an emergency and how to mass communicate with large numbers of people in a short period of time.

Employers today have a duty of care for their globally mobile employees, and therefore knowing where their travellers are and communicating with them in times of crisis is essential. In an increasingly dangerous world, where geopolitical risks and acts of terrorism seem to be everywhere, keeping in touch with employees around the world can now be eased through the application of technology and tracking services.



Shaun Boulter
Director of Security (Global Secure)
AA International, Inc.

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DAY 2 (cont.) – TUESDAY 13TH JUNE



16:30-17:00 Nepal - unique assistance challenges

With Nepal's tourist industry steadily growing, there are more professional and amateur climbers heading to the Himalayas for adventure holidays. The speaker in this session will offer her insights into the current situation and resources regarding medical evacuation and hospitalisation in the region. Communication gaps, weather limitations and language barriers are just some of the obstacles that insurance providers must overcome to provide their insureds with appropriate assistance in their time of need.



Sneha Prasai
Business Development and
Networking Manager
Nepal Rescue and Medical
Assistance (NRMA)

DAY 3 – WEDNESDAY 14TH JUNE

08:30-09:00 Networking coffee break

09:00-09:30 AirBnB and travel insurance property cover: problems, perils and solutions

The popularity of Air BnB among younger millennial travellers, as well as other demographics, has resulted in some new problems for travel insurers to face. If there is no secure safe in which to put valuable items, for instance, are they insured if the traveller leaves them in their accommodation? Insurers should face the reality of changing travel trends and modernise their policy details accordingly to reflect the risks being taken by their clients.



Craig Morrison
Managing Director
Holiday Rescue Travel Insurance

09:30-10:00 Medical assistance in Japan

Emergency Assistance Japan will shed light on the unique medical assistance environment that makes providing help to international tourists a challenge in the country. With more visitors to Japan each year, and the approach of the Olympics in 2020, it is now more essential than ever that the global travel and health insurance industry is aware of the complexities of assisting clients in Japan and understands the best ways in which to successfully carry out their duties.



Takaaki Chiyo
Director of International Medical
Coordination Dept
EAJ - Emergency Assistance Japan

KNOWLEDGE

is demonstrated when a Cost Containment firm uses steerage to direct patients in-network.

WISDOM

is demonstrated when Risk Management Experts recognize a network with wider scope can increase customer value, reduce net claims costs and reinforce business relations.



StandbyMD provides medically appropriate, escalating directional care from Telemedicine to House Calls, Urgent Care Centres, and ERs in the USA.



10:00-10:30

The best protection against medical-related fraud

RRC Services Asia will provide insights into common cost control and fraud-related issues in the region, sharing its knowledge on how best to manage claims by putting into place specific mitigation methods.



Wade Davies
Director
RRC Services Asia

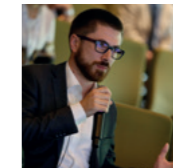
10:30-11:00

Networking coffee break

11:00-12:30

Psychiatric care in SEA

Not all policies cover it, but when it is needed, where can you find it? Experts will discuss the landscape of psychiatric care in Southeast Asia (both public and private sector), situations where it is most often needed with international patients, and the best ways to access it.



Alexandre Besson
Operations Manager, Asia
Poe-ma Assistance & Services



Dr Mitesh Patel
Medical Director
Aetna International



Fiona Markham
Clinical Director
The Cabin Addiction Services Group

12:30-14:00

Networking lunch

13:30-14:00

Critical resources

Redpoint Resolutions details a case in which good relationships with local consulate staff and other local providers ensured a US citizen arrested and hospitalised in India was able to travel home swiftly following emergency intervention by the assistance team.



Ted Muhlner
Vice-President
Redpoint Resolutions LLC

ITIC Bangkok 2017 Farewell Dinner



Please join us in The State Room at Lebua on the 67th floor of the State Tower

Wednesday 14th June
19:00 - late

Relish a 4-course menu with stunning 360-degree panoramic views of the city and its majestic river

A show stopping way to conclude ITIC Bangkok 2017

Due to its close proximity, guests are free to make their own way to the State Tower. Please refer to the details on the invitation included within your Registration pack.

14:00-14:30

Race against time

Marm Assistance recounts a complex and, at times, nail-biting case in which a 54-year-old motorcycle crash victim at high risk of pulmonary embolism was evacuated from Iran to Germany via a wing-to-wing transfer.



Berna Ataç Ökten
Member of the Board
Marm Assistance

14:30-15:00

The importance of adaptability and flexibility

QBE Assist will share details of a case where wider familial and wellbeing considerations played a crucial role in the successful repatriation of an elderly patient who presented with arrhythmia while visiting family in Thailand.



Dr Carl Luckhoff
Medical Director, QBE ASSIST.
QBE Australia & New Zealand

15:00-15:30

Networking coffee break

15:00-18:00

Vejthani Hospital Medical Facility Tour



Vejthani's mission is to provide exceptional and innovative care to patients families and community, through the finest integration of clinical care and education, while respecting the needs of the human spirit. A visit to this hospital will allow ITIC delegates to see for themselves how this mission is achieved. Also on offer to people who choose to go on this tour will be insights into the launch of the organisation's new air ambulance programme, V-Flight Services.

19:00-23:00

ITIC Bangkok Farewell Dinner at the State Tower



BARCELONA



W HOTEL 5-9 NOV 2017

REGISTER NOW ITIC.CO

The International Travel & Health Insurance Conference (ITIC) brings together leading industry players and providers to the global insurance, assistance and medical provider marketplace for four days of networking, educational panel sessions and debate.

For the first time this year, the event will include sessions dedicated specifically to the cross-border care and medical travel industry, courtesy of our media partner *International Hospitals & Medical Travel* magazine, giving the international travel and health insurance community the chance to learn more about the opportunities inherent in this sector.



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