



Sydney

11-13 June 2018

International Travel & Health Insurance Conference



Brochure sponsors



Anubis
CORPORATE



Anubis
 Funeral assistance without borders
 Repatriation - Logistics - Crisis



OPS aia@anubisgroup.org

CORP corp@anubisgroup.org

W E L C O M E



WELCOME

Hello to all our delegates. I'm pleased to welcome you all to the 10th ITIC APAC. It's our first time in Sydney, and we hope you're as excited as we are to see what the city has to offer.

The conference takes place at the InterContinental Sydney, within a short walk of the iconic Sydney Opera House, as well as the Royal Botanic Gardens and Harbour Bridge. We're delighted to have such stunning attractions on our doorstep.

The diversity of this year's agenda reflects the diversity of the Asia-Pacific region and its travel and health insurance market. Experts from all over the world will be sharing their insights on topics such as the healthcare systems of Australia and New Zealand, how best to reach the elusive millennial, building apps, and navigating natural and man-made risks for travellers.

And, of course, there's plenty of networking and socialising to look forward to as well, including a Sydney Wildlife Tour and the legendary Finale Dinner, which for the first time takes place offshore, on a glass boat floating on Sydney Harbour. I hear the light show is going to be something special.

Have a great conference, and I look forward to seeing everybody throughout the week.

IAN CAMERON

ITIC Chairman and Moderator

FOLLOW US

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MEET THE MODERATOR



Ian Cameron
Conference Chairman
 ITIC

THANKS TO THE COMMITTEE

Meredith Staib

Chief Executive Officer, Global Medical Assistance WTP

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

Laurent Pochat-Cottilloux

Regional Managing Director, AXA PPP Healthcare

Sharon Tan

Director, AA International Inc.

Judy Mitchell

Director of Marketing, Bangkok Hospital

Stephen Rashford

Chief Medical Consultant, Cover-More Insurance

Mandy Langfield

Title Editor, ITIJ

ITIC APAC 2018 SPONSORS



BRIEF AGENDA

CONFERENCE DAY 1 - MONDAY 11TH JUNE

- 08:00 - 12:00 Sydney Wildlife Tour
- 14:00 - 16:00 Registration OPENS
- 18:00 - 20:00 ITIC Sydney Welcome Reception

CONFERENCE DAY 2 - TUESDAY 12TH JUNE

- 08:00 - 09:00 Registration and pre-conference coffee
- 09:00 - 09:30 Australian healthcare system
- 09:30 - 10:00 New Zealand healthcare system and the ACC
- 10:00 - 10:30 The new generation of travellers and how to reach them
- 10:30 - 11:00 Networking coffee break hosted in the exhibition area
- 11:00 - 12:30 Mental health coverage – progress made, more to be done
- 12:30 - 13:30 Networking lunch hosted in the exhibition area
- 13:30 - 15:00 Traveller security – natural disasters and manmade risks
- 15:00 - 15:30 Networking coffee break hosted in the exhibition area
- 15:30 - 17:00 Cruise sector growth and assistance challenges

CONFERENCE DAY 3 - WEDNESDAY 13TH JUNE

- 08:00 - 09:00 Pre-conference coffee
- 09:00 - 10:30 Local partners, local culture
- 10:30 - 11:00 Networking coffee break hosted in the exhibition area
- 11:00 - 11:30 How to build an app that travel insurance customers will use
- 11:30 - 12:00 Cross-border healthcare provision in Asia
- 12:00 - 13:30 Providing assistance services in China
- 13:30 - 14:30 Networking lunch
- 14:30 - 16:00 Provider Network Forum
- 16:00 - 16:30 Networking coffee break hosted in the exhibition area
- 19:00 - 22:00 ITIC Sydney Farewell Dinner and Cruise

Sponsored by

GO WILD

at the ITIC Sydney
wildlife tour

08:00 - 12:00 | 11 June 2018 | Walkabout Wildlife Park
Email Team ITIC for more information at info@itic.co



**CANAPES &
CONVERSATION
APERTIFS &
AMBIENT SAX**

ITIC SYDNEY WELCOME RECEPTION

nib invites you to an elegant evening of networking

MONDAY 11TH JUNE
18:00 – 20:00

The IVY Sunroom
330 George Street

DAY 1 MONDAY
11TH JUNE

08:00 - 12:00

Sydney Wildlife Tour sponsored by AC Global Medical Transports

Meet kangaroos and koalas as we enjoy morning tea at the Walkabout Wildlife Park just outside of Sydney. There is no better place to get up close and personal to some of Australia's much loved animals.

14:00 - 16:00

Pre-conference registration opens

Welcomes you to ITIC in Sydney

PRE CONFERENCE REGISTRATION & BUBBLES

Collect your attendee badge and enjoy a glass of bubbles courtesy of New Frontier Group
With a special welcome from Gitte Bach, President of New Frontier Group

Monday 11th June | 14:00 - 16:00
James Cook Ballroom, InterContinental Hotel

18:00-20:00

ITIC Sydney Welcome Reception

Fine food. Fine wine. And the finest surroundings. nib is setting the scene for an elegant evening of networking – and invites you to be part of it. Take in the beautiful surroundings as you enjoy canapés and conversation, aperitifs and ambient sax with your fellow ITIC attendees.





To help people access and afford healthcare when and where needed



With 65 years' experience the nib Group has today grown to be a multi-national company providing health and travel insurance globally. We have a comprehensive network of inpatient, outpatient, allied health providers and dedicated benefits management including cost containment and emergency assistance.



ALIA MEDFLIGHT

Welcome to ITIC Sydney! While you are here, we invite you to take this opportunity to learn more about Alia MedFlight, and why we are quickly becoming the preferred air ambulance operator serving the Asian Pacific region. Utilizing a dedicated fleet of medically equipped, long range Gulfstream G100 aircraft, Alia delivers the ultimate in speed, range, comfort and safety.

Alia flights are staffed with the highest qualified medical practitioners in the industry, and our company-owned jets can fly up to 1,000 miles further than a typical air ambulance. These midsize cabin aircraft allow patients to travel with multiple companions, and offer a fully enclosed lavatory. To ensure the highest level of safety, our flight operations are managed by an ARGUS Platinum rated air carrier who oversees all pilot training and aircraft maintenance.

MESSAGE FROM THE EXHIBITOR

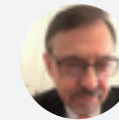
"Welcome to ITIC Sydney! Please stop by and ask about the benefits and value of adding Alia MedFlight to your APAC provider network."



REPRESENTATIVES



Bill Carns
CEO



Jim Hoehn
Regional Director

CAREFLIGHT

CareFlight is an Australian not-for-profit organisation that has been providing Medevac services since 1986, we have over 30,000 retrievals in our retrieval database. For our International service, we use a fleet of jets owned and operated by CareFlight from our Darwin base. We have a longstanding lease arrangement for jets operated from our Sydney base. All aircraft are specifically equipped to our standards to transfer patients throughout Australia and internationally. The CareFlight medical team comprises experienced critical care doctors and nurses. CareFlight is recognised as a training institution by the Australian College of Emergency Medicine, the Australian College of Anesthetist's and the College of Intensive Care medicine.

MESSAGE FROM THE EXHIBITOR

"CareFlight are excited to have the ITIC here in Sydney and we look forward to meeting all our friends in our home town."



REPRESENTATIVES



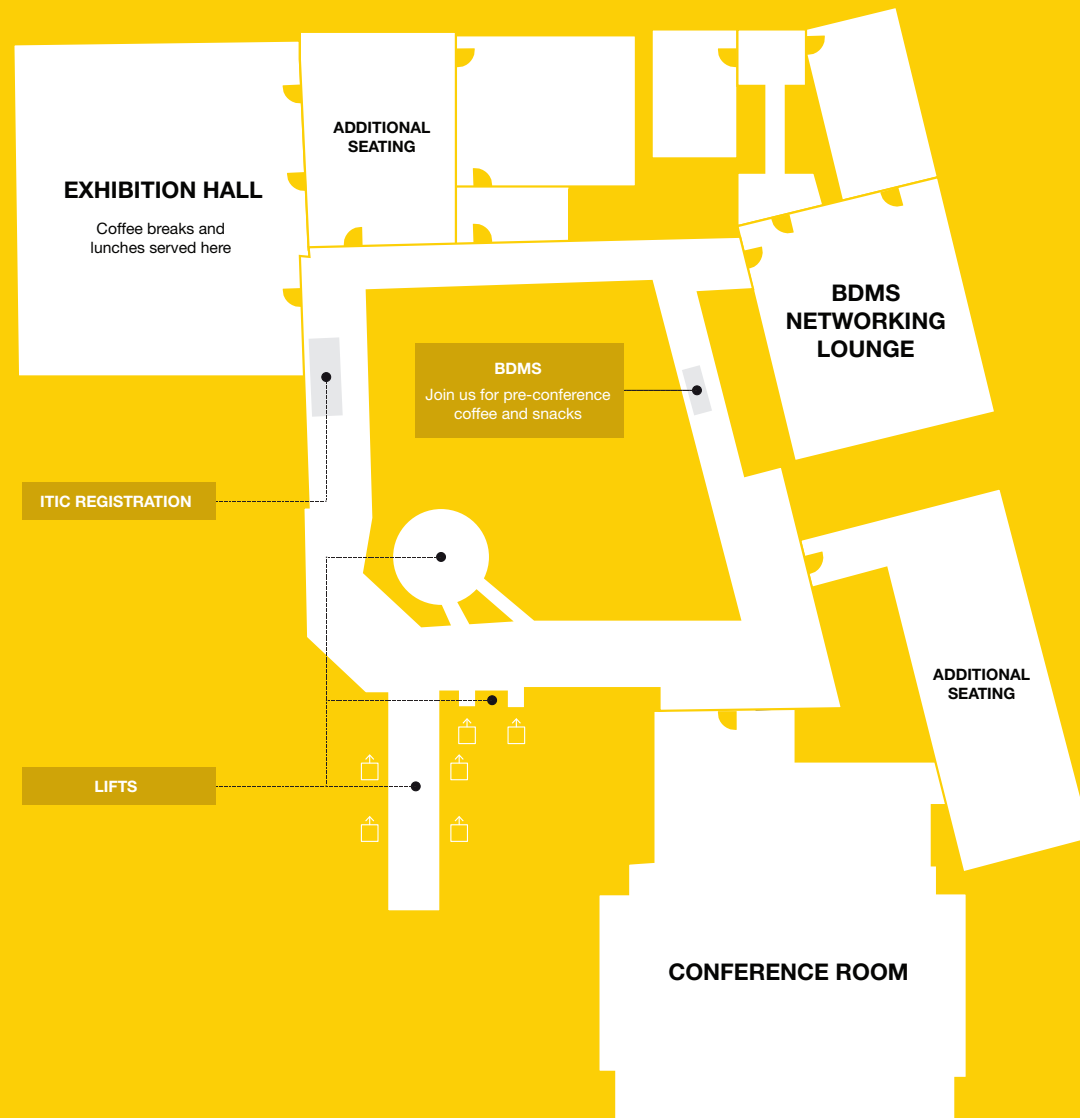
Fraser Allen
General Manager,
Business Development



Paul Smith
General Manager

CONFERENCE MAP

INTERCONTINENTAL SYDNEY



SA MEDICAL NETWORK

SA medical network was created with the sole purpose of becoming the largest association of providers in South America. We are the most dynamic network in the market with assets in Honduras, Nicaragua, Costa Rica, Ecuador, and Peru. After perfecting a systematic approach for medical treatment in remote areas. SA medical network services range from medical consultations to complex extractions and advance specialty care. Our assist and care approach establish the foundation of a company that is truly unique, professional and innovative.



REPRESENTATIVE



Eric Romero
V-P Marketing

AIRMED & GROUNDMED

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 throughout NSW which enables us to provide a true "bed-to-bed" service throughout Australia linking international operators with all destinations in Australia. Our company owned fixed-wing aircraft are dedicated to aero medical work, fitted with state of the art medical equipment and are permanently configured to accommodate stretcher patients for immediate deployment 24 hours a day. AirMed and GroundMed team bring extensive experience in a wide variety of acute and general settings. We are supported by an experienced and professional operations department, medical assessment team and resident Medical Director. We are your Medical Patient Transport friends in Australia.



REPRESENTATIVES



Mark Wardrop
Director



Matthew Kline
Director

For more information visit- www.airmed.com.au and www.groundmed.com.au Email: ops@airmed.com.au 24hr Tel: +61 2 8700 0685 Airmed AOC CASA.TAAOC.0890

MESSAGE FROM THE EXHIBITOR

"Matthew and Mark would like the opportunity to invite you to come and join us during breaks. AirMed specialises in aeromedical patient transfers throughout Australia and Commercial Airline Escorts throughout the world.

Grab a coffee and come and join us to enjoy Australia's number One cookie, a Tim Tam. We look forward to meeting you!"

EXECUTIVE AVIATION TAIWAN

Executive Aviation Taiwan Corporation is the largest general aviation company in Taiwan providing worldwide business jet charter and air ambulance services. Our subsidiary, AA International Taiwan (AAIT), is the one and only Assistance Company who fully owns air ambulance fleet in Asia and offers the complete range of services from air medical evacuation to diverse emergency assistance.

With 24/7 standby emergency call center, our professional and experienced medical team will safely transport you or your loved one with special medical needs without wasting any second.

We also offer customized and rapid assistance to a variety of clients including insurance companies, corporate clients and individuals from all corners of the world. As one of members of IAG group, AAIT integrates aviation alliances with global medical rescue network to provide seamless assistance and is your best rescue partner.



REPRESENTATIVES



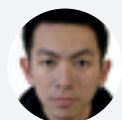
Aileen Wen Tsung-Ling
Senior Sales & Marketing Manager



Carol Lin Li-Ping
Sales & Marketing Director



Lonnie Wu Liang-Yu
Sales & Marketing Executive



Rossi Huang Sheng-Yao
Sales & Marketing Manager

EXECUTIVE JETS ASIA & FLYING DOCTORS ASIA

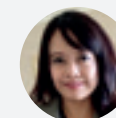
Flying Doctors Asia is centrally based in Singapore. Since our incorporation in 2004, Flying Doctors Asia (FDA) Group has played a pivotal role in the air ambulance industry in South East Asia. With our own fleet of aircraft and medical teams, we offer complete solutions to most medical evacuation needs. 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



REPRESENTATIVES



Bukari Jaon
General Manager



Alex Khalil
Commercial Manager

MESSAGE FROM THE EXHIBITOR

"With the success of previous ITICs, we are glad to sponsor this year's Asia event again. We are very pleased with the opportunities generated from the Singapore and Bangkok conferences and we are still getting referrals to date. Medical evacuation is still a small market in South East Asia but its growth potential is tremendous as Asians get more affluent and more travellers are insured. We are glad to be one of the key players in this growth. Looking forward to meeting all participants in Sydney. Do say hello to us at our table. See you soon!"

FLYING HOME

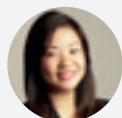
Flying Home, part of the Ang Chin Moh Group based in Singapore, specializes in handling repatriation of mortal and cremated remains. Our highly experienced consultants offer 24/7 assistance and support with an extensive network across Asia, Oceania, Europe, North and South Americas. We have vast experiences working hand in hand with assistance and insurance companies, meeting families and clients' needs during difficult times. Flying Home is a proud member of AFDA, FIAT-IFTA, NFDA and ALPAR.

Nicole was in charge of the company rebranding to its current name: Flying Home when she was on the Marketing team. Currently the group's Corporate Manager, she has been pivotal in Flying Home's development over the last 10 years, establishing worldwide networks and developing new markets.

Jaren is an experienced consultant who has emerged from handling at-need local cases, to focus and specialize in handling international repatriation cases. A highly responsible consultant, he works tirelessly, assisting families and clients to coordinate repatriations smoothly.



REPRESENTATIVES



Nicole Yeo
Corporate Manager



Jaren Tan
Repatriation Consultant

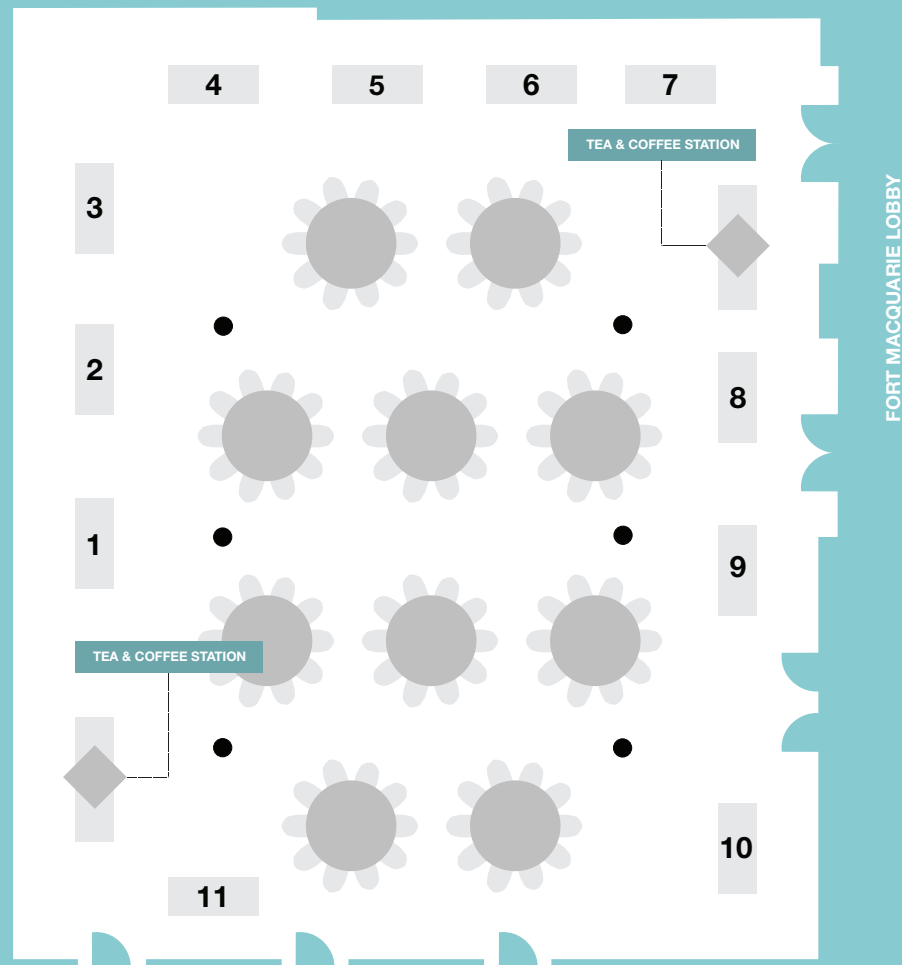
GLOBAL ITIC GENEVA
REGISTER TODAY
itic.co
28 October - 1 November 2018
Hotel President Wilson

sponsored by

Exhibitors: Airlec, Broward Health International, CME Commercial Medical Escorts, ANADOLU HOSPITALS, AMB, UC San Diego Health, OLYMPUS, PassportCard, ITU, Air Ambulance Worldwide, Jackson International, JET, GlobalExcel, ACM, skyservice, ANZS.

EXHIBITION MAP

FORT MACQUARIE ROOM



- | | | |
|-----------------------|------------------------|-------------------|
| 1. AirMed GroundMed | 5. Medical Air | 9. Alia MedFlight |
| 2. CareFlight | 6. Lodestone Solutions | 10. nib |
| 3. SA Medical Network | 7. Executive Jets Asia | 11. Flying Home |
| 4. Executive Aviation | 8. LifeFlight | |

LIFEFLIGHT

LifeFlight is a world leader in aeromedical care and Australia's most diversified service with both a fixed and rotary wing fleet. We bring emergency, lifesaving medical treatment to seriously ill and injured patients around Australia and the world. LifeFlight has flown 50,000 critical rescue missions over the past 37 years. LifeFlight's dedicated fleet of medically configured Air Ambulance jets are on standby 24/7 and provide both rapid response and scheduled medical transports to clients domestically and internationally. As the leader in the industry, we work with most major insurance and travel assistance companies, hospitals, governments, the cruise line industry, embassies, administrative bodies, as well as travellers and their families with the sole purpose to get to patients as quickly as possible and providing them with the finest aeromedical care to get them home safely. Each jets carries a critical care doctor and intensive care flight nurse on board all flights, and can respond to medical evacuations in as little as 60 minutes. This extraordinary group of people all receive regular training and accreditation through our own LifeFlight Training Academy – a globally recognised education facility.



REPRESENTATIVES



Ashley Van De Velde
Chief Executive Officer



Rebecca Kesler
Projects Coordinator

LODESTONE

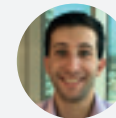
Lodestone Solutions is a software company focused on the insurance sector. AppSure Insurance Platform AppSure is a full life cycle insurance platform, with advanced features for Travel Insurance:

- Online Travel Claims module
- Travel Claims Assessment module
- Mobile phone contactless NFC interactivity
- Other specialist services
- Advanced and emerging technologies
- Custom web and mobile application development
- Systems integration
- Salesforce implementation and support

In Australia we are proud to provide Travel Insurance modules to The Hollard Insurance Company and by extension to many of their clients, including Fastcover, Woolworths Travel Insurance, Real Travel Insurance, Kogan Travel Insurance and Velosure Travel Insurance.



REPRESENTATIVES



Daniel Turrisi
Travel Insurance Analyst



David Phipson
Managing Director

MESSAGE FROM THE EXHIBITOR

"If your current Travel Insurance IT system is not meeting your needs, please come and talk to us at our table-top exhibition!"

True risk management means doing things differently.



Contact Global Excel at corpinfo@globalexcel.com or at **+1 819 566 8833**

MEDICAL AIR

The Discerning Insurer's First Choice for Aeromedical Solutions

When you need specialised, reliable and cost-effective international aeromedical service, Medical Air is the obvious choice. Since 2013, we have successfully transported hundreds of patients safely home. As an accredited service provider, we have 12 aircraft, including two dedicated Learjets and two King Air's permanently configured for aeromedical transport. Our trusted team of 15+ medical staff, 5 pilots, 10 engineering staff and 3 staff in administration bring many years of dedicated combined experience to your care.

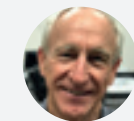
For more information visit www.medicalair.com.au

MESSAGE FROM THE EXHIBITOR

"When you're sick or injured, home seems so far away... Medical Air is Australia's trusted provider for international aeromedical transport - GUARANTEED."



REPRESENTATIVES



Robert Liddell
Medical Director



Shane Gifford
Managing Director

NIB

With over 65 years' experience, nib is one of Australia's leading health insurers. An ASX200 listed company, the nib Group currently provides health and travel insurance globally to over 1.4 million customers each year.

The nib Group incorporates the World Nomads and WE Assist brands providing travel insurance and assistance services globally. With extensive experience in case management and benefit optimisation supported by extensive provider networks in Australia and New Zealand, nib has developed a world-class benefits management platform to assist international customers

MESSAGE FROM THE EXHIBITOR

"The nib team are looking forward to welcoming our friends to Australia, and are excited by the opportunity in making new friends and partners.

Come visit us at our table top exhibit, and we can introduce you to an Australian staple....."



REPRESENTATIVES



Amy Villalobos
Head of International Benefits Management



Dr Hamish Black
Medical Director, WE Assist



invites you to join them in their
Networking Lounge during ITIC Sydney

Available throughout the conference as a dedicated space in which to meet fellow ITIC attendees, the Albert Room is the perfect place to refresh yourself and forge new business connections

Join Bangkok Dusit Medical Services at their Networking Lounge for a pre-conference coffee break from 08:00 - 09:00 each morning

Tea, coffee and breakfast snacks will be served exclusively for ITIC attendees with compliments



BDMS

BDMS (Bangkok Dusit Medical Services) is a prestigious healthcare network boasting 17 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. 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 orthopaedics.



REPRESENTATIVE



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

ITIJ

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.

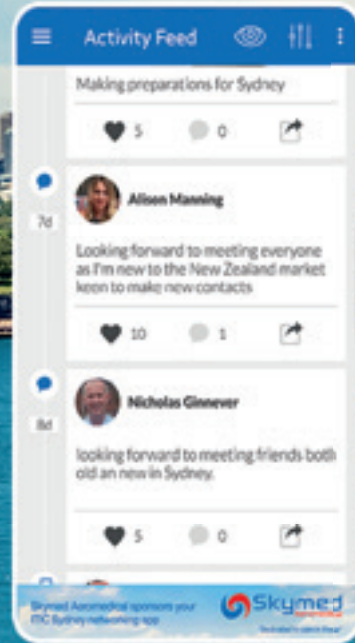


REPRESENTATIVE



Mike Forster
Group Sales Manager

KEEPING YOU CONNECTED AT ITIC SYDNEY



The ITIC Sydney App has been exclusively designed to help you connect with your industry peers. Here's what it offers:

AGENDA

View the conference schedule and speaker information.

NETWORKING

View the attendee list & connect with the key people you need to see.

GET INVOLVED

Share your updates and activities with fellow attendees!

STAY UP TO SPEED

Receive updates from Team ITIC with things you need to know.

Download the app now from Google Play and App Store



DAY 2 TUESDAY 12TH JUNE

08:00 - 09:00

Registration and pre-conference coffee sponsored by Bangkok Dusit Medical Services

Join Bangkok Dusit Medical Services at their Networking Lounge for a breakfast snack before the conference sessions begin

09:00 - 09:30

Australian healthcare system

Overview of the Australian healthcare system – what happens to travellers who fall ill while in Australia?



Justin Vaughan
Group Executive | nib

09:30 - 10:00

New Zealand healthcare system and the ACC



Craig Morrison
Managing Director |
Holiday Rescue Travel
Insurance

10:00 - 10:30

The new generation of travellers and how to reach them

Millennials are travelling to different places, for different reasons, and in different ways. The growth of the sharing economy and low-cost air fares for younger travellers heading off on adventures after school ends mean that it is becoming more difficult for the insurance industry to connect with this demographic. This session will look at travel trends in the 18-25 age group, and consider how insurers might make their product more appealing to them.



Jayson Westbury
Chief Executive | Australian
Federation of Travel
Agents

10:30 - 11:00

Networking coffee break hosted in the exhibition area



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.

Choose the preferred choice of discerning travel medical insurers, academic medical centres, embassies, governmental entities and the entertainment industry for their mission critical air medical transport needs worldwide.

The art of critical air medicine is practiced each and every day by award winning medical staff, pilots and case management staff who deliver our patients and clients a superior air medical transport experience.

1.514.497.7000 or 1.800.463.3482 or alert@skyservice.com



11:00 - 12:30

Mental health coverage – progress made, more to be done

The Australian market has seen significant changes regarding the acceptance of mental health conditions. This session will consider how the screening of such conditions has been developed and improved, the percentage of applications accepted under the screening process, and the reality of the risks now being accepted



Dr Michelle Atchison
Chair of Private Practice
Psychiatry and the South
Australian Minister's Advisory
Committee | Royal Australian
and New Zealand College of
Psychiatrists



Dr Kim Lai
Senior Medical Officer |
World Travel Protection
part of the Cover-More
Group

12:30 - 13:30

Networking lunch hosted in the exhibition area

13:30 - 15:00

Traveller security – natural disasters and manmade risks

Where are the dangerous places travellers, particularly business travellers, are going to? What changes need to be made by crisis management and assistance providers to meet these new challenges being presented to them? The increasing popularity of kidnap and ransom insurance policies for business travellers is also an indicator of how much more dangerous the world is considered to be – how can assistance and insurance companies mitigate the risks?



Daniel Pritchard
CEO | Dynamiq



Tony Ridley
CEO | Intelligent Travel



Lisa Hiscock
Crisis Management
Underwriter | XL Catlin

15:00 - 15:30

Networking coffee break hosted in the exhibition area

15:30 - 17:00

Cruise sector growth and assistance challenges

The Australian cruise industry has seen significant growth in recent years. This session will look at: trends in cruising such as demographics and popular routes; the unique nature of underwriting cruise insurance policies, and the risks that have to be taken into account; and the challenges of providing assistance in remote areas in the South Pacific.



Dr Ali Azhar
Head of International &
Technical Operation | AA
International Indonesia



Anton Loeb
Director of Sales
| Carnival Cruises
Australia



CONSTANT ADVANCEMENT

Business should continuously be evolving in diverse ways.
Game changing strategic partnerships is just one of them.



innovation
CHANGES EVERYTHING



NewFrontierGroup.com

A G E N D A



DAY 3 WEDNESDAY 13TH JUNE

08:00 - 09:00

Pre-conference coffee sponsored by Bangkok Dusit Medical Services

Join Bangkok Dusit Medical Services at their Networking Lounge for a breakfast snack before the conference sessions begin

09:00 - 10:30

Local partners, local culture

Why partnering with a local company in a country as big as China or Indonesia is a good idea, when you consider the size of the country as well as the different languages and cultures that are present. Understanding the culture of the country in which an insurer needs to do business successfully is key to a smooth care pathway for the patient, or the straightforward repatriation of mortal remains. Including a spotlight on evacuations from PNG.



Graham Denyer
Chief Medical Officer |
First Assistance



Santosh Marathe
Chief Operating Officer |
Apollo Hospitals



Katy Youngman
APAC Regional Manager
| Allianz Worldwide
Partners

10:30 - 11:00

Networking coffee break hosted in the exhibition area

11:00 - 11:30

How to build an app that travel insurance customers will use

This session will see a product manager discuss the primary factors to consider when developing an a travel assistance app, as well as identify the common pitfalls and mistakes that are made during the development process. Technology investment has to be optimised if insurers are to make a truly valuable product that their customers will use, so this is an essential session to attend if you're in the early stages of app development, or if you've made one, but people aren't making use of it!



David Webb
Senior Product Manager |
World Nomads



ITIC SYDNEY FAREWELL DINNER AND CRUISE

WEDNESDAY 13TH JUNE

Set sail for a spectacular evening of dining and entertainment! Including front row seats for the...

VIVID LIGHT SHOW

BOARDING: 19:15 PROMPT

King Street, Wharf 5

Transfers depart from the INTERCONTINENTAL HOTEL at 18:45 prompt.



LATECOMERS FORFEIT THEIR PLACE ON THE CRUISE

Please bring your ticket found in your ITIC registration pack

A G E N D A



11:30 - 12:00

Cross-border healthcare provision in Asia

A look at the opportunities and challenges for the providers of international health insurance in Asia.



Zikai Liu
Head of Benefit Solutions |
Martec China

12:00 - 13:30

Providing assistance services in China

A series of case studies that explore some of the challenges faced when providing assistance services in China.



Nicholas Ginnever
Director of Operations |
Flight Medic UK Ltd



Bhumikitti Ruktaengam
Assistant Hospital
Director | Bangkok
Hospital Phuket



Graham Williamson
CEO | LIFESUPPORT
Air Medical Services, Inc

13:30 - 14:30

Networking lunch hosted in the exhibition area

14:30 - 16:00

Provider Network Forum

Building a medical network in Asia and the surrounding region can be a challenge – here we give insurance and medical providers a chance for open and honest discussions about how to work better together to achieve the best outcome for the patient.



Katy Youngman
APAC Regional Manager
| Allianz Worldwide
Partners



Judy Mitchell
Marketing Manager |
Bangkok Hospital Dusit
Medical Services PCL

16:00 - 16:30

Networking coffee break hosted in the exhibition area

19:00 - 22:00

ITIC Sydney Farewell Dinner and Cruise

We are so excited to announce that for the first time, the ITIC Sydney Farewell Dinner will take place on water! Clearview Cruises sets a new benchmark in luxury cruising with its exceptional nautical design, contemporary décor and a dining experience that is unsurpassed on Sydney Harbour. ITIC guests will set sail on Sydney's newest glass boat for an evening of dining and entertainment. Moreover, our dates coincide with the infamous Sydney Vivid Light festival so from the mezzanine cocktail deck, you will be treated to the most spectacular and exclusive views of the light show. This will be a truly memorable ITIC Farewell Dinner.

Coaches depart at
18:45

Please note that
latecomers will
forfeit their place on
the cruise

