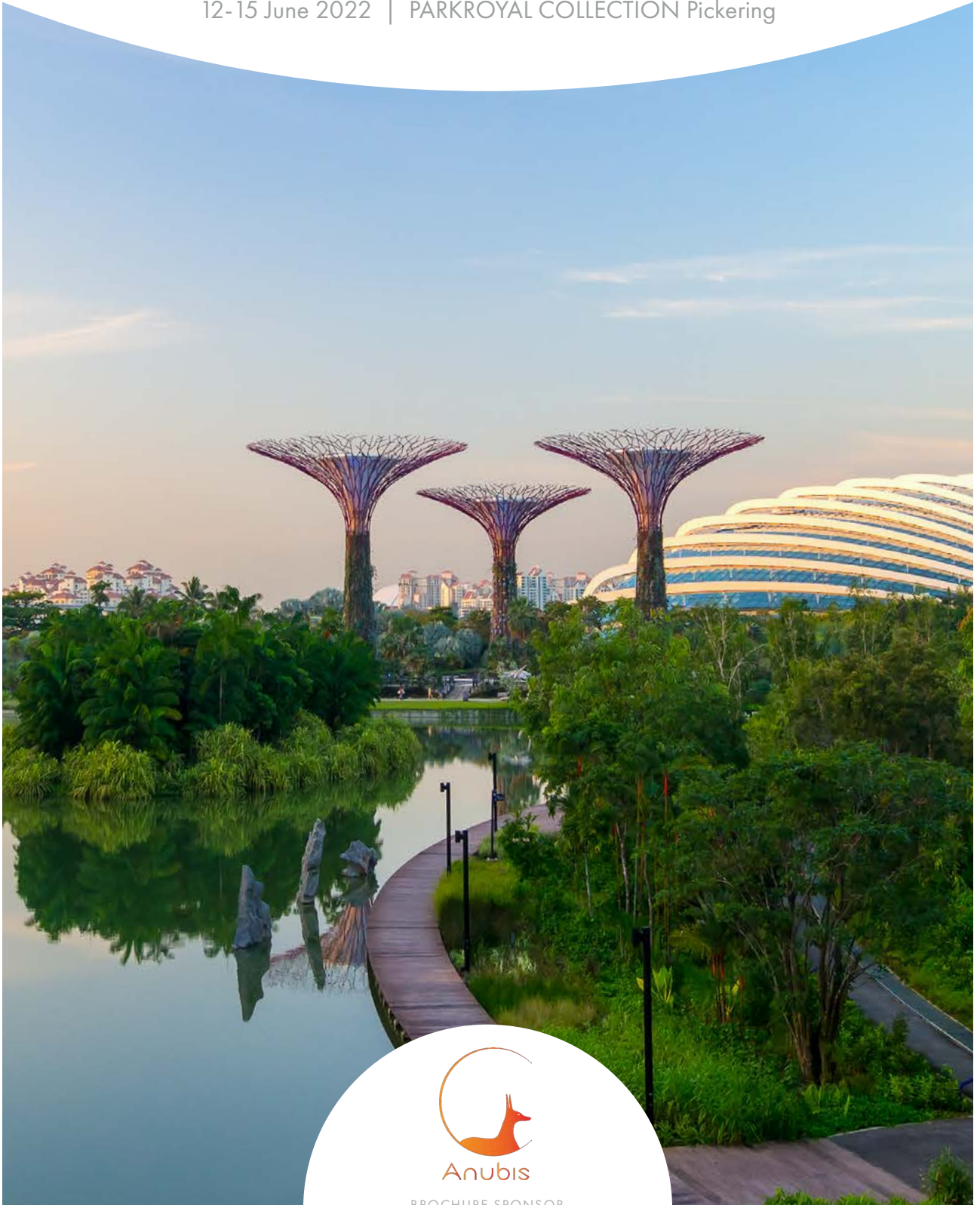




# SINGAPORE

12-15 June 2022 | PARKROYAL COLLECTION Pickering



Anubis

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# Chairman's message

Welcome, ladies and gentlemen, to ITIC APAC, held in the vibrant city of Singapore. It's great to be able to host the event once again, after such a long delay.

We have got a busy few days in front of us, with plenty of networking opportunities for business development and educational conference sessions that are going to delve deep into the issues facing the industry right now. We start with the recovery of the Asian travel sector, which, as borders gradually reopen, is looking positive, before moving on to digital health solutions, medical assistance evolution, international patient care, reputational risk management, and the ITIC Medical Directors' Forum. Each session will allow experts to share insights and research into how insurance and assistance companies are evolving

their products and services in line with customer demands in a changing travel risk landscape.

As ever, our conference also offers attendees the chance to visit local industry suppliers, including Singapore Casket Company, Mount Elizabeth Orchard Hospital, and Raffles Hospital.

I look forward to meeting you all over the course of the event.

**IAN CAMERON**  
ITIC Chairman & ITIJ Editor in Chief



## MODERATOR



**Ian Cameron**  
Conference Chairman  
ITIC

## THANKS TO THE COMMITTEE

### Lily Chen

Managing Director of Benefit Solutions, JLT China

### Ralf Krewer

Business Development Director, Bangkok Hospital

### Alex Besson

Managing Director, Feti'a Assistance

### Katy Youngman

Regional Manager Medical Provider  
Management, Allianz Partners

### Amy Villalobois

Group Head of Operational Strategy &  
Performance Operational Strategy & Performance  
| Business Services, nib



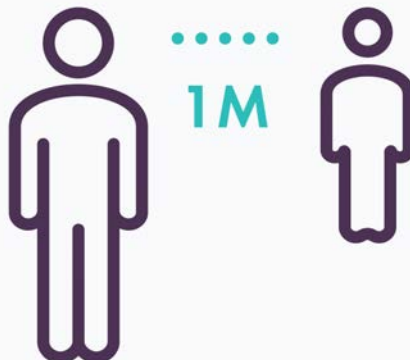
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## ITIC COVID PROTOCOLS



**WASH YOUR HANDS**



**KEEP YOUR DISTANCE**



**MASKS ADVISED**

# Brief Agenda

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## Tuesday 14 June

08:30-09:00	Registration and welcome coffee
09:30-10:00	The future of travel in the APAC region
10:00-11:15	Making digital health solutions work for the insurer and the customer
11:15-11:45	Networking coffee break hosted by ITIC Singapore exhibitors
11:45-12:15	Digital healthcare, insurtech and innovation in Asia
12:15-13:30	Networking lunch
13:30-14:00	Is medical assistance enough?
14:00-14:30	Mental health post Covid-19
14:30-15:00	Networking coffee break hosted by ITIC Singapore exhibitors
15:30-18:00	Singapore Casket Company facility tour

## Wednesday 15 June

08:30-09:00	Pre-conference coffee
09:00-10:30	The changing face of insurance and assistance services
10:30-11:00	Networking coffee break hosted by ITIC Singapore exhibitors
11:00-12:00	International patient care
12:00-12:30	Reputational risk management
12:30-13:30	Networking lunch
13:30-15:00	Medical Directors' Forum
15:00-15:30	Networking coffee break hosted by ITIC Singapore exhibitors
15:00-17:30	Raffles Hospital Facility Tour
19:00-23:00	ITIC Singapore Farewell Dinner

# Sponsors

## Thanks to our sponsors



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[ops@acglobal.us](mailto:ops@acglobal.us)

[acglobalmedicaltransports.com](http://acglobalmedicaltransports.com)





# Welcome Reception

13 June 2022  
17:30-19:30

Set amidst lush greenery on the fifth floor of the hotel, attendees will enjoy spectacular views of the Singapore city skyline for the ITIC Welcome Reception. Mingle and network whilst enjoying cocktails and canapés, or kick back in the colourful birdcage-inspired cabanas for a meeting with a difference!



14 JUNE 2022

# Tuesday



## 08:30 Registration and welcome coffee

09:00 Pick up your registration pack, enjoy a welcome coffee and meet the exhibitors.

## 09:30 The future of travel in the APAC region

10:00 What does the future of travel look like across the region? Our expert speaker from PATA will share statistics and a forecast for what we can expect to see now that travel across the region has opened.



**Liz Ortiguera**  
Chief Executive Officer  
Pacific Asia Travel Association (PATA)

## 10:00 Making digital health solutions work for the insurer and the customer

11:15 There is now a plethora of digital health platforms that allow clients to monitor their wellness levels, but how secure, stable and scalable are these solutions? Insights from Accenture and PwC Singapore will offer attendees the chance to understand how the insurance industry is adapting to new customer demands and offering digital services that increase value and engagement.



**Asad Khan**  
Managing Director, Health & Public Service  
Accenture



**Zubin Daruwalla**  
Health Industries Leader  
PwC Singapore

## 11:15 Networking coffee break hosted by ITIC Singapore exhibitors

11:45 Take a break with your new ITIC friends, meet in the networking area and connect with the ITIC APAC exhibitors.

## 11:45 Digital healthcare, insurtech and innovation in Asia

12:15 This session will investigate the diverse developments in technology solutions for insurance customers in the APAC region. Melisa will share insights about the developments in insurtech and digital healthcare, including MyDoc, which offers 24/7 patient-centric care to millions of employees and dependents across the region.

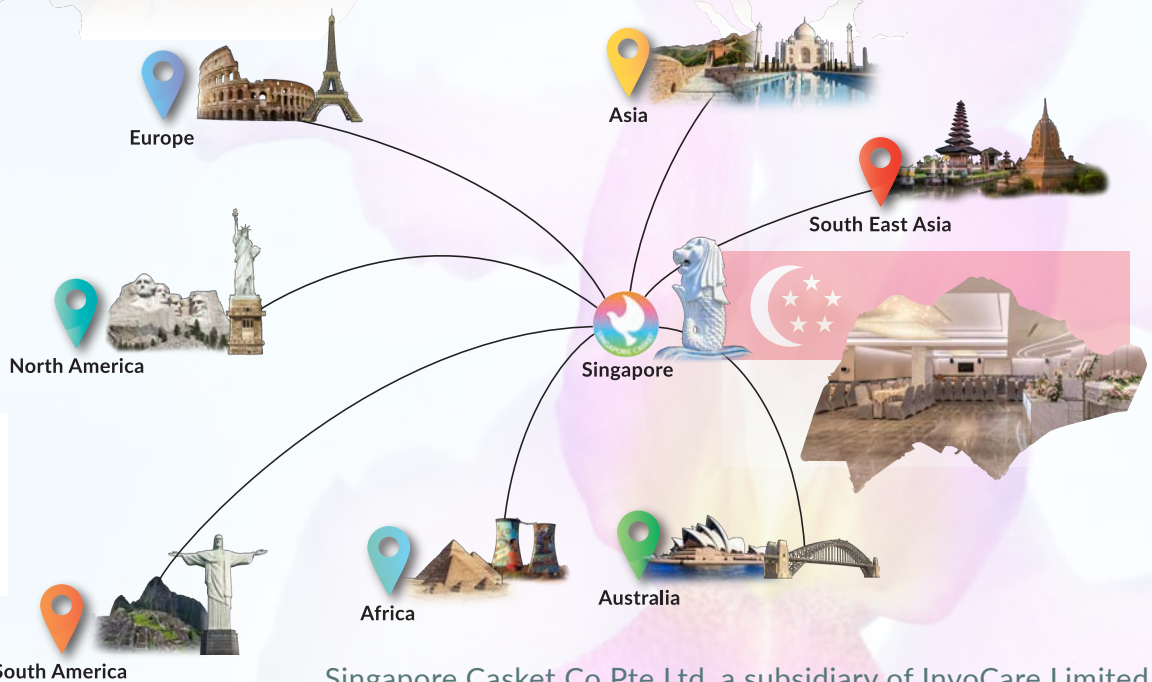


**Melisa Teoh**  
Chief Operating Officer  
MyDoc





# Homeland Journey International Repatriation



Singapore Casket Co Pte Ltd, a subsidiary of InvoCare Limited, Australia, which is the listed company in Australia Securities Exchange (ASX). We serve the public since 1920, is a leading and reputable funeral service provider in Singapore.

The dedicated and caring staff of the Singapore Casket strive to provide professional and personalized one-stop funeral services and solutions for all religions.

With more than 100 years' experience in the funeral industry, Our 24-hours professional and caring support team ensure the funeral repatriation process carried out smoothly and timely for the bereaved family. The committed support team will handle the outbound, inbound and inter-country repatriation to bring the loved ones back to their country of origin.





**12:15**     **Networking lunch**

**13:30**     Take a break with your new ITIC friends, meet in the networking area and connect with the ITIC APAC exhibitors.

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**13:30**     **Is medical assistance enough?**

**14:00**     What does an insurer want and need from an assistance company in remote or difficult to access regions? The speaker in this session will consider what additional services an assistance company could be offering to their insurer partners, including cost containment, security assessments and medical network management.



**John Spears**  
VP Marketing & Business Development  
Global Excel Management

**14:00**     **Mental health post Covid-19**

**14:30**     As the pandemic continues, Verisk Risk Ratings considers the ongoing pressures on peoples' mental health and how this impacts their physical wellbeing. The support of international health insurance and assistance providers is essential to globally mobile workers, who may need more help than other sectors of the population as they are far from home and their traditional support networks.



**Kim Yan Lim**  
Sales Director  
Verisk Risk Rating

**14:30**     **Networking coffee break hosted by ITIC Singapore exhibitors**

**15:00**     Take a break with your new ITIC friends, meet in the networking area and connect with the ITIC APAC exhibitors.

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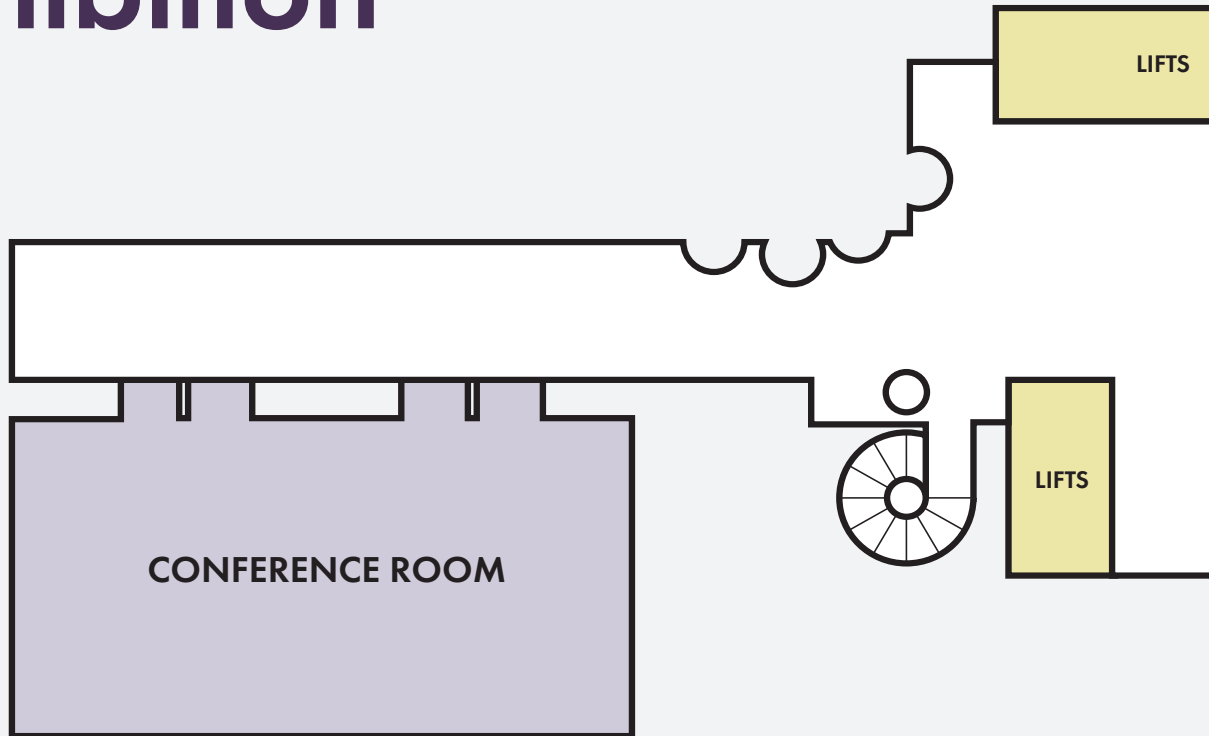
**15:30**     **Singapore Casket Company facility tour**

**18:00**     A funeral facility tour courtesy of Singapore Casket Company, allowing insurance and assistance company representatives to view the services available. Attendees will be transferred to Singapore Casket's facilities to view the repatriation services on offer, before splitting into groups to visit the funeral homes and embalming room.

The tour will conclude for pick up at 6:00 pm, returning to the conference venue around 6:15 pm.

MEET THE EXHIBITORS

# Exhibition



## Flying Home

BOOTH 1

Flying Home is a repatriation company based in Singapore. We are specialists in repatriating human remains in Asia and globally. Our multilingual specialists offer reliable 24/7 assistance to grieving families and corporations. Our extensive global network reunites the departed with their loved ones. Having worked with many assistance and insurance companies, we are your trusted partner in repatriation. We are fast, professional, and reliable.

For inquiries and information about our services, please contact:  
E: [enquiry@flyinghome.com](mailto:enquiry@flyinghome.com)  
T: +65 6253 0001

**"MEET US AT OUR EXHIBITION BOOTH  
AND ALLOW US TO TELL YOU MORE ABOUT  
REPATRIATION."**

## Flying Home

Funeral Home that specialises in  
International Repatriation

### Represented by

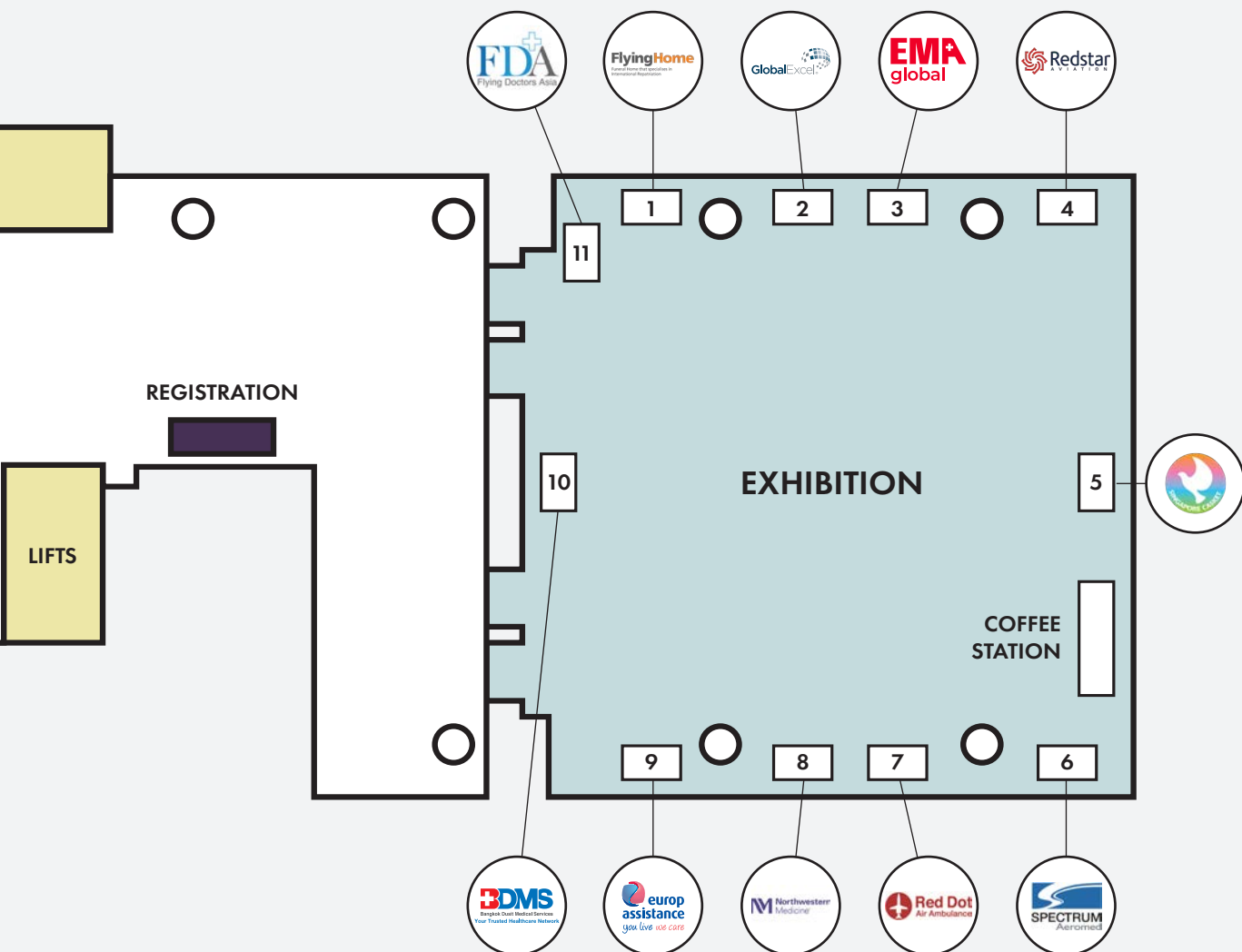


**Quek Hui Ying**  
Repatriation Specialist



**Natalia Susanto**  
Repatriation Specialist





## Global Excel

BOOTH 2

Global Excel is a premium, worldwide healthcare risk management company that provides cutting-edge solutions to a broad range of business lines. Our partners rely on our expertise to manage their healthcare claims costs while providing their members with a superior customer experience.

**"WE WELCOME THIS OPPORTUNITY TO SHARE AND DISCUSS TREND, IDEAS OF WITH INDUSTRY PARTNERS AND COLLEAGUES DURING THIS CONFERENCE. IT WILL NO DOUBT BE HIGHLY VALUABLE IN TERMS OF INFORMATION AND ATTENDING AN IN PERSON EVENT. WE INVITE ALL TO COME IN MEET US DURING THE CONFERENCE. "**



**Represented by**



**John Spears**  
VP Business Development & Marketing

## MEET THE EXHIBITORS

### EMA Global

BOOTH 3

EMA Global is a leading integrated assistance company in Asia with a speciality in medical evacuation and repatriation services. Founded in 1991, we have performed more than 8,500 missions in over 60 countries and across 200 cities with a 100% safety record. In addition to being ISO 270001 certified, we are the first EURAMI accredited assistance company in Asia-Pacific. We are also the only Assistance Provider in Singapore for the International Assistance Group (IAG).

Over the span of 30 years, we have grown our service offerings to include Medical and Travel Assistance Services, Roadside Assistance, Home Care Services, and Medical Concierge Services.

Supported by our in-house team of medical specialists and our proprietary HIPAA-compliant platform WeCare, EMA Global is equipped to provide worldwide assistance to our clients 24/7.



#### Represented by



**Winston Jong**  
Group Medical Director and Group CEO

**“COVID HAS CHANGED THE WAY WE TRAVEL AND INTERACT WITH ONE ANOTHER. OUR CLIENTS KNOW THAT HELP IS JUST A PHONE CALL AWAY”**

### Redstar Aviation

BOOTH 4

Focusing on providing comprehensive air medical services with an experience of 33 years, Redstar Aviation (RSA) offers air ambulance and medical escort services to a wide clientele, mainly consisting of major insurance, medical assistance companies and governmental organizations. Being based in Istanbul Atatürk Airport (LTBA), RSA conducts operations and manages maintenance & training activities at the premises located at the airport.

The company currently operates two Challenger 605 and four Bombardier Learjet 45 XR, dedicated air ambulance aircraft, all with multiple patient transport capacity and state-of-the-art medical equipment on board, each enables the medical crew to perform advanced patient monitoring and provides continuous lifesaving treatment throughout all of RSA's medevac flights including HFNO, IBP, ECMO, IABP and Neonatal Incubators.

RSA, capable of conducting 24/7/365 operations, is extending the foot print of its operations each day to a greater geography along with an accumulated experience especially in conflict zones and politically unstable areas such as Yemen, Afghanistan, Iraq, Libya and Somalia.

A multilingual alarm center, powered by a hand-picked staff of qualified and skilled medical doctors, flight nurses and operations experts is the heart of operations and enables RSA to provide services instantly and continuously in line with international guidelines.



#### Represented by



**Ozan Alemdaroglu**  
Deputy General Manager



**Adnan Bölükbaş**  
Operations Manager

**“WE ARE LOOKING FORWARD TO WELCOME ALL OF THE INDUSTRY LEADERS AT OUR TABLE-TOP EXHIBITION NUMBER #4”**



## MEET THE EXHIBITORS

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### Singapore Casket

BOOTH 5

Singapore Casket, a subsidiary company of InvoCare Limited from Australia which is the largest Multinational Funeral Corporation in Asia Pacific Region. We serve the public since 1920, is today the largest funeral company providing professional and personalized funeral services for all religions in Singapore and the only one 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 with 24-hour caring repatriation team to assist the bereaved family member, insurance and assistance companies to ensure smooth and timely repatriation back to their hometown.

**"WE ARE LOOKING FORWARD TO SEEING YOU AND WELCOME YOU TO VISIT OUR FUNERAL HOME DURING THE CONFERENCE. FOR RESERVATION, PLEASE EMAIL US OR CALL +65 6293 4388 (24HRS) REPATRIATION@SINGAPORECASKET.COM.SG"**



#### Represented by



**Calvin Tang**  
Assistant General Manager

### Spectrum Aeromed

BOOTH 6

Spectrum Aeromed is a leading designer and manufacturer of customized air medical and air ambulance equipment. Our company works closely with air medical and patient transport crews to equip all types of fixed and rotor wing aircraft with highly-specialized, innovative and field tested life support solutions. When minutes count and lives are at risk Spectrum Aeromed's durable and dependable equipment gives golden hour responders and flight crews unparalleled performance and responsiveness - every time.



#### Represented by



**Horst Heinicke**  
VO, International Sales, EUR/ME



**Thomas Redder**  
VP, International Sales, EUR/ASIA

## MEET THE EXHIBITORS

### Red Dot Air Ambulance Pte Ltd BOOTH 7

At Red Dot Air Ambulance, our flight and medical crews are equipped with over 20 years of experience in worldwide Air Ambulance medical evacuations. As a wholly owned subsidiary of the Seletar Jet Group of companies, by using Red Dot Air Ambulance for all your evacuation requirements, you are dealing directly with the aircraft operator! If it is a Bed-to-Bed service you require, Critical Care, Paediatrics or just our aircraft with our flight crew, we can cover short- and long-range Medevac missions with our own Air Ambulance fleet of Learjet 60's and Hawker 800XP's giving you direct access to support your clients seamlessly and effectively. We are extending our invitation to you for a meeting with us at Booth 7 for the ITIC Asia Pacific Conference, Singapore. You do not want to miss learning about our exciting expansion in the Asia Pacific Region.



#### Represented by



**Jet How Chua**  
Sales Manager

### Northwestern Medicine BOOTH 8

Northwestern Medicine is an integrated academic health system anchored by Northwestern Memorial Hospital, the No. 10 hospital in the U.S. and the No. 1 hospital in Chicago and Illinois, as ranked by the U.S. News & World Report 2021 – 2022 Honor Roll of America's Best Hospitals. Northwestern Medicine provides patients with access to world-class medical care, delivered in state-of-the-art facilities offering leading-edge treatment options.

Northwestern Medicine has 11 hospitals, more than 200 outpatient clinical sites, more than 33,000 employees, and more than 4,000 practicing physicians on the medical staff with ranking specialties in Oncology, Organ Transplant Center, Interventional Radiology, Geriatrics, Orthopaedics, Gastroenterology & GI Surgery, Neurology & Neurosurgery, and Cardiology.

At the heart of our success is a complementary approach with a multidisciplinary team of physicians working to bring top-quality care to patients from around the world.

For more information about Northwestern Medicine, visit [northwesterninternationalhealth.com](http://northwesterninternationalhealth.com) or call +1.312.926.1089



#### Represented by



**Jessica Morrissey**  
Chief Executive, Global Development



**Lindsey Kreutzer**  
Sr. Practice Manager



## MEET THE EXHIBITORS

### Europ Assistance

BOOTH 9

Since we've invented the assistance concept almost 60 years ago, our solutions have known no boundaries. Beyond emergency, our solutions help and anticipate customer needs on four corners of the globe. We guarantee business continuity 24/7 through our 39 assistance centers and 750 000 approved providers, even in the most stressful crisis situations. With 9.5 million interventions—and counting—we are proud to make assistance as reliable as running water, providing care for people the world over.

We provide a wide range of services from travel insurance & assistance, roadside assistance, personal assistance such as senior care, digital identity protection, telemedicine to conciergerie.

Europ Assistance is present all over the APAC region with entities in South East Asia, India, China and Australia. Europ Assistance Global PPO is our dedicated unit with expertise in cost-containment solutions.

Europ Assistance is part of the Generali Group, one of the world's leading insurers.



#### Represented by



**Bruno Auplat**  
Global Head of Medical Networks & GPPO



**Risa Wong**  
Head of Asia Pacific Hub - Medical & Travel Networks



**Ng Huey Wen**  
Area Manager, North East Asia - Medical & Travel Networks

### BDMS

BOOTH 10

With 50 years of services and trust from Thai and international patients from around the world, Bangkok Dusit Medical Services Public Company Limited (BDMS) is Thailand's largest private hospital system, and is one of the top 5 world's largest healthcare network by capitalization. Today, BDMS owns and manages 7 major hospital groups (Bangkok Hospital Group-, Samitivej Hospital Group-, BNH Hospital, Phyathai Hospital Group, Paolo Hospital Group, the Royal Hospital Group and the BDMS Wellness Clinic with 53 medical facilities located in Thailand and Cambodia. Among BDMS's subsidiaries providing healthcare solutions, BDMS Medevac Center (BMC) is fully equipped to facilitate long-haul air repatriation worldwide, and our doctors and nurses are trained to provide the highest level of emergency assistance by land, sea and air. For further information, please visit <http://www.bdms.co.th/>.



#### Represented by



**Sasiporn Kaocharern**  
Director – BDMS Corporate Adv & PR

**“OUR REPRESENTATIVES  
FROM VARIOUS BDMS  
NETWORK HOSPITALS ARE  
LOOKING FORWARDS  
TO MEETING YOU AT ITIC  
SINGAPORE. MEET US AT  
TABLE NR.10”**

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## MEET THE EXHIBITORS

### Flying Doctors Asia

BOOTH 11

As one of the pioneers in the air ambulance business in Asia, Flying Doctors Asia has been through numerous ups and downs for the past 18 years we are in business. But nothing beats this COVID-19 pandemic.

With sheer grit and flexibility to adopt change, we managed to restructure and continue serving the critically ill patients needing quick and expeditious transfers to medical centres in the Asia.

From our base in Singapore, we also have capabilities in Indonesia, Philippines, Australia and United Arab Emirates.

We are very glad to participate in this year's ITIC APAC and meet the wonderful people in this industry again.

Do come by our table at this Singapore event for a chat. We look forward to meeting you in person.

**"WE HAVE ASIA COVERED"**



#### Represented by



**Alex Khalil**  
Commercial Manager



**Prithpal Singh**  
CEO



**AMERICAS SAN JUAN**

Caribe Hilton Hotel, Puerto Rico  
**4-8 MARCH 2023**





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15 JUNE 2022

# Wednesday



08:30 Pre-conference coffee

09:00 Enjoy a coffee and meet the ITIC APAC exhibitors

09:00 The changing face of insurance and assistance services

10:30 How are insurers and assistance companies reacting to the change in priorities they are seeing amongst their clients? The pandemic, combined with recent geopolitical tensions, have thrown the importance of comprehensive travel and health insurance and assistance into sharp relief, but are policies meeting customer expectations, and how can assistance companies ensure their networks are reactive enough to cope with what customers need?



**David Burns**  
CEO  
First Assistance



**Bruno Auplat**  
Head of Global Networks  
Europ Assistance



**Madjid Benchaiba**  
Regional Head of Partnership Development, Travel & EW -  
AXA Life & Health Reinsurance Solutions

10:30 Networking coffee break hosted by ITIC Singapore exhibitors

11:00 Take a break with your new ITIC friends, meet in the networking area and connect with the ITIC APAC exhibitors.

11:00 International patient care

12:00 What are the real figures for international patient care in countries across the Asian region, and what does this mean for insurers seeking to boost the ability of patients to access the care they need? This session will give attendees the opportunity to learn from hospitals serving international patients and their insurers, looking at the creation of international departments, accreditation, and the importance of transparency in costs.



**Santosh Marathe**  
Regional CEO – Western Region  
Apollo Hospitals - Navi Mumbai | Nasik |  
Ahmedabad | Gandhinagar



**Ralf Krewer**  
Business Development Director  
Bangkok Hospital



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[www.medicalrescue.com.au](http://www.medicalrescue.com.au)



15 JUNE 2022

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## 12:00 Reputational risk management

12:30

During this session, Nikita will discuss the reputational risks of industry members, the importance of online reputation in the travel industry, how to manage it, measure it, and ultimately, how to avoid loss of profit due to bad reputation management tactics.



**Nikita Prokhorov**

Founder

Reputation House

---

## 12:30 Networking lunch

13:30

Take a break with your new ITIC friends, meet in the networking area and connect with the ITIC APAC exhibitors.

---

## 13:30 Medical Directors' Forum

15:00

The ITIC Medical Directors' Forum joins the APAC agenda for the first time this year, offering attendees the opportunity to report on cases that they have dealt with and perform an after-event review. The chance to discuss medical and logistical complications of international medical assistance cases with peers is a very valuable one, and the cases this year should provide plenty of points for discussion.



**Dr. Winston Jong**

Group CEO & Group Medical Director

EMA Global



**Dr. Gert Muurling**

Medical Director

Globalmed Air Medical Services, a Dutch company



**Nicholas Ginnever**

Director

Flightmedic



# Farewell Dinner

15<sup>th</sup> June — 7-11 pm — Monti at Marina Bay

Located a short walk from PARKROYAL COLLECTION Pickering, join us at Monti for the ITIC Farewell Dinner, as we take in the beautiful sights of the bay and toast to this year's event, rounding out the much-anticipated return of ITIC APAC



15 JUNE 2022

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**15:00    Networking coffee break hosted by ITIC Singapore exhibitors**

**15:30**    Take a break with your new ITIC friends, meet in the networking area and connect with the ITIC APAC exhibitors.

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**15:00    Raffles Hospital Facility Tour**

**17:30**    ITIC and Raffles Hospital are delighted to extend an invitation to all ITIC Singapore attendees to tour their facilities, and meet with the teams who provide medical care to international patients in the region. Transport will be provided to and from the PARKROYAL on Pickering.

---

**19:00    ITIC Singapore Farewell Dinner**

**23:00**    Join the ITIC team for a sumptuous dinner to bid farewell to your fellow attendees.



 **GLOBAL ATHENS**

Hotel Grande Bretagne  
**23-27 OCTOBER 2022**



# Anubis

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