



SINGAPORE SUMMIT AGENDA 2024

Session Name	Session Start Date/Time	End Date/Time	Description	Session Location	Speaker/Moderator
Welcome Reception & Registration	10 Nov 2024 4:00:00 PM	10 Nov 2024 6:00:00 PM	Please join us in The Astor Lounge located within The St Regis Singapore for the Welcome Reception & Registration to kick off the 2024 Summit enjoy a full bar and appetizers.	The Astor Lounge	
Welcome Remarks	11 Nov 2024 8:30:00 AM	11 Nov 2024 9:00:00 AM	Welcome	Carolina Mansion	Dennis Toomey Kai Weng Matthew Smith
Combatting Insurance Fraud and Crime Worldwide: A Scalable Model for Global Impact	11 Nov 2024 9:00:00 AM	11 Nov 2024 9:30:00 AM	In today's global landscape, insurance fraud and crime are a growing and sophisticated challenge that impact economies, people and property worldwide. In this session, President and CEO David J. Glawe will present how the National Insurance Crime Bureau's (NICB) innovative approach to combatting insurance fraud and organized crime can be successfully adapted by countries seeking to build their own effective fraud-fighting institutions. Drawing on NICB's proven track record, Mr. Glawe will outline key strategies and operational models that have allowed the organization to identify, track, and disrupt organized crime rings that target the insurance industry. The session will also introduce a forward-looking vision, where real-time	Carolina Mansion	David Glawe

			<p>sharing of fraud intelligence can enhance international cooperation, build stronger defenses against transnational crime, and amplify the impact of anti-fraud efforts across borders. Additionally, Mr. Glawe will showcase NICB’s robust learning and development programs, which are designed to train and equip international teams with the skills and knowledge needed to combat insurance fraud and crime. Through this session, attendees will gain actionable insights on building and scaling a comprehensive insurance fraud prevention organization, while contributing to a more secure and connected global insurance market.</p>		
<p>It takes a Network to Fight a Network</p>	<p>11 Nov 2024 9:30:00 AM</p>	<p>11 Nov 2024 10:00:00 AM</p>	<p>In this keynote address, delivered shortly after the conclusion of a 44-year career in law enforcement and border management, the Former Commissioner of the Australian Border Force will explore the intersection of insurance fraud, international border security, and organized crime. Drawing from personal experiences across decades of service—ranging from the London Metropolitan Police and Australian Federal Police, to leading Australia’s border security—Commissioner Outram will highlight the growing complexity and interconnectedness of global criminal networks. The presentation delves into specific criminal activities that exploit both borders and supply chains, including trade-based money laundering, vehicle theft, illicit drug</p>	<p>Carolina Mansion</p>	<p>Michael Outram</p>

			trafficking, and trusted insiders infiltrating critical systems. Key points will be to examine the evolving role of artificial intelligence (AI), data integration, and collaborative partnerships between industries and government agencies as essential tools for tackling these multifaceted threats. Michael will offer key insights into future strategies, highlighting the importance of trust, adaptability, and unified global efforts to safeguard international security and economic stability.		
Global Synergy: Bridging Borders and Sectors to Combat Transnational Insurance Fraud	11 Nov 2024 10:00:00 AM	11 Nov 2024 10:30:00 AM	In an era where transnational organized crime is becoming increasingly sophisticated, the need for robust public-private partnerships has never been more critical. This session delves into the dynamic collaboration between governmental agencies and the private sector in the global fight against insurance fraud. This will be an interactive fireside chat with the Former Commissioner of Australia's Border Force and the U.S. President and CEO of the National Insurance Crime Bureau. Prior to the discussion, each leader will present their unique insights and strategies on fostering effective alliances to dismantle criminal networks that exploit insurance systems across borders. They'll explore the intersection of policy, enforcement, and industry practices, highlighting successful	Carolina Mansion	David Glawe, Michael Outram, Dennis Toomey

			case studies and the innovative tactics being employed to outpace and outmaneuver fraudsters. This session aims to provide a comprehensive understanding of the multifaceted approach required to combat this pervasive issue and set a framework for future cooperation and success.		
Morning Break & Networking	11 Nov 2024 10:30:00 AM	11 Nov 2024 11:00:00 AM		Foyer	
Singapore Police Specialized Fraud Investigation Branch. Fighting Fraud Domestically and Internationally	11 Nov 2024 11:00:00 AM	11 Nov 2024 11:30:00 AM	Lim Kok Seong, the esteemed head of the Singapore Police Specialized Fraud Investigation Branch of the Commercial Affairs Department, will be delivering an insightful welcome address at the Global Insurance Fraud Summit. With a wealth of experience in combating complex fraudulent activities, Mr. Lim will provide a comprehensive overview of his organization's pivotal role in both domestic and cross-border fraud mitigation and prosecution. He will offer insights into the strategies and methodologies employed by his unit to detect, investigate, and mitigate insurance fraud. Mr. Lim's presentation will highlight key collaborative efforts, innovative technologies and policy frameworks that enhance global cooperation in the fight against fraud.	Carolina Mansion	Lim Kok Seong
Regulatory Collaboration in the United States	11 Nov 2024 11:30:00 AM	11 Nov 2024 12:00:00 PM	Insurance Commissioner John King will discuss the regulatory environment in the United States. Trends Challenges and	Carolina Mansion	John King (introduced by Fred Karlinsky)

			collaboration within the Global anti-fraud industry.		
Lunch & Networking	11 Nov 2024 12:00:00 PM	11 Nov 2024 1:00:00 PM		Foyer	
Global Convergence: Navigating Regulatory Hurdles in the Fight Against International Insurance Fraud	11 Nov 2024 1:00:00 PM	11 Nov 2024 1:45:00 PM	Insurance fraud is a pervasive issue that transcends borders, presenting unique challenges for regulators worldwide. This International Regulatory Panel will bring together leading regulatory experts to explore the multifaceted obstacles they face in combating insurance fraud on a global scale. Our discussion will delve into the complexities of cross-border enforcement, the harmonization of regulatory frameworks, and the need for international cooperation. Among the key topics, we will examine the potential for an international immunity act to protect whistleblowers and encourage the sharing of critical information among nations. Panelists will also outline their top priorities and strategies for addressing insurance fraud from a regulatory perspective, offering insights into how different jurisdictions can collaborate more effectively. We will engage in crucial dialogue to gain a deeper understanding of the regulatory landscape and discover innovative approaches to enhancing global efforts against insurance fraud	Carolina Mansion	Ronja Wildenstam Fred Karlinsky, Matthew Smith John King

The Human Element in Fighting Insurance Fraud	11 Nov 2024 1:45:00 PM	11 Nov 2024 2:15:00 PM	In this insightful presentation, The CEO of Insurance Service of Malaysia (ISM) will delve into the vital role people play in detecting and preventing insurance fraud, despite the advancements in technology. By focusing on intuition, collaboration, ethics, and training, the human element becomes an irreplaceable asset in the fight against fraud. more resilient and trustworthy industry.	Carolina Mansion	Mahendran Samiappan
International Executive Round Panel	11 Nov 2024 2:15:00 PM	11 Nov 2024 3:00:00 PM	In this exclusive Executive Round Table industry visionaries, leaders, and top executives converge for an intimate dialogue on the forefront of Global Insurance Fraud . This high-level discussion will explore cutting-edge strategies, emerging technologies, and collaborative initiatives shaping the future of the insurance fraud. Engage in insightful conversations, share best practices, and network with the thought leaders driving innovation in the fight against fraud	Carolina Mansion	Andrew Gill – CEO, Insurance Council of Australia. Jay Bobrowsky, Sr. VP SCIF David Glawe, CEO/President NICB. Frank Llende, Head of Chubb International – fraud Simon Blank – DFS Dr. Mukund Kulkarni SVP IIB Head of Health Insurance
Afternoon Break & Networking	11 Nov 2024 3:00:00 PM	11 Nov 2024 3:30:00 PM		Foyer	

<p>Empowering Excellence: Industry Training and Education</p>	<p>11 Nov 2024 3:30:00 PM</p>	<p>11 Nov 2024 4:15:00 PM</p>	<p>Insurance Crime Training Academy (NICTA), International Association of Special Investigation Units (IASIU) and the Insurance Services of Malaysia (ISM) to discuss the landscape of insurance fraud training programs. Moderated by an expert in the field, this panel will explore the development and implementation of comprehensive training initiatives designed to equip investigators with the skills and knowledge needed to detect and prevent insurance fraud. Discussions will cover the benefits of standardized training, the challenges of adapting programs to different cultural and regulatory environments, and the innovative approaches being used to enhance the effectiveness of these programs. Attendees will gain valuable insights into the latest best practices and collaborative efforts that are driving success in the fight against insurance fraud worldwide. Join us for an in-depth examination of how rigorous training and international cooperation are critical components in the global strategy to combat insurance fraud and protect the integrity of the insurance industry.</p>	<p>Carolina Mansion</p>	<p>Celeste Dodson, Jason Weesner Mahendran Samiappan Jim Berry</p>
<p>Navigating Legal Challenges in Combating Cross-Border Fraud: Insights from the</p>	<p>11 Nov 2024 4:15:00 PM</p>	<p>11 Nov 2024 5:00:00 PM</p>	<p>The Global Insurance Fraud Summit is proud to feature our International Legal Panel This esteemed panel will provide an overview of the legal challenges and emerging trends impacting the global insurance fraud industry. This session will specifically address critical issues such as</p>	<p>Carolina Mansion</p>	<p>Fred Karlinsky Emeric Desnoix Ross Silverman Jonathan Marks Ronja Wildenstam</p>

International Legal Panel			International Immunity, intelligence sharing, Letters of Cooperation, and other legal hurdles in the fight against cross-border fraud. Expert panelists will offer their perspectives on navigating these complex legal landscapes, discussing both the obstacles and innovative solutions that can enhance international collaboration. Attendees will gain valuable insights into the legal frameworks and cooperative mechanisms necessary to effectively counteract fraud on a global scale, fostering a more secure and unified insurance industry.		
Monday Wrap Up	11 Nov 2024 4:45:00 PM	11 Nov 2024 5:00:00 PM		Carolina Mansion	Dennis Toomey
Coach Departures For Dinner	11 Nov 2024 6:00:00 PM	11 Nov 2024 6:10:00 PM	The coach will pick up at the main entrance to the St Regis Hotel.	Coach to Raffles Singapore Mon	
Dinner at The Raffles Hotel	11 Nov 2024 6:30:00 PM	11 Nov 2024 9:30:00 PM	Please join us for a delightful dinner at the iconic Raffles Hotel. You will be welcomed with a refreshing cocktail, followed by a traditional Chinese meal.	The Raffles Hotel	
Coach to St Regis Singapore	11 Nov 2024 9:00:00 PM	11 Nov 2024 9:30:00 PM	The coach will pick up at the drop off point at the Raffles Singapore	Coach to St Regis	
Welcome & Monday Recap	12 Nov 2024 8:30:00 AM	12 Nov 2024 8:45:00 AM	A look back on Mondays sessions	Carolina Mansion	Dennis Toomey
IASIU – An International and Local perspective	12 Nov 2024 8:45:00 AM	12 Nov 2024 9:15:00 AM	Celeste Dodson, President of the International Association of Special Investigation Units (IASIU), and Gianni Di Meo, President of IASIU-Europe Chapter, will illuminate the future trajectory of the Association in 2025 and beyond. Their	Carolina Mansion	Celeste Dodson Gianni Di Meo

			insights will focus on international collaboration, networking, and education, providing invaluable resources for fraud fighters worldwide. Discover how the Association is shaping the landscape for fraud prevention professionals, fostering global connections, empowering education creating regional chapters to focus on trends and challenges locally and abroad.		
International Hubs - the Critical Role of Insurance Associations for Cross-Border Collaboration	12 Nov 2024 9:15:00 AM	12 Nov 2024 9:30:00 AM	Insurance Associations across the world play a critical role in the fight against fraud - coordinating their industry's collaborative detection & disruption strategies. As central industry hubs, they hold the key to sharing intelligence both across sectors & international borders. In this session, we will speak to leaders of some of the world's leading Associations - taking a closer look at their unique role in our sector & what comes next	Carolina Mansion	Nick Benham Selina Lau- HKFI Kai Weng - GIA Singapore Dan Abbott- NICB Andrew Gill - ICA
Morning Break & Networking	12 Nov 2024 10:00:00 AM	12 Nov 2024 10:30:00 AM		Foyer	
New Kid on the Block: Tackling Insurance Fraud in Hong Kong	12 Nov 2024 10:30:00 AM	12 Nov 2024 11:15:00 AM	The Hong Kong Federation of Insurers (HKFI), established on 8 August 1988, plays a pivotal role in advancing and promoting the insurance industry in Hong Kong. Dedicated to the development of the insurance sector for the benefit of the people and the economy, HKFI has been at the forefront of innovation and collaboration. In this session, Selina Lau, CEO of HKFI, will provide an insightful overview of HKFI's structure and its strategic	General Session	Selina Lau

			initiatives. She will delve into how HKFI fosters collaboration among industry players to combat insurance fraud effectively. Selina Lau, an inspirational leader in the region, will share her expertise and the Federation's achievements in the global fight against insurance fraud, highlighting the importance of unity and cooperation in tackling this pervasive issue.		
Criminal and Civil Responses to Insurance Fraud	12 Nov 2024 11:15:00 AM	12 Nov 2024 12:00:00 AM	Discussion on trends challenges and best practices to Criminal and Civil responses to International Insurance Fraud	Carolina Mansion	Emeric Desnoix
Lunch & Networking	12 Nov 2024 12:00:00 AM	12 Nov 2024 1:00:00 PM		Foyer	
Life/Health Global Fraud Trends, and the Frameworks for Effective Fraud Mitigation	12 Nov 2024 1:00:00 PM	12 Nov 2024 1:45:00 PM	Jason is Head of Global SIU for Gen Re, an international reinsurer. Fighting insurance fraud takes a holistic approach - it's not just about detection, or the latest tech. Without proper frameworks in place, no fraud mitigation strategy will be successful. In this session, Jason will discuss fraud trends affecting the Life, Health, & DI/IP space. He will dive into model frameworks that have proven to be successful, and how policy language, regulations, and case law are key elements that need to be considered when developing an anti-fraud strategy.	Carolina Mansion	Jason Weesner
ALFA Update (France)	12 Nov 2024 1:45:00 PM	12 Nov 2024 2:15:00 PM	Update on ALFA's latest initiatives, successes, and challenges in the battle against insurance fraud in France. Laetitia will share valuable insights into their innovative strategies, industry collaborations, and technological	Carolina Mansion	Maxence BIZIEN

			advancements, providing a unique lens into the evolving landscape of insurance fraud prevention in the country.		
Tech vs. Law: Observations at the intersection of technology and cross-border legal frameworks.	12 Nov 2024 2:15:00 PM	12 Nov 2024 2:45:00 PM	<p>In this session, Riedman will explore the application of anti-fraud technologies and multi-jurisdiction legal frameworks aimed to identify, disrupt, and ultimately dismantle criminal organizations operating across borders. We'll blend a vision of the future with observations of non-theoretical systems that work today, while confronting potential challenges and perceived barriers to effective cross-border intelligence harmonization, deconfliction, and collaboration—necessary components of effective international insurance fraud defense system.</p> <p>This session will include discussion of:</p> <ul style="list-style-type: none"> Technologies leveraged to bolster defensive capabilities Existing legal frameworks that work today Obstacles and challenges, including state actors Ideas to help the international fraud fighting community move forward 	Carolina Mansion	Shane Riedman
Afternoon Break & Networking	12 Nov 2024 2:45:00 PM	12 Nov 2024 3:15:00 PM		Foyer	
Turkey Fraud Bureau	12 Nov 2024 3:15:00 PM	12 Nov 2024 3:45:00 PM	An update from the Turkish Insurance Fraud Bureau (SBM). Salih's insights will provide a unique window into the evolving landscape of insurance fraud in Turkey. This update will include lessons and innovative approaches, underscoring the importance of	General Session	Salih Tayson

			international collaboration in the global fight against insurance fraud. Learn about their experiences, challenges, and successes, contributing essential knowledge to our collective pursuit of combating fraudulent activities.		
India Insurance Information Bureau (IIB)	12 Nov 2024 3:45:00 PM	12 Nov 2024 4:30:00 PM	<p>In the face of rising insurance fraud, the Indian insurance industry is at a critical juncture, necessitating innovative and multi-faceted strategies. Dr. Kulkarni and Sai Kumar, distinguished executives at the Insurance Information Bureau of India, bring their extensive expertise to the Global Insurance Fraud Summit to shed light on the current state and transformative efforts within the Health and Life insurance sectors in India.</p> <p>A key focus will be on the groundbreaking best practices being adopted to combat cross-carrier insurance fraud. These include leveraging advanced data analytics, machine learning, and emerging technology to detect and prevent fraudulent activities proactively. They will also highlight the importance of collaboration between insurers, regulatory bodies, and technology partners to create a unified defense against fraud.</p> <p>By sharing these innovative approaches and lessons learned, Dr. Kulkarni and Sai Kumar aim to foster a global dialogue, strengthening the insurance industry's resilience against fraud and ultimately</p>	General Session	Dr. Mukund Kulkarni, Sai Kumar Vattem

			benefiting insurers and policyholders worldwide.		
International Vehicle Crime Panel	12 Nov 2024 4:30:00 PM	12 Nov 2024 5:15:00 PM	A cornerstone of the Global Summit for the past five years, this session brings together foremost industry leaders to delve into the intricate realm of International Vehicle Crimes within the context of Transnational Organized Crime. Join us for an engaging discussion where experts will dissect topics ranging from vehicle thefts and regional statistics to the rising concern of Rental Car thefts. In this session, these distinguished leaders will share their valuable insights, shedding light on the complexities of vehicle-related crimes occurring on a global scale. Through their expertise, attendees will gain a comprehensive understanding of the evolving challenges in this arena and explore innovative strategies to combat these crimes effectively.	Carolina Mansion	Dan Abbott , Khoulood Wahib, Benoit Leclair Daan Nel
Tuesday Wrap Up	12 Nov 2024 5:15:00 PM	12 Nov 2024 5:30:00 PM		Carolina Mansion	Dennis Toomey
Welcome and Summit Recap	13 Nov 2024 8:30:00 AM	13 Nov 2024 8:45:00 AM		Carolina Mansion	Dennis Toomey

<p>Pioneering Through Insight: How Groundbreaking Research Studies Can Assist In The Fight Against Insurance Fraud</p>	<p>13 Nov 2024 8:35:00 AM</p>	<p>13 Nov 2024 9:00:00 AM</p>	<p>The Coalition Against Insurance Fraud is at the forefront of research on insurance fraud in the United States, delivering critical insights into its scope, root causes, and effective countermeasures. Our work empowers decision-makers and consumers with a deeper understanding of this pervasive issue and enhances strategies to combat it. In this session, we will present our latest research efforts, which aim to uncover emerging fraud trends, evaluate current anti-fraud practices, and provide data-driven guidance for future strategies. We will also explore opportunities for global collaboration on future research projects to strengthen our collective fight against insurance fraud.</p>	<p>Carolina Mansion</p>	<p>Brent Walker</p>
<p>Insurance Council of Australia - Collaborating Domestically and Internationally</p>	<p>13 Nov 2024 9:00:00 AM</p>	<p>13 Nov 2024 9:30:00 AM</p>	<p>CEO of the Insurance Council of Australia will discuss the challenges, trends and best practices setting up a cross industry consortium. He will delve into the opportunities he sees in sharing fraud, fraud scenarios and attributes of fraud schemes across the globe.</p>	<p>Carolina Mansion</p>	<p>Andrew Gill</p>
<p>Fraudsters Without Borders</p>	<p>13 Nov 2024 9:30:00 AM</p>	<p>13 Nov 2024 10:15:00 AM</p>	<p>An insight into international opportunistic and organized insurance fraud Organized fraudsters are modifying their tactics, targeting markets all over the world, crossing borders in a way not seen before – compounding the risk posed by opportunistic fraud Session content: Overview Views from international markets Trends and insight Best practice Case studies Q&A</p>	<p>Carolina Mansion</p>	<p>Steve Crystal</p>

Morning Break & Networking	13 Nov 2024 10:15:00 AM	13 Nov 2024 10:45:00 AM		Carolina Mansion	
Overview on vehicle crime and repatriation in Africa and Middle East	13 Nov 2024 10:45:00 AM	13 Nov 2024 11:15:00 AM	Learn about some of the unique challenges and innovative solutions in the realm of insurance fraud in Northern Africa through our exclusive country update from Morocco. This presentation will demonstrate some proactive measures taken by the region to detect, prevent, and combat fraud. Global Trends will present with a specialized focus on vehicles and containers, gained through years of dedicated work, this update showcases their in-depth expertise. with the goal of shedding light on the evolving landscape of insurance fraud prevention in Northern Africa."	Carolina Mansion	Khouloud Wahib
Recent Developments in Korean Insurance Fraud Prevention and Regulation	13 Nov 2024 11:15:00 AM	13 Nov 2024 11:45:00 AM	This talk provides an overview of the Korean insurance market, focusing on insurance fraud and recent policy changes to combat it. It will cover statistics on insurance fraud, including trends in detected insurance fraud amounts and the proportion of fraud across different insurance products. Additionally, the presentation will discuss recent legislative and regulatory changes, including amendments to the Special Act on Prevention of Insurance Fraud, changes to the automobile insurance claims standards, and reforms to the loss adjuster system. These measures aim to enhance the integrity and sustainability of the Korean insurance market.	Carolina Mansion	Hae Won Byun

Anti-Fraud Alliance and California, U.S.A. Insurance Market Updates	13 Nov 2024 11:45:00 AM	13 Nov 2024 12:15:00 PM	<p>During this session, we will discuss AFA's vision and mission in the global fight against insurance fraud. Past AFA President Jay Bobrowsky will share how the Anti-Fraud Alliance is shaping the landscape by fostering collaboration, knowledge sharing, enhancing the Anti-Fraud community, and advocating for innovative strategies and solutions. This presentation will also discuss the current state of the California insurance market including challenges such as wildfires and the ever-increasing limited homeowner's insurance market along with other California insurance market trends. The United States has the largest insurance industry in the world with about 55% of the global insurance market. California is home to the largest insurance industry in the nation and second largest in the world.</p>	Carolina Mansion	Jay Bobrowsky
Global Role of the Summit Working session and deliverables	13 Nov 2024 12:15:00 PM	13 Nov 2024 1:00:00 PM	<p>In this working session we will gather input from the attendees, follow up on deliverables, identify new deliverables and establish working groups for 2025. Current deliverables will include Letter of Cooperation between Countries and Organizations, Model Language for International Immunity, Global Network of Intelligence and Cross Border collaboration - Fraud Scenarios, Indicators and mitigation best practices.</p>	Carolina Mansion	Matthew Smith
Closing Remarks	13 Nov 2024 1:00:00 PM	13 Nov 2024 1:15:00 PM		General Session	Dennis Toomey