



INDIAN CHAMBER OF COMMERCE

THEME 2018-2019



PEOPLE • PLANET • PROFIT



emerging
ASIA
insurance
AWARDS 2018

May 28, 2018 | Bangkok, Thailand



EMERGING ASIA
INSURANCE AWARDS 2018
A REPORT



About the Event

Emerging market for life premiums are forecast to grow by 14.9% in 2017 and by 10.9% in 2018, sustained by robust growth of savings products, particularly in Emerging Asia. Yet, the overall penetration rate in Asia is still at 3-4%, against global average of around 8% indicating a high growth potential of this market. At the same time, the regulatory landscape continues to evolve as Asian markets tighten capital requirements, adopt the Common Reporting Standard and tighten regulations on consumer protection and cyber security.

Against this background Indian Chamber of Commerce (ICC) initiated **Emerging Asia Insurance Conclave & Awards 2018** to acknowledge honour and recognise the efforts made by the emerging Asian insurance companies through awards as well as discuss the current economic conditions and its ramifications on the insurance sector. The objectives of the Emerging Asia Insurance Awards were not only to boost the industry but also to encourage industry players to contribute more meaningfully towards the growth of the sector. The countries covered were India, Thailand, Bangladesh, Sri Lanka, Nepal, Bhutan and Myanmar. The awards celebrated the excellence and innovation across the Insurance Industry in the Emerging Asian Countries.

Leading Insurers of these countries participated and competed against each other for the coveted awards. The awards for the different category were adjudicated by panel of eminent jury members with immense experience as insurers and insurance regulators as well.

The Conclave had a special panel discussion session titled "**The Future of Insurance: Rise of Automation, Robotics and Artificial Intelligence: Go Digital, Stay Human**", which explored the digitization of the insurance industry and the disruptions that it will unleash.

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Jury Members

Mr Atanu Sen, Former MD & CEO, SBI Life and Deputy Managing Director, SBI

Mr Atanu Sen is the Chairman of ICC National Expert Committee on Banking, Finance and Insurance, Director Punjab and Sind Bank, Trustee NPS and Advisor Deloitte Consulting. He was Deputy Managing Director, State Bank of India & Former MD & CEO, SBI Life Insurance Co. Ltd, one of the largest private sector Life Insurance Company in the Country. He held various top executive roles with State Bank of India. Before moving to SBI Life, he was the Deputy Managing Director and Chief Credit and Risk officer of State Bank of India. During his 35 years long stint with State Bank of India he held positions such as Chief General Manager Mumbai Circle, General Manager of North East Circle where he provided innovative solutions for financial inclusion for the under privileged and under banked. It ushered in a new paradigm in financial inclusion by using biometric near field communication technology, which is a key intervention towards financial inclusion in the current scenario, in villages in Mizoram, Meghalaya and Assam. He has also served in the Bank's Frankfurt office.

Mr Sudhin Roy Chowdhury, Former Director, LIC and Former Member Life, IRDAI

Mr Sudhin Roy Chowdhury, a much known figure in the insurance industry, specifically the life insurance segment, brings with him almost 34 years of expertise in life insurance and two years of regulatory experience. At present he is an independent consultant and an advisor on financial matters including IT, analytics and life insurance and is also on the Board of Peerless Financial Products Distribution Ltd., Kolkata. He is also consulted by the Government of India with matters related to life insurance. He has recently been awarded with the Global Visionary Award by a reputed industry body in Ahmadabad. During his stint in LIC as an officer he has excelled in various assignments and further worked in prestigious positions at LIC in the senior cadre as the CEO & MD of LIC (International) Bahrain, Zonal Manager in charge of western zone, Executive Director (Personal/ HRD/ OD/OIC) and finally Executive Director (Marketing/Product Development) till his retirement in 2012. He was appointed by the Government of India as a life insurance regulator in the office of Insurance Regulatory and Development Authority of India (IRDA) as member (life), wherein he served till 2014. During his tenure in IRDAI he helped in developing the life insurance market and drafted micro insurance regulations. Mr. Roy Chowdhury has



Jury Members

also been awarded with the Rajib Gandhi Sadbhavana Award for being the best insurance executive for the year 2010. Further, he has also been associated with CESC, Haldia Petrochemicals and J.P Associates along with many other associations of repute at prestigious positions.

Mr Naba Gopal Banik, Former Member, IDRA, Bangladesh

Mr Naba Gopal Banik is an Ex-Member of Insurance Development And Regulatory Authority (IDRA), Bangladesh. Mr Banik holds the degree of Msc in Statistics from Chittagong University and Diploma in World Banking and Finance from Economics Institute, Colorado University, USA. He also attended special courses on Rural Finance in Ohio State University, USA. Prior to joining IDRA, he served as the Principal of Mutual Trust Bank Training Institute, Bangladesh and Executive Director of Bangladesh Bank, Central Bank of Bangladesh.

Mr Namgyal Lhendup, Former MD, RICBL

Mr Namgyal Lhendup is a Member of University Council, Royal University of Bhutan, since 2011 and the Vice-President of Chendebji Sampa Lhuendrup Drupchen Committee, since 2012. He is also the Member of Sidhi Moenlam Chenmo, Choekor Rabtentse, Tongsa. Mr. Lhendup was the CEO of Royal Insurance Corporation of Bhutan Limited (RICBL) and a Board Member in various other Government organizations, including the National Assembly of Bhutan (the Highest Legislative Body of the country). Mr. Lhendup hold the degree of Master in Science and Economics, from Northeastern University, Massachusetts, USA, Diploma in Regional Development Planning, from UNCRD, Nagoya, Japan and Diploma in Leadership for Human Security and Poverty Reduction, from UN International Leadership Academy-United Nations University, Amman, Jordan.

Mr Joydeep Roy, Partner, Insurance & Allied Businesses, PwC India

Mr Joydeep Roy has over 25 years of industry experience, the majority of which has been in very senior business roles in Insurance and Banking. His last business role was the Founder CEO of L&T General Insurance Company Limited which was set up from scratch by him without a JV and developed to win the Model Insurer Award in Technology from Celent two years in a row. Earlier he has been part of the founding team of AIG's Life Insurance JV in India and has otherwise worked for Standard Chartered Bank, Wipro & Compaq Computer Asia Pte Ltd. He has been on the Board of Insurance Information Bureau (IIB) set up by the Regulator from 2013-



Jury Members

2016. He has been a founder Director of the Financial Planning Standards Board and was one of the first CFPs (Certified Financial Planner) in India. He is also a prominent speaker in several National & International forums. He holds a degree in Mechanical Engineering and a Master's in Business Administration from IIM Calcutta.

Mr Hari Narayan Jandhyala, Former Chairman, IRDAI & Jury Chairman

Mr Hari Narayan Jandhyala is the former Chairman of the Insurance Regulatory and Development Authority (IRDAI). Prior to his joining at the IRDA he had an illustrious career as a bureaucrat. Mr. Hari Narayan joined the Indian Administrative Services (IAS) in 1970 and served in several districts in Andhra Pradesh. He served for many years in the fields of public enterprises management, infrastructure sector development and in industrial financing. He has been Managing Director of the Leather Industries Corporation, Small Scale Industries Development Corporation and the Industrial Development Corporation of the Government of Andhra Pradesh. He has also served in the Electricity Board, the Singareni Collieries and in the Steel Industry. He was also the MD of the Irrigation Development Corporation and Principal Secretary, Irrigation. Mr. Hari Narayan has served in the Government of India as Under Secretary in the Ministries of Defence and Education; as Joint Secretary in the Ministries of Coal and Food Processing; as Additional Secretary in the Ministry of Rural Development; and as Secretary to the Government of India in the Ministries of Programme Implementation and Statistics; and in the Ministry of Water Resources. He was appointed as Chief Secretary to the Government of Andhra Pradesh in 2006 from where he superannuated in February, 2008. He was the Jury Chairman for the Emerging Asia Insurance Awards 2018.

Mr Tadthep Sujitjorn, President, Thailand Insurance Institute

Mr Tadthep Sujitjorn is the President of Thailand Insurance Institute. He has also served as the CEO of Siam Takshashilla Company Limited, Assistant Managing Director of The Samaggi Insurance Pcl. and Senior Reinsurance Broker, Heath Hudig Langeveldt. He has also been Advisor to The Insurance Development and Technical Committee of Thai General Insurance Association (TGIA) an Author of "Medical Malpractice in Thailand", The Faculty of Medicine Siriraj Hospital Journal. He holds the Bachelor Degree from The Faculty of Arts, Chulalongkorn University, MBA from The Faculty of Faculty of Commerce and Accountancy, Chulalongkorn University



Jury Members

and Senior Associate (C.I.P) from the Australian and New Zealand Institute of Insurance and Finance.

Mr Amit Roy, Director, Insurance & Allied Businesses PwC, India

Mr Amit Roy is a Director in the advisory practice with a focus on Insurance sector. He has extensive exposure in the areas of Distribution Management, Customer Relationship Management, Strategic Turnaround & establishing New Business Models across geographies and has helped the clients in building up their businesses with right values. Mr. Roy is a business leader with 23 years of in-depth experience in setting up Insurance businesses with right focus on all relevant stakeholders. He has strong domain knowledge with required technical expertise in the areas of risk & Compliance, Insurance Act & related legal aspects. He has been closely associated with journey of 2 Insurance companies from scratch to healthy profitability with sustainable quality business, was involved in various Strategic projects to turnaround business in various companies at challenging times. He has authored many articles in leading magazines and daily. Before joining PwC, Mr. Roy has been FS Advisory Director Chief Distribution Officer of Aegon Life Insurance Co. Ltd. He was Head of Sales and Distribution at Reliance Life Insurance Co. Ltd. and was Vice President at Bajaj Allianz Life Insurance Co. Ltd. He is a Bachelors of Science with Physics, and a Post Graduate in Business Administration & General Management from Indian School of Business, Hyderabad. He has done Certification programme on competitive Marketing Strategy & Corporate Development: Mergers & Acquisitions from Wharton & Kellogg Business School.



Inaugural Session at the Emerging Asia Insurance Awards & Conclave 2018, Bangkok



Panel Discussion on "The Future of Insurance: Rise of Automation, Robotics and Artificial Intelligence: Go Digital, Stay Human"

Participants

	Thailand	Union Life Insurance Public Company Limited The New India Assurance Company Ltd Thailand Thaisri Ergo Insurance PCL Thai Pattana Insurance PCL
	Bhutan	GIC Bhutan Re Ltd
	Myanmar	Myanma Insurance Company Limited Capital Life Insurance AYA Myanmar Insurance Company Limited
	Nepal	Shikhar Insurance Company Limited Sagarmatha Insurance Company Limited Union Life Insurance Company Limited LIC Nepal Limited Nepal Re-Insurance Company Limited
	Sri Lanka	LIC Lanka Limited HNB Assurance PLC Soft Logic Life Insurance PLC Sanasa Insurance Company Limited
	Bangladesh	Central Insurance Company Limited Nitol Insurance Company Limited Rupali Insurance Company Limited Delta Life Insurance Company Limited Green Delta Insurance Company Limited Peoples Insurance Company Limited Phoenix Insurance Company Limited Popular Life Insurance Company Limited Prime Insurance Company Limited National Life Insurance Company Limited LIC Bangladesh



Participants



India
Non Life

- Aditya Birla Health Insurance Company Limited
- Max Bupa Health Insurance
- The New India Assurance Company Limited
- Future Generali India Insurance Company Limited
- SBI General Insurance Company Limited
- HDFC ERGO General Insurance Company Limited
- Bajaj Allianz General Insurance Company Limited
- National Insurance Company Limited



India
Life

- Life Insurance Corporation of India
- Shriram Life Insurance Company
- PNB MetLife India Insurance Company Limited
- Aegon Life Insurance Company Limited
- Edelweiss Tokio Life Insurance Company Limited
- IndiaFirst Life Insurance Company Limited
- Kotak Mahindra Life Insurance Company Limited
- ICICI Prudential Life Insurance Company Limited
- Bajaj Allianz Life Insurance Company Limited
- Tata AIA Life Insurance Company Limited
- Reliance Nippon Life Insurance Company Limited
- IDBI Federal Life Insurance Company Limited
- Aditya Birla Sun Life Insurance Company Limited
- SBI Life Insurance Company Limited
- Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited



H. E Mrs. Kshenuka Senewiratne, Ambassador of Sri Lanka to Thailand presenting Awards



Dr Chuchatr Pramoolpol, Dy Secretary-General, Office of Insurance Commission, Thailand presenting the Award



Award Winners

Thailand

	Special Recognition in Life Insurance	Union Life Insurance Public Company Limited
	Special Recognition in General Insurance	The New India Assurance Company Limited Thailand
	Special Recognition for Digital Insurance	Thaisri Ergo Insurance PCL
	Special Recognition in General Insurance	Thaisri Ergo Insurance PCL
	Special Recognition for Product Innovation in General Insurance	Thai Pattana Insurance PCL

Bhutan

	Best Emerging Reinsurance Company	GIC Bhutan Re Ltd
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Myanmar

	Best Service Provider in Life Insurance	Myanma Insurance Company Limited
	Best Service Provider in General Insurance	Myanma Insurance Company Limited
	Best Insurance Company	AYA Myanmar Insurance Company Limited
	Special Recognition for Product Innovation in Insurance	AYA Myanmar Insurance Company Limited

Nepal

	Best Customer Orientation in Life Insurance	LIC Nepal Limited
	Best Service Provider in Life Insurance	LIC Nepal Limited
	Best Growth in Life Insurance	LIC Nepal Limited
	Special Recognition for Product Innovation in General Insurance	Sagarmatha Insurance Company Limited
	Special Recognition in Reinsurance	Nepal Re-Insurance Company Limited

Sri Lanka

	Best Product Innovation in Life Insurance	LIC Lanka Limited
	Special Recognition for Risk Management	LIC Lanka Limited
	Best Service Provider in Insurance	Soft Logic Life Insurance PLC
	Best Growth in Insurance	Soft Logic Life Insurance PLC
	Best Insurance Company	Soft Logic Life Insurance PLC
	Special Recognition for Product Innovation in General Insurance	Sanasa Insurance Company Limited

Bangladesh

	Best Customer Orientation in Life Insurance	Delta Life Insurance Company Limited
	Best Service Provider in Life Insurance	Popular Life Insurance Company Limited
	Best Growth in Life Insurance	Popular Life Insurance Company Limited
	Best Customer Orientation in General Insurance	Green Delta Insurance Company Limited
	Best Service Provider in General Insurance	Green Delta Insurance Company Limited
	Best Life Insurance Company	Popular Life Insurance Company Limited
	Best General Insurance Company	Green Delta Insurance Company Limited
	Special Recognition for Life Insurance Promotion	National Life Insurance Company Limited
	Special Recognition for Product Innovation in General	Nitol Insurance Company Limited Insurance
	Special Recognition for Product Innovation in General Insurance	Prime Insurance Company Limited



Award Winners

India

	Best Customer Orientation in Life Insurance	ICICI Prudential Life Insurance Company Limited
	Best Service Provider in Life Insurance	Life Insurance Corporation of India
	Best Growth in Life Insurance	ICICI Prudential Life Insurance Company Limited
	Best Product Innovation in Health Insurance	Aditya Birla Health Insurance Company Limited
	Best Customer Orientation in General Insurance	HDFC Ergo General Insurance Company Limited
	Best Service Provider in General Insurance	HDFC Ergo General Insurance Company Limited
	Best Growth in General Insurance	SBI General Insurance Company Limited
	Special Recognition for Customer Orientation in Life Insurance	SBI Life Insurance Company Limited
	Special Recognition for Service Provider in Life Insurance	SBI Life Insurance Company Limited
	Special Recognition in Technology	SBI Life Insurance Company Limited
	Special Recognition for Growth in Life Insurance	IDBI Federal Life Insurance Company Limited
	Special Recognition for Product Innovation in Life Insurance	Reliance Nippon Life Insurance Company Limited
	Special Recognition for Digital Insurance	Reliance Nippon Life Insurance Company Limited
	Special Recognition for Product Innovation in Health Insurance	Max Bupa Health Insurance
	Special Recognition for Digital Insurance	Aegon Life Insurance Company Limited
	Special Recognition for Life Insurance Company	Tata AIA Life Insurance Company Limited
	Special Recognition for General Insurance Company	HDFC Ergo General Insurance Company Limited
	Best Life Insurance Company	ICICI Prudential Life Insurance Company Limited
	Best General Insurance Company	SBI General Insurance Company Limited
	Best Reach within BIMSTEC in General Insurance	The New India Assurance Company Limited
	Best Reach within BIMSTEC in Life Insurance	Life Insurance Corporation of India



Award Winning Insurance Companies from Thailand with Jury Panel



Awardees from Nepal, Bhutan and Sri Lanka with Jury Members



Jury Members with the Awardees from Myanmar



Jury Members with the Awardees from India

Deliberations at the Conclave

The Emerging Asia Insurance Awards & Conclave 2018, organised by Indian Chamber of Commerce at Bangkok, witnessed the participation of renowned insurance companies from seven BIMSTEC countries, viz Thailand, Myanmar, Nepal, Bhutan, Bangladesh, Sri Lanka, and India. Apart from the award ceremony, there were two special sessions focused on the current needs of the insurance industry. The topic of the inaugural session was "Emerging Asia-Growing Insurance Industry", while a special panel discussion session discussed "The Future of Insurance: Rise of Automation, Robotics and Artificial Intelligence: Go Digital, Stay Human", which highlighted the digitisation of insurance industry with its creative disruption as well as productivity effect.

Today, Artificial Intelligence (AI) is pushing the boundaries of human imagination and has transformed a futuristic concept into a powerful force. The panel discussed the operational procedures in AI and Robotics and dispelled the fear that modern technologies may induce job losses. It highlighted the importance of customer experience in insurance business and the major role technology is playing in enhancing the productivity and efficiency, thereby transforming the market. The speakers unanimously felt that digitisation has helped the insurance companies to manage data and cost and streamline the operations. However, they also argued that the companies need to retain their personal touch with the customers and there is a critical need for emotional intelligence as well. In fact, the concepts of digital and human are actually intertwined. The speakers at the session categorically stated that being human is not only a personal responsibility, but it makes insurance business viable. In this context, the speakers felt that public awareness should also be raised to achieve the target of deeper insurance penetration.

The eminent speakers and guests in the forum included **Dr Chuchatr Pramoolpol**, Deputy Secretary-General, Office of Insurance Commission, Thailand; H.E **Mrs Kshenuka Senewiratne**, Ambassador of Sri Lanka to Thailand; **Dr Sanjay Kumar**, Commercial Representative, Embassy of India, Thailand; **Mr Tadthep Sujitjorn**, President, Thailand Insurance Institute, Thailand; **Mr Ravindra Kumar**, President, SBI Life Insurance; **Mr Sumit Mohindra**, EVP, ICICI Prudential Life Insurance; **Mr Nagendra Saikumar**, Head-Operations, HDFC Ergo General Insurance; **Mr Puneet Sahn**, AVP, Product Development, SBI General Insurance; **Mr Abhijit Ghosh Dastidar**, CEO, LIC Nepal, **Syed Moinuddin Ahmed**, Additional MD, Green Delta Insurance; **Mr Manoj Adhikari**, IT Head, GIC Bhutan Re; **Dr Sandar Oo**, Managing Director, Myanma Insurance; **Mr Amit Roy**, Director, Insurance & Allied Businesses PwC, India along with ICC Jury members.



Dr Chuchatr Pramoolpol, Deputy Secretary-General, Office of Insurance Commission, Thailand congratulated ICC for initiating such an award ceremony in Bangkok. He discussed the important role insurance plays in improving the quality of human life. Dr Pramoolpol informed the audience that Office of Insurance Commission (OIC) is working consistently to promote insurance products and distributional channels and improving their capacity and quality in Thailand. He felt that insurance companies should not only focus on business growth, but also reach out to the individual customers. He also highlighted the role of technology in claim settlement and customer care.

H.E Mrs Kshenuka Senewiratne, Ambassador of Sri Lanka to Thailand congratulated Indian Chamber of Commerce for organising the Conclave & Awards in Thailand and highly appreciated the efforts for such an outstanding initiative.

On behalf of the Indian Embassy, **Dr Sanjay Kumar**, Commercial Representative, Embassy of India, Thailand congratulated and wished luck to all the award winners. In his brief address, he discussed the trade potential between India and Thailand. Dr Kumar said that presently, Thailand has over 50 major Indian companies and over 30 major Thai companies are also investing in India. He felt that India's 'Act East' and Thailand's 'Act West' policies have resulted in mutually beneficial cooperation between the two countries.

Speaking on the insurance industry in Thailand, **Mr Tadthep Sujitjorn**, President, Thailand Insurance Institute argued that the industry is playing a significant role in the socio-economic development of Thailand, serving as a contributing source of long-term savings and guaranteed security of household and business assets. He opined that Thailand is committed to fostering and ensuring a favourable business and investment environment, and offering excellent conditions for investors. He also mentioned that Thai insurance business has demonstrated a net profit of 68,586 million Baht in 2016, which is expected to increase in 2018. Mr Sujitjorn also congratulated ICC for organising the conclave at Bangkok and felt that this type of forums can enable major international cooperation which should be expanded to sub-regional levels.

Mr Hari Narayan Jandhyala, Former Chairman, Insurance Regulatory and Development Authority of India (IRDAI) in his preamble to the panel discussion on **The Future of Insurance: Rise of Automation, Robotics and Artificial Intelligence** spoke about introduction of technology in different sectors and its impacts. He felt that Artificial Intelligence can enable rapid growth of the insurance business, though, he noted, that among many companies, expertise and

knowledge in AI is still limited. To this end, he suggested that insurance companies should employ more skilled employees to assist the customers. Mr Jandhyala also focused on the important role of human interaction in the insurance industry. He commented that, guiding principle of insurance business should be ethics.

Mr Naba Gopal Banik, Former Member, Insurance Development & Regulatory Authority (IDRA), Bangladesh stated that Bangladesh's economy has grown by over 6% in the past decade and the insurance sector has also advanced steadily. He mentioned that the Government of Bangladesh is committed to the development of the insurance industry and it has already planned projects to upgrade insurance regulation.

Mr Namgyal Lhendup, Former Managing Director, Royal Insurance Corporation of Bhutan spoke about the insurance industry in Bhutan and Nepal, two landlocked hilly countries that had made remarkable progress in insurance business. He stated that with three insurance and reinsurance companies, Bhutan has made significant progress in universal insurance coverage. Mr Lhendup also highlighted the insurance industry of Nepal and pointed out that the Nepali insurance sector has seen remarkable growth in recent times.

Mr Atanu Sen, Former MD & CEO, SBI Life & Deputy Managing Director, SBI in his Welcome Address discussed the important role of Insurance Industry to the overall economic development of India. He also felt that technology is going to become one of the major drivers of insurance business in the coming days.

Dr Rajeev Singh, Director General, ICC offered the formal Vote of Thanks.

Additionally, a Knowledge Report was also released at the Conclave.



Profiles of Platinum Sponsors



ICICI Prudential Life is promoted by ICICI Bank Limited, and Prudential Corporation Holdings Limited, headquartered in United Kingdom. The Company began operations in fiscal 2001 and has consistently been amongst the top private sector life insurance companies in India on a Retail Weighted Received Premium (RWRP) basis.

The Company offers an array of products in the Protection and Savings category which match the different life stage requirements of customers, enabling them to provide a financial safety net to their families as well as achieve their long term financial goals. The digital platform of the Company provides a paperless onboarding experience to customers, empowers them to conduct an assortment of self-service transactions, provides a convenient route to make digital payments for purchasing and making renewal premium payments, facilitates a hassle free claims settlement process etc.

ICICI Prudential Life is the first private life insurance company to cross the Rs 1 trillion mark for Assets under Management (AUM). At December 31, 2018, the Company had an AUM of Rs 1499.81 billion and a Total Sum Assured of approx Rs 10.22 trillion. ICICI Prudential Life is listed on both National Stock Exchange (NSE) and The Bombay Stock Exchange (BSE).



SBI Life Insurance Company Limited, established in 2001, is a joint venture between State Bank of India and BNP Paribas Cardif S.A. and is one of the leading life Insurance companies in India. SBI Life has an authorized capital of Rs 20.0 billion and a paid up capital of Rs 10.0 billion.

SBI Life offers a comprehensive range of life insurance and pension products at competitive prices, ensuring high standards of customer service and world class operating efficiency. The Company offers individual and group products which include savings and protection plans to address the insurance needs of diverse customer segments.

SBI Life has a multi-channel distribution network comprising of an expansive Bancassurance channel with SBI, which has an unrivalled strength of over 22,000 branches across the country. SBI Life also has a large and productive agent network comprising of 116,278 agents, as on December 31, 2018. The Company's other distribution channels include direct sales and sales through corporate agents, brokers, insurance marketing firms and other intermediaries. As on December 31, 2018, the Company has a widespread network of 859 offices across the Country to address customer needs effectively and efficiently. The Company had an AuM of Rs 1341.5 billion as of December 31, 2018.

The Company is listed on National Stock Exchange and The Bombay Stock Exchange.

Profile of Silver Sponsor



SBI General Insurance Company Limited commenced its operations in the year 2010 and is a joint venture between State Bank of India and Insurance Australia Group (IAG). It currently serves three key customer segments i.e. Retail Segment (catering to Individual & Families), Corporate Segment (catering mid to large size companies) and SME Segment through a wide range of general insurance products in retail and commercial space at affordable prices to make insurance accessible to all individuals and businesses.

The company offers a complete suite of products ranging from Motor, Health, Personal Accident, Travel and Home Insurance in the retail space and products like Aviation, Fire, Marine, Package, Construction & Engineering and Liability Insurance in the commercial space.

SBI General Insurance follows a robust multi-distribution model encompassing Bancassurance, Agency, Broking and Retail Direct Channels. Today, SBI General's Distribution family includes over 21,000 IRDAI certified employees including the State Bank Group's employees and over 8000 Agents to make insurance easily available even in the remote areas of the country.

SBI General Insurance has established its presence in nearly 23000 branches of State Bank Group. The company's current geographical exposure covers 110+ cities pan India with a presence of another 350+ locations through satellite resources.

Profiles of Associate Sponsors



HDFC ERGO General Insurance Company is a 51:49 joint venture between the Housing Development Finance Corporation Ltd. (HDFC), India's premier Housing Finance Institution, and ERGO International AG the primary insurance entity of the Munich Re Group of Germany. The Company marked the first merger in the General Insurance sector in August 2017, with IRDAI's approval for the merger of HDFC ERGO General Insurance Co. Ltd. with HDFC General Insurance Ltd. (formerly Known as L&T General Insurance Co. Ltd.), and the merged entity, known as HDFC ERGO General Insurance Co. Ltd., is the third largest General Insurance provider in the private sector.

HDFC ERGO offers products like Motor, Health, Travel, Home, Personal Accident and Cyber Insurance in the retail space and customized products like Property, Marine and Liability Insurance in the corporate space through its vast network of 122 branches which is spread across 106 cities and a wide distribution network.

HDFC ERGO has launched several technologically innovative solutions, offering customers



an enhanced service experience, like the Insurance Portfolio Organiser (IPO) App, the IPO App on the Apple Watch, the Overnight Vehicle Repairs service, Motor Self-Inspection App and the HDFC ERGO Community – <https://community.hdfcergo.com/>. With a paradigm shift in customer engagement because of new technology innovations, the Company has enabled newer platforms for customers to engage and interact with the company like DIA, the AI-enabled chatbot service made available on the Company’s website, Amazon Alexa and Google Assistant.

HDFC ERGO has left no stone unturned in providing customer service, as the Company follows a 30 minute turn-around-time (TAT) for the processing of pre-authorized cashless Health Insurance Claims and a 15 minute TAT to process pre-authorized cashless Motor Insurance claims. More information about the company is available on <https://www.hdfcergo.com>.

EXIDE Life Insurance

Exide Life Insurance Company Limited, an established and profitable life insurance company, commenced operations in 2001-02 and is head quartered in Bengaluru. The company is 100% owned by Exide Industries Limited. The company serves over 15 lakh customers and manages assets of over INR 12,500 Crores. During the financial year 2017-18, the company achieved Total Premium Income of over INR 2,500 crores and delivered INR 60 crores in Profits (PBT).

Exide Life Insurance distributes its products through multi-channels viz. Agency, Banc assurance, Corporate Agency & Broking, Direct Channel and Online. The Agency channel comprises of 45,000+ advisors who are attached to over 200 company offices across the country. The company also offers group life insurance solutions.

The company is focused on providing long term protection and savings solution plans and has a strong traditional product portfolio with a consistent bonus track record. The company has ISO 9001:2015 quality certification for all Customer Service processes and the ISO/IEC 27001:2013 for information security management.

GREEN DELTA INSURANCE

Green Delta Insurance Company Limited (GDIC) is one of the leading private non life insurance companies in Bangladesh. GDIC was incorporated in December 14, 1985 as a public limited company, under the Companies’ Act 1913 and its operation started on 1st January 1986, with a paid up capital of BDT 30.00 million.

Now, Green Delta Insurance Company Ltd. is amassed more than BDT 807 million with a credit rating of AAA and ST1 as the first Insurance Company in Bangladesh. Green Delta is also the 1st Insurance Company in Bangladesh to have equity partnership with International Finance Corporation (IFC) of World Bank Group. With a presence in the

strategically important parts of the country, which includes 41 branches, Green Delta Insurance Company has established its prominent presence with equity participation in Delta BRAC Housing Ltd., Progressive Life Insurance Co Ltd, United Hospital Ltd. FinExcel Ltd. and BD Venture Ltd. Green Delta Capital Ltd., Green Delta Securities Ltd., Professional Advancement Bangladesh Limited and GD Assist Limited are four of the direct subsidiaries. GDIC provides stock brokerage services through Green Delta Securities Ltd. (GDSL) and Investment Banking services through Green Delta Capital Ltd. (GDCL). Professional Advancement Bangladesh Limited provides international standard professional trainings, in collaboration with CII, UK and GD Assist Limited is the Official Representative of Malaysia Healthcare Travel Council in Bangladesh promoting Malaysia Healthcare Tourism.

Association Partners



สมาคมประกันวินาศภัยไทย
Thai General Insurance Association



Life Insurance Council
Together in service



About ICC

Founded in 1925, Indian Chamber of Commerce (ICC) is the leading and only National Chamber of Commerce operating from Kolkata, and one of the most proactive and forward-looking Chambers in the country today. Its membership spans some of the most prominent and major industrial groups in India. ICC's forte is its ability to anticipate the needs of the future, respond to challenges, and prepare the stakeholders in the economy to benefit from these changes and opportunities.

Set up by a group of pioneering industrialists led by Mr G D Birla, the Indian Chamber of Commerce was closely associated with the Indian Freedom Movement, as the first organised voice of indigenous Indian Industry. Several of the distinguished industry leaders in India, such as Mr B M Birla, Sir Ardeshir Dalal, Sir Badridas Goenka, Mr S P Jain, Lala Karam Chand Thapar, Mr Russi Mody, Mr Ashok Jain, Mr Sanjiv Goenka, have led the ICC as its President. Currently, Mr Rudra Chatterjee is leading the Chamber as its President.

ICC is the only Chamber from India to win the first prize in World Chambers Competition in Quebec, Canada.

ICC's North-East Initiative has gained a new momentum and dynamism over the last few years. ICC has a special focus upon India's trade & commerce relations with South & South-East Asian nations, in sync with India's 'Act East' Policy, and has played a key role in building synergies between India and her Asian neighbours through Trade & Business Delegation Exchanges, and large Investment Summits.

ICC also has a very strong focus upon Economic Research & Policy issues - it regularly undertakes Macro-economic Surveys/Studies, prepares State Investment Climate Reports and Sector Reports, provides necessary Policy Inputs & Budget Recommendations to Governments at State & Central levels.

The Indian Chamber of Commerce headquartered in Kolkata, over the last few years has truly emerged as a national Chamber of repute, with full-fledged offices in New Delhi, Mumbai, Guwahati, Ranchi, Bhubaneswar & Hyderabad functioning efficiently, and building meaningful synergies among Industry and Government by addressing strategic issues of national significance.

**See you in
2019!**

emerging
ASIA
insurance
AWARDS 2019

June 10, 2019 | Bangkok



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