

Dear Sir / Madam,

SEMINAR ON :

1. **OVERALL FRAUD AND CASE STUDIES BY MR GOH CHING ON & MR MICHAEL LAU**
2. **HANDLING OF FRAUD CLAIMS BY MR S.G BALA**

We are pleased to inform that we will be organizing one day Seminar on the abovementioned topics as below:

DATE & TIME

Tuesday, 16 August 2016:  9.00 am – 5.00 pm

VENUE

Renaissance Hotel, Kuala Lumpur

**PARTICIPANTS**

This session should attract all technical professionals engaged in the Malaysian insurance/takaful market e.g. Claims personnel, Underwriters, Risk Surveyors, Loss Adjusters, Insurance Brokers etc. It will also be informative for marketeers, regulatory bodies, Legal and Compliance Department.

**SPEAKER’S PROFILE**

**MR GOH CHING ON**

Goh Ching On is the Head of Claims for Overseas Assurance Corporation Malaysia. He completed his Master in Business Administration (MBA) from Universiti Kebangsaan Malaysia and is a Certified Financial Planner. He also holds many other professional qualifications.

Goh Ching On started his insurance career as a Loss Adjuster in Malaysia and in Canada. Thereafter, he joined Commercial Union of Canada as a Property and Casualty claims examiner. Upon his return to Malaysia in 1996, he joined Jerneh Insurance Corporation as Claims Technical Advisor.

In 1997, Goh Ching On moved on to become the Chief Claims Officer with MAA/Zurich Malaysia and headed the General Claims Management Division for 15 years. In 2012, he headed to Tune Insurance as Claims Head and Head of Branch Operation to lead the modernization of the Claims Department and strengthening the branch marketing capability respectively.

Ching On was the founding Chairman of the National Claims Insurance Society (NICS) of Malaysia and had served in the Motor Sub-Committee as well as the Deputy Convener for Claims Management Sub-Committee of PIAM. He was also the Chairman of the eKFK Workflow Sub-Committee of PIAM, designed and implemented KFK workflow system for intercompany KFK claims processing and reimbursement for the Malaysia Insurance Industry.

**MR MICHAEL LAU**

Michael Lau is currently the Assistant Vice President of Crawford Malaysia. He began his career in Kurnia Insurans in 2002 as part of their in-house investigation team before joining MAA Assurance’s Motor Claims team in 2005 as an Assistant Manager. In 2020, Michael joined Crawford in order to expand and hone his repertoire in claims investigation and critical analysis of fraud trends.

In Crawford, Michael has conducted various fraud studies with Claims Management in addition to having an extensive network with government law enforcement agencies. Over the years, he has also represented Crawford Hong Kong, developed the checklist of Claims handling in-line with anti-fraud ideology to newcomers, setting up the Fraud Investigation Unit (FIU) as a supporting team to develop the anti-fraud exercise, probed into vehicle clones, was in the Organizing Committee for the International Claims Conference 2012, and Malaysian coordinator for Ramsey Auto Accident Reconstruction (Australia).

**MR S.G.BALA –**

**S.G. BALA**, L.L.B. (Hons) CLP (Malaya), ACIArb, is currently the Executive Deputy CEO in Maphilindo International Sdn Bhd. He graduated locally and had the opportunity to complete his Bar Exams in University of Malaya. He practiced law from the year 1994 till 1996 and thereafter joined the insurance industry in 1996 as a Loss Adjuster.

He has also completed his arbitration exams and joined Maphilindo in 2001. He has 20 years of experience in the insurance industry and has handled various classes of claim. He specializes in Liability and Financial Loss. In regards to Fraud Claims, S.G. Bala has personally handled many of these losses throughout his experience ranging up to RM30million claims both in Malaysia and Singapore.

**WORKSHOP CONTENT** *(Refer attached)*

|  |  |
| --- | --- |
| SPEAKER | TOPIC |
| **MR GOH CHING ON**  OVERSEAS ASSURANCE CORPORATION (M) BHD  &  **MR MICHAEL LAU**  CRAWFORD ADJUSTERS SDN BHD | * Fraud awareness and Combating fraud * Issues * Methodologies * Fraud in Malaysia * Industry efforts * Claims initiatives to combat fraud * Case studies * Current Trends in PA Fraud |
| **MR S.G.BALA**  MAPHILINDO INTERNATIONAL SDN BHD | * Handling of Fraud Claims |

**PARTICIPANT FEE**

**NICS Members**: RM600.00 per participant

**NON – Members**: RM800.00 per participant

**Complimentary Seat Entitlement:**

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| --- | --- | --- |
| **Members** | Local | Every 3 participants registered - 1 complimentary seat |
| Regional | Every 1 participant registered  - 1 complimentary seat |
| **Non-Members** | Every 5 participants registered - 1 complimentary seat | |

**REGISTRATION**

The Registration Form is attached herewith.

Kindly complete and email to <[*neethya.kalyani@my.gt.com*](mailto:neethya.kalyani@my.gt.com)> / *<*[*nancy.malar@my.gt.com*](mailto:nancy.malar@my.gt.com)*>*

***(The registration will be confirmed upon receiving the full payment)***

**CLOSING DATE**

Please submit the completed registration form and the full payment by **Monday, 01 August 2016.**

**FURTHER INFORMATION**

If you require any further information or clarification, please do not hesitate to contact Ms Thya or Ms Nancy at 03-2692 4022 or email at *<*[*neethya.kalyani@my.gt.com*](mailto:neethya.kalyani@my.gt.com)*> / <*[*nancy.malar@my.gt.com*](mailto:nancy.malar@my.gt.com)*>.*

**We look forward to your early registration.**

Thank you.

Yours very truly

**NANCY MALAR**