



INSURANCE ASSOCIATION OF VIETNAM

CO-ORGANIZED BY



INTERNATIONAL EVENTS & CONSULTING GROUP

HOSTED BY



MINISTRY OF FINANCE

02 | 08
2024

▼ Sheraton Hotel

NHA TRANG

VIETNAM INSURANCE SUMMIT



WWW.INSURANCESUMMIT.VN

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www.insurancesummit.vn

VIETNAM INSURANCE SUMMIT

▶ CURRENT LANDSCAPE

In the preceding year of 2023, notwithstanding the challenges faced, the insurance market has maintained a steady growth trajectory, owing to the concerted efforts of government agencies and businesses in constructing and advancing the insurance market, while executing the Insurance Market Development Strategy of Vietnam until 2030. Presently, the Vietnamese insurance market boasts 81 insurance companies, reinsurers, insurance brokers, and one branch of a foreign non-life insurance company, with a cumulative asset valuation surpassing 913,000 billion Vietnamese dong, and investments injected back into the economy exceeding 757,000 billion Vietnamese dong.

Digital transformation has transitioned from being discretionary to a mandatory imperative, compelling insurance firms to actively engage. Globally, and specifically in the Asia-Pacific region, the insurance sector is witnessing a novel transformative revolution, characterized by the epoch of digitalization, underpinned by customer-centric strategies, InsurTechs, and burgeoning technologies. By embracing technology and catalyzing digital transformation, insurance companies possess the means to connect with a diverse clientele and secure a robust competitive advantage. Reports advocating for digital transformation in the insurance industry indicate an impending surge in insurance demand, juxtaposed against a decline in customers' disposable incomes. This necessitates insurers to adopt a proactive stance in developing highly personalized products and optimizing the customer experience. Consequently, digital transformation is not solely a compulsory prerequisite for generating transient competitive advantages, but also for safeguarding long-term operations in the forthcoming era.



VIETNAM INSURANCE SUMMIT

THE PREMIER DESTINATION FOR INSURANCE INNOVATORS

► OVERVIEW

The insurance industry is undergoing a significant transformation, driven by emerging technologies, evolving customer expectations, and groundbreaking business models. With the aim of establishing a premier forum and a prime destination for digital insurance innovators, **Vietnam Insurance Summit 2024**, proudly **hosted by the Ministry of Finance** and **co-organized by the Insurance Association** and **IEC Group**, will be held on **August 2nd, 2024**, in **Nha Trang City**.

With the theme "**TRANSFORMING THE INSURANCE INDUSTRY: EMBARKING ON A CUSTOMER-CENTRIC DIGITAL JOURNEY**", Vietnam Insurance Summit 2024 will feature a series of impactful sessions, including inspiring Keynotes, two thought-provoking Conference Sessions and a National Exposition. With over 400 esteemed delegates from diverse ministries, sectors, and leading domestic and international enterprises, this event is the ultimate hub for knowledge sharing and shaping optimal digital transformation strategies in the insurance sector.

Vietnam Insurance Summit 2024 also offers a dynamic platform for networking, knowledge sharing, and collaboration with leading solution providers as well as experience cutting-edge technologies that are shaping the industry, including Generative AI, Chatbot, Big Data, RPA and a host of advanced data security solutions... Don't miss your chance to showcase your products and services, forge lucrative partnerships, and position your brand at the forefront of the digital insurance revolution.

400⁺

DELEGATES



25⁺

SPEAKERS

50⁺

PRESS AGENCIES

20⁺

SPONSORS & EXHIBITORS



Friday, 2 | 08 | 2024

EVENT TIMELINE

08:00 - 12:00
2 Conferences take place in parallel

INSURANCE CEO's MEETING 2024

>> 30TH LIFE INSURANCE CEO'S MEETING

>> 21TH NON-LIFE INSURANCE CEO'S MEETING

12:00 - 13:00

>> LUNCHEON

13:00 - 15:00

>> VIETNAM INSURANCE 2024

TRANSFORMING THE INSURANCE
INDUSTRY: EMBARKING ON A
CUSTOMER-CENTRIC DIGITAL JOURNEY

15:00 - 17:30
2 Conferences take place in parallel

>> CONFERENCE SESSION 1

RISK MANAGEMENT AND ENSURING
CYBER SECURITY IN THE INSURANCE
SECTOR

>> CONFERENCE SESSION 2

DEVELOPING DIGITAL INSURANCE
SERVICES: EMERGING TRENDS AND
INNOVATIVE SOLUTIONS

18:30 - 21:00

>> GALA DINNER



08:00 - 17:30

NATIONAL EXHIBITION

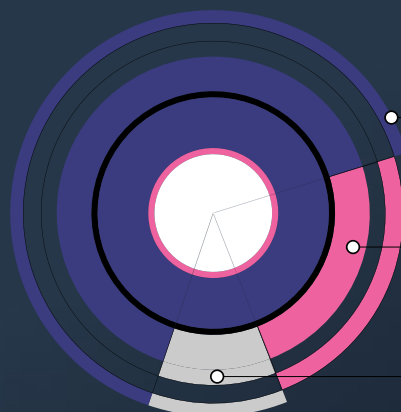


ATTENDEE PROFILES

86 % Of our delegates are **DECISION-MAKERS**
Or **INFLUENCERS**



BY INDUSTRY



65%

INSURANCE SERVICES

24%

OTHER BUSINESSES

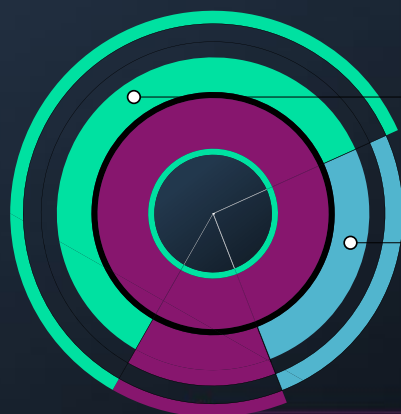
Transport & Logistics | IT & Telecommunications | Finance - Banking | Fintech | Securities | Credit Institutions | Investment Fund | Consumer Finance

11%

OTHERS

Relevant Ministries | Central & Local | International & Domestic Associations & Organizations, etc.

BY TITLE



60%

C-LEVEL

President | VP | CEO | CFO | COO | CSO | CIO | CISO | CTO | CRO | IT Directors

26%

M-LEVEL

MANAGER | HEAD

ICT | Infrastructure | System Management | Project Management | Information Security | Network Administration & Operation | GRC | Audit | Digital Transformation | Product Development | Card & Payment | Customer Service | Operation | Marketing & Communication

14%

E-LEVEL

Data Analysis | Customer Service | IT | Financial Analysis | Accounting | Audit | R&D

▶ OUTSTANDING ATTENDEES

INSURANCE SERVICES

Chairman	Agriculture Bank Insurance Joint - Stock Corporation (ABIC)
Chairman	PTI Insurance
Chairman	FWD Assurance-FWDA
Chairman	Bao Viet Life
Vice Chairman of the Board of Directors - Chairman of the Executive Committee	Military Insurance
Chairman	Bao Long Insurance
Chairman	MB Ageas Life Insurance company limited (MB Ageas Life)
Director cum Legal Representative	BIDV Life Insurance
Compliance Director	BIDV Life Insurance
General Director	PVI Reinsurance Joint-Stock Corporation
General Director	PetroVietnam Insurance
Deputy General Director	Vietinbank Insurance (VBI)
Acting General Director	Generali Vietnam Life Insurance
General Director	AIA Vietnam
General Director	Cathay Insurance (Vietnam) Co.,Ltd
General Director	Sun Life Vietnam Insurance
General Director	Chubb Life Vietnam
Chief Finance Officer	Dai-ichi Life Insurance Company of Vietnam, Ltd.
Deputy General Director	Fubon Insurance (Vietnam) Co., Ltd
Deputy General Director of Risk Management	Hanwha Life Việt Nam
Chief Information Officer	Prudential Vietnam
Standing Vice Chairman of the Board, CEO	AAA Insurance
General Director	QBE Insurance (Vietnam) Company Limited
Deputy General Director	MSIG Insurance Vietnam
General Director	Hung Vuong Assurance Corporation
Branch Director	Seoul Guarantee Insurance Company – Hanoi Branch Office (SGI)

▶ OUTSTANDING ATTENDEES

3

2

0

2

OTHER BUSINESSES

Chairman cum CEO

Operations & Insurance Services Management Director

Director of Bancassurance

Deputy Director - Retail Banking Division

Deputy Director - Retail Banking Department

Deputy Director - Retail Division

Deputy Director, Risk Consulting Dept

CIO

General Director

Investment Director

CTO

Associate Director - Research Centre

Fintech & Insurtech, Senior Director

Deputy Director

CIO

Business Director

Military Commercial Joint Stock Bank (MB Bank)

Ho Chi Minh City Development Commercial Joint Stock Bank

Saigon Thuong Tin Commercial Joint Stock Bank

Vietnam International Commercial Joint Stock Bank

Vietnam Export Import Bank (Eximbank)

National Citizen Commercial Joint Stock Bank (NCB)

KPMG Co. Ltd

Bao Viet Holdings

Bom Finance Service Vietnam Company Limited

Triple P Capital

VNDirect Securities Corporation

Saigon Securities Incorporation

Ti Ki Corporation

Viettel Group - Hue Branch

Bao Minh Textile Joint Stock Company

E-Motion Joint Stock Company

OTHERS

Director General, Insurance Supervisory Authority

Deputy Director - Insurance Supervisory Authority

Deputy Director General - Department of Financial Informatics and Statistics

Deputy Director

Director

Chairman

Vice Chairman

Vice Chairman

General Secretary

Ministry of Finance

Ministry of Finance

Ministry of Finance

Department of Finance of Hue

Thua Thien Hue Institute for Developments Studies

Insurance Association of Vietnam

Insurance Association of Vietnam

Insurance Association of Vietnam

Insurance Association of Vietnam



▶ CONFERENCE HIGHLIGHTS ◀

THE OPENING CEREMONY AND THE PLENARY SESSION

TRANSFORMING THE INSURANCE
INDUSTRY: EMBARKING ON A
CUSTOMER-CENTRIC DIGITAL JOURNEY

13:00 – 15:00

CONFERENCE SESSION 1

RISK MANAGEMENT AND ENSURING
CYBER SECURITY IN THE INSURANCE
SECTOR

15:00 – 17:30

CONFERENCE SESSION 2

DEVELOPING DIGITAL INSURANCE SER-
VICES: EMERGING TRENDS AND INNO-
VATIVE SOLUTIONS

15:00 – 17:30



HỘI NGHỊ CẤP CAO VÀ TRIỂN LÃM VỀ BẢO HIỂM VIỆT NAM VIETNAM INSURANCE SUMMIT 2023

CHUYỂN ĐỔI SỐ NGÀNH BẢO HIỂM TRONG CHIẾN LƯỢC PHÁT TRIỂN ĐẾN NĂM 2030
DIGITAL TRANSFORMATION OF INSURANCE SECTOR IN DEVELOPMENT STRATEGY TO 2030

THE OPENING CEREMONY
AND THE PLENARY SESSION

13:00 – 15:00

TRANSFORMING THE INSURANCE INDUSTRY: EMBARKING ON A CUSTOMER-CENTRIC DIGITAL JOURNEY

*Featured topics:

Insurance Industry Strategy and Digital Transformation Plan: Driving Change Towards 2030 and Vision until 2045

Enhancing Digital Innovation for Personalized Experiences and Surpassing Consumer Expectations: Megatrends and Solutions

Self-Generative Artificial Intelligence (Gen AI) Technology and the InsurTech Revolution

CONFERENCE SESSION 1

15:00 – 17:30

Run concurrently with Conference Session 2

RISK MANAGEMENT AND ENSURING CYBER SECURITY IN THE INSURANCE SECTOR

*Featured topics:

Risk Management and
Efficient Fraudulent Email
Handling for Insurance
Companies

Securing Digital
Infrastructure:
Safeguarding the
Insurance Industry's
Digital Transformation

Effective Solutions for
Preventing Data Breach
Attacks in Insurance
Enterprises

Assessing and Managing
Risks from Third Parties in
the Insurance Sector

Applying Encryption
Technology to Protect
Critical Information and
Transactions in the
Insurance Industry

Security and Risk
Management in the
Deployment and
Operation of Customer
Care Automation Systems
(Chatbots) in Insurance

CONFERENCE SESSION 2

15:00 – 17:30

Run concurrently with Conference Session 1

DEVELOPING DIGITAL INSURANCE SERVICES: EMERGING TRENDS AND INNOVATIVE SOLUTIONS

*Featured topics:

Revolutionizing the Insurance Industry with AI Virtual Assistants

Building and Developing the Digital Ecosystem in the Insurance Sector

Capitalising on technology to accelerate claim settlements and customer satisfaction

Automated underwriting and real-time claims processing

Developing Data-Driven Digital Insurance Services: Analyzing Data for Personalization and Process Optimization

Improving Flexibility and Convenience in Digital Insurance Services through Multi-Channel Integration and Cloud Services

EXPO HIGHLIGHTS

The national exhibition is poised to provide unparalleled experiences showcasing cutting-edge technologies that accelerate the swift and enduring digital transformation of the insurance industry. It also serves as a prime opportunity for businesses to discover prospective clientele, forge valuable partnerships with industry leaders and esteemed organizations, and expand their commercial networks while bolstering brand visibility in the marketplace.



EXPO HIGHLIGHTS

- Mobile Insurance Application
- Chatbots / Virtual Customer Service Assistant
- Personalization
- e-KYC
- Customer Relationship Management (CRM)
- Identification & Authentication
- Predictive Analytics



- AI / ML
- Generative AI
- Robotic Process Automation (RPA)
- Insurance-as-a-service
- Big Data & Data analytics
- Application Programming Interfaces (APIs)
- Internet of Things (IoT)
- DevOps
- Biometrics
- Optical Character Recognition (OCR)



- Digital payment/E-wallet
- NFC (Near Field Communications)
- NFT
- Mobile Payment systems
- Contactless POS terminals



- IT Security
- Cyber Security
- Data Center Security
- Insurance Fraud Management
- RegTech
- ICT Security aspects in Banks
- Identity and Access Management systems



- Actuarial Science
- Guarantees, indemnifications
- AI Underwriting



- Insurance Application
- Peer-to-peer (P2P) Insurance
- SMB Insurance
- Digital Insurance
- Cyber Risk Insurance
- Embedded Insurance
- Microinsurance



VIETNAM INSURANCE SUMMIT

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