



INSURANCE ASSOCIATION OF VIETNAM



INTERNATIONAL EVENTS & CONSULTING GROUP

VIETNAM INSURANCE SUMMIT


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Anya Premier Hotel, Quy Nhon City

CONFERENCE AGENDA VIETNAM INSURANCE SUMMIT 2025

INSURANCE DEVELOPMENT STRATEGY IN THE AI REVOLUTION

OPENING CEREMONY & KEYNOTES

- **Time:** 13:00 – 15:00, August 1st, 2025
- **Venue:** Anya Premier Hotel Quy Nhon

13:00	DELEGATE REGISTRATION
13:25	OPENING CEREMONY
13:25	VIP INTRODUCTION <i>Representative from the Organizing Committee</i>
13:30	OPENING REMARKS <i>Mr. Nguyen Xuan Viet, Chairman, Insurance Association of Vietnam</i>
13:35	WELCOME REMARKS <i>Mr. Ngo Viet Trung, Director General, Insurance Supervisory Authority, Ministry of Finance</i>
	KEYNOTES
13:50	Building a Shared Database for Insurance Companies: Opportunities and Challenges

	<i>Mr. Tran Ngoc Quang, Deputy Head of IT Application Management Division, Department of Information Technology and Digital Transformation, Ministry of Finance</i>
14:00	Transformation of Insurance Business Models in the Digital Era <i>Mr. Jeff Cheng, Senior Vice President of the Digital Transformation Office, Cathay Life</i>
14:15	Vietnam Non-Life Market Segment Outlook <i>Mr. Ken Lau, Vietnam Lead Analyst, AM Best</i>
14:30	Transformation in Insurance <i>Mr. Vu Tran, Head of FSI Vietnam, AWS</i> <i>Mr. Ha Ngo, CTO & Co-CEO, TechX</i>
14:45	PRESENTING TROPHIES AND PHOTO SESSION
14:50	TEA BREAK
15:00	CONFERENCE SESSIONS 1&2 (run concurrently)

CONFERENCE SESSION 1

OPTIMIZING OPERATIONAL PROCESSES IN THE DIGITAL AGE

- **Chaired by:** Representative from the Organizing Committee
- **Time:** 15:00 – 17:15 | Run concurrently with Conference Session 2

14:55	INTRODUCTION
15:00	The impact of GenAI on Business Growth & Best Practice Sharing <i>Mr. Do Quang Tien, CIO, MB Ageas Life</i>
15:15	From Claims to Care and Beyond: A new Journey for Health Insurance in the Data Era <i>Mrs. Dang Thi Anh Tuyet, CEO, MedCAT</i>
15:30	AI-powered Health Claims Adjudication - The CEO's Definitive Guide <i>Mr. Mahendra Ramaiyah, Head of Insurance APAC, Perfios Software Solution Pvt. Ltd.</i> <i>Mr. Tran Bao Thien, Country Manager, Perfios Software Solution Pvt. Ltd</i>
15:45	Transform Document Processing and Data Management in Insurance with AI <i>Mr. Vu Thanh Tung, Head of AI Cloud, GreenNode</i>
16:00	Future-proofing Digital Infrastructure for AI-powered Insurance <i>Mr. Duy Phan, DC Head of Facility and Product Manager, ST Telemedia Global Data Centres (Vietnam)</i>
16:15	PANEL DISCUSSION
	Moderator: Mr. Vu Thanh Tung, Head of AI Cloud, GreenNode Topics of Discussion (tentative): - Applying AI and emerging digital technologies in transforming business model and enhancing operational efficiency: Case studies and Lessons learned - What are the secrets to yielding more ROI from digital initiatives? How can digital initiatives maximize profits and drive revenue growth? - Recommendations and proposals for enhancing the legal framework of managing and applying new technologies in the insurance sector Panelists: - <i>Mr. Do Quang Tien, CIO, MB Ageas Life</i> - <i>Mrs. Dang Thi Anh Tuyet, CEO, MedCAT</i> - <i>Ms. Nguyen Khanh Phuong, Global Innovation & Strategy Director, Rikkeisoft</i> - <i>Mr. Duy Phan, DC Head of Facility and Product Manager, ST Telemedia Global Data Centres (Vietnam)</i>
17:15	END OF CONFERENCE SESSION 1

CONFERENCE SESSION 2

BUILDING A DIGITAL ECOSYSTEM, EXPANDING DISTRIBUTION CHANNELS & ENHANCING CUSTOMER EXPERIENCE

- **Chaired by:** Representative from the Organizing Committee
- **Time:** 15:00 – 17:15 | Run concurrently with Conference Session 1

14:55	INTRODUCTION
15:00	Best Practice Sharing in Enhancing Customer Service with AI-powered Claims Processing <i>Mr. Truong Tuan Lam, CIO, Baoviet Corporation</i>
15:15	Transform Insurance Company with AI First Strategy <i>Mr. Ngo Thanh Hien, CTO, IBM Vietnam</i>
15:30	Elevating Trust and Customer Experiences for the Insurance Sector <i>Mr. Bui Xuan Huong, Solution Enterprise Architect, HPE Vietnam</i>
15:45	Unlocking the potential of AI on Apple devices <i>Mrs. Doan Thi Thanh Huyen, Business Strategy Development Director for Apple at Noventiq Vietnam</i>
16:00	Claims Innovation: Key to Sustainable Growth - Success Stories in SouthEast Asia <i>Mr. Sebastian Tan, Regional Director of Operations, Vietnam Thailand Philippines Singapore, Merimen</i>
16:15	PANEL DISCUSSION
	Moderator: Mr. Ngo Trung Dung, Deputy Secretary General of the Insurance Association of Vietnam (IAV) Topics of Discussion (tentative): - Insurtech trends and the collaboration between insurance companies and technology companies in product and service innovation, enhancing customer experience

- The revolution in personalizing insurance products and the customer journey: Lessons learned and solutions
- Which digital technologies contribute to enhancing customer experience? How to meet the growing demands of customers for insurance products and services in Vietnam? How to design a seamless digital experience for customers?

Panelists:

- *Mr. Truong Tuan Lam, CIO, Baoviet Corporation*
- *Mr. Jeff Cheng, Senior Vice President of the Digital Transformation Office, Cathay Life*
- *Mr. Ngo Thanh Hien, CTO, IBM Vietnam*
- *Mr. Bui Xuan Huong, Solution Enterprise Architect, HPE Vietnam*
- *Mrs. Doan Thi Thanh Huyen, Business Strategy Development Director for Apple at Noventiq Vietnam*

17:15

END OF CONFERENCE SESSION 2