ASEAN INSURANCE COUNCIL

Industry and Association Issues 2023



CAMBODIA - IAC

Latest Legislative and Regulation Changes

Prakas on Conditions and Procedures for Insurance Business Licensing: With effect from 31 June 2022, the scope of this Prakas applies to Life Insurance and General Insurance Businesses operating in Cambodia. As the name suggests, this Prakas lays out procedures and conditions required to license insurance businesses or renew insurance business license.

Prakas on Inter-Ministerial Working Group to Implement Compulsory Insurance: This Prakas was made effective from 20 July 2022 aiming to establish the composition, role and responsibilities of the working group to facilitate the implementation of compulsory insurance in Cambodia including MTPL insurance for commercial vehicles, MTPL insurance for buses, and TPL insurance for construction site.

Prakas on Solvency Margin for Insurance Companies: This Prakas came into force on 14 December 2022 outlining insurance companies' obligation to maintain adequate and timely solvency margin to ensure that company's financial capacity meets its debt obligations.

Prakas on Licensing for Insurance Intermediary: This Prakas sets out conditions and process of licensing and renewal of license for insurance agent companies, insurance broker companies, and branches of foreign insurance broker companies operating in Cambodia. This Prakas was effective from 14 December 2022.

Prakas on Insurance Technical Reserve Calculation: With its effect from 23 December 2022, this Prakas sets out methods for maintaining and assessing technical reserves to ensure efficiency of General, Life and Re-insurance business in fulfilling their obligations in relation to insurance claims payout and expenses incurred from insurance policies and to carry out rules and procedures on income tax for insurance businesses.

Prakas on Investment for Insurance Companies: This Prakas, which came into effect since 27 October 2022, sets out how investments of insurance companies are permitted to ensure effectiveness of their asset management and liability settlement.

Prakas on General Conditions for Insurance Institutions, Actuarial Firm and Third-Party Administrative Firm: Effective from 18 July 2023, this Prakas aims to ensure effectiveness and accountability of the management and operations of General Insurance Companies, Life Insurance Companies, Micro-Insurance Companies, Re-Insurance Company, Insurance Broker Companies, Insurance Agent Companies, Loss Adjusting Companies, Actualrial Firm, and Third-Party Administrative Firm operating in Cambodia, by setting out general requirements when request for approval, notify and submit report to the regulator.

Guideline on Code of Conducts for Insurance Agents: Aiming to strengthen professional quality of insurance agents, this Guideline which was issued on 10 May 2023 sets out principles of code of conducts for insurance agents, monitoring mechanism, and penalties for non-compliance.



CAMBODIA - IAC

Training and Seminars

Basic Training Course for Insurance Agents and Insurance Sales Staff: The Insurance Association of Cambodia has upated the Standard Material for Insurance Agents and Sales Staff. In addition, IAC organized an introduction workshop with the participants who are traininers from various insurance companies. The purpose of this workshop is to share/guide the trainers on how to use this material properly and effectively in training their agents/sales staff.

Seminar on CIFRS 17 Engine Implementation and System for Non-Life Insurers: IAC facilitated to organise the seminar on CIFRS 17 Engine Implementation and System for Non-Life Insurers which is hosted by Actuarial Business Solutions Consulting. This seminar aims to lean the implementation process of CIFRS17 execution in a simpler and faster approach to minimize the burden but still meet all requirements of CIFRS17. It shall also be further used as a reference for each Non-Life insurance company for next phase to represent the ongoing practice of Non-Life insurance business in Cambodia.

Workshop for Civil Society Organizations (CSOs): IAC organized a workshop to share insurance knowlegde and market information to representatives form 25 CSOs. There were around 35 participants attended the workshop.

Workshop/Training to Journalists: IAC organized a workshop to share insurance knowlegde to journalists on the functioning of Insurance Market in Cambodia. The primary purpose of this workshop is to share the update on insurance market in Cambodia and also to give key message to journalists for effective publication on insurance market to the publc. In total around 50 participants from 30 journalist institution.



INDONESIA - AAUI

Latest Issue on the Industry

This area is used to explain the Issue

1. Implementation of the Law on Financial Sector Development and Strengthening (UU P2SK)

Law on Financial Sector Development and Strengthening (UU P2SK) is now enacted, providing the momentum for financial sector reform to be more inclusive, deep, and stable. OJK is committed to implementing the Law together with the stakeholders, including by immediately drafting the implementing regulations of the Law. In implementing the P2SK Law in the insurance sector and as a way to enhance protection for policyholders, OJK takes an active role together with the Government and the Indonesian Deposit Insurance Corporation (LPS) to put in place a program for insurance policy guarantee. For insurance companies in the form of joint ventures, OJK will make certain that the governance for joint ventures is in line with the regulatory provisions in the P2SK Law.

2. Strengthening Supervision

To further strengthen the insurance industry to enhance consumer protection, OJK continues to improve the regulations and supervision of the insurance sector, among others, by following through the resolution of complaints from insurance product customers as well as encouraging further improvements in marketing and managing Investment-Linked Insurance Products (PAYDI) by insurance companies, ensuring consistency with OJK Circular Letter (SEOJK) on PAYDI (SEOJK No. 5/2022).

OJK also supports the readiness of insurance industry players to carry out their business in line with international standards and best practices, among others, through the implementation of the Indonesian Financial Accounting Standard 74 (PSAK74) on Insurance Contracts.

OJK is set to complete reforms in the Non-Banking Financial Industry (NBFI), with the goal that the industry can grow and develop in a healthy and sustainable way, with adequate capital support, qualified human resources, good governance, and effective risk management.

OJK also plans to issue regulations on the financial soundness of insurance companies, including some restrictions on the investment activities of insurance companies. The new regulation is set to replace OJK Regulations (POJK) No. 71/2016 and OJK Regulation No. 72/2016 on the financial soundness of insurance companies and sharia insurance

In enforcing the regulation requiring insurance companies to have in-house actuary professionals (appointed actuaries), the Chief Executive of NBFI Supervision has sent out an ultimatum to companies to meet the requirement no later than 30 June 2023. OJK also requires the submission of reviews by an independent actuary on the work outcomes of the company's appointed actuary.

Finally, to enhance the reputation and stability of the insurance industry in anticipation of and as a preparation to welcome the Insurance-Policy Guarantee Agency (LPP), OJK will intensively further the preemptive measures and early detection to identify the main causes of problems in the insurance sector, so that insurance companies are able to immediately take prompt corrective actions.

It is expected that such immediate corrective actions can help to curb problems in the insurance industry, preventing them from becoming bigger and more complex as well as avoiding prolonged resolution in addressing the financial soundness and performance issues in the industry.

3. Consumer Protection

OJK continues to strengthen consumer protection, among others by issuing balanced regulations of consumer protection, i.e., OJK Regulation (POJK) No. 6/2022 on Public and Consumer Protection in Financial Services Sector. OJK also continues to strengthen market conduct supervision in accordance with Law No. 4 of 2023 on the Financial Sector Development and Strengthening.

Seminar and Conference

- International Insurance Seminar by AAUI on 10 March 2023
- Indonesia Randezvous by AAUI on 12-15 October 2023
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Other Major Activities This Year

- AAUI Cup July - October 2023
- Insurance Day, October 20232023
- Financial Inclusion Month on October 2023
- Reinsurance Market Update, Setember 2023



INDONESIA - AAJI

Latest Issues on the Industry

- Claim with fraud indication.
- Hospital over treatment.

Latest Legislative and Regulation Changes

	Indonesian Version	English Translation
P0JK 6/P0JK.07/2022	Perlindungan Konsumen dan Masyarakat di Sektor Jasa Keuangan	Consumer and Community Protection in the Financial Services Sector
P0JK 18 tahun 2022	Perintah Tertulis	Written Order
P0JK 19 tahun 2022	Perlakukan Khusus untuk Lembaga Jasa Keuangan Pada Daerah dan Sektor Tertentu di Indonesia yang Terkena Dampak Bencana	Special Treatment for Financial Services Institutions in Certain Regions and Sectors in Indonesia Affected by Disasters
P0JK 28 tahun 2022	Penyelenggaraan Usaha Perusahaan Pialang Asuransi, Perusahaan Pialang Reasuransi. Dan Perusahaan Penilai Kerugian	Business Implementation of Insurance Brokerage Company, Reinsurance Brokerage Company. And Insurance Loss Assessment Company
SE0JK 2/S0JK.05/2022	Akad yang Digunakan dalam Kegiatan Usaha dan Sumber Pendanaan Berdasarkan Prinsip Syariah Bagi Lembaga Keuangan	Contract Used in Business Activities and Funding Sources Based on Sharia Principles for Microfinance Institutions Conducting Business Activities Based on Sharia Principles
SE0JK 5/SE0JK.05/2022	Produk Asuransi yang DIkaltkan den	Insurance Products Bundled with Investments (PAYDI)
SE0JK 14/SE0JK.07/2022	Tata Cara Evaluasi dan Penyusunan Peraturan Lembaga Altematif Penyelesalan Sengketa Sektor Jasa Keuangan (LAPS SJK)	Procedures for Evaluating and Drafting Regulations of the Financial Services Sector Dispute Resolution Alternative Institution (LAPS SJK)
SE0JK 19/SE0JK.07/2022	Tata Cara Penyusunan Rencana Kerja Dan Anggaran Tahunan Lembaga Alternatf Penyelesalan Sengketa Sektor Jasa Keuangan.	Procedures for Preparing the Annual Work Plan and Budget of the Financial Services Sector Dispute Resolution Alternative Institution.
SE0JK 31 /SE0JK.05/202	Saluran Pemasaran Produk Asuransi Melalui Kerjasama dengan Bank (Bancassurance).	Marketing Channels of Insurance Products Through Cooperation with Banks (Bancassurance).
SE0JK 32 /SE0JK.05/202	Perubahan atas Surat Edaran Otortas Jasa Keuangan Nomor 15/SEOJK.05/2019 Tentang Penilaian Kembali Bagi Pihak	Amendment to Circular Letter of the Financial Services Authority Number 15/SEOJK.05/2019 Regarding Reassessment for the Main Party of Non-Bank Financial Services Institutions (SEOJK PKPU).
SE0JK 30/SE0JK.05/2022	Perubahan atas Surat Edaran Otoritas Jasa Keuangan Republik Indonesia Nomor 19/SEOJK.05/2020 Tentang	Amendment to Circular Letter of the Financial Services Authority of the Republic of Indonesia Number 19/SEOJK.05/2020 Regarding Insurance Product Marketing Channels
P0JK No. 3 Tahun 2023	Peraturan Otoritas Jasa Keuangan Republik Indonesla Nomor 3 Tahun 2023 Tentang Peningkatan Literasi dan Inklusi Keuangan dI Sektor	Regulation of the Financial Services Authority of the Republic of Indonesia Number 3 of 2023 Concerning Improving Financial Literacy and Inclusion in the Financial Services Sector for Consumers and the Public
P0JK No. 5 Tahun 2023	Perubahan Kedua atas Peraturan Otoritas Jasa Keuangan Nomor 71/POJK.05/2016 tentang Kesehatan Keuangan Perusahaan	Second Amendment to Financial Services Authority Regulation Number 71/POJK.05/2016 concerning Financial Health of Insurance Companies and Reinsurance Companies



INDONESIA - AAJI

P0JK No. 6 Tahun 2023	Perubahan Kedua atas Peraturan Otoritas Jasa Keuangan Nomor 72/POJK.05/2016 tentang Kesehatan Keuangan Perusahaan	Second Amendment to Financial Services Authority Regulation Number 72/POJK.05/2016 concerning Financial Health of Insurance Companies and Reinsurance Companies with Sharia Principles
P0JK No. 7 Tahun 2023	Tata Kelola dan Kelembagaan Perusahaan Asuransi Berbentuk Usaha Bersama	Governance and Institutionalization of Insurance Companies in the Form of Joint Ventures
P0JK No. 8 Tahun 2023	Penerapan Program Anti Pencucian Uang. Pencegahan Pendanaan Terorisme, dan Pencegahan Pendanaan Proliferasi Senjata	Implementation of Anti-Money Laundering Program. Prevention of Financing of Terrorism, and Prevention of Financing the Proliferation of Weapons of Mass Destruction in the Financial Services Sector (POJK APU PPT and PPSPM in
P0JK No. 11 Tahun 2023	Pemisahan Unit Syariah Perusahaan Asuransi dan Perusahan Reasuransi	Separation of Sharia Units of Insurance Companies and Reinsurance Companies

POJK - Peraturan Otoritas Jasa Keungan - Indonesian Financial Services Authority Regulation

SEOJK - Surat Edaran Otoritas Jasa Keungan - Indonesian Financial Services Authority Circular Letter

Tahun - Year

Seminars and Conferences	
13-Jan-22	COO Forum
23-Jan-22	Chief & Appointed Actuary Forum
22-Apr-22	CFO Forum
27-Apr-22	Legal & Compliance Forum
18-May-22	Underwriting Gathering
6 Jun - 29 Jul 22	AAJI Sportainment 2022
10-12 Aug-2022	Top Agent Award in Bali
23-Aug-22	CRO Forum
16-18 Okt 2022	DRiM (and Insurance Forum collaboration with GFIA)
10-Nov-22	Launching Tabel Morbiditas Indonesia
30-Nov-22	CFO Forum II 2022
7-Dec-22	HR Summit Tahun 2022

Other Major Activities	
30-Jan-23	CRO Forum
6-Feb-23	COO Gathering
17-Feb-23	Legal & Compliance Forum
15-Mar-23	CFO Forum 2023
21-Mar-23	Chief & Appointed Actuary Forum
13-Apr-23	Legal & Compliance Forum II 2023
6 May - 16 Jun 23	AAJI Sportainment 2023
22-Jun-23	CFO Forum II 2023
10-11-Aug-2023	Top Agent Award in Semarang
15-Aug-23	COO Gathering II 2023
22-Aug-23	Legal & Compliance Summit
20-Sep-23	CAAF II 2023
22-Sep-23	CFO Forum III 2023
18-20 Okt 2023	DRiM
23-Oct-23	CRO Forum
2-3-Nov-2023	COO Summit
06-Dec-23	HR Summit
15-Dec-23	CMO Forum

MALAYSIA - PIAM

Latest Issue on the Industry

1. PIAM CSR FLOOD RELIEF FUND

PIAM and its member companies with the support of the general public had together responded to the monsoon flooding in December 2021 by establishing a RM2.43 million CSR Flood Relief Fund to assist vehicle owners affected by the disaster. This Corporate Social Responsibility (CSR) initiative that was launched on 15 January 2022 provided subsidies for mechanical cleanup costs for private, commercial and motorcycle policyholders irrespective of whether they had flood coverage or otherwise. This was in addition to the expedited flood claim payments, waived mandatory claim documentation requirements, simplified claim processes, and other special relief measures that individual PIAM member companies may have offered. At the closure of the said fund on 15 June 2022, a total of 1,485 policyholders benefitted from it, with a total amount of RM679,819.74 disbursed, which brought some relief to policyholders affected by the flood.

2. PERLINDUNGAN TENANG VOUCHER (PTV) PROGRAM

The Ministry of Finance and Bank Negara Malaysia in partnership with insurance and takaful providers, had launched the Perlindungan Tenang Voucher (PTV) programme on 30 September 2021 to improve the financial resilience of Bantuan Prihatin Rakyat (BPR) recipients. The programme was eventually expanded to Bantuan Keluarga Malaysia (BKM) recipients which was expected to benefit approximately 8.7 million recipients. The programme provided RM50 and subsequently RM75 vouchers to eligible recipients to subsidize the purchase of Perlindungan Tenang products.

The PTV programme which ended on 30 November 2022 had been a very successful public – private partnership aimed at increasing insurance penetration thus enhancing the financial resilience of the underserved and unserved B40 segment of the society.

3. PHASED LIBERALISATION OF MOTOR AND FIRE TARIFFS

In June 2022, Bank Negara Malaysia (BNM) had announced further liberalisation of the motor and fire tariffs to support an orderly and gradual transition to market-based pricing, greater product innovation and higher quality of services for consumers' benefit. During the transition, the industry is expected to ensure that basic or mandatory insurance coverage remain available and affordable, and any pricing revision must not only be gradual but supported by relevant historical loss experience.

In line with BNM's Financial Sector Blueprint 2022 – 2026, the next phase of tariffs liberalisation envisages a major transformation of the motor claims ecosystem with deployment of end-to-end digital claims solutions as a key pillar of reforms to achieve targeted outcomes of timely, transparent and transformative claim experience. It is hoped that these will not only deliver a seamless experience and address the common pain points of consumers but will also enable better management of claims costs thus ensuring sustainability of the motor insurance business which is critical for continuous accessibility to mandatory motor insurance coverage.

Latest Legislative and Regulation Changes

1. EXPOSURE DRAFT ON PROFESSIONALISM OF INSURANCE AND TAKAFUL AGENTS ("ED ON AGENTS PROFESSIONALISM"

Bank Negara Malaysia ("BNM") has issued Exposure Draft ("ED")on Agents Professionalism on 27 April 2022 for consultation. The ED on Agents Professionalism among others, propose new requirements on the licensed insurers and takaful operators in promoting high standards of conduct and professionalism of their insurance and takaful agents. The draft includes policy requirements pertaining to the recruitment of insurance and takaful agents, minimum qualifications, fit and proper criteria, due diligence process and treatment of errant agents. The Policy Document was issued on 17 April 2023 and will take effect from 1 January 2024

2. BNM's Exposure Draft on Operating Cost Controls for General Insurance and Takaful Business (OCC ED)

The OCC ED was issued on 15 July 2022. This OCC ED proposed revision to the requirements on licensed general insurers' and licensed general takaful operators' payment of commissions and related expenses to intermediaries and well as management expenses.

Subsequently in 30 June 2023, the Policy Document on Operating Cost Controls for General Insurance and Takaful Business (OCC PD) was issued, which will come into effect on 1 January 2024

3. BNM's Exposure Draft on Regulatory Framework for Digital Insurer and Takaful Operator (DITO ED)

The DITO ED was issued on 25 November 2022. This DITO ED builds on the Discussion Paper that was issued by BNM on 4 January 2022 and forms part of a series of measures adopted by BNM to accelerate digitalisation in the insurance and takaful sector.

This DITO ED sets out the proposed licensing and regulatory framework for the entry and regulation of digital insurers and takaful operators with innovative business models to offer insurance/takaful products and services. This is to address critical protection gaps in Malaysia by serving the unserved and underserved market and enhancing consumer experience, wholly or almost wholly through digital or electronic means.

4. BNM's Policy Document (PD) on Climate Risk Management and Scenario Analysis

The policy document sets out principles and specific requirements on the management of climate-related risks by financial institutions to enhance the resilience of the financial sector against climate-related risks. The policy document comes into effect on 30 November 2022, subject to transitional specifications for certain paragraphs. The policy document applies to financial institutions at the entity and consolidated group levels, including subsidiaries, and locally incorporated foreign financial institutions and branches of foreign financial institutions operating in Malaysia.

5. BNM's Medical & Health Insurance / Takaful Business Exposure Draft (MHIT ED)

The MHIT ED sets out Bank Negara Malaysia's proposed requirements and guidance applicable to licensed insurers and takaful operators which carry on medical and health insurance/takaful business, respectively.

The proposals in this MHIT ED seek to address developments in the MHIT business as well as to promote more innovative, inclusive and sustainable MHIT business models to better respond to the needs of consumers and prevailing operating environment.

MALAYSIA - PIAM

Seminar and Conference

1. PIAM Competition Law Compliance (CLC) Guidelines Training for Committee/Working Group Members

On 28 & 31 October 2022, PIAM engaged Messrs SKC to conduct a training for PIAM's Committees/Working Groups on PIAM CLC Guidelines. Messrs SKC had prepared two modules and the virtual training was held over the course of two days.

The training aimed at ensuring a better understanding, compliance and adherence to the Competition Act 2010 and PIAM CLC Guidelines, including the conduct to be observed with respect to any Committee and Working Group meetings and activities.

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Other Major Activities This Year

1. PIAM-MTA 2022 NATIONWIDE ROAD SAFETY CAMPAIGN

In an effort to reduce road accidents and foster road safety awareness amongst road users, PIAM and Malaysian Takaful Association (MTA) jointly organised the Nationwide Road Safety Awareness Campaign in the year 2022. The launch of these campaigns was specifically targeted during the festive seasons to ensure reduction of road accidents while travelling. In the beginning of the year, during Chinese New Year festive, PIAM and MTA launched a campaign themed "#steadybrader", which aimed to educate and promote safe driving behaviour while encouraging road users to remain steady when riding or driving vehicles.

Followed by the success of "#steadybrader" campaign, PIAM and MTA collaborated once again to introduce the "US" road safety awareness campaign. This campaign, which ran from April 21 to May 31, aimed at shifting the mindset of motorists and promote safe riding by road users. It specifically focused on creating and boosting awareness on shared responsibility during the Hari Raya Aidilifitri and the campaign introduced its slogan "Safety starts with S but begins with U", which encourages all Malaysians to play their part in ensuring safe practices on roads.

Throughout campaigns, PIAM and MTA arranged a series of activities, including road safety quizzes, community outreach programs incorporated gamification, and digital media-based road safety initiatives. One of the notable activity was the "With US" Road Safety Contest, where participants were required to use their creativity to produce unique social media content on Road Safety and post their entries on their preferred social media platforms. The contest at least saw close to 1,000 entries and the overall campaign was a major success. The campaign targeted a wide range of road users, including car drivers, motorcyclists, gig economy workers as well as commercial vehicle drivers.

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2.Medical Health Insurance Takaful (MHIT) #Ambiltaubarulahtau Campaign

The #AmbilTauBarulahTau social media campaign emphasizing on consumer education regarding medical health insurance and takaful was a collaborative effort between PIAM, MTA and Life Insurance Association of Malaysia (LIAM). Four series of educational infographics were published on Facebook and Instagram and the campaign ended on 1 February 2022 with over 6 million reach achieved.

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MALAYSIA - LIAM

Latest Issue on the Industry

1. Environmental, Social and Governance Issues

LIAM has formed a Committee on Climate Change and Environmental, Social and Governance Committee and four working groups (WGs) to work on the requirements set out in the policy document on Climate Risk Management and Scenario Analysis issued by BNM which has taken effect on 30 November 2022.

There are two parts in the Policy Document i.e. Part 1 covers Governance, Strategy, Risk Appetite and Risk Management which will take effect from 31 December 2023. The second part covers scenario analysis, metrics, targets, and disclosure, will take effect from 31 December 2024. Insurance companies are expected to implement the Task Force on Climate-related Financial Disclosure (TCFD) by 31 December 2024.

The four WGs on Governance, Strategy & Risk Management, Scenario Analysis and Disclosures & Awareness are working on the development of a Guidance Note on best practices in the respective areas.

2. Development of Future Skills Framework (FSF)

The Asian Institute of Chartered Bankers (AICB), the Islamic Banking and Finance Institute Malaysia (IBFIM) and the Malaysian Insurance Institute (MII) have joined forces to develop a Future Skills Framework (FSF) for the financial services sector.

The FSF is an integral part of the Financial Sector Blueprint 2022 - 2026 that was released by BNM in January 2022. The main objective of the FSF is to establish an industry-led framework that promotes skills mastery and continuous learning through capacity building initiatives that will address talent gaps for the creation of a sustainable talent ecosystem. It will also serve as single point of reference on future skills and career development pathways for those working or aspiring to work in financial services.

To date, the FSF team has engaged with Financial Sector Associations and Human Resource, Talent Development and business leaders through briefing and discussion sessions as well as workshops with the industry. The latest was the dialogue session on 21 July 2023 with CEOs of financial institutions including life insurance companies.

The FSF is expected to be ready for implementation in 2024.

3. #NoFOMO Challenge

LIAM launched a new youth targeted campaign called #NoFOMO Challenge in December 2022. The 6-month campaign aimed at inculcating wellness habits among youth, inspiring and nurturing them to be creative and innovative and to promote the importance of financial planning and protection.

Riding on a tagline, Live Well, No Fear of Missing Out, LIAM invited youth to participate in the #NoFOMO Challenge by creating a short video content using humour, memes, tragedy, or drama based on the three key elements of wellness namely physical wellness, emotional wellness, or financial wellness.

The campaign encompassed nationwide roadshows at 40 universities, 15 classroom workshops, engagement with students' clubs and societies at universities, informative campaign microsite at www.nofomo.my, short video postings on social media platforms and social media postings by Key Opinion Leaders /Influencers.

The campaign attracted over 2,000 entries from universities, colleges nationwide as well as the young people on social media. The campaign reached 30 million people on various platforms namely Facebook, IG, TikTok, YouTube as well as on ground. Online engagements attracted over 1.2 million people on social media.

The campaign ended on 31 May 2023 and the prize giving ceremony was held at the LIAM Youth Festival Finale wrap-up on 22 June 2023. The Grand Prize winner bagged RM10,000 cash and an Iphone 14 Pro while 10 Consolation winners from various higher learning institutions and other youths on social media received RM2,000 cash each. Over RM42,000 worth of prizes were offered in the #NoFOMO Challenge

LIAM members as well as stakeholders put up 16 booths at the Youth Festival promoting financial planning, wellness tips, internship opportunities and career prospects to students in line with LIAM's aspiration to promote the life insurance industry as a career of choice with vast career opportunities for students to explore as their future career.

The students were also entertained by performances from three local celebrities namely Yonnyboii, Alvin Chong and Nicole Lai. The celebrities also had the opportunity to share their tips on financial, emotional and physical wellness during the town hall session with students.



4. Mortality Study

The first draft report of the new mortality table is expected to be ready by end-October 2023 and the conduct of the Critical Illness product study is expected to be completed by December 2023.

LIAM had appointed Actuarial Partners Consulting (APC) on 4 March 2022 to conduct the Mortality Study for 2016 - 2020 for the purpose of analyzing the mortality experience of the Malaysian insured population. The conduct of the Mortality Study is a routine investigation carried out once every 5 years to monitor the mortality experience of the industry and to propose the latest mortality table. The last Mortality Study for 2011-2015 was also conducted by APC.

5. Customer Satisfaction Survey 2022/2023

LIAM, General Insurance Association of Malaysia (PIAM) and the Malaysian Takaful Association (MTA) have jointly engaged NielsenIQ Malaysia to conduct a customer satisfaction survey to measure the customer service levels of insurance and Takaful operators based on the Customer Service Charter (CSC). The first draft report is expected to be ready by end-September 2023.

The survey will provide a comprehensive analysis of the industry's customer service performance and the findings will help ITOs to improve their services, address the shortcomings and gaps as well as meeting the customer service standards specified in the CSC.

The survey was conducted through email, phone calls and online interviews. The results of the top five scorers will be published to enable customers to compare the services of ITOs and find the best service company that suits their financial needs. The first Customer Satisfaction Survey was conducted in 2017.

PHILIPPINES - PIRA.Inc

Latest Issue on the Industry

- Philippine Catastrophe Insurance Facility (PCIF)1:

  In the Philippines, the insurance sector does not have the financial capacity to handle the catastrophe climate risks facing the country. In 2018, it was estimated that the annual expected loss from natural catastrophes, at over USD 1.1 billion represent over 70% of the industry's net worth, at USD 1.5 billion that year. Partly because of this lack of capacity, climate insurance has achieved little penetration in the Philippines, and most climate risk that is insured is transferred to reinsurers outside of the country.

  To address national capacity and increase provision of climate insurance, the Philippines Insurance Commission, with assistance from the World Bank and in partnership with the Philippine Insurers and Reinsurers Association and the National Reinsurance Corporation of the Philippines, set up the Philippine Catastrophe Insurance Facility (PCIF). Participating companies in the PCIF can pool risks, allowing them to cover larger risks than they could not otherwise do alone, and manage their catastrophe exposures more effectively. Through this pooling mechanism, the facility is expected to reach a capacity of USD 25.5 million.

  The PCIF also aims to improve the sustainability of catastrophe insurance in the country by setting a minimum premium rate above that generally used in the market, using technically proven rates. This is seen as vital to make sure that insurers have sufficient premium reserves to respond to disasters.

- Philippine Catastrophe Insurance Facility (PCIF)2:

  PCIF 2 aims to implement a product design that closes the protection gap using a non-traditional approach. The supply situation, demand, and the whole ecosystem are being explored to accomplish effective product design and distribution.

  Parametric + Assistance Cover
  Parametric for TYHPOON, Assistance for Fire

  Although parametric cover may be a new concept to customers, it is straightforward and easy to understand. It simplifies and expedites claims payout by having a pre-determined event trigger (example: Typhoon signal).

  - With the identified trigger, claim initiation becomes automatic.
  - Turn-around time is shortened from 1 month to a possible 1 week.
  - No need for an adjuster anymore as there is no property inspection.

  Payout is on a fixed method with a fixed amount, without penalizing the customer for over or under

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Latest Legislative and Regulation Changes

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• The Insurance Commission (IC) issued Insurance Memorandum Circular (IMC) No. 2022-02 dated 19 May 2022, mandating all non-life insurance companies to revise its existing motor car insurance policy forms by adopting the new template issued by the Commission.

The IC CL No. 2023 suspending the implementation of the new template for Motor Car Insurance Policy Form.

• The PIRA Technical Committee on Motor Car and the Technical Working Group on Standardization of Wordings and Clauses reviewed the IMC and will propose policy wordings to provide more clarity of the forms issued by IC.

• Land Transportation Office (LTO) Internal Memo:

• Rollout of the Initial Registration Module of the LTMS-MVIRS and Processing of Stock Report under LTMS.

• Processing of Stock Report of vehicles to be allocated to dealerships in the aforementioned regions is directed to use LTMS.

• All processed stock report in LTMS shall also use LTMS for initial registration of vehicles in LTO. LTO Verification Code is therefore not required. IC Authentication Code and COC numbers should suffice

• Proposed to Increase the No Fault Indemnity:

• The Insurance Commission (IC) requested PIRA to comment on the draft Insurance Memorandum Circular (IMC) entitled "Increasing the Amount of No-Fault Indemnity in Compulsory Motor Vehicle Liability Insurance".

• House Bill No. 8498 introduced by Congressman Wilbert T. Lee, entitled “An Act Increasing the Compulsory Third Party Liability Insurance (CTPLI) for Commercial Vehicles and Total Indemnity Claim for Death or Injury of any Passenger, Third Party, or Pedestrian Without the Necessity of Proving Fault of Negligence, Amending for the Purpose Sections 386, 387, And 391 of the "Insurance Code of 2013”.

• PIRA is in the process of reviewing both the draft IMC and House Bill.

• Minimum Catatrophe Rates

• House Resolution No. 632 (“Resolution Directing the Appropriate House Committee to Conduct an Inquiry, in Aid of Legislation, into the Abrupt, Unreasonable and untimely increase of Catastrophe Insurance Premium Rates, with the End in View of Determining Whether the Implementation of the Aforementioned Adjustment is fair, and Acceptable Considering its Detriment Impact to Firms Doing Business in the Philippines and the General Public as it may Further Increase the Cost of Basic Commodities Including Agriculture Products”)

PIRA complied with the request of the Chairperson of the House of Representatives by submitting the it's position papers relative to HR 632 on 20 February 2023.

• The IC issued Notice to the Public dated 14 July 2023 requesting for comments on the Revised Schedule of Minimum Catastrophe Rates provided under IC CL No. 2022-34.

• The IC issued IC CL No. 2022-54 entitled Setting Aside the Adoption of the Revised Schedule of Minimum Catastrophe Rates under IC CL 2022-34, setting aside the revised schedule. The IC CL aims to ventilate the concerns arising from the revised schedule of minimum catastrophe rates prescribed under IC CL No. 2022-34 considering the expected increase of insurance premiums and its possible impact to the policy holders.

• The IC issued Circular Letter (CL) No 2022-34 entitled Guidelines in the Adoption of the Revised Schedule of Minimum Catastrophe Rafes promulgating the revised schedule of minimum catastrophe rates prescribed under this Circular Letter shall be observed by all non-life insurance companies and intermediaries and shall apply to all insurance policies covering earthquake and typhoon and flood risks for both new and renewal business, except motor car tariff.

• Insurance Memorandum Circular (IMC) No. 2023-02 Re: Amendment to Sections 5 and 6 of IMC No. 2023-01 Entitled “Implementing Rules and Regulations of Republic Act No. 11765 otherwise known as “The Financial Products and Services Consumer Protection Act”

The IMC aims to safeguard the rights and interests of the insuring public, which includes the life, non-life, p

• Republic Act No. 11765 (approved on 06 May 2022) – An Act Affording More Protection to Consumers of Financial Products and Services also known as “Financial Products and Services Consumer Protection Act”.

The law seeks to reinforce the confidence of financial products and service consumers in the financial system by strengthening the regulatory powers of financial regulators.

PHILIPPINES - PIRA.Inc

- The Insurance Code
  - Senate Bill No. 425 Strengthening the Insurance Commission (IC) and Reorganizing it into a Collegial Body, Amending Presidential Decree No. 512, as Amended, Otherwise Known as "The Insurance Code".

    This Bill aimed to convert the IC into a collegial body composed of five (5) Commissioners competent in relevant fields. Also, the IC will also be placed under the supervision of the Monetary Board (MB) of the BSP.

  - There is a move to review the Insurance Code yet again and the necessary recommendations to the Insurance Commission. PIRA has set up a Technical Working Group to review it, and make the recommendations.

- Train Law Package 4 on Senate Bill No. 1848 - "Passive Income Financial Intermidiary Taxation Act".

  The proposed bills seek to reduce the number of final withholding tax rates, unify tax rates on passive income, harmonize business taxes on financial intermediaries, remove the initial public offering (IPO) tax; and Rationaiize documentary stamp tax (DST).

Seminar and Conference

- Insurance C-Suite Gathering hosted by Computer Professionals, Inc. (CPI) and Amazon Web Services (AWS) in partnership with the Philippine Insurers and Reinsurers Association (PIRA), Insurance Institute for Asia and the Pacific (IIAP) and the Philippine Insurers Club (PIC) on on 22 September 2023 (Friday) at 21st Flr. (AWS), Arthaland Century Pacific Tower, 5th Avenue (Corner 30th Street) 1634 Bonifacio Global City, Taguig.

The event aims to spark new ideas and drive meaningful discussions on how members of the Insurance Industry can become truly digital organizations.

- Invitation to a Briefing: Market Outlook on the Philippines Insurance Industry by Am Best entitled "AM Best'sOutlook ans Initiatives for the Philippine Insurance Industry", 22 August 2023 (4PM), Insurance Institute for Asia and the Pacific (IIAP) Function Hall 26th Floor, BPI-Philam Life Makati, 6811 Ayala Avenue, Makati City

- Own Risk and Solvency Assessment (ORSA) Orientation (in-person) Capacity Building by the Am Best Asia-Pacific (Singapore) Pte Ltd, 22 August 2023 (9:00 a.m.), Insurance Institute for Asia and the Pacific (IIAP) Function Hall 26th Floor, BPI-Philam Life Makati, 6811 Ayala Avenue, Makati City

- Global Adaptation and Resilient Investment (GARI) and ARISE-US Virtual Speaker Series entitled "Finance-enabled Solutions for Equitable Disaster Resilience: Building Resilience for All Rather than Avoiding Risk for Some", 25 July 2023, 10:30PM to 12:00MN (Manila Time)

- Free Seminar (In-Person) on Seminar on Risks of Windstorm on Solar Panels, 26 May 2023 (2PM), Insurance Institute for Asia and the Pacific (IIAP) Function Hall 26th Floor, BPI Philam Life Makati Condominium 6811, Ayala Ave, Makati City

- Own Risk and Solvency Assessment (ORSA) Webinar by the Willis Towers Watson (WTW), 04 May 2023, 10:00AM

- Miravite Consulting Group's Lunch Forum re "IFRS 17 Simplified for Non-Life Companies", 28 March 2023 (11:30AM to 2:00PM), New World Makati Hotel, Makati City

- Free Seminar (In-Person) on Building Resilience Index (BRI) to be conducted by the International Finance Corporation – World Bank Group on 15 March 2023 (2PM) at Insurance Institute for Asia and the Pacific (IIAP) Function Hall BPI Philam Life Makati Condominium 6811, Ayala Ave, Makati City

- PRU-Life's Free Seminar-workshop (in-person) entitled "Privacy Matters in a Technological World: Privacy and Data Protection Seminar-Workshop for Insurers", 23 February 2023 (9:00am-5:00pm), Marquis Events Place, BGC, Taguig City

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PHILIPPINES - PIRA.Inc

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Other Major Activities This Year

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● The Philippine Insurers and Reinsurers Association (PIRA) in collaboration with the International Union of Marine Insurance (IUMI) will hold Maritime Insurance Conference 2023 entitled Navigating Risk and Resilience slated on 26 October 2023 at the Makati Ballroom, Makati Diamond Residences, Makati City.

• Ecosystem-based Planning and Adaptation for Disaster Resilience (E4DR) National Kick-off 16-17 August 2023 | Samar Hall, Summit Hotel, Tacloban City

The E4DR Project National Kick-Off and Conference gathered all stakeholders from the national and regional levels, such as NEDA, the Department of Agriculture, the IC, the insurance industry represented by PIRA, as well as local officials from pilot areas to initiate collaborative efforts in the effective implementation of the E4DR Project towards strengthening disaster resilience of Eastern Visayas.

●Top Level Forum: Urgent to Call to Action Towards a Sustainable Insurance Industry, 14 August 2023, 1:00pm, The City Club, Alphaland Makati Place, 7232 Ayala Avenue Extension, Makati City. (A special forum of the President and Underwriters of member-companies).

One of the propositions presented is to maintain a minimum CAT rate and the industry needs to comply with the existing minimum CAT rate or any increase that the IC will be releasing.

● The Philippine Insurers and Reinsurers Association (PIRA) with the Insurance Institute for Asia and the Pacific (IIAP) and the Philippine Insurers Club hold the Philippine Insurance Cup Golf Tournament on 10 August 2023 at the Riviera Golf Club, Calamba, Laguna.

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● 1st IDF-MIN Country Workshop: Inclusive in the Philippines, 03 & 04 August 2023 (virtually and in-person), IIAP, 6811 Ayala Avenue, Makati City.

The objective of the workshop is to bring together key stakeholders, both national and international, dedicated to fostering the inclusive insurance market in the Philippines.

● Insurance Institute for Asia and the Pacific (IIAP) Reinsurance Forum, July 25, 2023, IIAP Function Hall.

Resource Speakers are Mr. Allan Santos of National Reinsurance Corp. of the Phils; Ms. Sandra Capay of Gallagher Reinsurance; Mr. Vinay Ananthanarayanan of Aon Reinsurance Solutions; Mr. Michael Rellosa of PIRA and Mr. Melecio Mallillin of The Mercantile Insurance Co.

Attended by the participants from Non-Life Insurance Companies and Insurance Brokers

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PHILIPPINES - PLIA

Latest Issue on the Industry

1. The bill on Collective Investment Schemes (CIS) Law has been refiled at the House of Representatives. It aims to split the regulation of the protection and investment components of Variable Unit-Linked (VUL) product between the Insurance Commission (IC) and the Securities and Exchange Commission (SEC). The industry continues to object to this bill, arguing that the VUL is a unique insurance product and its protection and investments components are indivisible. It is also the industry's position that the regulation of VUL, being an insurance product, should remain solely with the IC. Dual regulation of this product will be inefficient, costly and confusing to the insuring public.

A positive development here is the proponent legislator's declaration in the last Congressional hearing on this bill about his willingness to allow removal of the VUL from being classified as a CIS. The IC is working closely with the concerned Congressional committee on how such removal will be implemented.

2. The PLIA legal case against the Philippine Credit Information Corporation (CIC) is awaiting final resolution. PLIA filed in court a Petition for Declaratory Relief to render as invalid the CIC circular prescribing the reporting by insurance companies of policy loans, insurance premiums and insurance contracts as credit data that reflect on the creditworthiness of policyholders. The court issued a favorable ruling for PLIA in January last year after which the CIC filed a Motion for Reconsideration, which was denied. The CIC brought the case up to the Supreme Court where it is yet to be adjudicated.

3. Twenty three of the thiry three life insurance companies are not ready to implement IFRS17 by 1 Jan 2025, the already extended local implementation date set by the Insurance Commission. PLIA is awaiting action to be taken by the Insurance Commission in this regard.

4. Recognition of standard underwriting practices as non-discriminatory relative to provisions in laws and IC regulations concerning PLHIVs , PWDs

A draft revision in the underwriting guidelines for PLHIV applicants requires that no declaration relative to HIV may be asked until the applicant had given prior consent and treats HIV test as part of routine medical requirements for a certain segment of the market based on age and sum assured, as being discriminatory.

The combination of a PLHIV applicant not giving consent to be asked about basic HIV declarations and HIV routine test not being allowed for being discriminatory would leave insurers going blind in their assessment of the associated risks from a PLHIV applicant.

This is disturbing to the industry in light of increasing HIV incidence, with 2022 total infections rising by 21% from the previous year.

Discussion between the IC and the industry remains open.

5. Contested claim case at the Supreme Court

The case involves a claim within the two-year policy contestability period which was denied due to concealment of material adverse medical condition. The SC ruled that the policy became automatically incontestable upon the death of the insured, even if the insured died within the two-year period.

This is contrary to industry and regulator interpretation and practice of the incontestability provision, and will open up the industry to significant risk exposure from fraudulent insurance applications.

The case is on its second motion for reconsideration. The IC and PLIA had both filed a petition for intervention in the case. All PLIA member-company heads submitted to the SC individual written statement of support to the PLIA petition. No development since June 2022.

Latest Legislative and Regulation Changes

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1. Adoption of ORSA (Own Risk and Solvency Assessment) Framework, to be required of life insurance companies whose premium income exceeds Php10 billion. First reporting period is covering 2023, due by Q4-2024.

2. Issuance of a baseline regulatory framework on Takaful undertakings.

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SINGAPORE - GIA

Latest Issue on the Industry

This area is used to explain the Issue

Insurance Culture & Conduct Steering Committee (ICCSC) Promoting Ethical Culture And Conduct In Insurance Intermediaries (General) Paper

ICCSC has finalised the fourth and final paper on promoting ethical culture and conduct in the insurance sector, an area that the sector is paying attention to. This paper focuses on insurance intermediaries and proposes initiatives and best practices that can elevate the standards of integrity and professionalism in the market. Several recommendations are made for the insurers, who are important stakeholders in the market. The paper aims to address the identified challenges and to strengthen the culture and conduct of GI Intermediaries.

Insurance Culture & Conduct Steering Committee (ICCSC) - Trust Index Survey

ICCSC completed its first study measuring the public perception and trust levels of consumers and businesses, another area that the sector is paying attention to. It is part of the ICCSC and industry's effort to assess the levels of trust in the insurance industry and identify areas where consumers and businesses' trust in life insurers, general insurers, and insurance intermediaries (e.g., insurance agents, brokers, financial advisers) in Singapore can be improved.

Combating Fraud and Scams

Fraud remains high on the agenda. GIA is working on an educational video to educate motor insurance policyholders about insurance fraud. To help raise awareness on phishing scams, and prevent policyholders from becoming the next victim, GIA requested members to disseminate a phishing scam advisory video from the police's Commercial Affairs Department (CAD) to their policyholders.

Fairness, Ethics, Accountability and Transparency (FEAT) in the use of Artificial Intelligence

Veritas is a MAS project with the financial industry and part of the Singapore National AI Strategy, created to help FIs implement the principles to Promote Fairness, Ethics, Accountability and Transparency (FEAT). Veritas aims to promote responsible AI standards and responsible AI ecosystem amongst FIs.

Latest Legislative and Regulation Changes

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that the enhanced FWMI will be implemented in two stages on 1 July 2023 and 1 July 2025. The MI enhancements will better protect employers should large medical bills be incurred by their foreign employees.

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Seminar and Conference

21 Feb 2023: Held the Construction and Engineering Market Presentation 22: Portfolio Management

29 Mar 2023: Held the Maritime Knowledge Shipping Session 47: Greenhouse Gas and Alternative Fuels

4 Apr 2023: Held the Construction and Engineering Market Presentation 23: 2023 - What next for the Market in challenging times?

19 Jul 2023: Held the Maritime Knowledge Shipping Session 48: War Risks

2 Aug 2023: Held the Construction and Engineering Market Presentation 24: Warranties – what are they, how do they work, and what are the challenges with them?



THAILAND - TGIA

Latest Issue on the Industry

- Thai Crop Top Up Insurance Scheme 2023
- On going preparation of IFRS 17 (Go live on 1 January, 2025) (Pararell run in 2024)
- On going process of Insurance Bureau System (IBS)
- To study on the increase in tax deductions for Health Insurance
- To actively support and engage in the review of the adequacy of laws and regulations relevant to the insurance business (Regulatory Guillotine)
- Crisis communications management with the mass media regulations relevant to the insurance business (Regulatory Guillotine)

Latest Legislative and Regulation Changes

- Go live of PDPA (full effect on 1 June, 2022)
- Amendment of Insurance Act
- Drafting of Thai Marine Insurance Act by OIC

Seminar and Conference

- PDPA Practices for Thai Non-Life Insurers
- IFRS 17 Preparation

Other Major Activities This Year

- OIC InsurTech Fair

THAILAND - TLAA

Latest Issues on the Industry

1. Compliance with international Standard (Strict regulatory)
   - International Financial Reporting Standards : IFRS
   - International Reporting Standard : CRS, FATCA
2. Personal Data Protection Act : PDPA
   - After PDPA implemention
   - Government support, certification
3. Cyber Security
   - Cyber risk management, security management
   - Cyber attack



Latest Legislative and Regulation Changes

1. Notifications of Office of Insurance Commission about relax supervision and submission
   - Product development to product Innovation and Tailor-Made Sandbox
   - Product approval fast track
   - Increase the proportion of investment (Certain types of investments) and Expand foreign investment
   - Foreign Equity Hedging
2. Notifications of Office of Insurance Commission on Guideline
   - Guidelines for payment of medical expenses and /or daily compensation or income compensation from COVID-19
   - Guidelines for online training for agent such as license course and IC Refresher
   - Guidelines for operating follow International Financial Reporting Standards (IFRS 17)

Seminars and Conferences

1. The Seminar on Drafting Financial Reporting Standard No. 17 on Insurance Contracts
2. The Seminar on "Development of Supervision of Marketing Behavior in Offering Offerings"
3. The Seminar on "Check readiness to ensure confidence before PDPA comes into effect"
4. The Seminar on the roles and duties of directors under the changing global context
   "CG and Sustainability in Insurance
   Division".
5. The Seminar on "Dealing with Policyholder Insolvency"
6. The Seminar on "E-Insurance: Best Practices and the Application of Blockchain Technology in Life Insurance Business"

Other Major Activities This Year

1. Support scholarships and educational awards for college students who have outstanding grade in insurance
   including those who have achieved the ASA, Course 1 and Course 2 test. The total number of scholarships is 61 from 14 educatio
   institutions
   nationwide.
2. Support scholarships for college students who have outstanding grade in Data anaytics and Data Science.
   The total number of scholarships is 8 from 3 educational institutions (since 2 education year ago)
3. The training courses for agent such as license course , unit-linked product training course and IC Refresher
   Course via Online, Develop to online examination and online agent licensing in further

VIETNAM - IAV

Latest Issues on the Industry

This area is used to explain the Issue

In 2022, although the Vietnamese insurance market faces many difficulties and challenges, important indicators of the insurance market all maintain positive growth. This is demonstrated by a number of measures, including the rise in insurance premium revenue, the financial stability of insurance companies, the efficient payment of insurance benefits, and the improvement of insurance services. convenient customer care services, enhanced economic investment, promoting socioeconomic development, and active use of various insurance products

Latest Legislative and Regulation Changes

Law on Insurance Business No. 08/2022/QH15 issued in 2022

Decree No. 46/2023/ND-CP guiding the Law on Insurance Business

Decree No. 67/2023/ND-CP on compulsory insurance

Decree 21/2023/ND-CP on micro insurance

Circular 70/2022/TT-BTC on risk management, internal control, and internal audit of insurance companies

Circular 69/2022/TT-BTC on insurance certificates

Decree 13/2023/ND-CP on personal data protection

Seminars and Conferences

In collaboration with ANZIIF organized a workshop with the topic "Building market trust - the role of setting insurance professional standards life"

Organizing Regional Actuarial Workshop, Vietnam Actuarial Workshop

Organizing a workshop on Decree 13/2023/ND-CP on personal data protection

Other Major Activities This Year

Events:

Meeting of Board of member Committee (April 2023)

IAV Life CEO's Summit (July 2023)

IAV Non Life CEO's Summit (July 2023)

Celebration of Vietnam Insurance Day (18 December 2022)

Propaganda and public education:

Monthly Bulletin "Insurance and Life"

2022 Yearly insurance Factbook and statistical Databook (quartely)

Propaganda and public education for life insurance

In collaboration with OLIS to deploy Awards for students with outstanding achievements in studying life insurance