

**WELCOME SPEECH FOR OPENING CEREMONY,
THE 12TH ASEAN INSURANCE CONGRESS, BALI INDONESIA
BY SHALINI PAVITHRAN, CEO OF AITRI**

Good morning

- Dr. Ariastiadi Saleh Herutjakra, Department Head of the Non-Bank Financial Industry Supervision Department, Financial Services Authority (OJK)
- Mrs. Evelina F. Pietruschka, Secretary General, Asean Insurance Council
- Ms. Vandaly Souvannasouck, Chairman of Asean Insurance Congress 2019
- Presidents and Chairmen of Associations across the ASEAN region
- The ASEAN Insurance Congress 2019 Organizing Committee Members
- Distinguished speakers and delegates

Welcome to the 12th ASEAN Insurance Congress 2019.

Firstly, I would like to thank the ASEAN Insurance Council for entrusting the ASEAN Insurance Training & Research Institute to be the permanent secretariat for the ASEAN Insurance Congress since 2007. It is indeed an honour for us to organize this event for the benefit of the industry.

We are grateful for the guidance provided by the Congress' chairperson, Ms. Vandaly Souvannasouck, who was the recipient of 2017 Young ASEAN Insurance Manager's Award or YAMA which is another initiative under the AITRI. In addition, we are thankful for the co-operation received from the Organizing Committee Members consisting of past recipients and finalists for YAMA as well as the ASEAN Insurance Council, Singapore College of Insurance and the Malaysian Insurance Institute. The culmination of this collaborative effort is the 12th ASEAN Insurance Congress, a noble effort built on the spirit of sharing and co-operation of the ASEAN community. We thank all those who supported us for their tireless commitment and support to make this event possible.

We have learned that the changing economic fortunes and consumer expectations in the advanced markets are forcing many insurers in that region to change their business strategies and approaches in order to stay competitive and relevant. More companies are focusing on improving operational efficiencies, enhancing customer experience and increasing investments in technology.

A similar wave of change is sweeping across the ASEAN region and therefore it is imperative for us to take the steps to prepare by discussing, sharing and learning from successes and missteps as well as the challenges and opportunities that lie before us with fellow ASEAN insurance community members.

In light of the developments in the insurance industry, this year's theme of "Supercharging The Future of Insurance Through Innovation" is timely and relevant. We are pleased that 27 speakers that have been lined up for this Congress share the same views and for this reason they are here to speak on the key areas of insurtech, technological influences and capacity building efforts, business development, distribution channel and underwriting within insurance industry.

I am sure this Congress will reveal new perspectives and set new paradigms for market players in dealing with future challenges. In the spirit of the ASEAN community, co-operation among the nations is the key pillar to a strong and resilient ASEAN economy. Let's take this opportunity to be open and share our knowledge and experiences towards building a stronger ASEAN economy.

To all sponsors, supporting organizations and fellow participants that made this Congress possible, we thank you. I would also like to extend my sincere and warmest thanks to the host country for making this congress a memorable one.

On that note, thank you and wishing you a productive Congress.