

**2017 PIRA PHILIPPINE NON-LIFE INSURANCE FORUM: LET'S  
TALK ABOUT CLAIMS  
October 11, 2017, Blue Leaf Filipinas, Paranaque City**



8:30A.M. – 9:00AM REGISTRATION

AM SESSION

**Moderator: Mr. Francisco D. Papa, Jr.**

9:00A.M. National Anthem  
Invocation  
**Welcome Remarks**  
Mr. Augusto P. Hidalgo, PIRA Chairman &  
President, National Reinsurance Corp. of the Philippines  
**Keynote Address**  
Hon. Ferdinand George A. Florendo  
Deputy Insurance Commissioner, Financial Examination  
Insurance Commission

**TALK 1: Being There in Times of Crisis**

Mr. Lorenzo O. Chan, Jr.  
Executive Vice President, Pioneer Ins. & Surety Corp.

10:30A.M. – 10:45A.M. Coffee Break

10:45A.M. **Microinsurance Claims Settlement, Lessons Learned**

Mr. Bernard Gerard M. Reyes  
Vice President, Western Guaranty Corporation  
Mr. Geric G. Laude  
President, Card Pioneer Microinsurance Inc.

**TALK 2: Transparency, Social Media and Utmost Good Faith**

Mr. James Deakin  
Host, Service Road CNN Philippines

**Q&A**

12:30P.M. – 1:30P.M. LUNCH

PM SESSION

**Moderator: Mr. Alexander L. Reyes**

1:30P.M. **TALK 3: The Role of the Broker in Settling Claims**

Mr. Paulo T. Garcia  
Senior Vice President, Marsh Philippines, Inc.

**TALK 4: Technological Advances and Pushing the Claims  
Efficiency Envelope**

Mr. Trevor Lok  
Chief Executive Officer, Merimen Group

**TALK 5: Digital Insurance – Present & Future  
Empowering the Non-life Insurance Industry  
through Digital Transformation**

Mr. Hervi Alfieri  
Business Development Director, Tagit

3:00P.M. – 3:15P.M. Coffee Break

3:15P.M. **TALK 6: Best Practices in Claims Settlement**

Mr. Ramon Y. Dimacali  
President, FPG Insurance Co., Inc.

**Q&A**

4:00P.M. – 4:30P.M. **Updates on 2016 Resolutions & 2017 Resolutions**