



Perbadanan Insurans Deposit Malaysia  
Protecting Your Insurance And Deposits In Malaysia



International  
Forum of Insurance  
Guarantee Schemes

**IFIGS**

## **IFIGS Webinar: “Business Unusual: Normal, Disrupted”**

**8 July 2020**

A Webinar for IFIGS Member Organisations Focusing on  
the Effects of COVID-19

*Organised by the Malaysia Deposit Insurance Corporation (PIDM),  
in collaboration with  
the International Forum of Insurance Guarantee Schemes (IFIGS)*

# Programme

*Updated as at 3 July 2020  
Public*

## “Business Unusual: Normal, Disrupted”

A Webinar for IFIGS Member Organisations Focusing on the Effects of COVID-19

Organised by the Malaysia Deposit Insurance Corporation (PIDM), in collaboration with  
the International Forum of Insurance Guarantee Schemes (IFIGS)

Date : Wednesday, July 8 2020  
Time : 1900 – 2100 (GMT+8)  
Platform : Microsoft Teams

### AGENDA

1900	: <b>Opening Remarks</b>  <i>Alister Campbell, President and Chief Executive Officer, Property and Casualty Insurance Compensation Corporation (PACICC) and Chair, IFIGS</i>
1910	: <b>Session #1 – Regulatory Measures</b>  Speaker: <b>Jeffery Yong</b> , Senior Advisor, Financial Stability Institute, Bank for International Settlements Topic: “Insurance Regulatory Measures in Response to COVID-19”
1930	: Speaker: <b>Conor Donaldson</b> , Head of Implementation, International Association of Insurance Supervisors Topic: “Further Regulatory Measures to be Expected?”
1945	: <b>Session #2 – Crisis Responses</b>  Speaker: <b>Yangig Cho</b> , Executive Director, Korea Deposit Insurance Corporation (KDIC) and First Vice Chair, IFIGS Topic: “Overview of IFIGS Member Responses to the COVID-19 Survey”
2000	: <b>Session #3 – Panel Discussion (“Business Unusual: Normal, Disrupted”)</b>  Moderated by <b>Alister Campbell, Chair, IFIGS</b>  Speaker: <b>Zainal Abidin Mohd Kassim</b> , Managing Director and Senior Partner, Actuarial Partners Consulting, Malaysia Topic: “Business Outlook for Insurers”  Speakers: <b>Nikhil da Victoria Lobo</b> , Market Executive for Western and Southern Europe for Reinsurance, Swiss Re <b>Jackie Higgins</b> , North America Head, Public Sector Solutions, Swiss Re Topic: “Implications of COVID-19 for Global Insurance Marketplace”  Question & Answer Session
2100	: <b>Closing Remarks</b>  <i>Rafiz Azuan Abdullah, Chief Executive Officer, PIDM</i>

## SPEAKERS' PROFILE



### **Alister Campbell**

**President and Chief Executive Officer**

**Property and Casualty Insurance Compensation Corporation (PACICC)**

Alister Campbell was named as CEO of the Property and Casualty Insurance Compensation Corporation (PACICC) in February of 2019. He is a 30-year insurance industry veteran and over the last decade has served as CEO of two leading Canadian insurers (Zurich Canada and The Guarantee Company of North America) where he built a long track record of successfully driving company profitability and executing on customer-focused plans for growth and market/segment leadership. Over the course of his career, he has held senior executive positions in a range of capacities within the property-casualty, life and travel insurance industries including general management, marketing, brokerage distribution strategy, financial services, investor relations and digital commerce.

Alister has previously served the Canadian property and casualty industry as Chair of the Board of Directors of PACICC and as Deputy Chair of the Board of the Insurance Bureau of Canada (IBC). Currently, he is a member of the Board of Directors of the Global Risk Institute in Financial Services and serves on the Advisory Boards of several digital start-ups. He also serves as a Senior Fellow at the CD Howe Institute.

Alister holds a BA (Hons.) from the University of Toronto, a M.Sc. from the London School of Economics and an MBA from the Wharton School at the University of Pennsylvania. He is married to Colleen Mahoney and they have two university-aged sons. They live in Toronto.



**Jeffery Yong**  
**Senior Advisor**  
**Financial Stability Institute (FSI), Bank for International Settlements**

Jeff joined the FSI team in mid-2011 as the insurance author of FSI Connect, the e-learning tool for financial sector supervisors. He is currently the FSI Connect Project Manager and runs the FIRST ONE online course, which the FSI co-organises with the IAIS. He represents the FSI in the IAIS Policy Development Committee and the Capital and in a working group of the Network for Greening the Financial System. He has co-authored FSI Insights publications on red teaming; climate risk assessment in insurance; proportionate insurance solvency requirements and insurance supervisory strategies in a low interest rate environment.

Prior to joining the FSI, he was a member of the IAIS Secretariat supporting the working groups dealing with solvency, actuarial and insurance group issues. He facilitated responses on behalf of global insurance supervisors to policy recommendations from the Financial Stability Board on crisis management, non-regulated entities and supervisory colleges. He was also involved in international work on cross-sector supervision in the Joint Forum.

Before joining the IAIS Secretariat, Jeff was a Manager at the Central Bank of Malaysia where he contributed to the development of the Malaysian risk-based capital framework for insurers and was responsible for the actuarial review of life and health insurance products. He also led a team responsible for macroprudential surveillance of the Malaysian financial market.

Jeff is a Fellow of the Institute of Actuaries, UK and a Chartered Enterprise Risk Actuary. He is also a committee member of the Zurich Actuarial Society. He holds a degree in BSc. (Hons.) Actuarial Science from City University, London.



**Conor Donaldson**  
**Head of Implementation**  
**International Association of Insurance Supervisors (IAIS)**

Conor Donaldson joined the IAIS in July 2012 and currently serves as Head of Implementation, a position he has held since November 2017. In his current role, he supports the Implementation and Assessment Committee and manages IAIS work in the area of assessment, capacity building and supervisory development, financial inclusion and supervisory cooperation. Conor also represents IAIS Members in global forums focused on the implementation of international standards and works closely with the implementation partners, such as the Financial Stability Institute, World Bank, International Monetary Fund, Access to Insurance Initiative, Asian Development Bank, and others to advance capacity building initiatives.

Conor is a member of the Toronto Centre's Advisory Board on Insurance and Pensions, the Financial Stability Board's Implementation Monitoring Network, and is a regular speaker and contributor to seminars and training events.



**Cho, Yangig**  
**Executive Director, Member of the Board**  
**Korea Deposit Insurance Corporation (KDIC)**

Mr. Cho has been with Korea Deposit Insurance Corporation (KDIC) since 1999 and was appointed as Executive Director in April 2019. Currently, he is in charge of overseeing departments involved in risk management, risk-based assessment, savings bank management, research and international cooperation.

During his career at KDIC, Mr. Cho built expertise especially in the resolution of failed financial institutions and recovery of Deposit Insurance Fund (DIF) outlays from those institutions. In particular, between 1998 and 2008 in the aftermath of the Asian financial crisis, he carried out the injection of public funds into failed financial institutions to ensure their orderly wind-down. Also, Mr. Cho directed the recovery of “special assets” held by failed savings banks, such as illegal loans given to major shareholders.

From 2008 to 2009, while he was seconded to the Federal Deposit Insurance Corporation (FDIC), he observed the breakout of the global financial crisis, which originated in the US, and how the US government responded to contain the crisis in its early stages. This proved useful later when he headed the Risk Management Planning and Coordination Department and led the work on improving risk monitoring models, stress testing framework and risk-based premium assessment system.

From 2015 to 2019, he served as the Chairperson of the International Association of Deposit Insurers’ (IADI’s) Technical Committee on Purchase & Assumption (P&A).

Mr. Cho received a BA in Jurisprudence from the Seoul National University (1990) and an MBA from the University of Washington (1999).



**Zainal Abidin Mohd Kassim FIA, FASM, ASA**  
**Managing Director and Senior Partner**  
**Actuarial Partners Consulting, Malaysia**

- Zainal is the senior partner at Actuarial Partners. His extensive experience includes insurance and takaful consulting, pension and investment consulting.
- Zainal has been with the firm since 1982. He is a Fellow of the Institute of Actuaries of England and an Associate of the Society of Actuaries in the USA. Prior to joining the Kuala Lumpur office he worked for four years at Prudential Assurance Plc in London. He joined Prudential upon graduating from City University in London with a First Class Honours degree in Actuarial Science.
- He has, over his consulting experience, work as Appointed Actuary to conventional as well as takaful companies, Signing actuary for general insurance companies and Signing actuary for pension funds. His involvement in investment consulting spans insurance as well as pension Asset and Liability Management work.
- He has been the signing actuary for a number of appraisal valuations in Malaysia and elsewhere in the region.
- He has been involved in various industry studies such as the Long Term Care Development study for the conventional insurance market in Malaysia for LIAM, the industry mortality studies in Malaysia and developing and designing various national products (e.g. SAKK, SATK, etc).
- He has had experience consulting in a number of countries including Malaysia, Indonesia, Thailand, Singapore, Brunei, Taiwan and countries in the Middle East.
- He is a past President of the Actuarial Society of Malaysia.



**Rafiz Azuan Abdullah**  
**Chief Executive Officer**  
**Malaysia Deposit Insurance Corporation (PIDM)**

Rafiz Azuan Abdullah was appointed the Chief Executive Officer of PIDM on 28 August 2017.

He joined PIDM in 2007 and led the Insurance, Risk Assessment and Monitoring Division where he spearheaded the completion of the Risk Assessment System for PIDM. In 2011, with the expansion of PIDM's mandate to also include the Takaful and Insurance Benefits Protection System, he managed the establishment of the Risk Assessment and Differential Levy Systems Framework for insurer members. In May 2014, Rafiz Azuan assumed the role of Executive General Manager, as part of the PIDM's CEO succession planning.

Rafiz Azuan also plays an active role internationally, especially at the International Association of Deposit Insurers (IADI). He is a member of IADI's Executive Council and was previously the Chairman of IADI's Islamic Deposit Insurance Technical Committee.

Prior to joining PIDM, Rafiz Azuan served at the Rating Agency Malaysia for more than 10 years, where he specialized in rating financial institutions, real estate and construction companies. In 1999, Rafiz Azuan was seconded to the Corporate Debt Restructuring Committee at Bank Negara Malaysia to assist with the restructuring of distressed companies as a result of the economic recession.

Rafiz Azuan graduated from Lancaster University, United Kingdom in 1995 majoring in Accounting and Finance. He then pursued a professional accounting qualification (Association of Chartered Certified Accountants – ACCA) at Emile Woolf College in London, United Kingdom. He has also completed the Advanced Management Program, a program designed for an elite group of senior executives, at the Harvard Business School.



## LIST OF PARTICIPANTS

Jurisdiction	Organisation	Name	Designation
Australia	Australian Prudential Regulation Authority	Greg Newton	-
		Petar Rajic	-
		Anna Turecka	-
Canada	Property and Casualty Insurance Compensation Corporation	Alister Campbell	President and Chief Executive Officer, PACICC; and Chair, IFIGS
		Grant Kelly	Vice President, Financial Analysis and Regulatory Affairs, and Chief Economist
		Denika Hall	Manager, Operations
		Ian Campbell	Vice President, Operations
Canada	Assuris	Josee Rheault	Senior Vice President
Chinese Taipei	Taiwan Insurance Guaranty Fund	Kuobin Lin	Chairman
		Johnson Chen	President
		Melinda Chung	Manager
		Hermes Yang	Deputy Manager
		Tanya Tseng	Research Fellow
		Peiyu Ku	Senior Research Fellow
Denmark	Guarantee Fund for Non-life Insurers	Torben W. Garne	Executive Director
		Pernille Gram	Secretary General
Ecuador	Deposit Insurance Corporation, Liquidity Fund and Private Insurance Fund (COSEDE)	Lorena Freire/ Doctor	President of the COSEDE Directory
		Silvia Espinosa/ Master	Management Advisor
		Luis Velasco/ Master	General Manager
		Sofia Sanchez/ Master	Technical Coordinator of Risks and Studies
		Daniel Calderón/ Master	Technical Coordinator of Management and Control of Trusts
		Vladimir Naranjo/ Specialist	Technical Coordinator of Insurance Protection and Funds
		Hector García/ Master	Investment Expert
France	Fonds de Garantie des Assurances de Personnes	Marie Betolaud on behalf of Philippe Poiget, Executive director of FGAP	-
Isle of Man	Isle of Man Financial Services Authority	John Coyle	Senior Adviser
		Colin Manley	-
		Sian Eltman	Actuary – ICP Team

Jurisdiction	Organisation	Name	Designation
Korea	Korea Deposit Insurance Corporation	Yangig Cho	Executive Director
		Chayong Yoon	Director
		Jinwoong Kim	Team Leader
		Dokyung Kim	Senior Manager
		Kahyun Park	Assistant Manager
		Hyunjae Jo	Assistant Manager
Norway	Norwegian Non-Life Insurance Guarantee Scheme	Knut Lykke	Member of the Secretariat
Poland	Polish Insurance Guarantee Fund	Marek Monkiewicz	Advisor to the Executive Board on International Cooperation
Romania	Policyholders Guarantee Fund (Fondul de garantare a asiguratorilor)	Cristina-Monica Neacsu	Head of Unit
		Andra Weber	Specialist
Singapore	Singapore Deposit Insurance Corporation	Low Kwok Mun	Chief Executive Officer
		Jasmin Ong	Department Head
Spain	Consortio de Compensación de Seguros	Miguel Ángel Cabo	Director of Liquidation and Recovery of Insurance Entities
		María García de Andrés	Deputy Director of Coordination on the Liquidation and Recovery Activities
		Javier Bonhome González	Deputy Director of Economic Regime in the Liquidation Activity
United Kingdom	Financial Services Compensation Scheme	Karen Gibbons	Head of International Liaison and Research
		Paola Crosetta	Research Analyst
United States of America	National Conference of Insurance Guaranty Funds	Roger Schmelzer	President and Chief Executive Officer
		Barb Cox	Consultant
		Amy Clark	Chief Financial Officer
	Faegre Drinker Biddle & Reath LLP	Sara Powell	Partner
Belgium	Guarantee Fund for financial services	Maarten Lombaert	Attaché Economist
People's Republic of China	China Insurance Security Fund Co., Ltd.	Xiao Miao	Department Director
		Liu XiYa	Vice Senior Manager
		Chen XiaoMan	Manager
		Wang Ting	Manager
		Guo WuYang	Manager
		Wen HanLin	Manager
		Liu HanYu	Department Vice Director
		Bai ChenHang	Department Vice Director
		Chen Pei	Vice Senior Manager

Jurisdiction	Organisation	Name	Designation
People's Republic of China	China Insurance Security Fund Co., Ltd.	Xiong Ying	Department Director
		Zhang JinTing	Vice Senior Manager
		Zheng ZhuJun	Senior Manager
		Chen TingTing	Vice Senior Manager
		An HongYe	Assistant Manager
		Yuan ChaoHui	Vice Senior Manager
		Huang WenYun	Senior Manager
		Song XiaoHang	Manager
		Gu Ming	Department Director
		Wang XiaoRui	Senior Manager
		Liu Qi	Vice Senior Manager
		Tang TianJiao	Assistant Manager
		Jia Min	Assistant Manager
		Zeng Jing	Senior Manager
		Xu DongMei	Senior Manager
		Li LiJun	Senior Manager
		Zhang YingMu	Manager
		Liao NiYu	Assistant Manager
		Xing Chong	Senior Manager
		Yuan Li	Department Director
Zhang YuSheng	Vice Senior Manager		
Li Ang	Manager		
Ding SiYu	Vice Senior Manager		
Sun QiuYan	Assistant Manager		
Macao	Monetary Authority of Macao	Doris Chan	Director
		Byron Wong	Senior Officer
		Alvina Lou	Officer
		Virginia Chong	Officer
Malaysia	Malaysia Deposit Insurance Corporation	Gloria Goh Ewe Gim	Board member
		Alex Foong Soo Hah	Board member
		Datuk Dr Yacob bin Mustafa	Board member
		Rafiz Azuan Abdullah	Chief Executive Officer
		Lim Yam Poh	Chief Operating Officer and General Counsel
		Wan Ahmad Ikram Wan Ahmad Lotfi	Chief Financial Officer
		Lee Yee Ming	Senior General Manager, Risk Assessment and Resolution Division
		Afiza Abdullah	General Manager, Policy and International Division

Jurisdiction	Organisation	Name	Designation
Malaysia	Malaysia Deposit Insurance Corporation	Zufar Suleiman bin Abu Bakar	Chief Risk Officer
		Jazimin Izzat bin Wan Zoolkifli	Chief Internal Auditor
		Lim Lee Na	Corporate Secretary
		Soh Shey Yin	Acting Head, Legal Division
		Mohd Salihin B. Othman	Financial Controller, Finance and Administration Division
		Khairul Hakim Borham	Acting Head, IT Infrastructure, Finance and Administration Division
		Chua Ee Leen	Budget Controller, Finance and Administration Division
		Ahmad Azuri bin Ahmad Tajuddin	Manager, Finance and Administration Division
		Amanjit Singh Sambhi	Senior Manager, Enterprise Risk Management Division
		Alan Lim Boon Hwee	Manager, Enterprise Risk Management Division
		Kong Chia Yee	Legal Counsel, Legal Division
		Susheila Anne Sreedharan	Legal Counsel, Legal Division
		Seet Kah Bee	Legal Counsel, Legal Division
		Meerasree Ganasan	Legal Advisor, Legal Division
		Sarina Ariffin	Deputy General Manager, Communications and Public Affairs Division
		Ridzuan Abdul Rahim	Senior Manager, Communications and Public Affairs Division
		Lydia Soo Li Fang	Manager, Communications and Public Affairs Division
		Masami Mustaza	Manager, Communications and Public Affairs Division
		Norfazlinizam Rohamidi	Manager, Communications and Public Affairs Division
		Hoh Li Yun	Deputy General Manager, Policy and International Division
Norhisham Shafie	Senior Manager, Policy and International Division		
Ngoo Choo Ann	Senior Manager, Policy and International Division		
Sejal Jitendra Mehta	Manager, Policy and International Division		

Jurisdiction	Organisation	Name	Designation
Malaysia	Malaysia Deposit Insurance Corporation	Suhaida Mohd Sulaiman	Manager, Policy and International Division
		Siew Shwu Ying	Portfolio Manager, Risk Assessment and Resolution Division
		Sally Ng Mei Kuan	Portfolio Manager, Risk Assessment and Resolution Division
		Gan Poh Lin	Instructional Designer, Risk Assessment and Resolution Division
		Hairunnisa' Hafni	Portfolio Manager, Risk Assessment and Resolution Division
		Ratha A/P Rengganathan	Portfolio Manager, Risk Assessment and Resolution Division
		Azman Mokhtar	Project Lead, Membership and Reimbursement, Risk Assessment and Resolution Division
		Devaraj Angamuthu	Senior Manager, Membership and Reimbursement, Risk Assessment and Resolution Division
		Sharifah Sakinah Syed Abdullah	Portfolio Manager, Risk Assessment and Resolution Division
		Jun Izwani Abdul Aziz	Portfolio Manager, Risk Assessment and Resolution Division
		Nur Zalifah Mohd Nushi	Manager, Membership and Reimbursement, Risk Assessment and Resolution Division
		Akbar Jamaluddin	Lead, RAR IT, Risk Assessment and Resolution Division
		Casey Tan	Senior Manager, RAR IT, Risk Assessment and Resolution Division
		Lee U Men	Portfolio Manager, Risk Assessment and Resolution Division
		Lim Aing Beng	Portfolio Manager, Risk Assessment and Resolution Division
		Norhaya Ithnin	Manager, Membership and Reimbursement, Risk Assessment and Resolution Division
		Mohd Sobri Mansor	Deputy General Manager, CEO's Office
		Chan May Lynn	Senior Manager, CEO's Office
		Mark Lee Kian Meng	Senior Manager, CEO's Office
Lenny Wan Hock Aun	Senior Manager, Learning Organisation, CEO's Office		

<b>Jurisdiction</b>	<b>Organisation</b>	<b>Name</b>	<b>Designation</b>
Malaysia	Malaysia Deposit Insurance Corporation	Zafirah Binti Zulkifly	Manager, CEO's Office
		Zulkefli Mohd Noor	Manager, CEO's Office
		Kennix Tiong	Associate, CEO's Office
		Ahmad Faisal Mansor	Senior Manager, Audit and Consulting Services Division
		Ahmad Shahreeza bin Puasa@Musa	Senior Manager, Audit and Consulting Services Division