

SPLASH

ASIA

Pacific Life Re Bi-annual Newsletter
Volume 11 | December 2020

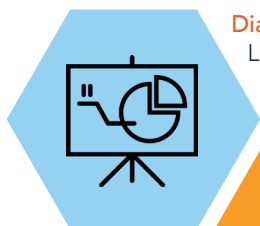
From Andrew's desk

Andrew Gill | Managing Director, Asia & Australia

Time flies and we are already entering into the final stretch for the year. When we ushered in the new year, nobody could have anticipated that 2020 would go down in history as one of the most challenging years the world has ever seen. Every day, we would wake up to headlines related to COVID-19. Some days were better than others. Wearing masks and social distancing rules were enforced, flights were grounded, and businesses had to adapt their ways of working in order to protect the health and safety of everyone. What used to be a privilege – working from home – became the norm overnight. However, despite these challenges, I am proud of our Asia team who has worked tirelessly throughout the year to achieve some very significant milestones, which you will be able to read more about on page 2. The pandemic has certainly reminded me of the importance of our role and our reason for existence – that we have, above all else, a great responsibility to ensure that our customers are able to live their best lives possible. As we usher in 2021 with renewed hopes, I am confident and positive that if we put our heads and hands (or rather, elbows) together, we will be able to continue doing what we do best. I hope you enjoy this read, welcome your thoughts and look forward to more opportunities to connect with you – either in-person or virtually – over the coming year. From all of us at Pacific Life Re and UnderwriteMe in Asia, have a safe and happy holidays to you and your loved ones.



In case you missed it...



Diabetes @ SAS Super Week 2020

Learn how our R&D team's research and projections on the rise of diabetes and obesity inform their best estimate views on morbidity and mortality trend assumptions in Asia. [Click here to know more.](#)



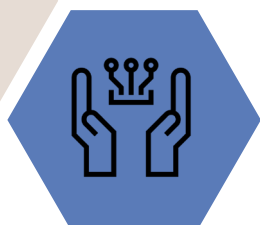
Insights into the COVID-19 pandemic & its underwriting risks

Hear about Dr Mark Westwood's experiences on guiding a team of medical staff during the COVID-19 pandemic at the UK's Nightingale Hospital and how recent developments have impacted underwriting evaluations. [Watch his presentation here.](#)



Adding spice to life insurance for the salt and peppers

Explore how the life insurance industry can enhance its support for the needs of those most impacted by the pandemic – the elderly. [Read what Andrew Gill thinks.](#)



Building a future-proof digital transformation plan

Discover how technology can help insurers make the leap into a data-driven future where people are becoming increasingly tech-savvy. [Find out how here.](#)

Our 2020 highlights



LEADING TECHNOLOGY

- UnderwriteMe received the highest customer satisfaction ratings across Asia in 2020*
- FWD Singapore widened the use of UnderwriteMe's proprietary rules engine to support instant underwriting applications for its newly-launched financial advisory distribution channel
- Launched an industry-leading, digital offline solution for FWD Philippines which was built on UnderwriteMe's rules engine to create a rich and seamless experience for its agents
- Hosted a series of UnderwriteMe client user groups in Australia, with a view to expand these across Asia-Pacific in the future to enable our clients to maximise the value of the UnderwriteMe partnership

BRAVE & RATIONAL

- Developed the [Critical Illness-Total Permanent Disability \(CI-TPD\) product](#), a market first in Asia which covers an additional 100% sum assured payment when an individual is unable to return to work in the occupation as a result of their critical illness condition
- Successfully launched the Super Simplified Issue product for the Korean market, and are steadily gaining momentum and reach across Korea



PEOPLE & CULTURE

- Enhanced the strength of our Asia leadership team by appointing [several new senior hires](#)
- Strengthened commitment to our global Diversity & Inclusion programme through year-long campaigns focusing on mental health and neurodiversity, race, religion, culture, gender, and disabilities
- Awarded the Best Pandemic Response in the UK's Legal & General Not A Red Card Awards in recognition of our global programme related to the importance of our employees' mental health and wellbeing
- Offered 12 additional days' leave in 2020 in recognition of the challenges faced by our employees and their families during the pandemic

DATA & RESEARCH

- Conducted Data Analysis studies for our Korea-based clients to support them in the launch of a new product
- Performed Generalised Linear Modelling studies for our Malaysia- and China-based clients which provides them with insights into all aspects of their business, allowing them to make well-informed, data-backed strategic decisions
- Helped a global life insurer gained greater insights on its performance and book of business through the data available from UnderwriteMe's business analytics module



SCALABLE SOLUTIONS

- Our Simplified Issue reinsurance data loading was set up based on an automated system in which its findings are used for understanding drivers of underlying experience and expediting product launches in Korea
- Invested in our R&D capabilities further by seamlessly linking our robust SAP system to our Experience Analysis calculations tool, which renders a globally consistent approach to enable our teams to perform and deliver more insightful Experience Analyses to our clients with faster turnaround times

PARTNERSHIP FOCUS

- Successful set up of our Takaful operations and inked a collaboration agreement with Malaysian Re Retakaful Division (MRRD) in Malaysia, allowing us to better support our clients in the Family Takaful space with more innovative products, bigger reinsurance capacities and our strong data analytics capabilities
- Exceeded Service Level Agreements for underwriting client referrals in every single month in 2020, and we remain committed to providing our clients with faster turnaround times in 2021 and beyond
- Relunched Ocean, our underwriting manual which underwent a complete revamp on its content, look and feel, and has been successfully rolled out across all markets in Asia



*2020 NMG Asia Life & Health Reinsurance Programme

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What you can expect from us in 2021

More knowledge sharing sessions covering a wider range of topics such as...

Emerging risks in the world and how it impacts us

New product trends in Asia



Selling digital

And many more!

If you would like to be kept informed of our 2021 schedule of activities, [let us know!](#)

Happy Holidays

from all of us at Pacific Life Re & UnderwriteMe in Asia

If you would like to know how we can support your business, please reach out to [Wil Chong](#), General Manager, Asia Markets.

For media enquiries, please reach out to [Andrew Gill](#), Managing Director, Asia & Australia.

