



ICD and Maldives Gov. signed key agreements



Mashreq Ins. Caters to Palestinian Market



Trust Re Appoints Talal Al Zain as Group CEO

BUSINESS LIFE

May 2019



Creating Successful Business

MENA insurers have satisfactory underwriting / insurance risk controls



Lebanon.....LBP5,000
Saudi Arabia.....SR12
Kuwait.....KD1

U.A.E.....Drhm12
Bahrain.....BD1
Qatar.....QR12

Jordan.....JD2
Oman.....OR1
Cyprus.....CE1

Egypt.....EP5
Europe.....Euro4
U.S. & Canada.....\$4

Algeria.....DZD200
Libya.....LD4
Morocco.....MAD33

Tunisia.....TND4
Yemen.....YR10
Syria.....SYP150

Creating Successful Business

MENA insurers have satisfactory underwriting/insurance risk controls

BUSINESS LIFE reporter developed this unique cover interview which gives insights to achieving winning key performance indicators. It gives a practical step-by-step methodology to rediscover critical success factors especially that the answers to his questions are coming from a successful brilliant/founder and a distinguished lady leader who tackle their day-to-day business in common synergy and harmony. It will become clear how this interview could offer BUSINESS LIFE readership a chance on how successful leaders leave a legacy in their organization.

As an economist and a businessman with wide experiences, Bajjali believes that the pillars of the economy are insurance and banking. In Jordan the banking sector has been more successful because of the support it receives from the central bank of Jordan as an independent regulatory body that supervises and regulates the banks performance without the interference of the government.

In most advanced countries insurance companies grow and take over or become major shareholders in the banks this is not the case in Jordan because the government intervened in insurance regulations sometimes directly or indirectly which limited the potential for improvement on the insurance performance.

Jordan established the insurance authority in the past which was reasonably successful as an independent unit but failed to perform well because it was given a free authority in different areas which resulted in mismanagement and eventually it was added to the ministry of trade and industry as the insurance unit

The government should make a clear framework with all the controls necessary and the supervisory board to ensure the correct and professional implementation of the insurance rules and regulations.

Great priority is that the correct



Interview: Dr. Fouad Costandi Mitri Bajjali, Chairman at Euro Arab Insurance Group, Chairman at Bajjali Group and the Chairman at National Express Cards and Dr. Lana Bader

regulations are finalized so that it becomes the basis of the frame work within which the insurance companies can operate for safe professional performance.

After fifteen years on the board of directors of Holly land insurance company Dr. Bajjale resigned to take over as chairman of Arab insurance group for two years turning the company into profitability where Dr Lana Bader was the head of the medical insurance department at that time.

Arab insurance group was controlled by the Bahrain Company for reinsurance ARIG who decided at that time to have a direct control from Bahrain over the local subsidiary; as a result Dr Bajjale resigned. a group of investors headed by dr. Bajjale took over Amman insurance company which was originally founded in 1999 as a fully owned subsidiary of Gulf insurance company under liquidation and subsequently to the acquisition the company's name was changed to Euro Arab Insurance Group in 2002

EURO ARAB INSURANCE GROUP has maintained sustainable growth and verified its ability to provide superior customer service Due to constant on steady hard work and conservative policies. Euro Arab insurance group has adapted a policy to work only with international reinsurance companies such as Swiss Re one of the biggest reinsures in the world and has a panel on its treaty world famous reinsurer such as R&V, Genre, Mapf Re etc... so that the company guaranties all its customers with solid reinsurance cover to pay all claims if it occurs , Euro Arab insurance group offers attractive rates and stability offering a wide spectrum of insurance covers including Motor, Marine, General, Medical and Life. In addition, the Company also offers online travel insurance services.

EURO ARAB INSURANCE GROUP is proud to enjoy the status of being the highest rated entity in Jordan BB- (stable) by S&P Global Ratings due to the proven capabilities and experience.

The underwriting performance of an insurer is usually measured in terms of its combined ratio, which is defined as the total underwriting expenses and investment losses as a percentage of premiums earned. This ratio is often also used as an indicator to measure the profitability of an insurer. A combined ratio of less than 100% indicates underwriting profitability, while anything over 100% implies a loss. The average combined ratio for the MENA region stood at less than 100%, which scored favourably when compared to the 105% average in case of a US insurer.



Award ceremony in Switzerland: Dr. Fouad Costandi Mitri Bajjali, Chairman at Euro Arab Insurance Group PSC, Chairman at Bajjali Group and the Chairman at National Express Cards receiving an award in Switzerland

The difference was mainly on account of higher claims due to catastrophic losses arising out of hurricanes along with other smaller incidents. However, the overall performance of a MENA insurer has been volatile due to the high level of equity and property investments. However, unlike their American counterparts, insurers in the region produced higher investment returns in recent years on account of the real estate and stock market boom.

Local Medical Coverage

According to estimates by Jordan's Ministry of Health, around 78% of the population is covered by health insurance. The country has committed itself to providing universal coverage of health services with its "health for all" strategy. The government is also planning to establish a new health insurance procedures to develop and expand health insurance coverage in the country.

The government plans to come up with a mandatory health insurance law, which should spur further growth in this market.

EURO ARAB INSURANCE GROUP is one of the pioneering insurance companies in the region and support free independent market to cover health and medical insurance on a higher level to give their customers maximum attention with the best medical services available to

further promote this special high level of attention to medical treatment Dr. Bajjali sent an official proposal to his excellency prime minister of Jordan Dr. Omar Al Razzaz to support medical health proposal run by the private sector insurance companies which has many advantages to give a better medical attention to the patient while saving government money and increase per capita income due to the expansion of medical network to cover all privet company employee's, and thus reducing Jordan foreign Debts compared to per capita income.

Dr. Fouad Costandi Mitri Bajjali is Chairman at Euro Arab Insurance Group PSC, Chairman at Bajjali Group and the Chairman at National Express Cards.

Dr. Bajjali was previously Vice Chairman at Hayat Pharmaceutical Industries Co. Ltd.

All companies where Dr. Bajjali was involved had a successful record in stable performance and successful management.

He received his undergraduate degree from the University of London and PHD in economics and business studies he is a fellow of the British institute of management and a member of the British institute of purchasing and supply.

Dr. Lana Sami Bader is a recognized business leader who excelled in the insurance industry. She was honored on

various occasions for her outstanding achievements and performance.

BL: How did you develop your passion for insurance business?

DR. FOUAD BAJJALI: After I graduated from London I joined my father's commercial business of importation and distribution of high quality products as suppliers to the royal household and as we had different product imported from different countries at that time all insurance was covered by the suppliers from country of origin the operation was faced with different claims including ship sinking on the port of loading and another declaring a general average also other claims covering frozen food and dairy products.

This made me very interested to read full details of each insurance policy to insure the correct coverage; as a result we invested in the establishment of the Holy land insurance company.

BL: How do you evaluate insurance in Jordan and in the MENA region?

DR. FOUAD BAJJALI: Insurance companies in Jordan went through difficult times resulting from the interference of the government in fixing the third party liability (TPL) prices for motor insurance which this business led to big losses to all motor insurance sector. This reduced in a big way the progress of the insurance companies in Jordan and this could be seen by Jordan insurance federation report on return on investment in the insurance sector, the total investment is approximately 828 million JD on a meager return of 2.2%.

BL: Is it true that MENA lags behind emerging and developed markets?

DR. FOUAD BAJJALI: The legal setup for insurance laws is lagging behind international level as a result insurance companies become liable for many illegal demands it's important that the correct legal framework covers all insurances aspects should be put in place which will immediately upgrade all the insurance companies' results bearing in mind that insurance companies are working in a very difficult environment in the MENA region and the insurance sector in general has achieved some good successes.

BL: Are insurers immune to the crisis? Why and how?

DR. FOUAD BAJJALI: Insurance company business is based on buying risks as a result the attitude of most professional insurance companies will be highly cautious and as a result more careful not to indulge in risky or difficult situations which leads to crises.

BL: How to build a successful E-commerce business



Confidence and success: Dr. Lana Bader, General Manager at Euro Arab Insurance Group

in today's digital world and how helpful is it to insurance companies?

DR. FOUAD BAJJALI / DR. LANA BADER : e-commerce has become an important tool to reduce the use of paper and to improve efficiency however great care should be taken to control misuse and fraud.

BL: Do you believe in digital marketing and how useful is it in our MENA markets? What are your constructive remarks?

DR. FOUAD BAJJALI: Digital marketing is growing in importance and there should be regulatory systems to insure benefiting from technology without allowing misuse.

BL: Is the MENA insurance industry still developing legal and regulatory frameworks?

DR. FOUAD BAJJALI: YES it developing haphazardly and insufficient serious effort is made to remedy distortions and weaknesses in the legal framework of insurance companies' laws and regulations.

BL: What new regulations would you suggest? Why?

DR. FOUAD BAJJALI: There are many points that need to be corrected or added in the legal framework of insurance companies operating modus vivendi.

BL: Why life insurance is still a small and underdeveloped market in Jordan? What are the plans of Euro Arab Insurance Group in this regards?

DR. FOUAD BAJJALI: We have group life insurance which is comparatively limited however our strategy is to try to increase all divisions expect motor which is obligatory in such a way that the other divisions growth will reduce the motor as a percentage of the total premiums this was done last year while achieving 28 million JD in premiums we increased the following divisions as follows: Marine insurance up to 651,474 JD with 29% increase. Medical insurance up to 10,926,928 JD with 57.6% increase. Fire and other property up to 217,513 JD with 28% increase.

Other general lines up to 217,513 JD with 37.6 increases.

During the difficult times a well-managed and strong company will perform better and will benefit from the weakness of other companies in the sector.

BL: Why foreign insurers dominate life insurance in the entire region?

DR. FOUAD BAJJALI: Foreign companies dominate life sector in the area simply because they started much earlier than local companies. My uncle Mr. ZAKI ZAHER was the founder of American life insurance in Lebanon and he also became the founder of the American life insurance company in Jordan back in the 60's and he became member of the operating board of American life insurance in USA they had a pre prepared programs and operating systems whereby they established a large numbers of agencies and each agency has its own group of sales agents as a result American life insurance group achieved a very large operation in our area they were helped by pre organized sales programs covering life, medical pension, endowments etc. ...

BL: Why should there be a mandatory health insurance law?

DR. LANA BADER: It's very important to have a mandatory health insurance law privately managed by insurance companies to protect the people with fixed incomes from sudden illnesses that cost amount beyond their means as a social protective network for health but this needs detailed regulations insuring that all parties involved efficiently managed that the insurance companies are reliable and stable financially and that they are able to pay the medical body regularly so that the service is given to their customer is a constants and reliable.

BL: Are the MENA insurance companies insuring a highly volatile future? Why and how?

DR. LANA BADER: The insurance companies should have good underwriting and as a result they can differentiate between accepting the risk on treaty or to sell the risk on facultative.

BL: What are your dreams and what are your ambitions and what are your challenges?

DR. FOUAD BAJJALI: My dream is that Jordan will improve all the laws pertaining to insurance so that there is less unnecessary money paid in the wrong compensation but to insure that the compensation is paid to the rightful insured people this will develop the insurance market in a big way and will introduce new products to the insurance markets. the government should look forward to develop this



Selecting and Exploiting the Best Opportunities: Dr. Fouad Costandi Mitri Bajjali, Chairman at Euro Arab Insurance Group, Chairman at Bajjali Group and the Chairman at National Express Cards and Dr. Lana Bader, General Manager at Euro Arab Insurance Group

market through efficient and correct management and should help the companies bigger and faster to coop with giving the correct services to the Jordanian people and increasing their excites by bigger volumes of profitable premiums thus allowing the insurance sector to grow similar to banks by increasing employment in addition the Jordan insurance federation should establish a training permanent center to give training to the young university graduates to train in insurance specialization this could be also used to train judges that will become specialized in insurance court cases this also could be used to train insurance surveyor and insurance loss adjustors.

The government should do its best to allow this sector to improve so that it will become at least as big as the banking sector and it will become the second pillar in the economic successes in Jordan and it should not be accepted that the whole insurance sector is unable to achieve profits of more the 2.2%.

The insurance sector if it is allowed to grow in the correct manner with correct

laws as explained above it will help the sector not only in Jordan but it will become a model to be followed in the MENA region by simply adopting all the achievement that will be achieved in Jordan.

BL: How do you see Euro Arab Insurance Group in the coming five years? What if peace prevails in the region?

DR. FOUAD BAJJALI - DR. LANA BADER: Euro Arab as we constantly improving and this year we achieved the second position in cash deposits in the banks amount to JD 20 million as compared to the paid up capital of the company this was achieved by constant hard work and planed expansion in premiums which reached 28.6 million JD. With our strong base and our wholly owned head office building in the best location in Amman and with a strong efficient team we are poised to achieve constantly better results despite the difficult economy situation. Our logo is we serve to grow – grow to serve and on this track we have succeeded and we will continue to succeed in serving our growing customers in the best way possible.

التفاني في خدمة صناعة التأمين

الحجة: «لا أعتقد أنه ستحدث اندماجات في سوق التأمين الأردني»



عماد الحجة، المدير العام للشركة المتحدة للتأمين في الأردن

وفي أعقاب مؤتمر العقبة بدورته السابعة نلتقي المدير العام للشركة المتحدة للتأمين في الأردن السيد عماد الحجة، الذي حضر المؤتمر ليطلعنا على تجربته الخاصة في التأمين ويشاركنا رأيه بالمؤتمر.

بزنس لايف: بداية نود لو تعطينا لمحة عن السيرة الذاتية الخاصة بك؟

نهاد أسعد: بدأت مسيرتي المهنية في قطاع التأمين منذ 25 عاماً، وكنت لم أزل طالباً في الجامعة. حيث قبلت بفرصة عمل في المؤسسة العربية للتأمين، والتي كانت أول شركة تأمين عاملة في فلسطين في ذلك الوقت... ثم تدرجت في المناصب وانتقلت من كوني موظف إنتاج إلى مدير دائرة ثم مدير فرع... إلى أن تم تعييني كأمين عام للإتحاد الفلسطيني لشركات التأمين... حيث ساهمت خبرتي وشغفي للمهنة في إحداث نقلة نوعية في طبيعة عمل الإتحاد وتكثفت بإقامة مؤتمرات ضمت العديد من المشاركين من الدول العربية الشقيقة والتي أثمرت بعلاقات استراتيجية مع العديد من القطاعات الشريكة على اختلاف تخصصاتها في الوطن العربي والكثير من الدول الأخرى. كما أنني حاصل على شهادة الماجستير في إدارة الأعمال وشهادة ماجستير ثانية في الإدارة التربوية وأقوم بالتدريس أحياناً بما لا يتعارض مع عملي في بعض الجامعات الفلسطينية.

بزنس لايف: هل يمكن أن تعطينا لمحة مختصرة عن سيرتك الذاتية؟

عماد الحجة: بدأت حياتي بالتأمين في شركة التأمين الأردنية لمدة 12 سنة /مساعد للمدير العام، ثم عملت لمدة ثلاث سنوات في شركة الشرق العربي للتأمين مدير تنفيذي للشؤون الفنية ثم انتقلت إلى النسر العربي للتأمين نائب المدير العام لنحو 7 سنوات.

بزنس لايف: من هو مؤسس الشركة المتحدة للتأمين؟

عماد الحجة: مؤسسها الدكتور رؤوف أبو جابر منذ 1974، ومن ثم استلمها ابنه زياد أبو جابر قبل حوالي 6 سنوات.

بزنس لايف: تجرب الأردن أن تعتمد على مؤتمر العقبة كداعم لها، كما أنها أصبحت منافسة وبديلاً للبنان في السياحة العلاجية، ما الذي تتوقع أن يعود به ذلك على الأردن؟

عماد الحجة: الأردن موجود بمنطقة وسطية محاطة بدول ملتزمة كالعراق وسورية وفلسطين

وهي هيئة مستقلة تابعة لوزارة الصناعة والتجارة وكان فيها عدد كبير من الموظفين وتلبي حاجة القطاع التأميني، وللأسف بقرار سياسي تم إلغاء كل الهيئات المستقلة، حالياً نحن بصدد الانتقال إلى مظلة البنك المركزي ولكن القانون لم يصدر بعد وإنما صدرت مسودته فقط، ونحن كمجلس إدارة الإتحاد حالياً أشركونا بمناقشة المسودة بوجود ممثلين لوزارة الصناعة والتجارة والبنك المركزي، وحالياً أنهينا عدة مواد وأتوقع أن يصدر بصيغته النهائية خلال 6 أشهر، ولا شك بأن تحويل قطاع التأمين إلى مظلة البنك المركزي أفضل بكثير رغم معارضة بعض الشركات.

بزنس لايف: ما رأيك بأخر مستجدات القرار المتعلق بنقابة الأطباء، ودور البنك المركزي في هذا الموضوع؟

عماد الحجة: بصراحة البنك المركزي الآن لا يستطيع أن يفعل شيئاً لأنه لم يستلم ملف التأمين بعد بشكل رسمي، ولكن برأيي على المدى البعيد سيساعد البنك المركزي قطاع التأمين بأمور عدة من بينها التأمين الصحي والتأمين الإلزامي، فهو يمتلك القوة في الضغط على جهات حكومية أكثر من أية إدارة.

، وأثر إغلاق الحدود بشكل كبير على تصدير المنتجات الأردنية ما أدى إلى ضعف الاقتصاد الأردني، ولدينا في الأردن مشاكل عديدة منها ارتفاع المديونية بسبب دعم أسعار النفط، في النوات السابقة الآن نرى بوادر لفتح الحدود ونأمل أن يتحسن الاقتصاد، فالأردن اعتمد في الفترة الماضية بشكل كبير على المساعدات والحوالات الخارجية، كذلك هناك ضغوطات سياسية أدت إلى تقليص المساعدات المالية، فخيبرنا الوحيد هو أن نعتمد على أنفسنا، وقد صدرت عدة قرارات كان أثرها سلباً على المواطن كرفع الضرائب وزيادة الجمارك.

بالنسبة للسياحة العلاجية لدى الأردن العديد من المستشفيات المعروفة جداً ويأتينا أناس من الخارج وهو رافد جيد للاقتصاد الأردني ولكنه لا يعود بالنفع على شركات التأمين، بالنسبة للسياحة فقد ارتفعت 40% مقارنة بالسنة السابقة، لكن معظم السياح يأتون ومعهم تأمينهم الخاص. بزنس لايف: ما التشريعات الواجب سنها وتحديداً من المصرف المركزي الأردني لحماية شركات التأمين الأردنية كما هي الحال في الإمارات؟ عماد الحجة: قبل إدارة التأمين كانت لدينا هيئة التأمين

New International Healthcare Program from AROPE Insurance

EXPAND International Medical Experts Solution

AROPE has recently launched EXPAND, International Medical Experts Solution, a new international healthcare program in collaboration with Munich Health, part of the global reinsurer Munich Re.

EXPAND is a comprehensive medical insurance plan covering travel expenses and medical treatment costs for 5 critical illnesses outside the country of residence in the most prestigious and renown medical centers and hospitals around the world:

- 1- Cancer Treatment
- 2- Heart Valve Replacement Surgery
- 3- Major Organ and Bone Marrow Transplant
- 4- Neurosurgery
- 5- Coronary Artery Bypass Surgery

Insured member selects the geographical area of coverage, and he is covered for an annual limit of US\$1,000,000 (One Million US Dollars). The latter comprises of the travel and accommodation costs up to US\$12,000 and repatriation expenses in case of death up to US\$10,000 while the total lifetime limit of the EXPAND Insurance Policy is US\$ 2,000,000 (Two Million US Dollars).

Moreover, patients insured with EXPAND can benefit from the privilege of consulting a second medical opinion by leading experts in the field resulting in a more accurate assessment of the case and the selection of the most appropriate treatment destination, while AROPE Insurance assists insured with travel arrangement for a hassle-free experience.

EXPAND is available for anyone currently insured with AROPE and for new clients whether medically covered elsewhere or not. Those wishing to adhere to EXPAND program, can apply individually or as a family by filling EXPAND application form available on AROPE Website www.aropecom or by visiting the nearest AROPE branch.

This international healthcare program includes a selection of elite hospitals and medical centers in Europe, Asia, USA, Canada and other parts of the world. To name a few: John Hopkins Medicine, Boston Children's Hospital, Dana-Farber Cancer Institute, Harvard Medical School, UPMC New York, and other leading healthcare destinations.

EXPAND healthcare plan is the best addition to your insurance plans, giving

you and your family a passport for medical travel when the need arises. It gives you ultimate peace of mind making sure you have expanded your options for critical illnesses' treatment and increased your healing chances. It is a specialized medical plan highly flexible at an affordable yearly premium.

Adding EXPAND to the product mix is a step forward in AROPE's continuous strive to provide the best and most innovative services, making medical insurance more comprehensive, and always walking the talk "We Keep Our Word".

AROPE Insurance at a glance

Established in 1974, AROPE is today one of the major players in the insurance industry in Lebanon. Since its foundation, AROPE has maintained continuous growth and sustained development, backed by BLOM Bank's solid financial background and excellent track of good reputation and credibility. Operating in all lines of Insurance, AROPE is committed to providing the finest service to its partners and customers while always focusing on building a relationship based on trust, integrity, respect, professionalism and dedication.

الاتحاد، وهو استمرار لرؤساء واعضاء المجالس السابقين.

أما مؤتمر العقبة فقد شهد اجتماعات مكثفة ومواضيع جديدة ومتنوعة، وأرى أن الكل سعيد وراضٍ والمؤتمر ناجح.

بزنس لايف: ما هو ترتيب المتحددة للتأمين؟

عماد الحجة: نحن ترتيبنا الخامس من حيث الأرباح، والثامن من حيث الأقساط.

بأن تحدث اندماجات لأنه ما من قيمة مضافة، منذ فترة اندمجت الأولى والبرموك بسبب وجود حاجة لذلك من قبل كلاً الشركتين.

بزنس لايف: ما رأيك بمؤتمر العقبة بدورته السابعة، وما رأيك بالاتحاد الأردني لشركات التأمين وما الذي يجب أن يتحسن فيه؟

عماد الحجة: حقق الاتحاد إنجازات كبيرة في الدورة الماضية ونشكر المهندس ماجد سميرات على جهوده ومتابعته والنقلة النوعية التي أحدثها في

بزنس لايف: ما التحديات التي تواجهها شركتك هذه الأيام؟

عماد الحجة: أنا استلمتها منذ نحو 10 سنوات ونحن نحقق عائد بحوالي 10% إلى 12% كل سنة، وأكبر التحديات التي تواجهنا هي ظروف المنطقة والأوضاع الاقتصادية وصعوبة تحصيل الأقساط.

بزنس لايف: هل أنت متفائل بقطاع التأمين الأردني؟

عماد الحجة: نعم أعتقد أنه سيتحسن ولكنني أشك

Qatar withdraws 'measures established' against UAE

Qatar has decided to withdraw its measures against the UAE in a significant concession aimed at averting the consequences of the UAE's case in WTO against an illegal Qatari ban on UAE goods and services.

During a session of the Dispute Settlement Body (DSB) of the WTO, to examine the UAE's request to set up an arbitration committee to assess Qatari efforts to ban UAE consumer goods and services, Qatar announced that it had withdrawn the measures they established against the UAE. It also said that it has partially revoked measures that banned buying and selling commodities exported by the UAE.

The Qatari climb-down recognises that Doha's policies had violated its international obligations. However, the partial concession doesn't resolve some of the fundamental issues of the dispute, and the UAE continues to explore its legal options to ensure that Qatar abides by its WTO obligations.

Abdullah Hamdan Al Naqbi, Director of the international law Department, Ministry of Foreign Affairs and International Cooperation, stated that Qatar's confession of its previous violations one day before the UAE request was heard "is a clear concession."

AqabaConf Organizing Committee decided to increase the Winners of the Award to be five Winners instead of three winners

The five winners of Aqaba Insurance Research Award:

- The First winner

Sherif Mahmoud Radwan- The Impact Of Digital Technologies On Insurance Industry In Light Of Digital Transformation - Blom Egypt investments and Insurance Brokerage & Consultancy

- The Second winner

Eliana naffaa - Testing the Main Drivers of Intention to Use E-Insurance : An Empirical Study form the Jordanian Clients' Perspective

- The Third winner

Azhar Mohiuddin Al-Tlla - The impact of E - insurance services on the customer's satisfaction In Arab insurance companies (An Empirical Study) - Al - Aqeelah Takaful Insurance Company

- The Fourth winner

التأمين الالكتروني بين النظرية والتطبيق - Nuha Fakhri Hijazeen
(دراسة من وجهة نظرة عملاء شركات التأمين في الاردن)

- Middle East Insurance Company

- The Fifth winner

Khaldoun Mohammad Mafarjeh- Technology in the Palestinian Insurance companies as a marketing and sale tool - Tamkeen Palestinian Insurance Company.
Insurance Research Award

The Award - which is in its first edition this year - will be presented to the top three researches on the subject of 'E-Insurance'.

Submitted researches are required to adhere to the following:

1. Research Language must be either Arabic or English.

2. Content must be original and not published previously for any party or competition.

3. Document must be a minimum of 15 pages - with Arabic Transparent font (size 14) for researches delivered in Arabic and Times New Roman font (size 14) for researches delivered in English.

4. Researcher name, workplace and contact information must not be displayed in a visible way, (i.e. the mentioned details must be listed on the front page in an obscure manner).

Please note that a specialized insurance committee will review, assess shortlist and determine the top three researches. The first three winning researchers will be invited as Guests of

Honor to attend the AqabaConf2019. Jordan Insurance Federation will cover transportation expenses to Aqaba city including international flights, as well as registration fees and accommodation fees at selected hotels.

The first, second and third place winners will be announced during the opening ceremony of the AqabaConf2019, the award will be distributed as to the following:

- 1st award: USD 3,000

- 2nd award: USD 2,000

- 3rd award: USD 1,000

Those interested in applying for the Award are requested to submit their full research - in addition to a one-page summary - to Jordan Insurance Federation by 1st of March, 2019, at the latest. A printed hard copy and CD soft copy of the research must be shared in a sealed envelope.

"Climate Change: The Imminent Risk Threatening Human Existence"

I would like to dwell with you into the damage issue caused by humans to their environment, and the continuous negligence by the concerned officials and stakeholders in curbing practices that compounded to threaten our existence on this globe.

I refer here to the global warming and the ongoing rise on average temperatures demonstrated in the melting ice in the Arctic and its effect on the weather conditions that became troublesome having shifted out of proportions. Its related effects are shown in depleting the ozone layer that protects our planet. Its other causes are the negative influence of the harmful industrial emissions (car exhausts being the most important sources) on the pristine environment, stable climatic conditions, etc.

By contrast, countries have adopted through the past successive decades, remedial actions that contributed to slow this worsening harm by preventing the compressed fluids for different purposes, halting the use of non-biodegradable plastic material and replaced it with paper for daily use, as well as controlling the emissions that harm the ozone layer. While these actions are important, and accurately prescribed to apply, much of the world countries have barely addressed the crux of this dilemma. The big problem remains in the industrial various practices and the persisting carbon emissions that keep damaging the environment.

As the modifications required to protect the environment had a negative impact on the profits of the industries concerned, resistance to adopt them still exists. A giant German company like Volkswagen resorted to falsify data in order to hide the harmful emission levels, resulting in exposing the company to judicial accountability and payment of billions of dollars in penalties.

Similarly, American industries have resisted directives to modify their products (especially cars) to protect their profits, prompting the American President during his campaign to deny the mere existence of the problem, dismiss the idea of global warming or climate balance industry threat and accusing China of inventing the gist to impair US industries. The US President's further decision to withdraw from the Treaty of Paris that perplexed the concerned nations, was a validation to this concept.

Throughout the previous successive months, new warnings appeared in leading American and world newspapers by a member of the U.S. House of Representatives, Alexandria Ocasio-Cortez, that the world will be destroyed within 12 years unless radical and conclusive decisions are prompted by the concerned nations to protect climate from a veritable collapse.

The current US President is showered by calls to change his position that, if persistent, will cost him the loss of numerous youth votes in the next election. It's a choice between the voices of the industry owners and the voices of the youth who own the future!



Rohit A. Boda, Managing Director of J.B.Boda Reinsurance Brokers Pvt.and Bader Attari, General Manager, Newton Insurance



Imad Mohammed Abdelkhaleq, General Manager at Jordan Insurance Co



VIP Participants



Othman Bdeir, and Chairman of United Insurance



Kamal Sartawi serves as the General Manager at Al-Dhafra Insurance Company



Participants



Participants



Lawyer Ziad Najem and Group CEO-Gulf Insurance Group - Kuwait Khaled Saoud AlHasan



Mr. Zurub, President and founder of Jordan French Insurance Company



Imad Nihad Khalil Jeries, Vice Chairman at Jordan Insurance Federation; Rashid AlHabbab; Eng. Osama Janineh



Group CEO-Gulf Insurance Group - Kuwait Khaled Saoud AlHasan



Tareq M Al-Sahhaf, CEO-Gulf Insurance Group - Kuwait



Bashir Ali Khallat and spouse, Chairman of Takafuly Insurance



Jamil Harb, ACAL Secretary General



Pierre Hadda, branch manager at Jordan Insurance Co



Participants



Imad Mohammad Morrar, General Manager of Jerusalem Insurance Co. Habib Jaalouk; Executive Board Member at Chedid Re



Wael Khatib, Founder of Locktom



Majed Samairat, JOIF President and G.M of MEICO signing agreement with Alaa Al-Zoheiry, M.D gig-Egypt



Dr. Wael Dr. Lana Bader, General Manager at Euro Arab Insurance Group; Alaa Al-Zoheiry, M.D gig-Egypt; Dr. Wael Zerob



Awards Group Photo



Charbel BouFarah, Deputy Managing Director, Platinum Re; Ralf Mouhanna Manager-Marine & Aviation Facultative Division



Karine Naji Cherfane, Executive Director-Premium Broking House and George Khalil El Bitar, CEO, Premium Broking House



Hussein Sherbini, Financial Controller at EIA; Sheikh Nassir bin; Salim Al Busaidi, Bashir Ali Khallat, Farid Lutfi, Secretary General



Imad Mohammed Abdelkhaleq, General Manager at Jordan Insurance Co



Doha AbdelKhaleq Co-Founded of ESKADENIA Software Solutions and Nael Salah Managing Director of ESKADENIA Software



Alaa Al-Zoheiry, Managing Director of the Arab Misr Insurance Group- gig



Majed Samairat, JOIF President and G.M of MEICO handing over a gift to Dr. Ali Wazni-gig- Jordan



Dr. Wael Zurub, Chief Executive Officer of Jordan French Insurance Company with team and colleagues



Bader Attari, General Manager - Newton Insurance with a colleague



Mohamad Akkoun, Hanover Re CEO with team



Hala Abdallah Ghutmy, Director at Commercial & General SAL Reinsurance Brokers with team and colleagues

Saudi Healthcare Sector to Embrace Digital Transformation

Set under the theme of Digital Healthcare Innovation, this programme focusses on the better healthcare delivery through digitization

King Fahad Medical City to host global digital innovators on the 17th – 18th April at the King Fahad Medical City Auditorium along with 500+ senior health professionals from across Saudi Arabia to discuss, share, learn, network and implement future technologies.

Set under the theme of Digital Healthcare Innovation, this programme focusses on the better healthcare delivery through digitization. Hisham Hout, Middle East Region President of Hill-Rom, the platinum sponsor to the programme stated “The Kingdom is dedicated to innovation in healthcare, and Hill-Rom wants to partner in that endeavor.” He further added that “Our vision of advancing connected care fits the Kingdom’s goals perfectly, and we are honored to play an important, growing role in helping to improve healthcare here and across the region.”

Furthermore, Engr. Thamer Al Awadh, VP sales and Marketing at ATS Ware the gold sponsor to the programme added “ATS has followed-up the rapid change in technology and standards and its impact in facilitating better healthcare automation in the kingdom. This was clear in the recent requirements of MoH from its HIS vendors. ATS has added lots of functions to fulfill these requirements. ATS has paid special attention to the new SEHE project and its published interoperability requirement, and the need to feed the national health data center with relevant data. ATS has passed majority of MoH requested IHE profile actors.”

Commenting on HCI sponsorship to the programme, Rami Saad, General Manager Middle East at HCI Group stated “I believe the Saudi healthcare market is quite diverse. On one hand you have the providers that are looking to upgrade their legacy IT systems to meet the growing clinical and business requirements that these systems can no longer handle, and on the other hand, you have public and private health providers that have made those IT investments and are now interested in extracting value from the data they are capturing to achieve business and clinical outcomes and provide better patient experience. On top of that, we have new government initiatives that are requiring providers to address revenue cycle management and

interoperability. Wherever providers are in their digital health transformation, we have all the necessary capabilities to assist them achieve their objectives.” he commented.

“FUJIFILM is delighted to show for the first time in Saudi Market the latest AI Technology part of Enterprise Imaging Solutions” said Jun Higuchi, Managing Director, FUJIFILM Middle East FZE. They will also be showcasing their latest innovation at this high profile by invitation only programme.

President & CEO of Imprivata, one of the key sponsors of the Digital Healthcare Innovation programme stated “Imprivata is proud to support healthcare’s digital transformation, enhancing focus on the patient by improving clinical workflow efficiency and effectiveness with easier and safer access to patient records for hospitals in Saudi Arabia, in line with the objectives of the Kingdom’s National Transformation Program 2020 and Saudi Vision 2030.”



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Mazen Mohamed khair Al Sabban, General Manager at Alaqeelah Takaful Insurance company - Syria



Rashid J. Habbab, G.M. at Arabia Insurance; Eng. Osama Janineh, G.M. at Manara Insurance Dr. Lana Bader, G.M. at Euro Arab Insurance Group



Bashir Ali Khallat and spouse, Chairman of Takafuly Insurance



Dr. Fouad Bajjali, Chairman at Euro Arab Insurance Group



VIP participants



Dr. Fouad Bajjali, Chairman at Euro Arab Insurance Group, and Dr. Lana Bader, General Manager at Euro Arab Insurance Group



Shereen Hassan, General Manager Office-Euro Arab Insurance Group with a colleague



Bashir Ali Khallat and spouse, Chairman of Takafuly Insurance; Sheikh Nassir bin Salim Al Busaidi, Managing Director of Oman United Insurance