

An event produced by
consilient

**INTERNATIONAL
HEALTH INSURANCE FORUM**
Middle East event

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International Health Insurance Forum 2024
Middle East event

16 - 18 September
Sofitel Downtown
Dubai

A new paradigm for health system financing
Four key areas for sustainability and success in a digital age

Sofitel Downtown Dubai

Welcome to a different approach to events

The art of good conference production

The art of good conference production relies upon relevant content, engaging speakers, first class facilities and ensuring the event not only educates and informs the audience but provides value for money.

Beyond that, it should offer great networking and be an enjoyable experience for all involved.

Our format

We believe that events with smaller, more intimate audiences offer greater, more valuable networking and knowledge transfer opportunities.

Whilst the themes should be relevant to the broader region, speakers should have global experience to bring insights from other parts of the world.

Our events are “**quality**” not “**quantity**” events. Importantly, they are “**how to do**” not “**what to do**” events and are aimed at “**dialogue**” not “**monologue**”

Our biggest event so far

Whilst we generally aim at smaller audiences, for this particular event we are adopting a “**streamed**” approach where we will cater for a larger total audience but individual stream sessions will maintain our more intimate, dialogue friendly approach.

We will have a small number of plenary sessions but the rest of the sessions will consist of two parallel themes on each of the two main forum days.

Our global reach

Since 2018 and despite the pandemic interruption, we have produced events in UAE, Bahrain, Kenya, Ghana, Rwanda, Nigeria, South Africa, Singapore and Panama. This will be our 18th event globally and our 5th event in the Middle East.

Why UAE?

The United Arab Emirates with its large market for health insurance and its facilitating international financial centres in Dubai and Abu Dhabi remain the hub of the insurance business in the Middle East.

The themes and streams

Our headline theme for this event is “**A new paradigm for health system financing**” reflecting the critical role of digitalisation for sustainability and success in a digital age.

Day One parallel streams will focus on

- **Distribution and the consumer**
- **Risk, regulation and governance**

Day Two parallel streams will focus on

- **Population health improvement**
- **Achieving operational excellence**

At this event here will be something for everyone in the health financing ecosystem.

A different calibre of speaker

Several of our speakers will have experience of speaking at conferences around the globe and will generally be high level executives who can bring their globally acquired experience to our audience. But we can equally learn from regional speakers with international. The opportunity for knowledge transfer between speakers from outside the region and within the region is enormous.

The audience

Our events target **key influencers, decision makers** and **thought leaders** at C-suite and senior management levels.

We expect the forum to be attended by insurers and reinsurers, intermediaries, regulators, IT firms, insurtechs, AI solution vendors, financiers, telcos, pharmacos and healthcare providers.

I hope our approach will inspire you!



Robin Ali
Head of Program Content
International Health Insurance Forum series

Your program

This is a draft program to which speakers are currently being added

16 September 2024

1900 - 2200 Evening reception (complimentary for all Forum attendees)
Mingle informally with delegates, sponsors and speakers as you enjoy food and beverages on the terrace of L'Apero Lounge



17 September 2024

0830 - 0900 *Registration and refreshments*

0900 - 0915 Event producer's welcome
Robin Ali
Head of Practice, The Consilient Consultancy Limited, Ireland and
Head of Program Content, International Health Insurance Forum



0915 - 0945 Opening address

0945 - 1015 Opening address

1015 - 1100 Sponsor address *or* sponsor led panel session

1100 - 1130 *Refreshment break and networking*

Stream A: Distribution and the consumer

1130 - 1215 Product development and consumer preferences

1215 - 1300 Evolving distribution channels and partnerships

Stream B: Risk, regulation and governance

1130 - 1215 Technological advances in risk assessment and underwriting

1215 - 1300 Enterprise risk management in a digital age

1300 - 1415 *Lunch and more networking!*

1415 - 1500 Creating differential value for your business

1500 - 1545 Securing consumer loyalty in a highly competitive market

1415 - 1500 Regulatory developments across the region

1500 - 1545 How seriously is ESG being taken and how relevant is it?

1545 - 1600 *Quick refreshment break*

1600 - 1645 Panel session A:
How will technology facilitate new products and distribution methods to match consumer preferences and create loyalty?

1645 Close of session

1600 - 1645 Panel session B:
How will technology impact the underwriting process, product pricing and assist with enterprise risk management?

1645 Close of session

18 September 2024

0830 - 0900 *Arrival refreshments*

0900 - 0915 Event producer's opening

0915 - 0945 Sponsor address *or* sponsor led panel session

0945 - 1100 **The Great Debate:**

Artificial intelligence in health insurance and healthcare

Moderated by Robin Ali

Protagonists to be announced



1100 - 1130 *Refreshment break and networking*

Stream A: Population health improvement

1130 - 1215 Containing medical trend through improving population health

1215 - 1300 Encouraging personal ownership of health and lifestyle

Stream B: Achieving operational excellence

1130 - 1215 Steps to enterprise wide digital transformation

1215 - 1300 Investment in people in a digital age

1300 - 1415 *Lunch and more networking!*

1415 - 1500 Role of technology in improving population health

1500 - 1545 Impact of VBHC on the health financing sector

1415 - 1500 Transformation of the customer service proposition

1500 - 1545 Influencing provider and member behaviour

1545 - 1600 *Quick refreshment break*

1600 - 1645 Panel session C:
How can population health improvement be achieved through technology, behavioural change and VBHC?

1600 - 1645 Panel session D:
What are the quickest and easiest areas of change to achieving operational excellence?

1700 - 1715 Chairperson's remarks and close of IHIF 2024 Middle East Event

Venue

Sofitel Downtown Dubai

Sofitel Downtown provides French elegance in the heart of the iconic Downtown Dubai. Apart from the immediate proximity to The Dubai Mall and Burj Khalifa, the hotel is a few minutes away from Dubai Opera, Mohammed bin Rashid Boulevard with its many restaurants and close to City Walk, another cosmopolitan shopping and dining area.

It is accessible from Dubai International Airport by a 20-minute taxi ride and is just 100 metres from Dubai Mall Metro Station with a regular feeder bus to Dubai Mall for those who wish to visit.

Sofitel Downtown is both a business venue and a leisure destination. We have selected Monday evening for the Reception event and Tuesday and Wednesday as the main conference days allowing travelling delegates to precede their stay over the prior weekend and even bring along family to enjoy all that Dubai has to offer.

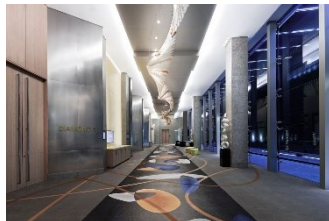
Whilst Sofitel Downtown is a great place to stay, there are also other choices nearby managed by several national and global hotel brands.

Conference facilities

Our event utilizes the Diamond Ballroom which can accommodate our target audience of around 80 delegates and 20 speakers as well as house our sponsors' exhibits in the ballroom foyer. The ballroom can be divided to accommodate our separate program streams. Lunch will be served in the ballroom or Les Cuisines Restaurant.



Prior Evening Reception venue



Exhibitors' area



Diamond ballroom



Lunch venue

Registration details

Ticket prices are as shown below. The price includes:

- Attendance at the two main forum days (unless one day delegate rate is selected)
- Attendance at the complimentary prior evening food and drinks reception on 16 September on the terrace of L'Apero Lounge (all delegates)
- All refreshments and lunch on both forum days (or single day in case of one day delegates)

Ticket type*	Discount on standard ticket rate	AED**	USD**	EUR***	Availability and conditions
Standard ticket	n/a	4942	1346	1200	Freely available. No time limit
25% early booking	25%	3707	1010	900	Booking deadline 31 July 2024
Budget delegate ticket	50%	2471	673	600	Booking deadline 31 May. Non-refundable. Non-transferable
Group rate	25%	3707	1010	900	Available to 3 or more delegates employed by same legal entity. No time limit
NGO/NFP delegate	50%	2471	673	600	Freely available. No time limit
One day delegate	n/a	2471	673	600	Freely available. No time limit

* Ticket types cannot be combined

** Approximate mid-market rate equivalent to the EUR ticket price as at 10 January 2024

*** **Payment currency is EUR** and must be made through our ticketing agent via credit/debit card or via offline direct bank transfer in Euro equivalent (see below)

Registration and payment

There is a secure online registration and card payment facility available through our event ticketing agency at this link <https://cvent.me/zLGXQ1> and also accessible at our website www.ihif.global. We can also accept payment by direct bank transfer (when booking select "Bank transfer" option)

Cancellation

Should a paying delegate wish to cancel we will accept a substitute delegate. Otherwise we will provide refunds on the following basis:

Cancellation before 1 August 2024	75% refund or substitute delegate allowed
Cancellation from 1 August 2024 onwards	No refund but substitute delegate allowed
Full cancellation of group booking	As above schedule
Partial cancellation of minimum group booking (3 delegates)	Substitute delegate only