

# AIBK 18<sup>th</sup> ANNUAL REGIONAL CONFERENCE

6<sup>th</sup>– 9<sup>th</sup> November 2024

## DAY 1: WEDNESDAY 6<sup>TH</sup> NOVEMBER 2024

TIME	ACTIVITY	FACILITATORS/PANELISTS
ALL DAY	Arrival and Registration, Room allocation, and settling down	<ul style="list-style-type: none"> <li>AIBK/ The Arts Group (TAG)</li> </ul>
15:00 – 17:00	<b>E.A.I.B.A. Annual General Meeting</b>	
18:30 – 21:30	<b>AAR Welcome Cocktail at the Beach Lawns</b> [ Dress Code: Sunset Fiesta ]	<ul style="list-style-type: none"> <li>TAG / AAR</li> <li>Entertainment by Trublaq (traditional dancers)</li> </ul>

## DAY 2: THURSDAY 7<sup>TH</sup> NOVEMBER 2024

08:00–09:00	Arrival and Conference Registration	<ul style="list-style-type: none"> <li>TAG/AIBK / Entertainment by Trublaq</li> </ul>
09:00 – 09:30	Background Video Clips of all Sponsors  Opening Address, Conference Theme, and Objectives of the Conference  Remarks from the National Chairman  Remarks from the President E.A.I.B.A	<ul style="list-style-type: none"> <li>TAG</li> <li><b>Afroze ADAM</b>, Chairman, Coast Chapter, AIBK</li> <li><b>Cynthia MUNGAI</b>, Convenor PR &amp; Events, AIBK</li> <li><b>John LAGAT</b>, Deputy Chairman AIBK</li> <li><b>Anthony MWANGI</b>, National Chairman, AIBK</li> <li><b>Mendies MHIRIBIDI</b>, President, E.A.I.B.A</li> </ul>
09:30 - 09:40	Conference Opening: The Regulator`s Remarks	<ul style="list-style-type: none"> <li>Mr. Godfrey KIPTUM, MBS <b>CEO, Insurance Regulatory Authority (IRA).</b></li> </ul>
09:40–10:20	<b>KEYNOTE ADDRESS</b> “Disruptive Dynamics – What Next?”	<ul style="list-style-type: none"> <li>Dr. Caesar MWANGI <b>Executive Dean, Strathmore University Business School</b></li> </ul>
10:20 – 10:30	Interlude	<ul style="list-style-type: none"> <li><u>Sponsor videos by Trublaq</u></li> </ul>
10:30-11:15	<b>Panel Discussion 1</b>  <b>Topic:</b> <b>LEADING IN A DISRUPTIVE ERA:</b> "Leading Through Uncertainty: Adaptive Leadership in Disruptive Times"  <ul style="list-style-type: none"> <li><b>MODERATOR:</b> Jonathan MARUCHA, <b>Hon. Treasurer A.I.B.K. and Executive Director,</b> <b>Laser Insurance Brokers</b></li> </ul>	<ul style="list-style-type: none"> <li>Japheth OGALLOH, <b>CEO, Old Mutual Insurance Company Ltd.</b></li> <li>Dr. Benjamin ABONGO <b>COO, Capex Assurance Limited</b></li> <li>Mercy NDEGWA <b>Principal Officer, Kenyan Alliance Insurance Company</b></li> <li>Mendies MHIRIBIDI, R.I.B.A <b>President, E.A.I.B.A</b></li> </ul>

11:15– 11:45	<p align="center"><b>Health Break</b> Unveiling of Exhibition Booths and Photo Sessions</p>	<ul style="list-style-type: none"> <li>• Chief Guest</li> <li>• Entertainment by Trublaq</li> </ul>
11:45–12:45	<p><b>Panel Discussion 2:</b></p> <p><b>Topic:</b></p> <p><b>SUSTAINABILITY AND THE FUTURE OF BUSINESS:</b> “Sustainable Disruption: Aligning Business Goals with Business Environmental and Social Impact”</p> <ul style="list-style-type: none"> <li>• <b>Speaker:</b> Christine ARANDI Environmental, Social and Governance (ESG) Specialist <b>Britam Holdings PLC.</b></li> <li>• <b>MODERATOR:</b> Anne Rama, <b>Managing Director, Assured Insurance Brokers</b></li> </ul>	<p>Panelists:</p> <ul style="list-style-type: none"> <li>• Njeri JOMO / Gideon BII <b>CEO Jubilee Health Insurance</b></li> <li>• Fred RUORO <b>Managing Director, CIC General Insurance</b></li> <li>• Dr. Timothy OLWENY <b>Chairman, Cancer Institute of Kenya</b></li> <li>• Paul MUHAME <b>President I.B.A.U.</b></li> </ul>
13:00 – 14:00	<p align="center"><b>Lunch Break</b></p>	<p align="center"><b>Interactive surveys/on-screen Quizes / Mentimeter</b></p>
14:00 - 15:00	<p align="center"><b>CHANGING CUSTOMER EXPECTATIONS AND EXPERIENCE</b></p> <p align="center">"Customer-Centricity and Meeting Evolving Expectations in a Disruptive Market"</p> <p align="center"><b>VIDEO</b></p> <ul style="list-style-type: none"> <li>• <b>MODERATORS:</b> Hellen MUMBE/Seline OCHANG/ MCee <b>Four M Insurance Brokers / Kenbright Insurance Brks</b></li> </ul>	<ul style="list-style-type: none"> <li>• Esther BUNDI <b>Minet Kenya</b></li> <li>• Eric NGUNDI <b>Madison Group</b></li> <li>• Emmaculate CHEPTOO <b>MD Viva-365 Insurance Brokers</b></li> <li>• Martha KAGWIRYA <b>Head of Customer Experience &amp; Marketing, Kenyan Alliance</b></li> </ul>
15:00 – 17:00	<p align="center"><b>Zumba/AIBK Beach Games (volleyball, water polo)</b></p>	<p align="center"><b>Interactive surveys/on-screen Quizes / Mentimeter</b></p>

**DAY 3: FRIDAY 8<sup>TH</sup> NOVEMBER 2024**

TIME	ACTIVITY	FACILITATORS
08.30 - 09.30	Registration and Sign-in	AIBK/TAG/ <a href="#">Entertainment by Trublaq</a>
09:00 – 09:45	<p><b>Panel Discussion 3</b></p> <p><b>Topic:</b>  <b>TECHNICAL DISRUPTION AND DIGITAL TRANSFORMATION:</b>  <i>“Embracing the Digital Future: Innovations Reshaping the Insurance Industry”</i></p> <ul style="list-style-type: none"> <li>• <b>Speaker:</b> Mr. Felix KAMENGA  <b>Chief Commercial Officer, M-PESA Africa</b></li> <li>• <b>MODERATOR:</b> Pieter PRICKAERTS  <b>Group CEO, CarePay International &amp; M-TIBA</b></li> </ul>	<p>Panelists:</p> <ul style="list-style-type: none"> <li>• Justine KOSGEI  <b>Managing Director, AAR Group</b> <span style="float: right;">Wendy Kenbight I.B.</span></li> <li>• Esther MUIRURI  <b>Group Sales &amp; Marketing Director, Smart Applications</b></li> <li>• Latif WEKESA  <b>Minet Kenya</b></li> <li>• Abdul Salum RUCEKERI  <b>President I.B.A.B.</b></li> </ul>
5Minutes	Interlude	• <a href="#">Entertainment by Trublaq</a>
09:50 – 10:45	<p><b>Panel Discussion 4</b></p> <p><b>Topic:</b>  <b>REGULATORY AND GOVERNANCE CHALLENGES IN A DISRUPTIVE ERA-INSIGHTS FROM THE EAST AFRICA REGION:</b>  <i>“Navigating the Regulatory Landscape: Compliance, Innovation, and Risk Management in a fast-changing insurance landscape”</i></p> <ul style="list-style-type: none"> <li>• <b>Speaker:</b> Mr. Dipankar ACHARYA  <b>CEO, APA General Insurance</b></li> <li>• <b>MODERATOR:</b> Rose WANDA,  <b>Secretary General OESAI</b></li> </ul>	<ul style="list-style-type: none"> <li>• Jacqueline NANYAMA  <b>Head of Intermediaries Insurance Regulatory Authority</b></li> <li>• Stella Njunge,  <b>MD, NCBA Insurance Company Limited (formerly AIG)</b></li> <li>• Peter MUKURIA  <b>General Manager - Business Development, ICEA-LION Group</b></li> <li>• Nixon SHIGOLI  <b>CEO &amp; Principal Officer, Occidental Insurance Company Ltd</b></li> <li>• Okoth OLOO  <b>President T.I.B.A.</b></li> </ul>
10:45 – 11:30	<b>Health Break</b>	<b>Interactive surveys/on-screen Quizes / Sponsor videos</b>

11:30 – 12:00	Motivational Speaker	<ul style="list-style-type: none"> <li>Chris MUREITHI <b>CEO Premier Group</b></li> </ul>
<b>CONFERENCE WRAP-UP</b>		<ul style="list-style-type: none"> <li>Entertainment by Trublaq</li> </ul>
12:00 – 13:00	18 <sup>th</sup> AIBK Annual Conference: <b>WHAT NEXT?</b>	<ul style="list-style-type: none"> <li>Paul OUMA <b>Managing Director, IFFB</b></li> </ul>
13:15 – 19:00	<b>GOLF AT THE NYALI GOLF CLUB</b>	<ul style="list-style-type: none"> <li>Registered Golfers</li> </ul>
18:00 – Till Late	<b>GALA NIGHT</b>	
Johari Two (2)	Sponsor: KENYAN ALLIANCE INSURANCE COMPANY LTD.  <div style="text-align: center;"> <b>Dress Code:</b>  <b>Elegant Black or White with a touch of African</b> </div>	<ul style="list-style-type: none"> <li>Mercy NDEGWA <b>Principal Officer, Kenyan Alliance Insurance Company</b></li> </ul>
<b>DAY 4: SATURDAY 9<sup>TH</sup> NOVEMBER 2024</b>		
<b>TIME</b>	<b>ACTIVITY</b>	<b>FACILITATOR</b>
<b>All Day</b>	<b>Excursions</b> <ol style="list-style-type: none"> <li>Tsavo East Safari Day Trip</li> <li>Mombasa Go-Kart &amp; Adventure Park</li> <li>Mombasa Marine Park Glass-boat</li> <li>Mombasa City Tour</li> </ol>	<b>TAG / Wild Hat Tours</b>
<b>DAY 5: SUNDAY 10<sup>TH</sup> NOVEMBER 2024</b>		
Departure	As per individual arrangements	All

❖ Program Coordinator: Paul OUMA

❖ Master of Ceremony: Jeff MOTE