

# SPLASH

## ASIA

Pacific Life Re Bi-annual Newsletter  
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### From Andrew's desk

Andrew Gill | Managing Director, Asia & Australia

Welcome to the July edition of Splash Asia for 2020. I hope that you are well and safe at home with your families. The current COVID-19 pandemic has certainly presented us with some unprecedented challenges which we could not have anticipated as we started the year. Despite these setbacks, I'm happy to share that our team has transitioned to their work-from-home environments seamlessly and we remain focused in our commitment to working with you in designing solutions that will help you grow the value of your business, particularly during these turbulent times. In this edition, catch up on our latest news - from our recent appointments to our current product development initiatives. I would like to encourage you to follow us on LinkedIn as we'll be sharing more real-time updates on that platform. I hope you enjoy reading this issue and welcome any questions or feedback you may have.



### Recent senior appointments at Pacific Life Re Asia

#### General Manager, Asia Markets

Wil Chong has been appointed to the role of General Manager, Asia Markets. In this newly created role, Wil is responsible for providing leadership and strategic direction to each of the Asia market heads in developing their growing businesses. He has close to 30 years of re/insurance experience spanning across Asia, Americas and Europe, and has held several executive positions in Korea, China and Southeast Asia. He is also a former board chairman of the Asian Actuarial Congress.



#### General Manager, Business Services and Operations

To ensure that we continue making decision effectively and efficiently, we have appointed Joanne Yeo to the role of General Manager, Business Services and Operations for the Asia business unit. She was most recently the Head of Pricing and Underwriting & Claims for Asia. She was instrumental to the success of the company, leading the team to deliver innovative market propositions.



#### Head of Pricing

With Joanne undertaking a new role, Ong Qian Hao has been appointed as the new Head of Pricing for Asia. He most recently served as the Director of Pricing for Korea and Japan markets, and under his leadership, supported the significant growth for new business volumes in the abovementioned markets.



[Click here to read more about these appointments.](#)

### Head of Alternative Reinsurance Solutions

To support our capital solutions business and a number of our other reinsurance initiatives, we have appointed **Mitsuhiro Tanaka** to lead our alternative reinsurance solutions team. He will be responsible for developing a strategy for alternative reinsurance solutions, including capital solutions across markets in Asia. Mitsuhiro has close to 30 years of experience in reinsurance, insurance and banking, with such experiences centred around capital management in recent decades. [More details here.](#)



### Head of Underwriting & Claims

**Andrew Doran** has been appointed to the role of Head of Underwriting & Claims for the Asia business unit. He will be responsible for ensuring the delivery of all underwriting and claims services to Pacific Life Re's clients in this region. In his previous role, Andrew was responsible for leading a global life insurer's underwriting strategy and spearheading its foray into the innovation space. [Click here for more details.](#)

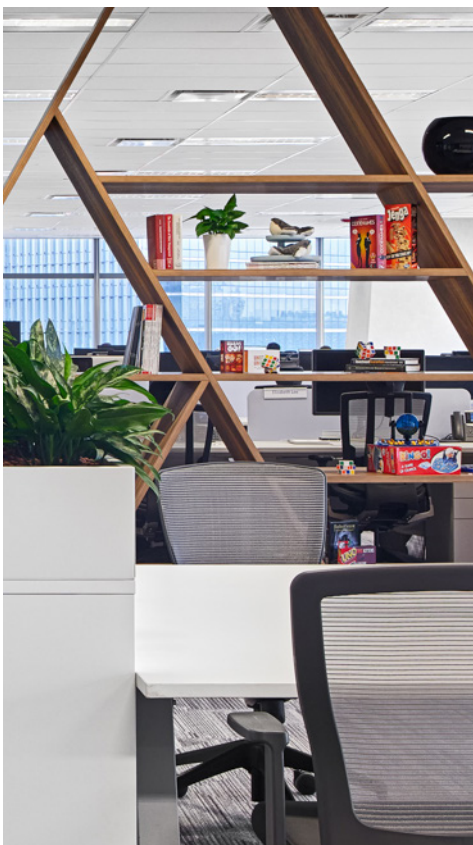


### Head of Korea

**Phil Hay** has been appointed to the role of Head of Korea, where he has responsibility for driving and developing the company's business in Korea. Phil is recognised as one of Australia's top industry leaders and has over 25 years of experience in the life insurance industry, including having spent a decade running and transforming one of the largest life insurers in that market. [Details of his appointment are found here.](#)



## Other latest company news

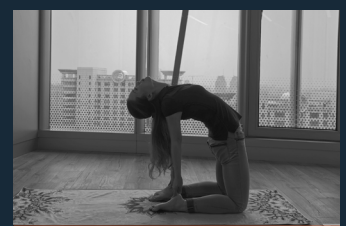


### Diversity and Inclusion at Pacific Life Re

At Pacific Life Re and UnderwriteMe, we value and respect individual differences. We believe in creating an environment where all our people feel, and are valued. In the last year, we are delighted to have achieved many significant milestones to demonstrate our commitment to being as diverse and inclusive as possible. We are also proud to have established local inclusion groups to drive action in each of the regions we operate in. We look forward to sharing with you more on our activities on LinkedIn, but in the meantime, [do read this article](#) by Barbara Scalzi, our Asia Operations Director for UnderwriteMe, on what diversity and inclusion means to her.

### Wellness Week

With our employees working from home in the foreseeable future, we are committed to ensuring that our employees take care of their mental and physical well-being as much as possible. In our annual Wellness Week global initiative which took place in the first week of June, our employees participated in various virtual HIIT, yoga and meditation sessions, fitness challenges, played wellness bingos, and received food packages, amongst other activities.





## Pacific Life Re announces COVID-19 donations

We are passionate about supporting our local communities, particularly during these challenging and uncertain times. Through the U.S.-based Pacific Life Foundation, Pacific Life Re has provided a US\$100,000 contribution to the Bermuda Community Foundation as part of its US\$300,000 worldwide donation package.

[Read more about it here.](#)

## Pacific Life Re Asia gives back to local communities

To further support the global donations made to the Bermuda Community Foundation, our Asia office has recently donated S\$70,000 to the Invictus Fund in Singapore, a fund set up by the Community Chest to help social service agencies deliver critical services to vulnerable groups in our community affected by COVID-19. We have also matched ongoing personal donations made by our employees across Asia to any charities related to the coronavirus. We are hoping that through a combination of these efforts, we will be able to reach out and assist more people in need, especially during these uncertain times.



## New product initiatives

Pacific Life Re continues to develop exciting new product initiatives in the second half of this year.

Building on greater awareness of disability with CareShield Life to be launched in Singapore later this year, we have been examining the impact of Critical Illness on the ability to return to work for new opportunities.

For most customers, household budgets drive coverage levels that are grossly inadequate to manage the financial consequences of not being able to return to work after a serious medical condition. This can lead to a disastrous impact on their family's quality of life. Life savings are often depleted to address the financial shortfall with increasing lifestyle consequences over time. Yet, Critical Illness covers can be costly for most people to purchase sufficient coverage.

To address this area, Pacific Life Re has developed the first market feature that pays an additional lump sum benefit should the Critical Illness condition prevents the customer from returning to their own profession. This benefit is more cost-effective than Critical Illness which provides peace of mind for customers after a claim should occupational impairments continue, thus enabling customers to maintain their lifestyle and plan for the future.

In other developments, for business loan protection, we are challenging the way businesses are traditionally underwritten with a new method of financial underwriting. This will ultimately make it easier for banks and customers to issue large amounts of coverage improving the customer experience during the application process.

For the China market, we have enhanced our Global Medical Care proposition that includes coverage for overseas medical treatment for serious Critical Illness medical condition.

The proposition provides affordable access to leading global medical specialist via a concierge service. This complements existing local Million Dollar Med-ex products, where for more serious conditions, policyholders have the option of seeking advanced medical treatments and new therapies overseas.

To learn more, please reach out to [David Wright](#), our Director of Product Development.



## UnderwriteMe website revamp

Our wholly-owned subsidiary, UnderwriteMe has recently launched their new website. Just as we strive to create a seamless end-to-end customer journey throughout the life insurance cycle, our UnderwriteMe colleagues have created a website that allows you to explore the full range of our life insurance products with complete ease. [Click here](#) to start exploring.



## Global news

You can catch up on all the latest news and events in our Australia business unit by following [this link](#) to their most recent Splash Australia issue.

## Contact us

If you'd 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.