Asian Institute of Insurance

FSF
FUTURE SKILLS FRAMEWORK MALAYSIA

When AI Gets it Wrong

How Artificial Intelligence is Reshaping Financial Lines and Casualty Risk

DATE:
23 September 2026

TIME:
9:00 am – 1:00 pm

VENUE:
Level 1, AICB Building,
Kuala Lumpur

SPEAKER

ESTEE CHONG
Product Specialist – Financial Institutions, Asia
Beazley

EVENT OVERVIEW

Artificial intelligence is rapidly changing how organisations make decisions, deliver services, manage operations, and interact with customers. While AI creates significant opportunities, it also introduces new and evolving liability exposures that may affect Directors and Officers Liability, Professional Indemnity, Cyber, General Liability, and Product Liability insurance.

This half-day programme examines how AI adoption is reshaping the liability risk landscape and what these developments mean for insurers, underwriters, brokers, risk managers, and other industry professionals. Participants will explore emerging AI-related exposures, key underwriting considerations, regulatory developments in Asia, and the potential evolution of insurance products, coverage extensions, and risk prevention services.

Through practical insurance-focused discussions, the programme will help participants better identify, assess, and respond to AI-related risks across different industries and lines of business.

EVENT OBJECTIVE

The objective of this seminar is to:

- Provide an overview of the evolution and adoption of AI, particularly within the Asian market.
- Examine how AI is creating and changing liability exposures across multiple insurance lines.
- Highlight the implications of AI governance, automated decision-making, data usage, and reliance on AI-generated advice.
- Equip insurance professionals with practical considerations for identifying and assessing AI-related risks during underwriting.
- Discuss emerging regulatory developments and their potential impact on businesses and insurers.
- Explore how insurance products, coverage solutions, risk engineering, and loss prevention services may evolve in response to AI risks.

LEARNING OUTCOME

By the end of this seminar, participants will be able to:

- Describe key developments in AI adoption and the emerging risk landscape in Asia.
- Identify how AI may create or increase exposures under Directors and Officers Liability, Professional Indemnity, Cyber, General Liability, and Product Liability policies.
- Recognise common AI-related risk indicators when assessing an organisation's operations and governance.
- Formulate relevant underwriting questions to evaluate an insured's use of AI.
- Assess the importance of AI governance, risk management frameworks, data privacy, and regulatory compliance.
- Explain the potential accumulation and systemic risks associated with widespread reliance on AI technologies.
- Discuss emerging regulatory developments and their possible implications for insurance coverage.
- Consider potential insurance solutions, coverage extensions, and risk prevention services for AI-related exposures.

WHO SHOULD ATTEND

This programme is suitable for insurance and risk professionals at various levels, including:

- Underwriters
- Claims professionals
- Insurance and reinsurance brokers
- Risk, legal and compliance practitioners
- Product development professionals
- Cyber and technology risk specialists
- Insurance executives and senior management
- Directors and board members
- Professionals working in Financial Lines, Casualty, Cyber, Professional Indemnity, General Liability, and Product Liability
- Other insurance professionals seeking a practical understanding of AI-related risks and insurance implications

EVENT FEE

To register, please log in to https://aii4u.org/ilms/

	Member	Non-Member
Course Fee (Registration closes on 18th September 2026)	**RM 400 USD 115**	**RM 480 USD 130**

CHEW HOCK TEONG (For HRDF Trainer)
HRD grant approval due date: 17 September 2026

Training Programme No: 10001747282

EVENT OUTLINE

Time	Detailed Content
8:30 AM – 9:00 AM	**Registration**
9:00 AM – 9:10 AM	**Program Overview**
9:10 AM – 10:00 AM	**Session 1: Understanding the Technology, Adoption and Risk Landscape** Gain a practical understanding of how artificial intelligence has evolved from a niche technology into a critical business enabler across Asia. This session explores current AI applications, adoption trends across industries, and the emerging risks organisations face as they increasingly rely on AI-driven systems and decision-making.
10:00 AM – 10:50 AM	**Session 2: AI is becoming a new source of liability exposure** Discover why AI is rapidly becoming a significant source of liability exposure for organisations and insurers alike. Through real-world examples and insurance-focused discussions, participants will examine how AI can impact D&O, Professional Indemnity, Cyber, General Liability, and Product Liability insurance portfolios.
10:50 AM – 11:20 AM	**Morning Break**

EVENT OUTLINE

Time	Detailed Content
10:50 AM – 11:20 AM	**Morning Break**
11:20 AM – 12:10 PM	**Session 3: What Underwriters Need to Know** As AI becomes embedded in business operations, underwriters must adapt their risk assessment approaches. This session provides practical guidance on identifying AI-related exposures, evaluating governance and risk management controls, assessing regulatory and privacy considerations, and understanding emerging accumulation risks.
12:10 PM – 1:10 PM	**Session 4: What's NEXT** Explore the future of AI risk and insurance. This forward-looking session examines regulatory developments across Asia, emerging AI insurance products, coverage innovations, and the evolving role of insurers in supporting clients through risk engineering, prevention, and resilience-building initiatives.
1:10 PM	**End of program**

SPEAKER PROFILE

Chew Hock Teong

SVP Professional Standards,
Asian Institute of Insurance

Denzel Chew is a dynamic trainer, coach, and speaker with over 25 years of experience delivering workshops, coaching, and business presentations across Malaysia, China, Singapore, Indonesia, Thailand, Brunei, and Vietnam. Renowned for his ability to engage diverse audiences—from CEOs and corporate leaders to sales teams, executives, and technical staff—he works closely with senior management to enhance performance, boost productivity, and drive profitability, often through organizational diagnostics and the development of key performance indicators.

Fluent in English, Mandarin, and Bahasa Malaysia, his interactive, energetic style blends professionalism with humor, creating impactful learning experiences. A Certified RPL Assessor (2014) and Certified Master Performance Coach (2018), Denzel has been engaged by major corporations, including a foreign bank in Malaysia, to deliver intensive coaching for peak sales performance and management effectiveness, leveraging his cross-cultural expertise and deep passion for helping individuals and organizations achieve lasting growth and success.

ESTEE CHONG

Product Specialist – Financial Institutions, Asia
Beazley

Estee Chong is the Product Specialist for Financial Institutions across Asia at Beazley. In her current role, Estee is responsible for shaping and delivering innovative insurance solutions tailored to the evolving needs of Financial Institutions in the region. Prior to joining Beazley, Estee held various roles in underwriting and portfolio management across Financial Lines and Casualty, equipping her with a comprehensive understanding of risk dynamics and product strategy.

REGISTER NOW

Asian Institute of Insurance
197701004772 (35445-H),
Level 6, Bangunan AICB,
No. 10 Jalan Dato' Onn,
50480 Kuala Lumpur, Malaysia

For further information, please contact:
Email: sales@aiiasia.org

www.aiiasia.org
@aiiasiaorg