

Clarity and Confidence to Act Now

Better Decisions Today for Better Performance Tomorrow

Human Capital Asia Pacific
2025 Conference



25 March, Tuesday

8:00am – 9:00pm

Venue: InterContinental Bangkok, Grand Ballroom

8:00am – 8:30am	Registration <i>Grand Ballroom Foyer, Level 4</i>
8:30am – 8:45am	Welcome to Thailand Emcee: Cris Rosenthal , Strategic Advisory Lead, Health and People Solutions, Philippines William Pembroke , Chief Executive Officer, Thailand Somsawalee Bhandhumachinda , Head of Health Solutions, Thailand
8:45am–9:30am	Overview of Human Capital Asia Pacific 2025 Tim Dwyer , Head of Human Capital and Chief Executive Officer, Health Solutions, Asia Pacific
9:30am–10:30am	Human Capital at Aon – A Global and Regional Perspective Lambros Lambrou , Chief Executive Officer, Human Capital Jennifer Richards , Chief Executive Officer, Asia Pacific Tim Dwyer , Head of Human Capital and Chief Executive Officer, Health Solutions, Asia Pacific
10:30am–11:00am	Refreshments <i>Grand Ballroom Foyer</i>
11:00am–11:45am	Human Capital Go-To-Market Strategy for Enterprise and Multinational Clients in Asia Pacific Jason Disborough , Enterprise Client Growth Leader, Asia Pacific and Chief Executive Officer – Multinational Clients (International) Alan Oates , Head of Advisory and Specialty, Health Solutions, Asia Pacific Shikha Gaur , Chief Commercial Officer, Health Solutions, Asia Rahul Chawla , Partner and Head of Talent, Southeast Asia
11:45am–12:30pm	How Will Human Capital Address Industry in Asia Pacific? Alan Oates , Head of Advisory and Specialty, Health Solutions, Asia Pacific Puneet Swani , Head of Talent Solutions, Asia Pacific Tim Dwyer , Head of Human Capital and Chief Executive Officer, Health Solutions, Asia Pacific
12:30pm–1:30pm	Lunch <i>Espresso Restaurant, Mezzanine Level</i>



1:30pm–2:30pm	What Does a Human Capital Country Operating Model Look Like? Simon Kennedy , Partner, Head of Human Capital and Head of Talent Solutions, Pacific Rishi Mehra , Chief Executive Officer, India and Head of Strategy, Human Capital, Asia Pacific Tim Dwyer , Head of Human Capital and Chief Executive Officer, Health Solutions, Asia Pacific
2:30pm–3:15pm	Human Capital Whitespace in Asia Pacific – An Enormous Opportunity! Alex Cass Partner and Human Capital Client Leader Rowena Panes , Head of Strategy and Client Delivery, Human Capital, Philippines Shikha Gaur , Chief Commercial Officer, Health Solutions, Asia Simon Godfrey , Chief Commercial Officer and Chief Broking Officer, Health Solutions, Asia Pacific
3:15pm–3:45pm	Refreshments <i>Grand Ballroom Foyer</i>
3:45pm–4:45pm	Innovation in Human Capital – 2025 and Beyond Eleanor Cahill , Innovation and Partnerships Leader, Human Capital, Asia Pacific Andy Rallis , Executive Lead, Human Capital Analytics Tim Dwyer , Head of Human Capital and Chief Executive Officer, Health Solutions, Asia Pacific
4:45pm–5:30pm	Human Capital Asia Pacific and ABS Alok Mathur , Global Chief Operating Officer, Human Capital Jeff Plein , Chief Operating Officer, Asia Pacific Eleanor Cahill , Innovation and Partnerships Leader, Human Capital, Asia Pacific
5:30pm–5:40pm	Day 1 Wrap Up Emcee: Cris Rosenthal
6:15pm	Transfer to Spectrum Lounge & Bar <i>Hotel Lobby</i>
7:00pm–9:00pm	Networking Drinks and Dinner – Spectrum Lounge & Bar (Sponsored by Cigna Healthcare Singapore) Dress code: Causal Chic Hyatt Regency Bangkok, 1 Soi Sukhumvit 13, Khlong Toei Nuea, Watthana, Bangkok 10110, Thailand



26 March, Wednesday

8:30am – 9:30pm

Venue: InterContinental Bangkok, Grand Ballroom and Pinnacle Rooms 1 - 6

6:45am	Fun Run (Optional) <i>Hotel Lobby</i> <i>Leave at 7.00am, return comfortably by 7.40am.</i>
8:30am – 8:50am	Registration <i>Grand Ballroom Foyer, Level 4</i>
8:50am – 9:00am	Welcome Emcee: Cris Rosenthal , Strategic Advisory Lead, Health and People Solutions, Philippines
9:00am–10:15am	Welcome Carriers and Partners, 2024 Market Review and 2025 Overview Panel Discussion: Challenges and Opportunities Simon Godfrey , Chief Commercial Officer and Chief Broking Officer, Health Solutions, Asia Pacific Andrew Merrilees , Chief Executive Officer, Group Corporate Solutions, AIA Nick Brown , Finance Director, Bupa Global Julie Lim , Key Account and Broker Relations Director, Asia Pacific, Cigna Healthcare Kuen Loon Ho , Group Chief Executive Officer and Executive Director, Fullerton Health
10:15am–10:45am	Aon's Wellbeing Proposition and Go-To-Market Plan and Strategy Susan Fanning , Head of Wellbeing Solutions, Asia Pacific
10:45am–11:15am	Refreshments <i>Grand Ballroom Foyer</i>
11:15am–12:45pm	Sponsors and Innovation Booths <i>Grand Ballroom Foyer and Pinnacle Hall</i>
12:45pm–1:45pm	Lunch <i>Summer Palace Restaurant, Mezzanine Level</i>
1:45pm–2:00pm	Recap on Capability (Booths) and Introduction to Wellbeing Team Activities Cris Rosenthal , Strategic Advisory Lead, Health and People Solutions, Philippines Susan Fanning , Head of Wellbeing Solutions, Asia Pacific
2:00pm–3:20pm	Wellbeing Team Activities Part 1 Pinnacle Rooms 1 to 6
3:20pm–3:40pm	Refreshments <i>Pinnacle Hall</i>
3:40pm–5:00pm	Wellbeing Team Activities Part 2 Pinnacle Rooms 1 to 6



5:00pm–5:30pm

Prize Giving and Day 2 Wrap Up

Susan Fanning, Head of Wellbeing Solutions, Asia Pacific

Eleanor Cahill, Innovation and Partnerships Leader, Human Capital, Asia Pacific

Cris Rosenthal, Strategic Advisory Lead, Health and People Solutions, Philippines

6:30pm

Transfer to The Glass House at Nai Lert Park

Hotel Lobby

7:00pm–9:30pm

Gala Dinner – The Glass House at Nai Lert Park

(Sponsored by AIA)

Dress code: Garden Elegance

Light, airy fabrics, pastel colours, floral prints that blends seamlessly with a lush garden setting

4 Soi Somkid, Ploenchit Road, Lumpini, Pathumwan,
Bangkok, 10330



27 March, Thursday

8:50am – 4:30pm

Venue: InterContinental Bangkok

Breakout Sessions

Talent Solutions: President 1

Wealth Solutions: President 2

Health Solutions: Grand Ballroom

Talent Solutions: President 1

8:50am – 9:00am	Welcome and Warm Up Exercise Puneet Swani, Head of Talent Solutions, Asia Pacific
9:00am–9:40am	2025 Talent Solutions Strategy and Growth Plan Puneet Swani, Head of Talent Solutions, Asia Pacific
9:40am–10:00am	2025 Assessment Growth Plans Puneet Swani, Head of Talent Solutions, Asia Pacific
10:00am–10:20am	2025 Advisory Growth Plan Maggie You, Head of Human Capital Advisory, Asia Pacific
10:20am–10:45am	Refreshments <i>Grand Ballroom Foyer</i>
10:45am–11:05am	2025 Data Solutions Growth Plan Belinda Armenta, Head of Talent Analytics, Asia Pacific
11:05am–11:25pm	2025 Talent Solutions Financials – Budget and Forecast Pallavi Rajeev, Chief Financial Officer, Human Capital, Asia Pacific
11:25am–11:50am	2025 ABS Plan for Talent Solutions Alok Mathur, Global Chief Operating Officer, Human Capital Judy Zhang, Chief Operating Officer, Wealth and Talent Solutions, Asia Pacific
11:50am–12:10pm	2025 Marketing Plan Talia Dinte, Growth Marketing Leader, Human Capital, Asia Pacific
12:10pm–12:30pm	People Organisation: 2024 Reflections and 2025 People Plan Amanda Wang, Lead People Partner, Human Capital
12:30pm–1:30pm	Lunch <i>Grand Ballroom Foyer</i>



1:30pm–2:10pm

Unique Offerings Showcase

China Employee Resilience Intelligence Study

Stephen Cui, Head of Human Capital Solutions, China

Australia Industry Model

Simon Kennedy, Partner, Head of Human Capital and Head of Talent Solutions, Pacific

India AHLC

Nitin Sethi, Head of Human Capital Solutions, India

2:10pm–3:00pm

Group Breakout: Human Capital Whitespace

3.00pm

Return to Grand Ballroom



Wealth Solutions: President 2

8:50am – 9:00am	Today's Agenda and Welcome Ashley Palmer , Partner & Actuary, Head of Wealth Solutions, Asia Pacific
9:00am–9:30am	Wealth Solutions: Our Focus in 2025 and Beyond Ashley Palmer , Partner & Actuary, Head of Wealth Solutions, Asia Pacific
9:30am–10:00am	Operational Priorities (Forecasting / Aon Connect / PH delivery hub / ProVal / Pricing & Profitability & Utilisation) Judy Zhang , Chief Operating Officer, Wealth and Talent Solutions, Asia Pacific Harold Tan , Head of Wealth Solutions, Philippines Ashley Palmer , Partner & Actuary, Head of Wealth Solutions, Asia Pacific
10:00am–10:20am	Case Study: Financial Wellbeing Growth Strategy in China Amy Shang , Head of Wealth Solutions, China
10:20am–10:45am	Refreshments <i>Grand Ballroom Foyer</i>
10:45am–11:30am	Sales and Marketing – Closing the Whitespace (and Related Tools) Talia Dinte , Growth Marketing Leader, Human Capital, Asia Pacific Shikha Gaur , Chief Commercial Officer, Health Solutions, Asia
11:30am–12:45pm	Ethics and Professionalism Saffron Sweeney , Head of Wealth Solutions, Pacific and Chief Actuary Wealth Solutions, Asia Pacific
12:45pm–1:45pm	Lunch <i>Grand Ballroom Foyer</i>
1:45pm–2:30pm	Multinational Clients and 'Going Global' – Presentation and Q&A Michael Pedel , Head of Global Benefits Simon Ferry , International Wealth Practice Leader, Asia Pacific Ashley Palmer , Partner & Actuary, Head of Wealth Solutions, Asia Pacific
2:30pm–3:00pm	Wealth Solutions – Q&A Ashley Palmer , Partner & Actuary, Head of Wealth Solutions, Asia Pacific
3.00pm	Return to Grand Ballroom



Health Solutions: Grand Ballroom

8:50am – 9:00am	Welcome Emcee: Cris Rosenthal , Strategic Advisory Lead, Health and People Solutions, Philippines
9:00am–10:20am	Human Solutions: Our Focus in 2025 and Beyond Alan Oates , Head of Advisory and Specialty, Health Solutions, Asia Pacific Elliot Webster , Health Solutions Operations, Asia Pacific Pallavi Rajeev , Chief Financial Officer, Human Capital, Asia Pacific Shikha Gaur , Chief Commercial Officer, Health Solutions, Asia Simon Godfrey , Chief Commercial Officer and Chief Broking Officer, Health Solutions, Asia Pacific
10:20am–10:45am	Refreshments <i>Grand Ballroom Foyer</i>
10:45am–11:45am	Global Benefits and Multinational Clients Michael Pedel , Head of Global Benefits Delilah Fernandes , Head of Global Benefits Management Alan Oates , Head of Advisory and Specialty, Health Solutions, Asia Pacific
11:45am–12:45pm	Online Benefits – What’s New and How We Should be Selling Our Capability and Offering Rice Loh , Head of Total Benefits and Advisory, Asia Jon Bryant , Global Head of Employee Experience
12:45pm–1:45pm	Lunch <i>Grand Ballroom Foyer</i>
1:45pm–2:30pm	Health Analytics and Reporting Todd Dore , Regional Director, Data and Analytics, Health Solutions, Asia Pacific Sri Jaladi , Regional Analytics Solutions Lead Xiang Ying Ho , Associate Director, Actuarial
2:30pm–3:00pm	Health Solutions – Q&A Elliot Webster , Health Solutions Operations, Asia Pacific Shikha Gaur , Chief Commercial Officer, Health Solutions, Asia Simon Godfrey , Chief Commercial Officer and Chief Broking Officer, Health Solutions, Asia Pacific
3:00pm–3:30pm	Human Capital – Q&A and Closing Remarks Puneet Swani Tim Dwyer Simon Godfrey
3:30pm–3:40pm	Day 3 Wrap Up and Close of Conference Emcee: Cris Rosenthal
3:40pm–4:30pm	Refreshments <i>Grand Ballroom Foyer</i>



Aon Innovation Booths	What you can find here	Booth Leaders
Health Risk Analyser	The Health Risk Analyser is an advanced model that predicts high-cost claimants, so organisations can proactively mitigate and budget for rising healthcare expenses. It uses machine learning and simulation techniques, leveraging Aon's extensive database of claims experience in each market. The recommendations provided, help employers to better manage claims, optimise benefits coverage, and implement targeted care management programmes, ultimately improving budget and risk management.	Jesse Sulfridge Global Business Product Owner, Human Capital Analysts
Human Capital Analytics	Aon's Human Capital Analytics platform is a cutting-edge tool designed to provide comprehensive insights into workforce data, enabling organisations to make informed decisions about their human capital strategies. This platform is powered by the Radford McLagan Compensation Database, which includes data from over 30 million employees and more than 9,000 participating organisations across 100+ countries	Masahiro Kuroda Associate Partner, Head of Data Solutions, Japan Rachel Jayaprakash Associate Partner and Market Leader, Talent Solutions, Malaysia
Total Rewards	The Total Rewards (TR) benchmarking initiative is a foundational capability within our workforce investment analyser, reinforcing our broader TR value proposition. It will enable Human Capital to enhance client value and drive growth across solution lines by providing actionable data insights, allowing us to deliver more effective client advisory services.	Tzeitel Fernandes Head of Total Rewards, Asia Pacific Myungki Suh Analytical Product Owner, Market Positioning and Benchmarking
Analytics Hub	The Analytics Hub is our direct-to-client and colleague analytics delivery platform housing analytics offerings, including client-specific and regionally built/managed solutions. It enables easy delivery and management of analytics dashboards for all Aon colleagues and clients.	Xiang Ying Ho Analytical Product Owner, Analytics Hub
TBS GenAI Employee Concierge	The GenAI Employee Concierge will enhance employee experience by prioritising usability, transparency, and intuitive features, helping employees feel engaged, informed, and supported by fetching, contextualising and coaching.	Jon Bryant Global Head of Proposition, Online Benefits
Next Best Action	Next Best Action (NBA) utilises integrated data from Aon's systems, such as TBS/GI, Pulse, RMCD, and Aon Connect, across different human capital solution lines, including health and talent. This advanced tool helps us identify and diagnose client needs, provide tailored talking points, and pinpoint opportunities for our consultants to close whitespace with pertinent facts and solutions.	Andy Rallis Executive Lead, Human Capital Analytics
Assess for Success	To enhance overall effectiveness of the workforce, it is critical to start with understanding oneself. Take an assessment to get a better understanding of your own natural tendencies and preferences and see how this can give you new insights into the way you work with others and approach challenges.	Wan Hua Cheng Director and I/O Psychologist, Talent Analytics
Aon GPT	Aon GPT is an AI-powered chatbot that aims to support Aon colleagues in their daily activities by answering questions, assisting with tasks, and performing information searches. It replicates ChatGPT in a safe, private environment with Aon guardrails.	Eleanor Cahill Innovation and Partnerships Leader, Human Capital

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