

**The 30th Session of the ISJ Advanced Course 2020 Program**  
**2nd half: Online Session**  
**March 8 - March 11, 2021**  
**Seminar Theme: “Challenges and Opportunities in the New Era”**

via ZOOM Meetings

Date	Time Zone (UTC +)			Subject
	TYO (UTC +9)	KUL, MNL, MCU, HKG, PEK, SIN,TPE, ULN (UTC +8)	BKK, HAN, JKT, PNH (UTC +7)	
Mar. 8 (Mon.)	12:10-12:30	11:10-11:30	10:10-10:30	Orientation
	12:30-13:20	11:30-12:20	10:30-11:20	<b>【Lecture】</b> Own Risk and Solvency Assessment (ORSA)
				<Coffee Break>
	14:30-15:20	13:30-14:20	12:30-13:20	<b>【Lecture】</b> Enterprise Risk Management (ERM)
Mar. 9 (Tue.)	11:00-11:50	10:00-10:50	9:00-9:50	<b>【Workshop】</b> Consumer Services and Complaint Response
	12:00-13:30	11:00-12:30	10:00-11:30	<b>【Reporting from ISJ Regions】</b> Consumer Services and Complaint Response in the ISJ regions
				<Coffee Break>
	15:00-15:50	14:00-14:50	13:00-13:50	<b>【Lecture】</b> The efforts to Sustainable Development Goals by Insurance Industry
Mar.10 (Wed.)	11:00-11:50	10:00-10:50	9:00-9:50	<b>【Workshop】</b> HR Strategy
	12:00-13:30	11:00-12:30	10:00-11:30	<b>【Reporting from ISJ Regions】</b> HR Strategy in the ISJ regions
				<Coffee Break>
	15:00-15:50	14:00-14:50	13:00-13:50	<b>【Lecture】</b> Industry-wide Response to Major Earthquakes to Ensure Prompt Payment of Insurance Claims
Mar.11 (Thur.)	11:00-11:50	10:00-10:50	9:00-9:50	<b>【Workshop】</b> Insurance Fraud
	12:00-13:30	11:00-12:30	10:00-11:30	<b>【Reporting from ISJ Regions】</b> Insurance Fraud in the ISJ regions
				<Coffee Break>
	15:00-15:50	14:00-14:50	13:00-13:50	<b>【Workshop】</b> Sales Strategy
	16:00-17:30	15:00-16:30	14:00-15:30	<b>【Reporting from ISJ Regions】</b> Sales Strategy in the ISJ regions
				<Coffee Break>
	18:00-18:30	17:00-17:30	16:00-16:30	<b>Closing Ceremony</b>