

Resume  
Hans van Wuijckhuijse  
Hong Kong

+852 6390 1152 / hansvanwuyckhuysen@hotmail.com

## PERSONAL

Date of birth: 26 July 1964 (Utrecht, The Netherlands).  
Nationality: Netherlands, Hong Kong Permanent Resident.  
Married, two children (studying abroad).  
Open to relocation.  
Member-knight of the Royal Dutch Order of Orange Nassau.  
Fluent in Dutch, English, and Portuguese. Reading knowledge in French and German.

## ABOUT

Over three decades of insurance experience, specialising in building new businesses. A unique blend of Regional and Local business leadership across the insurance value chain including Strategy, Business Development, Operations, Technology, Change Management and Business Transformation.

12+ years of Asia Pacific experience in leading Life and Health insurance businesses - Strategy & Proposition, Operations & Transformation, Technical Management (Underwriting, Claims, Inforce Management), Technology and Change Management.

As Regional Head of Business Development built insurance greenfield operations in India, Japan, Singapore, Philippines and Vietnam. Operations and Technology Lead for M&A activities, spearheaded the realisation of more than USD 1 billion new valuation for Ageas.

As COO and CTO, has formed Underwriting, Claims and Operations Risk strategies in association with Products, Actuarial and Sales functions, building and growing new books of business. Has lead Innovations in the Operations and IT platforms across Asia to improve efficiency, customer delivery and business support, using state-of-the-art solutions and novel technologies. Has built deep relationships with regulators to license and grow business, paving way for achieving ambitious growth trajectories. Evangelist of business improvement and technological change, active member of the InsurTech community.

Hands-on, results driven personality who enjoys change with much aplomb.

Specialties: Strategy, Business Development, Greenfield Operations, Change Management, Technology Transformation, Operations, Underwriting & Claims, Customer Support Services, Risk Management.

## PROFESSIONAL EXPERIENCE

AGEAS (Earlier: FORTIS)

1997 – 2020

**Chief Operating Officer / Chief Technology Officer**, Troo (Philippines, 2018 – 2020)

Troo (EastWest Ageas Life Insurance Corporation) is Ageas' life insurance joint venture with EastWest Bank (Ageas 50%), commenced business in 2016.

- As a member of the Executive Management Team responsible for strategy, development and management of the company.
- Developing distribution and building the young joint venture into a multi-channel quality company.

- Portfolio: Operations (including Underwriting, Claims, Customer Services, Persistency), Information Technology, Change and Portfolio Management, and Procurement & Facility Management.

**Regional Director, Business Development, Asia, Ageas**

(Hong Kong, 2012 – 2018)

Ageas has a variety of Life and Non-life insurance joint-venture operations in Asia (China, Thailand, Malaysia, India, Philippines and Vietnam), supported through Ageas' regional office in Hong Kong.

- Leading and supporting business development initiatives in the region (planning, design and execution), focused on new start-up businesses in countries where Ageas has no presence yet – Singapore, Philippines, Vietnam, Indonesia.
- 2013 – 2014 building a composite insurer in Singapore (Etiqa Singapore).
- Leading and supporting the operating companies in the development of replicable operating platforms (operating model, business processes, Lean), and IT strategy and architectures (selection, implementation, governance) for digital insurance, inclusive regional IT deal with SAP.
- 2014 – 2018 developing a greenfield expansion strategy and implementing business platforms and systems architecture for Ageas' start-up life insurers in Philippines and Vietnam.
- 2018 Interim CTO Troo (Philippines).
- Regional CIO, Ageas Asia and member of the Ageas Group IT Board.

**Chief Operating Officer, IDBI Federal Life Insurance Co. Ltd.**

(India, 2009 – 2012)

IDBI Federal is Ageas' life insurance joint venture with IDBI Bank and Federal Bank (Ageas 26%), commenced business in 2008 with a pan India network and distribution through agency, bancassurance (IDBI and Federal) and direct.

- As a member of the Executive Management Team responsible for strategy, development and management of the company. Strongly involved in developing distribution and building the young joint venture into a multi-channel quality company.
- Portfolio: Operations (including Underwriting, Claims, Customer Services, and Customer / Asset Retention), IT, and Change & Portfolio Management. Defining, initiating and executing projects to build excellent customer experiences (focused on services and retention through integrated IT capabilities), introducing advanced underwriting experiences and claims expertise.
- As Chief Country Officer representing Ageas in India, senior manager of Ageas in the joint venture, introducing Ageas' global expertise and best practices in the company and to the joint venture partners.

**Director IT & Operations, Asia, Ageas / earlier Fortis Insurance International (Hong Kong, 2008 – 2009)**

- As a senior manager in the Regional Office, started, organized and managed IT & Operations for Ageas Asia (1 subsidiary and 4 joint ventures in Life and Non-Life) – existing businesses in China, Thailand and Malaysia, and new businesses in Hong Kong, India and Japan.
- Leading and supporting the operating companies in the development of their operating platforms (operating model, business processes, Lean), and IT strategy and architectures (selection, implementation, governance).
- Supporting the set-up of business development initiatives in the region (for the existing companies and initiatives in other countries, e.g. India and Japan), leading the IT & Operations activities.

**Personal Assistant to the CEO Insurance, Fortis Insurance**

(Netherlands, 2005 – 2008)

Fortis Insurance had insurance operations in Belgium, Netherlands, UK, Portugal, France, Luxembourg, Spain, Germany, Russia, Ukraine, Turkey, Hong Kong, China, Malaysia, Thailand and India. Fortis was an integrated bank-insurer in the Forbes top 20 worldwide.

- Personal advisor and chief-of-staff to the CEO Insurance (responsible for the Fortis' global insurance activities), focused on the CEO's membership of the Fortis Executive Committee and the board memberships in many of the operating companies, corporate governance, business development and mergers/acquisitions, and the development of Fortis Insurance as one of the three business pillars of Fortis (next to the retail and merchant banking activities).
- Member of the Steering Committee "Fortify", developing One Insurance for Fortis, and the acting management team of Fortis Insurance.

- Project manager SOFI (“Single Operations Fortis Insurance”), developing a global operating model for all insurance activities of Fortis.

**Director Facility Management,** Fortis Insurance Netherlands (Netherlands, 2003 – 2005)

Fortis Insurance Netherlands was the combination of nine Dutch Life and Non-life insurers, e.g. Amev, Stad Rotterdam, De Amersfoortse, Europese and Falcon.

- Management of Real Estate, Facility Services, and Logistics (inclusive mainframe printing and telecom infrastructure) for the insurance companies of Fortis Insurance Netherlands (currently: ASR).
- Integration of the seven Facility Management organizations and developing uniform products, services, and infrastructure for the insurance companies (~350 FTE and annual budget EUR 80 million), realizing significant cost cuttings and staff reduction, state of the art technology for integrated high-volume printing and one platform for telecom infrastructure.

**Program Manager,** Fortis Insurance Netherlands (Netherlands, 2001 – 2003)

- Program initially for ASR Insurance and later for Fortis ASR (after Fortis bought ASR, totaling nine insurance companies, deal value EUR 7 billion), aiming for the integration of the operations of the three biggest insurers (Life and Non-Life) and the supporting departments of all nine insurers.
- Creating new operations departments for all insurance activities (Life and Non-Life).
- Implementing a new IT infrastructure to support the integrated operations activities.

**Dep. Information Manager,** Fortis Insurance Netherlands / ASR (Netherlands, 2000 – 2003)

- Information planning ASR (six Life and Non-Life insurance companies in The Netherlands).
- Interim Information Manager for Stad Rotterdam Insurance (till 2002) and for support departments ASR (till 2001), specifically responsible for the set-up of the information management departments (change and portfolio management, project management and business analysis).

**Information Manager,** De Amersfoortse Insurance (Netherlands, 1997 – 2000)

- Information planning, program management, and project management (5 FTE).
- Business analysis for the Life and Non-Life divisions (22 FTE).
- Member of the management teams Life and Non-Life, and reporting to the CEO.

**MDC NEDERLANDSE VERENIGING VAN MAKELAARS – NVM 1990 – 1997**

MDC is the IT company of the Dutch Association of Real Estate Agents, operating a national network for all its members (first of its kind globally), developing and supporting integrated software solutions for the real estate industry.

**Deputy General Manager, Controller,** (Netherlands, 1993 – 1997)

- Member of the Management Team.
- Responsible for strategy, restructuring of the company, administrative departments (management accounting, purchase, quality control), and communications/PR.

**Head - Support,** (Netherlands, 1992 – 1993)

- Member of the Management Team.
- Managing IT support departments (helpdesk, field engineers, training).

**Manager Field Engineers,** (Netherlands, 1990 – 1992)

- Set up and management of a team of 6 field engineers for second line IT support of 3,000 real estate agent's offices (all private companies) in The Netherlands.

CERVUS AUTOMATION 1989 – 1990

***Programmer / Systems Analyst***

- Development and implementation of tailor-made software system solutions for wholesale companies in milk / cheese and perfume industries.

MR. W.J. GEERTSEMA 1985 – 1989

***Personal Assistant to Member of Parliament***

**EDUCATION AND CERTIFICATIONS**

- MAASTRICHT SCHOOL OF MANAGEMENT, NETHERLANDS

**Master of Business Administration, 2008**

Thesis subject: Collaborative networking.

- TECHNICAL UNIVERSITY OF DELFT, NETHERLANDS

**Propaedeutics, Aerospace Engineering, 1985**

**SOCIETY**

Chairman of India Netherlands Business Association, Mumbai, India (2010 – 2012).

Director of SKOSS (educational board), Soest, Netherlands (2004 – 2007).

Member of the Commission for Information Planning and Policy of the Association of Netherlands Municipalities (1998 – 2002).

Vice-President of the Municipal Council of Soest (1990 – 2003), and member of the Regional Council of Eemland.