
人工智能代理在保險業的應用

AI Agent applications for Insurance Industry (Cantonese)

Date: 1 December 2026 (Tuesday)

Time: 3pm – 5pm (HKT)

Mode: Zoom

Course Outline

- Introduction to AI Agents in Insurance
- AI Agent for Customer Service and Policy Support
- AI Agent for Underwriting and Risk Assessment
- AI Agent for Claims Processing and Fraud Detection
- AI Agent for Sales, Cross-Selling, and Policy Renewal
- Governance, Compliance, and Future Trends

Speaker

Dr Patrick Tsoi 蔡曉青博士

Dr Patrick Tsoi has 25+ years in the IT and Green Finance field. His work includes complex projects applying data science and software development to different aspects of value chains and participating with research teams in fields such as Green Finance, ESG, Data Science, and Quantitative Analysis. He has extensive experience designing and building big data solutions and enterprise applications.

Some of his projects include esgtraining.org – a professional training institution serving two universities and three professional training institutions' Professional Diplomas, Executive Certificates, NITTP courses in ESG, Green Bonds, and Green Finance, etc. As the CEO of ESG and Green Finance Limited and Sunon Technology HK Limited, Dr Tsoi leads and trains trainers in Data Science, FinTech and GreenTech, and IT training services. Also, he is an MBA lecturer in ESG and Sustainability at a local university.