
Shielded by Design: Protecting Brokers from Sensitive Content

Date: 13 October 2026 (Tuesday)

Time: 3pm – 5pm (HKT)

Mode: Zoom

Course Outline

In today's insurance landscape, brokers and claims teams are increasingly exposed to graphic and emotionally challenging evidence, from accident scenes to sensitive personal images. But there are safeguards, including emerging AI tools, that can act as a protective buffer, reducing unnecessary exposure while preserving accuracy and compassion in the claims process.

This two-hour webinar explores what brokers and claims teams can learn from the world of extremist content moderation and research, including working practices and open-source tools for mitigating the impact of sensitive materials, to enable organisations to create safer, more sustainable review environments.

Speakers

Mr. Jeff Heasman

Jeff Heasman is an international insurance and legal specialist with expertise in law, behavioural sciences, business psychology, negotiation, communication strategies, and claims handling. He provides consultancy and training to the world's leading brokers and insurers across Asia Pacific, Latin America, and Europe. A former litigation executive, senior liability adjuster, and the first Dean of the Faculty of Law at Cavendish University in Zambia, Jeff lectures internationally and is the author of the forthcoming Elgar Concise Encyclopaedia of Terrorism Law entry on insurance against terrorism. He is also co-founder of the Insurance Cyber and Political Risks Observatory (ICPRO), where he focuses on applying behavioural and analytical insight to underwriting, cyber risk, and portfolio exposure.

Prof. Stuart Macdonald

Stuart Macdonald specialises in legal and policy responses to online violent extremism and terrorism, with particular expertise in criminal law, human rights, and propaganda dissemination. His work examines how legal frameworks intersect with digital platforms and emerging threat environments, including research ethics and data protection.

He is Professor at Swansea University, Senior Fellow at Hedayah, and Associate Fellow at ICCT. He serves on the ECTC Advisory Network Steering Committee on Terrorism and Propaganda.