

Emily Chong

Group Executive Manager Commercial & Consumer Markets - Suncorp

Skills & experience

Insurance executive leading pricing across personal, commercial, and personal injury portfolios with expertise in AI and data-driven approaches. Emily can support you in engagement and culture, strategic relationships, communication and influence, innovation and creativity, and commercial acumen.

Emily Chong is a qualified actuary and executive leader whose career sits at the intersection of insurance, data science, and strategic decision-making. She currently leads a talented team of actuaries and data scientists at Suncorp, pricing the full suite of insurance products across personal, commercial, and personal injury portfolios.

Emily brings together deep technical expertise and commercial acumen to deliver outcomes that are both analytically robust and business-focused. She is a strong advocate for AI and data-driven approaches, helping shape smarter pricing strategies, drive innovation, and unlock value at scale.

Her fascination with data drives her approach to problem-solving. She describes it as treasure hunting, starting with messy data, then cleaning and modelling it until insights emerge and patterns reveal themselves. Once opportunities come into focus, she zooms in, takes action, automates, and starts the next hunt.

Emily is passionate about contributing to the growth of the actuarial community. Throughout her career, she has been fortunate to receive guidance from mentors who helped her navigate technical challenges, career transitions, and leadership opportunities. As a mentor, she enjoys helping mentees connect their technical knowledge with broader business understanding and build confidence in their own voice and aspirations.

Emily can provide guidance on engagement and culture, strategic relationships, communication and influence, innovation and creativity, and commercial acumen.

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