



Subject: 8th IINI AGM Minutes

Ref: FC/IINI AGM2024

Author: Fiona Cambridge

Council Position: Secretary

Date: 12.00 on Thursday 25th April 2024

President: Fiona Coulter in the Chair.

Fiona Coulter gave a very warm welcome to the Annual General Meeting of the 8th Session of the Insurance Institute of Northern Ireland. Meeting held in room2 Belfast Hometel, 32-36 Queen Street, Belfast on 25th April 2024 12.00pm.

Secretary: Fiona Cambridge

Notice of Meeting:

Notice convening the 8th session of the AGM of the IINI was taken as read.

Apologies: Geoff Clarke, Leslie Gillanders, Tom McGrath & Iain Patterson.

Minutes of the last AGM 25th April 2023.

The minutes of the 7th Session IINI AGM were taken as read & signed by Fiona Coulter.

Minutes Proposed by Brian Caruth. Seconded by David Ussher

Annual Report & Statement of Accounts:

A copy of the Annual Report & Statement of Accounts was submitted by email in advance and placed on our website, the President recorded her thanks to all for submitting reports in a timely fashion to allow our Secretary to compile the Annual Report and extended thanks to David Gamble for ensuring that the accounts were submitted in order and audited on time.

Fiona Coulter invited our treasurer David Gamble to present and comment on the accounts:

- During 2023, the Barclays bank account was closed with Institute funds consolidated in the Danske Bank.
- The 2023 Year End balance with Danske Bank was £77,992.09.
- Our income had increased from £93,026 in 2022, to £110,403.29 in 2023. Mainly through CPD Sponsorship and an increase in the CII Grant.



- Total expenditure for the year was up from £75,280 in 2022 to £130,102.77. Expenditure in 2023 therefore exceeded income by £19,699.48. However, our expenditure included £14,932.51, in donations to the Insurance Charities which had been deferred from 2021 and 2022.
- One of the major items of expenditure for Council are the CPD Masterclass events which, with the generous support of our sponsors, we have continued in the post Covid period to provide free of charge to members. However, this remains under review.
- The IINI finances remain in a healthy position and Council will remain focused on controlling costs and while delivering quality events of interest and benefit to the members.
- I would like to thank our independent examiner Steve Thompson from A1 accounting for his time in verifying the 2023 accounts and on a personal note I would like to thank our previous treasurer and incoming President, Tim Graham, for his support and guidance during the handover period, which was somewhat protracted while I waited on access to the on-line banking system.

Fiona Coulter asked for a proposal for the adoption of the Annual Report & Statement of Accounts.

Proposed by: Fiona Cambridge, Seconded by: Gary Ferguson

Election of President:

Fiona Cambridge, Secretary advised the Council nomination for President is Tim Graham. The Secretary asked for someone to formally propose Tim Graham as President for the 2024/2025 session.

Fiona Coulter proposed Tim Graham and delivered a brief synopsis:

Tim started his insurance career as a fresh faced 18-year-old straight from school in August 1997 joining Royal & Sun Alliance as a member of the Commercial Underwriting Services team the same day as IINI Vice President Ashley Murphy.

Whilst he has remained with the company ever since, celebrating his 27-year work anniversary this year, he has undertaken a number of roles from Underwriting to Sales to being promoted to Managing Director in 2020 in charge of a staff of 55 in the local market.

Having been a local supporter of the IINI for many years, Tim joined council and was elected Treasurer in 2019 ensuring the financial integrity of the institute.

Fiona Cambridge asked for someone to second Fiona's proposal.

Ashley Murphy seconded the proposal of Tim Graham's appointment.

Fiona Cambridge declared Tim Graham duly elected as President taking office from today.

Election of the Deputy President:

Fiona Cambridge asked for someone to propose the Council nomination for Deputy President.

Tim stated he was delighted to propose Fiona Cambridge as Deputy President for 2024/25 term:

"Fiona started her insurance career in Guardian Royal Exchange, which was purchased by AXA Insurance in 1999 and remains employed in the same company today. Her roles have included Personal and Commercial Underwriting, Inspector and Senior Manager.



Fiona joined council in 2011 and has held various roles as Charities Representative, CPD co-ordinator and secretary."

Tim asks for a seconder and the nomination was seconded by David Gamble. Fiona Cambridge is elected as Deputy President holding office from the end of the AGM.

Election of Vice Presidents:

Fiona Cambridge advised that the 3 Vice Presidents selected from within their numbers to represent them on Council are:-

Fiona Coulter
Leslie Gillanders
Ashley Murphy

Debbie Connolly formally proposed nominations and seconded by Sandra Craig.

Election of Office Bearers

Fiona Cambridge read out the names of the Office Bearers who had been nominated by Council to serve for the forthcoming year:

Council Officers		
Treasurer	David	Gamble
Secretary	David	Ussher
Education Secretary	Sandra	Craig
Membership Secretary	Tammy	Gamble
Careers Officer	Gary	Ferguson
Charities Representative	Ashley	Murphy
Public Relations Officer & Website	Justin	Hillen
Dinner Secretary	Gary	Ennis
Other Council Officers,		
Exam Centre Co-ordinator	Sandra	Craig
Sponsorship	Fiona	Coulter
Communications Officer	David	Irvine
Diversity Co-ordinator	Iain	Patterson
CPD Chair	Jackie	McGirr
CPD Co-ordinator	Iain	Patterson
CPD Committee	Justin	Hillen
PFS Chair	Debbie	Connolly
PFS Rep	Geoff	Clarke
Emerging Professionals	Liam	Foley
National Forum Representative	Brian	Caruth

The nominations were proposed by John Laverty and seconded by Tim Graham

Election of Council Members

Fiona Cambridge also read out the names of those who had been nominated as council members:

Russell Anderson



John Laverty
Amy Logan
Marc Rice

These nominations were proposed by Tammy Gamble and seconded by Liam Foley.

Fiona Coulter declares all of the aforementioned Officers and Members duly elected. Fiona welcomes them to the IINI Council and congratulations to our new members – Amy Logan & Marc Rice. Thanks to Vincent McIvor, T Balendran & Nick Mills who have decided to step down from Council due to work commitments.

Election of Auditors

The Council confirmed appointment of an external auditor, Steven Thompson, A1 Accounting for the year ahead. Proposed by David Gamble and seconded by Justin Hillen.

Presidents Address 2024

Fiona Coulter addressed the attendees:

I wanted to take a few minutes to reflect on the last 12 months of my presidential term...I *do* promise to keep it short.

Well, what can I say, that year went quickly...so, reflecting on the past 12 months as President of this esteemed Institute I am filled with immense gratitude. I'm truly humbled by the support and encouragement I've received from many in the room and from across our insurance community.

At the start of my term last year, I vowed to help our members to "Reconnect, Reengage, Revitalise" – and I believe our Council answered this call.

We endeavoured to reinvigorate our profession through a series of CPD, social and networking events, both locally and regionally - All in all, we had almost 700 attendees at our six Masterclass events throughout the year. With over 17 in-person events held and attended by hundreds of our members....and our LinkedIn following now sitting at 921 and continues to grow everyday. I think we can safely say 'Mission Accomplished'.

None of this would be possible without the incredible team at this Institute, thank you for your unwavering dedication and hard work. Your commitment to our mission has been the driving force behind our accomplishments this past year.

It would be remiss of me not to mention our valued members, partners, and sponsors, your support has been invaluable. Your enthusiasm for our initiatives and events has been inspiring, and it's been a privilege to serve you.

As my term comes to an end, I want to express my deepest appreciation to everyone who has stood by me throughout this journey. I would be here for at least another hour if I was to mention everyone that has helped me, your belief in me and your willingness to lend a helping hand have meant the world to me.

A special mention to Tim and Fiona for their unwavering support, thank you for your help and for being a solid sounding board – at times it was much needed!!

While my time as President may be over, I am excited to continue supporting the Institute and our industry in new capacities. Tim, congratulations on your new role as IINI president! I wish you all the best for a successful and impactful term ahead. Your leadership will surely guide us towards greater achievements. Our institute is in great hands with Tim and Fiona at the helm! Thank you.



And finally - This leaves me with one task to perform with the handover of the Chain to our New President Tim Graham”.

Presentation of the President’s Chain

Fiona Coulter presents the President’s chain to Tim Graham, the President of the Insurance Institute of Northern Ireland for 2024/2025 term.

New President’s Address –

Tim Graham’s address to the membership in attendance:

Thank you, Fiona.

Past Presidents, fellow council members and members of the Insurance Institute of Northern Ireland, it’s an absolute honour and privilege to have been elected to serve as your President and I’m looking forward to the year ahead and the many opportunities and no doubt challenges that it will present.

This isn’t intended to sound like an Oscars acceptance speech, but there are a lot of people I need to thank, so apologies if it sounds that way!

First and foremost, can I put on record my thanks to you Fiona, for all your hard work and commitment in your year in office. Whilst I have been the Deputy President for the past 12 months, in truth I didn’t have too much to do but sit back and learn, but I learnt from one of the best, for you had everything in control. I was happy to step up when required which only really occurred when you were sunning yourself, apologies, working hard, in Dubai or Abu Dhabi; educating the future of our profession in the Middle East.

I think it’s fair to say that you couldn’t have done it by yourself, and as you referred, we are extremely fortunate to have such a dedicated, fabulous, and enthusiastic council to support one another; it is very much a team effort and to use a sporting analogy for the year ahead I’ve just been elected team captain. But a captain is only as good as the team he or she has around them and I’m very confident that in our team we have the very best players on the pitch to ensure our Institute is as successful as it can be and indeed one of if not the best council in the UK & Ireland.

It’s great to see so many past presidents still on council and in the room today and trust me I will be calling on your experience, expertise, and wisdom over the next 12 months to ensure that our great reputation remains. Can I thank those who have already reached out to offer their help and support.

I would also like to thank my fellow council members who have agreed to continue in your roles and for those accepting new roles in the coming year. Fiona Cambridge, thank you for agreeing to be our deputy and I look forward to working closely with you in the year ahead.

Can I, like Fiona, pay tribute to Vincent who has decided to hang up the boots after some 15+ years on council serving as secretary, treasurer, and President for a difficult two-year term during Covid. He’s one of the primary reasons I’m standing here today, the other being Ashley Murphy.

Ashley very kindly twisted my arm to join council, but not only join council but become Treasurer in her presidential year as Vince was taking up the Deputy President role, so to Vince and Ashley, thank you, I think; I will tell you better in 12 months!

Fiona’s presidential theme was re-connect, re-engage and revitalise and having been elected to council back in 2019,



it afforded me the opportunity to reconnect with some folk I hadn't seen in some time. One such person I hadn't seen in years, some might say aren't you a lucky boy, but it would be remiss of me if I didn't congratulate Cookie on being elected Vice President of the CII for Local Institutes during the past year. Cookie represents our council on the Local Institute National Forum and keeps us right of all things going on in the CII. Brian, many congratulations, and I know you will represent NI to the best of your ability and with pride.

As always, the IINI will continue to do all we can to support our members whether that be through:

1. promoting education
2. running our successful masterclass series which continues to go from strength to strength (special mention and thanks to Jackie, Iain and the CPD committee for putting these topical CPD sessions together which is no easy feat year on year)
3. the insurance charities for which we fundraise every year
4. or the many social events organised, affording networking opportunities for folk to come together

Whilst our profile in our local market continues to improve whether that be through word of mouth and our ambassadors, enhanced social media, or frequent email communications, a lot of our younger members think we exist solely to promote CII qualifications or to gain CPD points! Whilst important, it is equally important to utilise your institute to network and build relationships by attending the aforementioned events.

I've been thinking for a few weeks of a theme for the year ahead with the intention to use an alliteration of IINI.

So for 2023/24 my hope is that as President and as a council we can collectively work together to Impress and Invest to attract Newcomers to join Insurance.

We need to better promote all that's good about insurance at every opportunity and the career path that it can provide to protect the future sustainability of our industry.

I often hear 'there's a dearth of talent,' or 'missing generation' in our profession. Too often, and I'm guilty myself, we say 'we fell into insurance;' how can we change that impression and promote our profession as an attractive and rewarding career for the Gen Z? How can we connect with them?

On the 19th of August 1997, 8 newbies joined Royal and Sun Alliance, literally next door, with no previous insurance knowledge or background. I'm pleased to say 5 remain in the industry some 27 years later and 2 are in this room today. How many employers are willing to take that chance today?

That's not a shameless pat on the back for my employer, because in 2024 we're as guilty as most in craving employees with experience; but if we don't give newcomers the opportunity to gain experience and invest in them then where are our professionals of the future coming from?

I don't have a silver bullet here this afternoon, it's a lot easier said than done, but over the next 12 months, with your help, I hope that when I'm handing over this chain of office to Fiona, we can all say that we have Impressed and Invested in Newbies joining the Insurance Industry.

A few final thank you's:

- To those who encouraged me to get involved and join council
- To my employer of 27 years, RSA, and those who have helped and supported me throughout my insurance career to date
- To a very proud mum and dad, the only child who jumped straight into the deep end of the world of work after leaving school without going to Uni and learnt on the job has turned out alright I think!
- And finally, to Clare, Katie, & Libby, for your patience and understanding. You think I network too much



already, unfortunately the next 12 months will be another busy year in the family calendar!

Folks, once again thank you very much for the nomination!

It gives me great pleasure that my first duty as president is to present Fiona Coulter with her Past President's Jewel.

Likewise, I'm delighted to hand over the Deputy President chain of office to Fiona Cambridge.

Presentation of Past President's Jewel

Tim's first duty as President was to present the Past President's medal to Fiona Coulter.

Presentation of the Deputy President's Chain

Tim next presented the Deputy President's Chain to Fiona Cambridge.

AOB

- Next Council meeting & Planning Day - Wednesday 22nd May 2024 at 2.30pm in AXA offices
- 2024 Awards Ceremony – Friday 14th June 2024 at Queens University Belfast

There being no further business the Meeting ended at 12.30.