

CONFERENCE PROGRAMME

Time	Session	Speaker
09.30-10.00	Registration and networking	
10.00-10.05	Welcome	Ray Johnson, Independent Insurance Services and representing The Insurance Institutes of Kent
10.05-10.25	Insurer view	Jon Hancock, Managing Director, RSA UK Commercial
10.25-10.45	Technology & the future	Jamie Macgregor, Senior VP, Celent
10.45-11.05	BLM Law – Insurance Act update	Alistair Kinley, Director of Policy and Government Affairs, BLM Law
11.05-11.15	CII Promoting professionalism	David Irvine, Regional Membership Manager, CII
11.15-11.45	Panel discussion and Q&A	Hosted by Ray Johnson, Independent Insurance Services
11.45-12.00	Refreshments break	
12.00-12.45	UK Flooding – playing our part	Catherine Dixon, Head of Property & Casualty, Allianz Insurance UK
12.45-13.30	Networking lunch	
13.30-14.05	The art of quick pitches	Andrew Priestley, The Coaching Experience
14.05-14.45	Raising the bar on governance	Andrew Gascoyne, Head of Internal Audit, Allianz Insurance UK
14.45-15.00	Refreshments break	
15.00-16.00	Claims fraud	Mihir Pandya, Fraud Manager, Allianz Insurance UK
16.00	Conference closes followed by networking	

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CII Kent Regional Conference 2016 PROTECTING OUR INDUSTRY

Hosted by The Insurance Institute of Kent



CII Kent Regional Conference 2016

PROTECTING OUR INDUSTRY

Hosted by The Insurance Institutes of Kent

Mercure Great Danes Hotel, Maidstone – Thursday 10th March 2016

CII Kent Regional Conference

WELCOME TO THE CII'S THIRD ANNUAL KENT REGIONAL CONFERENCE

The three regional Kent local institutes of Folkestone, Canterbury & East Kent, Mid Kent and Royal Tunbridge Wells have once again come together to offer their members what promises to be a fantastic day of education, debate and networking.

This 3rd annual conference will offer members and non-members a unique opportunity to hear some of the profession's leading figures speak on a variety of topics that are impacting upon the insurance sector.

During the event we will cover a range of issues regarding the protection of the industry, from technology and the future to market conditions, with a great deal in between. In addition to leading insurance figures such as Jon Hancock, Andrew Gascoyne and Jamie Macgregor, we will also be hearing from speakers with a wider professional remit including Catherine Dixon who will focus on the very topical subject of flooding and its impact.

Our programme for the day covers a number of the key topics that are likely to have a significant impact on the profession over the coming years.

We also have a Q&A session and panel discussion to encourage wider discussions and debate around the subject of the day, with expert opinions and experience.

There will also be a different take on overcoming challenges from Andrew Priestley of The Coaching Experience who will approach the issue with a fresh perspective.

Following the formal presentations all delegates are encouraged to network from 16.00 onwards. We do hope you find the conference useful and look forward to meeting you throughout the day.

Please let us know what you think of the event using the feedback forms on your tables – we welcome constructive feedback on how to make our events as useful as possible to our members. We hope you have a fantastic day.

Best wishes,

Ray Johnson
Chair of The CII Kent Regional Conference

OUR SPEAKERS



Jon Hancock
Managing Director, RSA UK Commercial

Jon is Managing Director of RSA UK Commercial; a position he has held since July 2011. He is responsible for leading RSA's commercial business in the UK, and their mainland European Specialty Lines portfolios. Jon is also responsible for leading key global broker relationships for RSA Group worldwide. He began his insurance career as a broker, and has been with RSA for over 25 years. Prior to his current role, Jon was CEO for the Asia & Middle East businesses; and has held various Commercial and Personal Lines roles across the UK, Asia, the Middle East and various other Emerging Markets. Jon has a wealth of experience spanning underwriting, claims, sales and leadership and is currently a Board member at the IUA (International Underwriting Association of London).



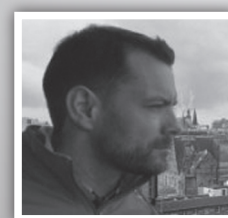
Jamie Macgregor
Senior Vice President, Celent

Jamie is the Senior Vice President for the insurance practice within Celent, a leading financial technology research & consulting firm and a division of Oliver Wyman. Jamie's career spans over 20 years in both management consulting and the industry, working for firms such as Deloitte, AXA, AIG and Zurich Insurance Group. His current research agenda within Celent focuses on IT strategy, innovation and the technology challenges facing the industry across Europe.



Alistair Kinley
Director of Policy and Government Affairs, BLM Law

Alistair is responsible for BLM's engagement with government departments and regulators on policy and public affairs issues and consultations affecting the firm and its clients. He is coordinating BLM's market-facing activities in connection with the Insurance Bill 2014/15 and dealt with BLM responses to the consultations which preceded its publication and introduction in Parliament. He is a member of the Civil Justice Council (CJC), a regular speaker and experienced commentator on legal and procedural reforms and was a contributing editor to the Law Society's Litigation Funding Handbook (September 2014). He is the chair of the Bodily Injury Claims Management Association (BICMA) and is also a member of the Ogden Working Party, which publishes official actuarial tables of multipliers for use in personal injury claims.



David Irvine
Regional Membership Manager, CII

David Irvine joined the Chartered Insurance Institute in April 2007 and heads up the Regional Membership team. With eight years' marketing experience, prior to joining the CII David worked for the Liverpool Daily Post and Echo as Marketing Manager with specific responsibility for the Echo, before moving over to local government where he spent five years. David is responsible for working with the CII's local institute volunteer network to develop a consistent local membership proposition across the UK that is relevant and fit for purpose.



Catherine Dixon
Head of Property & Casualty Insurance, Allianz Insurance UK

Catherine Dixon has almost 30 years experience in the insurance industry and has held roles in underwriting, risk control and account management. Her current role involves managing the direction, profitability, compliance and growth of the property and casualty portfolios as well as being responsible for Allianz's in-house risk control function. She actively supports local CII institutes with lectures and presentations and is a member of the ABI Property Steering Group.



Andrew Priestley
Business leadership coach, The Coaching Experience

Andrew is an award winning business leadership coach and author. He is qualified in business psychology and has extensive experience coaching business owners, executives and managers running established 6, 7 and 8 figure companies from a diverse range of sectors. He specialises in leader/manager issues. Andrew has developed a leadership profiling tool used by companies and coaches worldwide. He started his career working in high end compliance environments and his approach is based on commercial reality and what high performing leaders do under pressure.



Andrew Gascoyne
Head of Internal Audit, Allianz Insurance UK

Andrew joined Allianz (Cornhill Insurance) in 1999, and has since set up the Risk Function and was appointed Chief Risk Officer in 2005. He is responsible for all internal audit activities to evaluate and contribute to the improvement of risk management, control and governance systems, and is a PRA/FCA Approved Person. Andrew was a member and director of the Operational Risk Insurance Consortium (ORIC) c2006-10, and is now an Independent member of the Surrey Police & Crime Commissioner and Surrey Police Joint Audit Committee. He is a Chartered Fellow of the Institute of Internal Auditors, has a Masters Degree in Internal Audit & Consultancy and is a professional member of the Institute of Operational Risk.



Mihir Pandya
Fraud Manager, Allianz Insurance UK

Mihir joined Allianz as Fraud Manager in 2001, bringing with him extensive fraud investigation and management background in a number of disciplines. In his role Mihir is responsible for identifying and managing fraud risks across Allianz's Claims Division, whilst playing a vital role in formulating a wider corporate and group anti-fraud strategy across the Allianz Group. Mihir represents Allianz on the ABI Financial Crime Committee and is the current IFB Technical Board Chairman. He is a regular speaker at industry seminars and contributor to trade press articles.