

The Insurance Institute of Ireland
CPD Lecture Series

Insurance
Institute *of*
Ireland

advancing your career



Spring/Summer 2012

Book online today at www.iii.ie

COMING SOON IN 2012

GET TECHNICAL WITH THE III

See www.iii.ie for more
information on Technical
Insurance Training

Employees! Get Technical...

Technical Insurance Training offers the perfect gateway to developing your expertise.

These courses, in a range of formats, provide up to date information for insurance practitioners on many reinsurance and technical insurance subjects. Learn more about contract wording, property insurance, reinsurance and other niche technical topics.

Maximise your career opportunities
in a challenging market!

*"The Institute is at the core
of our sector and strong
technical skills, strong
competencies are a key
component of our ongoing
success and prosperity".*

Philip Smith, President of
The Insurance Institute of Ireland
III Business Breakfast Seminar,
19th October 2011.

Employers!

Expand Staff Skill Set...

You must have a talented, educated workforce whom you can rely on in today's challenging economic environment.

Support your staff's development through a wide range of learning opportunities designed to improve their knowledge of technical insurance matters.

Improve your position in a competitive industry and economy and strengthen your team.



Take active responsibility for your professional development

Contents

Introduction **2**

How does the Minimum Competency
Code affect my CPD? **4**

Online CPD **5**

Be Active: Give Feedback! **6**

The Insurance Institute of Ireland **7**

The Insurance Institute of Cork **10**

The Insurance Institute of Dublin **12**

The Insurance Institute of Galway **14**

The Insurance Institute of Limerick **16**

The Insurance Institute of Sligo **18**

How to book a lecture **20**

Terms and Conditions **21**

Fitness Competence Compliance

Assure consumers and employers of your continuing competence and fitness to practice

The new Minimum Competency Code (MCC), effective from 1st December 2011, enhances the minimum professional standards for all persons who provide consumers with financial advice and products or undertake certain specified functions.

As the professional standards and training body for the insurance sector in Ireland, one of our objectives is to ensure we afford you maximum opportunity and flexibility to meet the CPD requirements of the MCC thereby facilitating you in driving your own compliance and professional development. Our CPD series also provides you with a valuable opportunity to take responsibility for your professional development.

Ethics

The MCC requires that at least one hour of your annual CPD relates to ethics.

By demonstrating commitment to ethics, we build public trust in our industry.

To help you meet this requirement, we've developed a stimulating programme designed to assist you in implementing your commitment to ethics in the course of your day-to-day dealings with clients and colleagues.

“All consumers need to have confidence that they are receiving the best possible financial advice and services at all times. We are committed to strengthening consumer protection by requiring minimum professional competencies and standards of all persons providing consumer advice and services. This enhanced Code now places an onus on both the firms and persons to comply fully with their supervision and professional development requirements”

Bernard Sheridan Director for Consumer Protection, Central Bank of Ireland

“From the Institute’s point of view, it is important that the services and the educational resources provided are aligned with the needs of the members. It is in everybody’s interest that standards are raised. It will enhance the reputation of the insurance industry in these times and lead to a more competitive industry in relation to value and services, particularly from a consumer point of view”.

Malcolm Hughes, Chair of the Executive Committee,
The Insurance Institute of Ireland, 16th November 2011

.....

Beyond Minimum Competence

The introduction of the MCC ensures a standard of minimum competence. However, in times of economic uncertainty companies expect their leaders and most valuable employees to develop themselves by being active in the market and by doing more than the minimum.

Being part of a reliable, talented and educated workforce requires you to take personal responsibility for your career management.

Actively engage in the III's professional development and educational programme and demonstrate your willingness to go that extra mile.

New Graduates Industry Experts Networking Opportunities

Networking with your industry peers remains a valuable aspect of professional development. It's a great way for recent graduates to build relationships with experienced industry practitioners and benefit from the informal knowledge sharing environment of a lecture series.

The III's programme of Face To Face lectures across all regions, offers opportunities to network and connect with your local insurance institute community.



Get Smart and Swipe

In order to make life a little easier for our members, the iiiCard has now been rolled out nationwide. This personal smartcard allows you to swipe in at CPD lectures, automatically recording your attendance and updating your PSAB-GI compliance portfolio!

The iiiCard lets you focus on learning and networking at our lectures and you don't have to worry about remembering to update your portfolio afterwards.



How does the Minimum Competency Code affect my CPD?

The key CPD requirement of the MCC, effective from 1st January 2012 is:

All qualified and grandfathered persons must complete 15 formal hours of CPD each calendar year.

In addition, all persons:

- must complete at least one hour of CPD each calendar year for each function undertaken;
- must complete at least one hour of CPD each calendar year which relates to ethics;
- may not carry over surplus CPD hours into the following year;
- must ensure the content of the CPD hours undertaken is directly relevant to their functions;
- must participate in a CPD scheme operated by a relevant professional body or retain a written log where they arrange their own CPD to show that they have satisfied the requirement;
- may apply for a pro-rata adjustment of CPD for statutory leave or long term sick leave (two months or more) but NOT for career break, unemployment, part-time work, retirement or annual leave.

In addition, **firms** must keep a register of accredited persons. If accredited persons do not meet CPD requirements they will be removed from the register.

Online CPD

Login – Learn – Complete



Flexible learning Automated recording

Online CPD learning, via iiiConnect, proved very popular last year, with III members registering for over 11,500 CPD online learning sessions.

This year we are continuing to provide comprehensive online CPD learning options, allowing you to complete your CPD requirements to fit with your schedule. You can access content, developed by experts in their fields no matter where you are in the country.

To make your life easier, any CPD accredited e-learning that you complete through iiiConnect will be automatically added to your CPD profile in PSAB-GI's CPD Manager within 24 hours of completion.

In your own time At your own pace

Our online CPD catalogue is designed to offer a wide range of material and to complement our comprehensive face to face lecture programme while allowing you to manage and complete CPD at your own pace.

If you need a refresher on a particular topic or want to review an element of your e-session, you can access completed e-learning courses at any time.

Assessments contained within our e-learning programmes provide you with feedback on your answers to questions, thereby helping you to identify any gaps in your knowledge.

“Online CPD saved me valuable work time as I could do them outside office hours. I also found that the various modules were interesting and very much to the point.”

Tom Brennan DIP PMI

.....

The mark of a professional

Developing competence, credibility and currency of expertise are essential in maintaining professionalism, improving industry standards and safeguarding the consumer.

iiiConnect allows you to access and manage your professional development and education to fit your schedule, in a flexible and secure environment.

“Online CPD means I don't have to make arrangements to attend lectures and gives me the opportunity to complete my hours at times that suit me.”

Felicity Hanrahan CIP

.....

Be Active: Give Feedback!

“I find that the speakers at III CPD lectures are of a very high calibre and give unique insights into areas of interest. A vital part of business is who you know and I really appreciate the opportunity to network at III CPD lectures. Everyone is so busy at the moment that often the only chance I get to connect with my peers and discuss what’s happening in the industry is at these events.”

Brendan Little CIP, DIP F.S. INS.
.....

Your feedback influences the content and structure of the CPD series.

You can now submit questions in advance of lectures, or feedback on events you've attended via the events section of iiiConnect. Alternatively please feel free to email your questions and feedback to events@iii.ie

One of our objectives is to deliver content that is relevant to you, therefore we would like to ask all attendees to fill out the feedback form at the end of each lecture OR to contact Maria McGeever, our Education Development Specialist, with your comments or suggestions.

mmcgeever@iii.ie 01 645 6618

The Insurance Institute of Ireland

Spring/Summer CPD Lunchtime Lecture Series

Insurance
Institute of
Ireland



advancing your career



Location: Chartered Accountants House, 47-49 Pearse Street, Dublin 2

Lecture	Speaker	Date	Time
<p>1 The role of Boards of Directors and the immediate impact of new Fitness and Probity rules</p> <p>The first speaker will give an insight into the role of boards and directors, drawing on personal experience to illustrate the differences between executive and independent functions as well as sharing examples of activities undertaken by insurance boards.</p> <p>In addition to discussing the regulation of boards, the second speaker will detail the recent changes to Fitness and Probity and its likely impact on the composition and duties of boards. <i>(CIP, CIDIP L.A., DIP PMI, LCOI, APA; PL, CL, PMI)</i></p>	<p>Dermot Gorman <i>FCII</i> Independent Non Executive Director</p> <p>Joe Beashel Head of the Regulatory Risk Management and Compliance, Matheson Ormsby Prentice</p>	<p>Wednesday 22nd Feb</p>	<p>1.00pm – 2.00pm</p>
<p>2 Business Interruption: a look to the future</p> <p>This lecture gives an overview of the future of Business Interruption cover. It examines trends regarding claims, coverage and restrictions: the speaker will explore technological developments and the challenges of settling Business Interruption claims in a recessionary environment. <i>(CIP, CIDIP L.A., APA; CL)</i></p>	<p>John Eves <i>B.A., M.B.S., F.C.C.A., F.C.I.L.A</i> CEO, Thornton & Partners</p>	<p>Tuesday 6th March</p>	<p>1.00pm – 2.00pm</p>

	Lecture	Speaker	Date	Time
3	<p>Non-Life Claims Reserving: art or science?</p> <p>In light of the imminent implementation of Solvency II, the reserving process is coming under increased scrutiny. This lecture will outline the methodology used in the reserving process for non-life claims. <i>(CIP, C/DIP L.A., APA; PL, CL, LCOI)</i></p>	<p>Robert Duffy <i>MBS, FCII</i> Manager, Insurance Supervision Department, Central Bank of Ireland</p>	Thursday 29th March	1.00pm – 2.00pm
4	<p>Emerging products designed to meet a rapidly changing risk market</p> <p>Examining the impact of technology on product delivery and customer service in the insurance industry, the speaker will give an overview of new and enhanced products currently available on the general market and those likely to emerge in the future. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Ciarán Mulligan Joint Managing Director, Blue Insurances</p>	Thursday 5th April	1.00pm – 2.00pm
5	<p>Risk Management in 2012: a general insurance perspective</p> <p>Sharing statistics of incidents covered by the Emergency Services and trends evident from those figures, the first speaker will highlight emerging issues for Emergency Response units, and their potential effects on underwriting. Developing technologies in fire prevention and detection will also be discussed.</p> <p>The second speaker will discuss the challenges facing risk managers in responding to emerging building and claim trends.</p> <p>There will also be discussion on how the Emergency Services and the insurance industry can work together to improve customer outcomes. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Joseph Gannon <i>I.Eng.MIFireE, FRIAI, MUBC (UCD)</i> Retired Assistant Chief Dublin Fire and Rescue Service</p> <p>John Cannon <i>ACII Chartered Insurer</i> Risk Manager, Aviva</p>	Thursday 26th April	1.00pm – 2.00pm
6	<p>Insurance Fraud 2012: developments in IT, fraud detection and prevention</p> <p>Insurance fraud is sometimes perceived as a victimless crime but the truth is that all honest policyholders are adversely affected by those who submit fraudulent claims. This lecture will focus on the emerging issues, future challenges, data protection and the increasing role technology plays in identifying insurance fraud.</p> <p>An operational perspective on how technology can be used to indicate fraud through the business lifecycle will also be discussed. Speakers will use real life claim examples by way of illustration. <i>(CIP, C/DIP L.A., LCOI, APA; PL, CL)</i></p>	<p>Ciaran McGaley Managing Director, Risk Intelligence</p> <p>David Snow Special Investigations Unit, Zurich</p>	Thursday 3rd May	1.00pm – 2.00pm

	Lecture	Speaker	Date	Time
7	<p>Mediation: an increasingly efficient tool in dispute resolution</p> <p>Traditionally court cases have been known to be expensive, end in loss of privacy and even relationship breakdown: this lecture will look at the evolving role of mediation in dispute resolution.</p> <p>The speaker will illustrate how mediation has worked successfully in achieving resolutions acceptable to both parties through a series of insurance case studies. <i>(CIP, CIDIP L.A., QFA, DIP PMI, APA; PL, CL, PMI, LCOI)</i></p>	<p>Killian O'Reilly <i>B.C.L., LL.M., Dip Emp Law</i> Partner, O'Rourke Reid</p>	<p>Tuesday 22nd May</p>	<p>1.00pm – 2.00pm</p>

“The III CPD lecture series adds real value to my professional qualifications through an excellent forward looking & focused programme of events relevant to the industry’s changing needs”.

Margaret Doorly CIP, DIP FS. INS.

“The III CPD lecture series is an ideal way to help achieve your CPD targets - the range of topics covered is very broad and the speakers provide relevant and well delivered presentations.”

Pat O’Kelly ACII Chartered Insurer

 **Location:** Maryborough Hotel, Maryborough Hill, Douglas, Co. Cork

	Lecture	Speaker	Date	Time
1	<p>Maintaining customer service and controlling costs in an increasingly competitive and unpredictable insurance market</p> <p>As the claims sector of the insurance industry looks to adapt to the new Consumer Protection and Minimum Competency Codes, there is increasing pressure to continue to deliver high standards while controlling costs. Focussing on both commercial and personal lines, this lecture will look at the main claim trends of 2011 and how insurers have responded. The changing role of the broker, adjustor and assessor will also be discussed. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Eamonn Downey Business Development Director, Owens McCarthy</p>	<p>Wednesday 29th Feb</p>	<p>8.30am – 9.30am</p>
2	<p>The role of ethics in insurance when tragedy strikes!</p> <p>This lecture will examine the practical application of ethics in the course of claim handling and settlement. Illustrated through real life examples, the speaker will demonstrate instances where insurers have behaved both ethically and unethically. Helpful methods for managing and monitoring ethical behaviour and appropriate marketing will also be discussed. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Martin Mullins Lecturer in Risk Management and Insurance, University of Limerick</p>	<p>Wednesday 29th Feb</p>	<p>9.30am – 10.30am</p>
3	<p>An overview of the main changes to the 2011 Consumer Protection and Minimum Competency Codes: a new approach to supervision</p> <p>The Director of Consumer Protection at the Central Bank of Ireland will give a summary of the new Consumer Protection Code and the revised Minimum Competency Code (MCC), incorporating the new Fitness and Probity requirements.</p> <p>The second speaker will outline the main concerns for insurance practitioners in adapting to these codes. This lecture will also highlight the importance of qualifications and the implications of the MCC with regard to a person's professional development. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Bernard Sheridan Director for Consumer Protection, Central Bank of Ireland</p> <p>Evelyn Hanrahan <i>BA HDE QFA FLIA</i> Financial Services & Compliance Training</p>	<p>Wednesday 21st March</p>	<p>8.30am – 9.30am</p>

	Lecture	Speaker	Date	Time
4	<p>The practical implications of Solvency II</p> <p>This lecture will sift through current Solvency II information to focus on operational matters, interpreting the impact it will have on the day-to-day work of insurance officials, brokers, loss adjusters and assessors. <i>(CIP, C/DIP L.A., DIP PMI, APA; PL, CL)</i></p>	<p>Julia Carmichael Chief Compliance Officer, Irish Public Bodies Mutual Insurance</p>	<p>Wednesday 21st March</p>	<p>9.30am – 10.30am</p>
5	<p>Summarising a tumultuous year in the Private Medical Insurance market and a look at the main changes to the PMI offerings</p> <p>Examining the current status of the main health insurers in the Irish market, the speaker will assess their responses to changes in cost drivers, consumer trends and policy offerings, and the likely impact of these changes on the future of the market.</p> <p>Developments such as the new Consumer Protection and Minimum Competency Codes and their impact on the industry will also be discussed. <i>(CIP, DIP PMI, APA; PMI)</i></p>	<p>Dermot Goode <i>BAMgt (IMI), QFA</i> General Manager, Cornmarket Healthcare Division</p>	<p>Wednesday 25th April</p>	<p>8.30am – 9.30am</p>
6	<p>Underwriting Technology: why you shouldn't have your head in that Cloud!</p> <p>This lecture will examine the range of cover available for existing and emerging technologies (e.g. cloud computing), as well as the adaptation of standard wordings, risk management and the information required when underwriting technology. This lecture will give an overview of the implications of data loss. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Tony Hetherton Product Manager, Travelers Insurance</p> <p>Donagh Regan Senior Technology & Medical Device Underwriter, Travelers Insurance</p>	<p>Wednesday 16th May</p>	<p>8.30am – 9.30am</p>
7	<p>Insurance Fraud 2012: developments in IT, fraud detection and prevention</p> <p>Insurance fraud is sometimes perceived as a victimless crime but the truth is that all honest policyholders are adversely affected by those who submit fraudulent claims. This lecture will focus on the emerging issues, future challenges, data protection and the increasing role technology plays in identifying insurance fraud.</p> <p>An operational perspective on how technology can be used to indicate fraud through the business lifecycle will also be discussed. Speakers will use real life claim examples by way of illustration. <i>(CIP, C/DIP L.A., APA; PL, CL, LCOI)</i></p>	<p>Ciaran McGaley Managing Director, Risk Intelligence</p> <p>David Snow Special Investigations Unit, Zurich</p>	<p>Wednesday 16th May</p>	<p>9.30am – 10.30am</p>



Location: National College of Ireland, Mayor Square, IFSC, Dublin 1

	Lecture	Speaker	Date	Time
1	<p>Recent changes to the interpretation of Material Fact and the likely impact on the insurance industry</p> <p>Following a recent court ruling on the interpretation of Material Fact, this lecture will discuss the impact that ruling is likely to have on insurance documentation, fact gathering and legal sentiment around the “duty of disclosure.”</p> <p>The speaker will also discuss the availability of online information and whether this can be deemed material at the time of underwriting or processing a claim. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Michael P O’Higgins <i>BCL</i> Senior Counsel, Law Library</p>	<p>Tuesday 28th Feb</p>	<p>8.00am – 9.00am</p>
2	<p>Credible Threat of Enforcement: the use of powers to deter, protect and punish regulated entities and persons</p> <p>This lecture will provide a unique insight into the role, objectives and function of the Enforcement Directorate of the Central Bank of Ireland, focusing on the powers available and their use to date. Examples of breaches and penalties imposed will further demonstrate the nature of the work carried out by the directorate, while highlighting lessons for the insurance industry and the wider financial services. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Peter Oakes Director, Enforcement Directorate, Central Bank of Ireland</p>	<p>Tuesday 20th March</p>	<p>8.00am – 9.00am</p>
3	<p>Underwriting Technology: why you shouldn’t have your head in that Cloud!</p> <p>Using sample cases and recent judgements, the first speaker will discuss the legal implications of data loss including the pros and cons of cloud computing and other emerging technologies.</p> <p>The second speaker will examine the range of cover, the adaptation of standard wordings, risk management and the information required when underwriting technology. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>John O’Connor Head of the Technology and Commercial Contracts Group, Matheson Ormsby Prentice</p> <p>Tony Hetheron Product Manager, Travelers Insurance</p>	<p>Wednesday 28th March</p>	<p>8.00am – 9.00am</p>

	Lecture	Speaker	Date	Time
4	<p>A tumultuous period ahead in Private Medical Insurance; what changes can be expected?</p> <p>In light of the proposed introduction of universal health insurance in 2016 and recent budgetary changes, the speaker will examine the landscape of the health insurance market, how it is likely to be affected by these developments and the projected impact on customer retention. <i>(CIP, DIP PMI, APA; PMI)</i></p>	<p>Dr. Brian Turner <i>BA, MA, PhD Economics</i> Lecturer & Economist, University College Cork</p>	<p>Tuesday 17th April</p>	<p>8.00am – 9.00am</p>
5	<p>The Irish Life Assurance market – where to next?</p> <p>The speaker will examine the events of 2011 and the impact of the banking crisis and government fiscal policy on the Life and Pensions Market. A review of the main changes and their projected impact on the Life Assurance sector will also be given. This lecture will also feature discussion on areas of potential growth and the possibility of the Life Assurance market being remodelled in response to current and future market challenges. <i>(QFA)</i></p>	<p>Kevin Murphy <i>BSC, FSIA</i> Group Chief Executive Irish Life & Permanent</p>	<p>Wednesday 25th April</p>	<p>8.00am – 9.00am</p>
6	<p>The Financial Regulator’s view of how the new insurance landscape will look in 2012 and beyond</p> <p>There have been significant developments in insurance in recent years, particularly regarding new legislative and regulatory powers and standards. The speaker will share issues the Regulator has encountered in the past year, both positive and negative. The lecture will outline the Regulator’s long term vision, including discussion on the challenges that could potentially impede progress and what the insurance market can expect from the Regulator in the year ahead. <i>(CIP,C/ DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Fiona Muldoon <i>BA Philosophy & English, FCII</i> Director of Insurance Supervision, Central Bank of Ireland</p>	<p>Wednesday 2nd May</p>	<p>8.00am – 9.00am</p>
7	<p>Responding to the Business Environment</p> <p>Providing an assessment of the market environment in 2011, from consumer trends to weather events, the speaker will also look ahead to industry challenges and opportunities in 2012 and beyond. The need for technical excellence as specified by the Minimum Competency and Consumer Protection codes will also be discussed. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Philip Smith <i>B Comm</i> CEO, RSA Insurance Ireland Ltd</p>	<p>Thursday 31st May</p>	<p>8.00am – 9.00am</p>
8	<p>The essentials of a vibrant ethics culture</p> <p>In light of new provisions within the Minimum Competency Code, this lecture will address the practical application of ethics in an insurance environment. Through use of real life case studies, the speaker will illustrate potential ethical dilemmas and how best to resolve them. There will also be discussion around how to implement, maintain and measure a tangible ethics culture in your organisation. <i>(CIP, C/DIP L.A., QFA, DIP PMI, APA; PL, CL, PMI, LCOI)</i></p>	<p>Niall Gallagher Independent Writer and Lecturer in Business Ethics</p>	<p>Thursday 7th June</p>	<p>8.00am – 9.00am</p>



Location: Clayton Hotel, Ballybrit, Galway

Lecture	Speaker	Date	Time
<p>1 Summarising a tumultuous year in the Private Medical Insurance market and a look at the main changes to the PMI offerings</p> <p>Examining the current status of the main health insurers in the Irish market, the speaker will assess their responses to changes in cost drivers, consumer trends and policy offerings, and the likely impact of these changes on the future of the market.</p> <p>Developments such as the new Consumer Protection and Minimum Competency Codes and their impact on the industry will also be discussed. <i>(CIP, DIP PMI, APA; PMI)</i></p>	<p>Dermot Goode <i>BAMgt (IMI), QFA</i> General Manager, Cornmarket Healthcare Division</p>	Tuesday 21st Feb	1.00pm – 2.00pm
<p>2 Risk management in 2012: a general insurance perspective</p> <p>Sharing statistics of incidents covered by the Emergency Services and trends evident from those figures, the first speaker will highlight emerging issues for Emergency Response units and their potential effects on underwriting.</p> <p>The second speaker will discuss the challenges facing risk managers in responding to emerging building and claim trends.</p> <p>There will also be discussion on how the Emergency Services and the insurance industry can work together to improve customer outcomes. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>John Wade Retired from Galway Fire and Rescue Service</p> <p>John Cannon <i>ACII Chartered Insurer</i> Risk Manager, Aviva</p>	Tuesday 20th March	12.00pm – 1.00pm
<p>3 The ongoing challenge of achieving customer satisfaction while containing insurer costs in settling property loss claims</p> <p>Providing an insight into the methodology used to arrive at settlements for property losses, the speaker will discuss how best to achieve value for both the customer and the insurer.</p> <p>In addition, the speaker will address the issue of problematic materials, such as asbestos and how best to handle these in the event of loss or damage. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Tomás Kelly <i>B Sc, M Phil, MSCSI, MRICS</i> Chartered Surveyor Regional Director, Davis Langdon, Construction Consultants</p>	Tuesday 20th March	1.00pm – 2.00pm

	Lecture	Speaker	Date	Time
4	<p>Professional Indemnity and Directors and Officers cover: a growing market in a world dominated by corporate governance</p> <p>Professional Indemnity and Directors and Officers cover is a rapidly growing market within the insurance industry. This lecture gives a breakdown of the crucial clauses and exclusions under this cover, performance statistics and emerging issues. <i>(CIP, C/DIP L.A., APA; CL, LCOI)</i></p>	<p>Louise Kidd Financial Lines Manager, Chartis Insurance</p> <p>Padraig Croke <i>FCII, FCILA, AIRM, FUEDI</i> Liability Director, Cunningham Lindsey</p>	Wednesday 18th April	12.00pm – 1.00pm
5	<p>The practical implications of Solvency II</p> <p>This lecture will sift through current Solvency II information to focus on operational matters, interpreting the impact it will have on the day-to-day work of insurance officials, brokers, loss adjusters and assessors. <i>(CIP, C/DIP L.A., DIP PMI, APA; PL, CL, PMI)</i></p>	<p>Julia Carmichael Chief Compliance Officer, Irish Public Bodies Mutual Insurance</p>	Wednesday 18th April	1.00pm – 2.00pm
6	<p>The role of ethics in insurance when tragedy strikes!</p> <p>This lecture will examine the practical application of ethics in the course of claim handling and settlement. Illustrated through real life examples, the speaker will demonstrate instances where insurers have behaved both ethically and unethically. Helpful methods for managing and monitoring ethical behaviour and appropriate marketing will also be discussed. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Martin Mullins Lecturer in Risk Management and Insurance, University of Limerick</p>	Tuesday 22nd May	12.00pm – 1.00pm
7	<p>Insurance Fraud 2012: developments in IT, fraud detection and prevention</p> <p>Insurance fraud is sometimes perceived as a victimless crime but the truth is that all honest policyholders are adversely affected by those who submit fraudulent claims. This lecture will focus on the emerging issues, future challenges, data protection and the increasing role technology plays in identifying insurance fraud.</p> <p>An operational perspective on how technology can be used to indicate fraud through the business lifecycle will also be discussed. Speakers will use real life claim examples by way of illustration. <i>(CIP, C/DIP L.A., APA; PL, CL, LCOI)</i></p>	<p>Ciaran McGaley Managing Director, Risk Intelligence</p> <p>David Snow Special Investigations Unit, Zurich</p>	Tuesday 22nd May	1.00pm – 2.00pm



Location: The Strand Hotel, Ennis Road, Limerick

	Lecture	Speaker	Date	Time
1	<p>The role of ethics in insurance when tragedy strikes!</p> <p>This lecture will examine the practical application of ethics in the course of claim handling and settlement. Illustrated through real life examples, the speaker will demonstrate instances where insurers have behaved both ethically and unethically. Helpful methods for managing and monitoring ethical behaviour and appropriate marketing will also be discussed. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Martin Mullins Lecturer in Risk Management and Insurance, University of Limerick</p>	<p>Wednesday 7th March</p>	<p>12.00pm – 1.00pm</p>
2	<p>The practical implications of Solvency II</p> <p>This lecture will sift through current Solvency II information to focus on operational matters, interpreting the impact it will have on the day-to-day work of insurance officials, brokers, loss adjusters and assessors. <i>(CIP, C/DIP L.A., DIP PMI, APA; PL, CL, PMI)</i></p>	<p>Julia Carmichael Chief Compliance Officer, Irish Public Bodies Mutual Insurance</p>	<p>Wednesday 7th March</p>	<p>1.00pm – 2.00pm</p>
3	<p>Summarising a tumultuous year in the Private Medical Insurance market and a look at the main changes to the PMI offerings</p> <p>Examining the current status of the main health insurers in the Irish market, the speaker will assess their responses to changes in cost drivers, consumer trends and policy offerings, and the likely impact of these changes on the future of the market.</p> <p>Developments such as the new Consumer Protection and Minimum Competency Codes and their impact on the industry will also be discussed. <i>(CIP, DIP PMI, APA; PMI)</i></p>	<p>Dermot Goode BAMgt (IMI), QFA General Manager, Cornmarket Healthcare Division</p>	<p>Wednesday 25th April</p>	<p>1.00pm – 2.00pm</p>

	Lecture	Speaker	Date	Time
4	<p>Maintaining customer service and controlling costs in an increasingly competitive and unpredictable insurance market</p> <p>As the claims sector of the insurance industry looks to adapt to the new Consumer Protection and Minimum Competency Codes, there is increasing pressure to continue to deliver high standards while controlling costs. Focussing on both commercial and personal lines, this lecture will look at the main claim trends of 2011 and how insurers have responded. The changing role of the broker, adjustor and assessor will also be discussed. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Eamonn Downey Business Development Director, Owens McCarthy</p>	Wednesday 2nd May	12.00pm – 1.00pm
5	<p>An overview of the main changes to the 2011 Consumer Protection and Minimum Competency Codes: a new approach to supervision</p> <p>The Director of Consumer Protection at the Central Bank of Ireland will give a summary of the new Consumer Protection Code and the revised Minimum Competency Code (MCC), incorporating the new Fitness and Probity requirements.</p> <p>The second speaker will outline the main concerns for insurance practitioners in adapting to these codes. This lecture will also highlight the importance of qualifications and the implications of the MCC with regard to a person's professional development. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Bernard Sheridan Director for Consumer Protection, Central Bank of Ireland</p> <p>Evelyn Hanrahan <i>BA HDE QFA FLIA</i> Financial Services & Compliance Training</p>	Wednesday 2nd May	1.00pm – 2.00pm
6	<p>Business Interruption: a look to the future</p> <p>This lecture gives an overview of the future of Business Interruption cover. It examines trends regarding claims, coverage and restrictions: the speaker will explore technological developments and the challenges of settling Business Interruption claims in a recessionary environment. <i>(CIP, C/DIP L.A., APA; CL)</i></p>	<p>John Eves <i>B.A., M.B.S., F.C.C.A., F.C.I.L.A.</i> CEO, Thornton & Partners</p>	Wednesday 23rd May	12.00pm – 1.00pm
7	<p>Tackling Fraud in 2012</p> <p>Giving an overview of fraud in the insurance industry, the speakers will look at the costs incurred by the industry and consumers, as well as identifying whether there has been any recessionary influence on fraud statistics.</p> <p>This lecture will focus on the emerging issues, future challenges, data protection and the increasing role technology plays in identifying insurance fraud. Speakers will use real life claim examples by way of illustration. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Joan Dixon Senior Claims Specialist, FBD</p> <p>Padraig Lyons Senior Claims Investigator, FBD</p>	Wednesday 23rd May	1.00pm – 2.00pm



Location: The Radisson Blu Hotel, Ballinac, Rosses Point, Sligo

	Lecture	Speaker	Date	Time
1	<p>An overview of the main changes to the 2011 Consumer Protection and Minimum Competency Codes: a new approach to supervision</p> <p>The Director of Consumer Protection at the Central Bank of Ireland will give a summary of the new Consumer Protection Code and the revised Minimum Competency Code (MCC), incorporating the new Fitness and Probity requirements.</p> <p>The second speaker will outline the main concerns for insurance practitioners in adapting to these codes. This lecture will also highlight the importance of qualifications and the implications of the MCC with regard to a person's professional development.</p> <p><i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Bernard Sheridan Director for Consumer Protection, Central Bank of Ireland</p> <p>Evelyn Hanrahan <i>BA HDE QFA FLIA</i> Financial Services & Compliance Training</p>	<p>Thursday 23rd Feb</p>	<p>1.00pm – 2.00pm</p>
2	<p>Summarising a tumultuous year in the Private Medical Insurance market and a look at the main changes to the PMI offerings</p> <p>Examining the current status of the main health insurers in the Irish market, the speaker will assess their responses to changes in cost drivers, consumer trends and policy offerings, and the likely impact of these changes on the future of the market.</p> <p>Developments such as the new Consumer Protection and Minimum Competency Codes and their impact on the industry will also be discussed. <i>(CIP, DIP PMI, APA; PMI)</i></p>	<p>Dermot Goode <i>BAMgt (IMI), QFA</i> General Manager, Cornmarket Healthcare Division</p>	<p>Thursday 22nd March</p>	<p>12.00pm – 1.00pm</p>
3	<p>Motor Insurers Bureau of Ireland (MIBI)</p> <p>This lecture will take a fresh look at MIBI's past performance, current and future trends, impact for industry and strategic direction. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p>	<p>Aidan Lynch <i>BScB&L</i> Claims Manager, MIBI</p>	<p>Thursday 22nd March</p>	<p>1.00pm – 2.00pm</p>

	Lecture	Speaker	Date	Time
4	<p>The practical implications of Solvency II</p> <p>This lecture will sift through current Solvency II information to focus on operational matters, interpreting the impact it will have on the day-to-day work of insurance officials, brokers, loss adjusters and assessors. <i>(CIP, C/DIP L.A., DIP PMI, APA; PL, CL, PMI)</i></p>	<p>Julia Carmichael Chief Compliance Officer, Irish Public Bodies Mutual Insurance</p>	Thursday 26th April	12.00pm – 1.00pm
5	<p>The role of ethics in insurance when tragedy strikes!</p> <p>This lecture will examine the practical application of ethics in the course of claim handling and settlement. Illustrated through real life examples, the speaker will demonstrate instances where insurers have behaved both ethically and unethically. Helpful methods for managing and monitoring ethical behaviour and appropriate marketing will also be discussed. <i>(CIP, C/DIP L.A., DIP PMI, QFA, APA; PL, CL, PMI, LCOI)</i></p>	<p>Martin Mullins Lecturer in Risk Management and Insurance, University of Limerick</p>	Thursday 26th April	1.00pm – 2.00pm
6	<p>Business Interruption: a look to the future</p> <p>This lecture gives an overview of the future of Business Interruption cover. It examines trends regarding claims, coverage and restrictions: the speaker will explore technological developments and the challenges of settling Business Interruption claims in a recessionary environment. <i>(CIP, C/DIP L.A., APA; CL)</i></p> <p>Please note this lecture will take place in a different location</p> <p>📍 Location: The Radisson Blu Hotel, Paddy Harte Road, Letterkenny, Co. Donegal</p>	<p>John Eves <i>B.A., M.B.S., F.C.C.A., F.C.I.L.A.</i> CEO, Thornton & Partners</p>	Thursday 24th May	12.00pm – 1.00pm
7	<p>Maintaining customer service and controlling costs in an increasingly competitive and unpredictable insurance market</p> <p>As the claims sector of the insurance industry looks to adapt to the new Consumer Protection and Minimum Competency Codes, there is increasing pressure to continue to deliver high standards while controlling costs. Focussing on both commercial and personal lines, this lecture will look at the main claim trends of 2011 and how insurers have responded. The changing role of the broker, adjustor and assessor will also be discussed. <i>(CIP, C/DIP L.A., APA; PL, CL)</i></p> <p>Please note this lecture will take place in a different location</p> <p>📍 Location: The Radisson Blu Hotel, Paddy Harte Road, Letterkenny, Co. Donegal</p>	<p>Eamonn Downey Business Development Director, Owens McCarthy</p>	Thursday 24th May	1.00pm – 2.00pm

How to Book a Lecture

- 1 Go to **www.iii.ie** and click on the iiiConnect button on the homepage.
- 2 Enter your 8 digit User ID and Access Code.*
- 3 On the iiiConnect homepage click F2F Events under the Catalogue Links section.
- 4 Finally, simply select your local institute and register for your chosen event(s).
- 5 Alternatively, you can access iiiConnect by logging into the Member Area of the III website **www.iii.ie** and select iiiConnect from the left hand menu.
- 6 If you need to update your III record, you should do so in the Member Area and this will automatically update your iiiConnect profile.

If you're not a member of the III but wish to attend a CPD lecture please contact a member of the Events team **events@iii.ie** or phone **01 645 6666** to book your place. Please note an admission charge may apply.

Remember you can avail of CPD, just one of many member benefits, by becoming a member of the III. Join today by contacting our Member Services team on **01 645 6670** or at **memberservices@iii.ie**.

*If you have forgotten these details, please contact **memberservices@iii.ie**

Terms and Conditions

III Membership Benefit Lectures

Membership of the Insurance Institute of Ireland (III) entitles fully paid up members to benefit from CPD lectures delivered through the local institute network of Cork, Dublin, Galway, Limerick and Sligo. Additional CPD lectures are provided through the III lunchtime lecture series in Dublin. These lectures are all delivered as part of your Membership Benefits.

The 2012 Spring/Summer CPD programme will feature a number of additional CPD accredited lectures with presentations from a number of top industry professionals; further details on these events will be posted on our website over the coming months.

As a courtesy to both members and events staff, we ask that you please cancel your booking if you are unable to attend a lecture. This will free up places for other members who may wish to attend. To cancel your booking, click on the event title in My Learning Record on the iiiConnect homepage and click on Cancel Registration.

A waiting list is created for lectures that are fully booked. If a place becomes available, you will receive an automated e-mail confirming your booking. You can view the status of your booking at any time by clicking on 'My Learning Record' in iiiConnect.

Fees

The Spring/Summer lecture series is provided to fully paid-up members as part of their membership benefits. A fee of €35 per lecture applies to non-members who wish to attend a lecture.

Cancellations

All cancellations must be made online via iiiConnect or, for non members, by emailing the Events Team events@iii.ie or phone 01 645 6666.

Cancellations will be refunded if made 7 days prior to an event, otherwise full payment will be charged.

Cancellation of Lectures

The programme, content and dates of the lectures are correct at the time of going to print. The III reserves the right to amend or cancel any lecture, speaker or venue should circumstances dictate. Members will be notified of any changes to the programme at the earliest opportunity via www.iii.ie

Intellectual Property

All materials provided on our courses and lectures remain the intellectual property of the III and our partners, who assert our right to worldwide copyright unless specifically agreed otherwise in writing.

Privacy Policy

The III will not share any confidential information provided during the booking process with any third parties.

Your credit/debit card details are relayed during the booking process directly to Pay and Shop Limited trading as Realex Payments who are fully PCI Compliant. Your credit/debit card details are not held by the III.

Delivery Policy

The III undertakes to complete the delivery of all events contained in the 2012 Spring/Summer CPD Programme in accordance with the timetable contained therein. Please refer to the Terms and Conditions above with regard to cancellation of lectures.



PSAB-GI

PSAB-GI has awarded formal CPD to the Spring/Summer lecture series. Please check the CPD category/qualification to make sure it qualifies towards your yearly requirement. Where lectures are identified as a 2 hour block, lecture delegates must attend for the duration to avail of full CPD accreditation.

The introduction of the swipe card system will require you to swipe in at the beginning of every lecture to record your attendance. Those attending a 2 hour block lecture are required to swipe in at the beginning of the first lecture and swipe out at the end of the last lecture.

Insurance
Institute of
Ireland



III Qualifications

The designations for which lectures are relevant are indicated, in all cases, below the lecture content summary.

The designations noted are as follows:

Accredited Product Adviser

.....APA Personal General Insurance

.....APA Commercial General Insurance

.....APA Private Medical Insurance

Certified Insurance Practitioner.....CIP

Certified Diploma in Loss Adjusting.....CDIP L.A.

Diploma in Loss Adjusting.....DIP L.A.

Diploma Private Medical Insurance.....DIP PMI

Please note that III designation holders must maintain III membership and undertake Continuous Professional Development to retain their designation.



ACII
FCII

ACII/FCII

These lectures can be used as part of your Chartered Insurance Institute (CII) CPD scheme requirements should you consider the content relevant to your development needs.

Grandfathered Members

Make sure to check with your employer the area of activity you were grandfathered in to ensure the lecture is relevant to you.

Insurance Institute *of* Ireland



advancing your career

The Insurance Institute of Ireland

Insurance House,
39 Molesworth Street, Dublin 2.
Tel: 01 645 6600
info@iii.ie www.iii.ie

