

## Agenda for CAPE TOWN, 19 May 2017

08h00	Registration And Coffee		
08h30	Welcome and start	Peter Tripe	
08h45	Rethinking product design: innovations required for the microinsurance market (panel discussion)	Thuso Segopolo (OMEM), Jeremy Leach (Inclusivity Solutions), Ola Oyekan (RGA)	The actuarial profession can play a meaningful role in driving financial inclusion by improving the quality of products offered to lower segments of the market. This talk investigates the approach required for microinsurance products, specifically touching on product features required to meet the differing needs of this segment. Research on the microinsurance context will be discussed, modelling segment characteristics and highlighting market penetration strategies. A few case studies will be discussed, emphasising aspects of product design as well as innovative partnership-based solutions that are suited for the microinsurance market.
09h30	Group Supervision - Lessons learnt and future route	Suzette Vogelsang	
10h15	<b>TEA</b>		
10h45	Professionalism videos and discussion	Nico van der Colff (PMB)	This session will be an interactive session looking at specific case studies dealing with professionalism and ethical concerns.
12h00	Critical Illness Trends in Asia and Australia  IFRS 17 Lessons learnt from Initial Implementation	John Clur and Tanya van Niekerk  Peter Tripe	This presentation will provide an overview of experience in critical illness in Australia, China, Hong Kong, Indonesia, Malaysia, Singapore and South Korea from the most recent release of Gen Re's Dread Disease Survey for the region. The survey covers the period 2008-2012 and covers approximately 1.2 million claims and 270 million life-years of exposure. The presentation provides an overview of the results of the survey, the new trends identified as a result and the key lessons for South African critical illness insurers.  Repeat of convention Presentation to be run at same time as Critical Illness Presentation
12h45	<b>LUNCH</b>		
14h15	CPD for Statutory actuaries	Peter Tripe	A Brief discussion around CPD considered appropriate for Practicing certificates.

14h30	Market Conduct Risk: Counting the cost of misconduct	Abigail Viljoen	With the imminent shift in South African regulation to a Twin Peaks model of supervision, insurers are increasingly focused on the potential impact of a new dedicated conduct regulatory authority. While the principles of Treating Customer Fairly and market integrity are not new, maintaining public trust in the financial services industry is critical. Lessons can be learnt from countries that have trodden this path, incurring massive fines and reputational damage along the way. This session will use case studies to explore some of the root causes of conduct issues, the implications of getting it wrong and what steps the South African insurance industry should be taking to fulfil its duty of care to the public and market.
15h15	<b>TEA</b>		
15h45	Exploring Blockchain Technology	Louis Rossouw	Overview of what it is and how it works, and starting to explore some of the implications and uses of this technology
16h30	An omni channel distribution approach in the context of insurance companies	James McLaren	
17h15	<b>CLOSE</b>		

## Agenda for JOHANNESBURG, 23 May 2017

<b>08h00</b>	<b>Registration and Coffee</b>		
08h45	Welcome and Start	Colin Van Zyl	
09h00	Rethinking product design: innovations required for the microinsurance market (panel discussion)	Thuso Segopolo (OMEM), Jeremy Leach (Inclusivity Solutions), Ola Oyekan (RGA)	The actuarial profession can play a meaningful role in driving financial inclusion by improving the quality of products offered to lower segments of the market. This talk investigates the approach required for microinsurance products, specifically touching on product features required to meet the differing needs of this segment. Research on the microinsurance context will be discussed, modelling segment characteristics and highlighting market penetration strategies. A few case studies will be discussed, emphasising aspects of product design as well as innovative partnership-based solutions that are suited for the microinsurance market.

09h45	Group Supervision - Lessons learnt and future route	Suzette Vogelsang	
<b>10h30</b>	<b>TEA</b>		
11h00	Professionalism videos and discussion	Sandile Mbili (PMB)	This session will be an interactive session looking at specific case studies dealing with professionalism and ethical concerns.
12h15	CPD for Statutory actuaries	Colin Van Zyl	A Brief discussion around CPD considered appropriate for Practicing certificates.
<b>12h30</b>	<b>LUNCH</b>		
13h30	Critical Illness Trends in Asia and Australia	John Clur and Tanya van Niekerk	This presentation will provide an overview of experience in critical illness in Australia, China, Hong Kong, Indonesia, Malaysia, Singapore and South Korea from the most recent release of Gen Re's Dread Disease Survey for the region. The survey covers the period 2008-2012 and covers approximately 1.2 million claims and 270 million life-years of exposure. The presentation provides an overview of the results of the survey, the new trends identified as a result and the key lessons for South African critical illness insurers.
	IFRS 17 Lessons learnt from Initial Implementation	Peter Tripe	Repeat of convention Presentation to be run at same time as Critical Illness Presentation

14h15	Market Conduct Risk: Counting the cost of misconduct		With the imminent shift in South African regulation to a Twin Peaks model of supervision, insurers are increasingly focused on the potential impact of a new dedicated conduct regulatory authority. While the principles of Treating Customer Fairly and market integrity are not new, maintaining public trust in the financial services industry is critical. Lessons can be learnt from countries that have trodden this path, incurring massive fines and reputational damage along the way. This session will use case studies to explore some of the root causes of conduct issues, the implications of getting it wrong and what steps the South African insurance industry should be taking to fulfill its duty of care to the public and market.
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