

Managing Compliance in the insurance industry

a practical, business-focused compliance workshop for the insurance industry

PURPOSE

The purpose of this unique, insurance industry focused, compliance workshop is to provide participants with the insights, tools and understanding to develop and implement compliance measures that genuinely protect their business and its brand, people & customers from harm & detriment.

BACKGROUND

The regulatory environment in the insurance sector is complex & difficult to navigate. Add to this the increased oversight, scrutiny and enforcement by ASIC, APRA & AFCA together with rising consumer expectations and higher standards of conduct & behaviour through insurance Codes of Practice & you have a melting pot of potential harm and detriment waiting to impact your business, brand, people & customers.

How do you ensure that your compliance measures are designed fit-for-purpose and operating effectively to meet these challenges?

Paul Muir, a leading compliance specialist to the Insurance industry, has been providing solutions for his clients responding to this challenge. Commencing in 2017, Paul through his business Compliance Advocacy Solutions, has assisted more than 150 general insurance clients to implement fit-for-purpose, tailored and practical compliance measures protecting their business, brand, people and customers.



WORKSHOP OUTPUTS

Paul has specifically designed this unique compliance workshop for people working within the general insurance industry, to share his knowledge, experience & insights so that you will be able to engage your people to embrace compliance; and, provide you with the knowledge, tools & skills to manage your compliance obligations in a manner that genuinely protects what you care about and provides assurance to all stakeholders including regulators.

THE WORKSHOP WILL COVER:

- Session 1 - understanding the true purpose of compliance: protecting your business and its brand(s), people, customers, partners & stakeholders;
- Session 2 - exploring how to engage your operational teams and external representatives so that they will embrace compliance through their conduct and behaviour;
- Session 3 - setting up your people as an early warning system so that incidents, breaches, complaints & control breakdowns are raised, reported & actioned in a timely manner;
- Session 4 - a practical overview of financial service laws and Code of Practice obligations and the 2023 areas of regulatory scrutiny and focus;
- Session 5 - developing and implementing a fit-for-purpose and tailored compliance framework; &
- Session 6 - developing and implementing a fit-for-purpose and tailored framework to monitor & supervise your people & external representatives.

AUDIENCE

This workshop is suitable for people in the general insurance industry who have compliance responsibilities within their business. This includes both business operational people and technical specialist roles.

The workshop has been designed to provide practical, business focused solutions and outcomes therefore it is ideal for people from both operational and functional teams.

The workshop is relevant for:

- APRA regulated insurers
- Underwriting agencies including Lloyds Coverholders
- Insurance brokers
- Claim Managers and TPA's
- Claim Service Suppliers
- Insurance distributors.

Cost \$650 per person

LOCATION: LEVEL 2/11 YORK ST, SYDNEY NSW 2000 | 9 NOVEMBER 9-5PM

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