



Insurance Internal Audit Group

Venue:

Deloitte, 2 New Street Square,
London EC4A 3TR

Programme Outline

- 09:30 Registration
- 09:50 Welcome from iiag Chair
- 10:00 Managing the Risk - Binding Authorities
- 10:45 The Internal Auditing of Outsourced Arrangements
- 11:30 Coffee break
- 11:50 Financial Crime and practical compliance in a principles based, outcomes focused environment
- 12:30 Preparing for ARROW
- 13:00 Open Forum
- 13:15 Lunch

Speaker profile

Paul Jeffrey

is Kiln's Binding Authorities Manager who started his career with Hogg Robinson (now part of Aon) before joining Kiln in 2001 as the company's first full-time Binding Authorities Manager. He has a large network of contacts amassed over 20 years in the coverholder business. Paul is currently Chair of the Lloyd's Delegated Underwriting Managers Committee, which works with other bodies to maintain high levels of competency within the Lloyd's Binding Authority fraternity.

Mark Filby

has been Head of Internal Audit, Royal London Group since 2005. A Chartered Accountant, Mark's subsequent 14 year career in Internal Audit has also included spells in the manufacturing and retail sectors. Mark's approach to Internal Audit ensures his team are embedded within major projects giving them significant exposure to a range of commercial scenarios. Royal London Group has several outsourced arrangements.

Mark Rowe

is Amlin's newly-appointed Head of Group Compliance. He started his career with Nationwide Building Society before becoming hooked on compliance first at the Corporation of Lloyd's and then at the Securities & Investment Board (now the FSA). From there Mark joined the investment banking group, Guinness Mahon. He was Head of Compliance for Mercer (the Actuarial and Pensions Consulting arm of MMC Group) and then Head of Group Compliance at Benfield.

Cindy Chan

is a Partner at Deloitte and provides regulatory advice to the financial services sector. She has advised clients on regulatory investigations, governance, internal audit and compliance effectiveness reviews. She has also conducted a number of mock ARROW interviews for clients to help them prepare in advance of FSA visits. She has worked closely with clients to develop their risk based compliance methodologies and product governance assurance reviews.

iiag Programme 20 November 2009

❖ Managing the Risk - Binding Authorities

Paul Jeffrey, Binding Authorities Manager, Kiln Insurance Services

Binding Authority agreements between coverholders and insurance companies are an increasingly popular vehicle in the Lloyd's market. Sharing with us almost ten years of leading a world-class coverholder/Binding Authority operation, Paul will focus here on managing the risk of this third party operation. In particular, Paul will address these points:

- What are coverholders and what is a Binding Authority?
- How Binders are chosen – the due diligence process
- The scale of the Binder business (40% of Kiln's written business)
- Data gathering, monitoring and management of Binders
- The coverholder audit process
- Closing out a Binder.

❖ The Internal Auditing of Outsourced Arrangements

Mark Filby, Head of Internal Audit, Royal London Group

Mark's talk will cover four essential elements in relation to a firm's outsourced activities:

- Fair Outsourcing – Commercial Context and Key Risks
- Role of Internal Audit covering Outsourced Arrangements
- Devising and Implementing an IA Approach That Works
- Lessons from the Royal London Group Experience

❖ Financial Crime and practical compliance in a principles based, outcomes focused environment

Mark Rowe, Head of Group Compliance, Amlin plc

"Financial Crime" is an umbrella term that once perhaps just meant anti-money laundering but today covers a wide range of topics. Mark will pick some key themes from under what is now a golfing sized umbrella. Bring your passport, driving licence and a current utility bill for this session.

❖ Preparing for ARROW

Cindy Chan, Deloitte

Cindy will provide an update on the FSA ARROW II approach and how firms should go about preparing for a visit, reflecting on recent lessons learned.

IIAG Notice Board

Date for your diary... 26 February 2010

We asked you to consider topics for 2010. Your top 5 areas are:

1. Effective Solvency II implementation audits
2. Auditing governance
3. Data requirements in respect of Solvency II
4. Specialist skills – How do IA functions deal with shortfalls in knowledge?
5. How can risk focus be demonstrated in management decision making?

The September Open Forum agreed an IIAG benchmarking survey is overdue. We will aim to do this before the year end.

To post your ideas and topics for discussion at a future event, or want to hear from a particular speaker, let us know via the iiag website: www.iiag.org.uk

Any queries about the IIAG and its activities, contact any member of the IIAG Committee at contact@iiag.org.uk or visit our website.

Vicky Kubitscheck, Chair
Fraser White, Secretary
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