



# Insurance Internal Audit Group

## Venue

Deloitte, 2 New Street Square,  
London EC4A 3TR

## Programme Outline

9:30	Registration
09.50	Welcome from the iiag Chair
10:00	Whiplash – The pain in the neck of our industry
10:45	Claims fraud prevention and detection
11.30	Coffee
11.50	Cyber current trends and threat intelligence
12:30	ORSA update – iiag Good Practice Development Group
13:00	Consultation on Effective Internal Audit in financial services
13.20	Open Forum
13:30	Lunch

## Speaker profile

### Rob Cummings, ABI

Rob works in the General Insurance Directorate of the ABI and is responsible for motor insurance and compensation reform. This includes civil litigation reform, whiplash, credit hire and the ABI's work in Northern Ireland.

Rob joined the ABI in 2011 from the Confederation of British Industry (CBI) where he was a Senior Policy Adviser in the Business Environment Directorate working on energy policy. Prior to that, he worked in the Employment Policy Directorate for two years on employment policy with a particular focus on health and safety. He holds an MSc in Public Policy and Management from the London School of Economics and an MSc in European Policy and Business Management from Birkbeck University.

### Mihir Pandya, Fraud Manager, Allianz Insurance

Mihir joined Allianz as Fraud Manager in 2001, bringing with him an extensive fraud investigation and management background in a number of disciplines. Mihir is responsible for identifying and managing fraud risks across Allianz's Claims Division, as well as 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 a regular contributor to trade press articles.

### Andrew Johnson, Director, Security & Resilience, Deloitte LLP

Andrew has over 12 years of security consulting experience with Deloitte, specialising in the financial services sector and in particular, working with large UK and European insurers. As part of Deloitte's Cyber services, Andrew has been leading Cyber Threat Intelligence engagements. More broadly, Andrew is also currently supporting key clients with large security improvement programmes, addressing topical issues including Cyber, Security Operations, Data Leakage and Application Security.

### Nousheen Hussain, Senior Audit Manager, Brit Insurance

Nousheen joined the iiag Good Practice Development Group in 2012 and has been on the organising Committee since March 2013. She has been the Senior Internal Audit Manager at Brit Insurance since February 2012. She began her internal audit career at Deloitte where she qualified as a Chartered Internal Auditor and progressed to Internal Audit Manager. In 2008, she commenced her career in the insurance industry working for AIG Inc. In 2010, she took up as position as the Head of Internal Audit for Pembroke Managing Agency, a Lloyd's managing agent and part of the Ironshore group of companies, where she set up the internal audit function in London and subsequently in Dublin.

Nousheen has an (LLB) Hons degree in Law and is CMIIA qualified.

## iiag Programme Friday 7<sup>th</sup> June 2013

### ■ Whiplash – The pain in the neck of our industry Rob Cummings, ABI

With whiplash claims costing the insurance industry over £2 billion a year, in this session, Rob will look at why the UK has seen a large growth in whiplash claims in recent years, what action is being undertaken to tackle the problem, and what else could be done.

### ■ Claims fraud prevention and detection Mihir Pandya, Fraud Manager, Allianz Insurance

Fraud in the UK is a growing illegal business with fraudsters continuing to resort to innovation, targeting any perceived weaknesses in the system. This talk seeks to convey the extent to which fraud penetrates the insurance sector whilst providing awareness and up-to-date information on both Allianz and industry efforts to detect and prevent it.

### ■ Cyber – Current trends, threat intelligence and maturity Andrew Johnson, Director, Deloitte

Cyber risks continue to feature in headlines with high profile instances of cyber espionage and sabotage. Underneath the high profile instances is a large amount of cyber crime affecting UK plc. In this presentation, Andrew will share first hand experiences of the threats being faced by large insurers, provide an overview of the current cyber trends (types of attacks, targets of attacks and responses) and share real world examples of Cyber Threat Intelligence activities before outlining a maturity model for assessing cyber preparedness and concluding by walking through several case studies.

### ■ iiag Good Practice Development Group (GPDG) – ORSA Update – Nousheen Hussain, Brit Insurance

In this session, Nousheen will provide an update on the project deliverables from the GPDG ORSA sub group. This will include a presentation of high level risks and controls for consideration when audit functions seek to develop their own ORSA audit programmes and an update on the latest guidance available in the market on the ORSA.

### ■ Consultation on Effective Internal Audit in financial services Following the session at our March event, we bring you an update on the Consultation feedback and the latest position with the Chartered Institute of Internal Auditors (CIIA) UK Consultation on the Code of Practice for Financial Services Internal Audit ('the code').

## iiag NOTICE BOARD

### Further dates for your diary in 2013

Friday 13<sup>th</sup> September and Friday 6<sup>th</sup> December

Thank you all for continuing to send us your feedback and topics for future events. The iiag Committee is considering additional events in 2013 based on ideas we have received. Thank you for your support and we look forward to seeing you at our next event.

Any queries about the iiag and its activities contact any member of the iiag Committee at [Contact@iiag.org.uk](mailto:Contact@iiag.org.uk) or visit our website.

*Vicky Kubitscheck, Chair*

*Fraser White, Secretary*

*Adrian Herbert, Committee Member*

*Pauline McNulty, Committee Member*

*Graham Ayre, Financial Oversight*

*Neal Writer, Committee Member*

*Andrew Gascoyne, Committee Member*

## How to Register

### Online at:

[www.iiag.org.uk](http://www.iiag.org.uk)

Or : Email: [bookings@iiag.org.uk](mailto:bookings@iiag.org.uk)

Enquiries Email: [Contactus@iiag.org.uk](mailto:Contactus@iiag.org.uk)

**REGISTRATION MUST BE RECEIVED BY NO LATER THAN FRIDAY 31 MAY**



## Delegate Rates

**NB: We are waiving membership fees this period. Based on your payment method, fees per person are payable in advance, as follows:**

Please state your method of payment:

£ 75.00 if paid by direct transfer to: Insurance Internal Audit Group account at Barclays Bank  
Sort Code: 20-68-79      Account No: 20842028  
Reference: <Your company name> and re **June 2013** meeting

£ 80.00 if paid by cheque. Make your cheque payable to the **Insurance Internal Audit Group and bank it at your local branch, ensuring you add your name to the back of the cheque and the event being attended.**

I wish to register \_\_\_ delegate(s) for the IIAG Seminar

Contact Name

Company

Address

Postcode

Telephone

Email

	Name of Delegate(s)	Position	Email	Fee £
1.				
2.				
3.				

**I confirm my remittance for £ \_\_\_\_\_ (If paying by cheque, indicate when you banked the cheque). Payment must be received prior to the event to secure a booking.**

The IIAG is not a commercial organisation and attendees are required to make their payments at the time of booking to confirm catering orders and minimise administration. The venue may refuse entry to delegates arriving without prior booking or notification.

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_

Refunds of 80% will be made if written notice (including email) is received by the IIAG at least seven days before the event. Beyond that time no refunds are allowed but a nominee is always acceptable. We reserve the right to alter published programmes, speakers, fees or venues without prior notice. We also reserve the right to cancel programmes at our discretion in which case our liability shall be restricted to a refund of any fees paid to us.