



Insurance Internal Audit Group

Venue

Deloitte, 2 New Street Square,
London EC4A 3TR

Programme Outline

- 09:30 Registration, coffee and networking
- 09:50 A warm welcome back from the iiag Chair
- 10:00 The FCA's New Rules On General Insurance Pricing Practices
- 10:45 Demystifying neurodiversity, the 2022 hot topic
- 11:30 Coffee and networking
- 12:00 HR strategy and top risks; maximising IA value
- 12:45 Open Forum

Speaker profiles

Lisa Sturley –Head of Retail Insurance - FCA

Lisa has 30+ years of financial services experience gained in corporate trustee, custody, investment banking and regulation including roles at RBS and Credit Suisse. Lisa's responsibilities as a regulator, including with predecessor organisations, IMRO and FSA, have primarily been in supervision, covering investment management firms, deposit takers, life insurance firms and most recently general insurance firms/ general insurance intermediaries. Latterly, Lisa has led the Retail General Insurance Supervision Department during the implementation of the General Insurance Pricing Practice rules.

Laurel Herman –Founder, Architect & Chief

Ambassador - ASPIERATIONS & Paul Marshall, EY
Laurel Herman founded ASPIERATIONS in 2016 following her son's (then aged 30) diagnosis of Asperger Syndrome, which was her first connection to autism. Over time, having realised the significant challenges faced by many able, talented individuals with ASD in both their personal and working lives, she became determined to create a working solution. A realist with a can-do, will-do and does-do attitude, she tapped into her connections and experience from a long, successful career in business (including working with internal audit teams and presenting at CIIA conferences as CEO of Positive Presence). In 2016 ASPIERATIONS led the way, for the first time making business aware of the challenges around recruitment, employment and career progression this community faces and promoting the business case for organisations to make the necessary changes to mutual advantage.

Belle Singh – HR Director, NHBC & Kudzanai Mumbure, Associate Director, BDO

Belle is an experienced results orientated HR Leader within the Financial Services and Retail Sector. She has extensive partnering experience at a strategic level with demonstrable HR operational, acquisition/merger and transformational change projects management. Belle delivers business requirements through taking a collaborative and pragmatic approach when working with others and is a focused leader that drives results to support the strategic direction of the organisation whilst effectively benefiting the people agenda.

Any queries about the iiag and its activities please contact the iiag committee members via administrator@iiag.org.uk

- Fraser White, Chair
- Andrew Gascoyne, Secretary
- Andrew Keogan, Financial Oversight
- Graham Ayre, Committee Member
- Eleanor Beswick, Committee Member
- Sia Bush, Committee Member
- Lesley Farmer, Committee Member
- Adrian Herbert, Committee Member
- Luke Patterson, Committee Member
- Julie Woodward, Committee Member

Programme Friday 25 March 2022

The FCA's New Rules On General Insurance Pricing Practices Lisa Sturley, Head of Retail Insurance, FCA

In September 2020, the FCA published the Final Report from its general insurance pricing practices market study, MS18/1.3. The Report sets out the final findings on how the home and motor insurance markets are working and the remedies proposed to address the harm identified. The FCA's objective is to improve the way general insurance markets function, in particular by preventing firms from "price walking" customers (a pricing behaviour that the FCA considers anti-competitive) and ensuring that firms deliver fair value and increase transparency for customers renewing insurance products.

Lisa will provide an overview of the new rules and expected outcomes and how the FCA plans to review the effectiveness of its implementation. This will include insights and key themes along with the supervision approach. Lisa will also explore how the internal audit and risk management community can support successful operation of the requirements in their businesses and a reminder of the FCA's Principles of Business - Prin 11 / SUP15 - relating to notifications and early engagement.

Demystifying neurodiversity, the 2022 hot topic Laurel Herman, Founder, ASPIERATIONS & Paul Marshall, Senior Advisor, Internal Audit and Corporate Governance, EY

A regrettable number of very able and high performing adults with Autism Spectrum Difference (ASD) remain unemployed, so constituting a wasted talent that business should be taking advantage of. Many who have managed to retain employment are considerably underemployed and never reach their full potential. There are also a significant number within organisations who choose not to disclose, who meanwhile incessantly work to mask their (often) invisible difference, resulting in unnecessary anxiety and stress and sometimes unfortunate consequences, as others are not aware there is a legitimate reason for any 'unusual' behaviour or communication.

While there is now recognition that organisations need to be diverse, inclusive and equitable, business also needs innovation, creativity and brilliance to grow. Many typical ASD characteristics are hugely beneficial to business, and in particular internal audit - strong problem-solving skills, attention to detail, technical ability, capacity for rote memory, intense focus, logical and analytical thinking, reliability, loyalty, dedication and determination and can bring a competitive advantage. This session will explain more about neurodiversity whilst also dispelling the many myths and misinformation that abound. By raising awareness and understanding, and encouraging and demonstrating an accepting, respecting, accommodating and welcoming culture, organisations can get the best from employees with Autism Spectrum Difference.

HR strategy and top risks; how to maximise internal audit value Belle Singh, HR Director, NHBC & Kudzanai Mumbure, Associate Director, BDO

Belle will give an HR Director's view on the wider market conditions and top risks currently impacting HR strategy (for example, staff recruitment, retention, remuneration, talent management, training and development) resulting from new work models and her expectations of where IA can support and help.

This will be followed by an experienced internal audit practitioner's perspective on how internal audit can review and challenge this area including hints and tips on how to maximise internal audit value.

Dates for your diary in 2022:

Quarterly Seminars

- 24 June and 9 December

25th Anniversary Celebration

- Wednesday 5 October

Thank you all for your continued support and feedback – a short questionnaire will be circulated to all attendees post event. Please take a few minutes to complete and return it to us as your comments and opinions help to plan and determine future events.