



Insurance Internal Audit Group

Venue

Deloitte, 2 New Street Square,
London EC4A 3TR

Programme Outline

09:30	Registration
09:50	Welcome from the iiag Chair
10:00	Claims – Floods, Sweat and Cheers
10:45	Cyber Security – Are you doing enough?
11:30	Coffee
12:00	FRC's Corporate Governance Code
12:45	GPDG Update
12:55	Open Forum
13:00	Lunch

Speaker profiles

Chris Netherton, National Flood School / Fitzgerald Consulting

Chris has over 20 years of experience in project management and fulfillment in the disaster mitigation phase of property damage, including emergency property drying, mould remediation, smoke removal and odour control. Specialising in wet peril training, technical and forensic advice, disaster restoration supply chain management, dispute resolution, audits and best practise reviews, troubleshooting and 'surge' management.

His achievements include: Project manager and technical author of British Standards Institute Publicly Available Specification 64 'Mitigation and recovery of water damaged buildings Code of practice'; "Bespoke technical training to UK and European Insurers and supply-chain managers in water and fire damage mitigation measures. In October 2012 he was appointed Honorary Board Member of the IICRC (www.iicrc.org) (Washington USA).

David Horn, EMEA Technology Audit Manager, Bank of New York Mellon

David has spent almost 20 years in technology audit and joined the Bank of New York Mellon leading the EMEA Technology Audit team in March 2014, having spent the previous 8 years working for Europe's largest Central Counterparty Clearing House, LCH Clearnet. He is responsible for the planning and delivery of the technology element of Integrated audits as well as infrastructure audits within the region and works closely with counterparts in the Americas and APAC regions. David began his career as an accountant before moving into internal audit, becoming a Certified Information Security Auditor (CISA) in 2005 and obtaining an MBA from Cranfield University.

David Styles, Director of Corporate Governance, Financial Reporting Council

David Styles joined the FRC as Director of Corporate Governance in May 2014, having been in the Department for Business Innovation and Skills (BIS and predecessors) for nearly thirty years. During his career in BIS he held a number of posts dealing directly with a variety of businesses and industry sectors, spending ten years as Assistant Director in the Corporate Law and Governance Directorate with responsibility for policy on directors' remuneration, shareholders' rights and corporate governance, including European and international negotiations on these issues.

iiag Programme Friday 13 March 2015

■ Claims – Floods, Sweat and Cheers Chris Netherton, Managing Director, National Flood School and in association with Fitzgerald Consulting

'Wet' claims including storm, flood and escape of water make up a very large element of a property insurer's claims spend. These are generally handled by a mixture of in-house claims staff, external loss adjusters and damage restoration specialists.

Work recently undertaken 'in the field', by a mixed expert adjuster and damage restoration team, based on a detailed audit of claims files for an insurer, proved significant leakage.

Insurers can improve their profitability – and client satisfaction levels – by getting this process right.

Chris' talk will offer insights and working examples in this area of claims and will provide recommendations on how to seize this opportunity.

■ Cyber Security – Are you doing enough? David Horn, EMEA Technology Audit Manager, Bank of New York Mellon

With increasing regulatory and public scrutiny on Cyber Security, David shares his views and thoughts from an auditor's perspective, outlining the challenges being faced within the Bank of New York Mellon and the different approaches being adopted to tackle the issues. The session will raise awareness, provide insight into how another financial services business sector is addressing the subject, and stimulate your thinking on whether your organisation is doing enough to address the risk.

The session will cover:

- The Cyber Security Landscape
- Addressing Cyber Security across the three lines of defence
- Where next.....

■ FRC's Corporate Governance Code David Styles, Director of Corporate Governance, FRC

David will discuss the recent changes to the FRC's UK Corporate Governance Code, particularly as they relate to "going concern" and longer term viability, taking into account the risks facing companies. He will also give an overview of the FRC's recent "Developments in Corporate Governance and Stewardship" Report and what this means for the governance work of the FRC in 2015.

iiag NOTICE BOARD

Dates for your diary in 2015

Meetings in 2015 will take place on 5 June, 11 September and 4 December.

Thank you all for your continuing support and for sending meeting feedback and topic suggestions for future events. We look forward to seeing you at our next seminar in June.

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

Vicky Kubitscheck, Chair
Fraser White, Secretary

Graham Ayre, Financial Oversight
Neal Writer, Committee Member

Adrian Herbert, Committee Member
Pauline McNulty, Committee Member

Andrew Gascoyne, Committee Member



How to Register

Email: administrator@iiag.org.uk

Enquiries email: administrator@iiag.org.uk

REGISTRATION MUST BE RECEIVED BY NO LATER THAN FRIDAY 6 March 2015

Delegate Rates

**NB: We are waiving membership fees this period.
Fees per person are payable in advance, as follows:**

Please state your method of payment:

- £ 75.00 if paid by BACS to: Insurance Internal Audit Group account at Barclays Bank

Sort Code: 20-68-79 **Account No:** 20842028

All payments must be made against a booking reference number which will be provided by the Administrator when confirming the booking. An invoice will be provided for all reservations.

- £ 80.00 if paid by cheque.

Cheques should be made payable to the **Insurance Internal Audit Group and sent to:
iiag Administrator, 1 Glebe Road, Burton Latimer, Northants NN15 5QU**

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 £ _____

All payments must be received prior to the event to secure the 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 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.