

Time	Activity		Presenter
09.30 - 10.00	Registration, tea/coffee, take your seat		Gina Ellis & Kay Rydings
10.00 - 10.05	Welcome & opening address		Dave Anderson
10.05 - 10.55	CII-Accredited Session 1 Regulation Roundup - Expectations of a Smarter Regulator		Helen Dean, & Dave Anderson
10.55 - 11.05	Comfort break		
11.05 - 11.55	CII-Accredited Session 2 FCA Insurance Priorities -		John King
11.55 - 12.40	Lunch/networking		
12.40 - 13.30	Optional breakout sessions (CII -Accredited)		
	Optional session 1	Managing Third-Party and technology risk (AI, RegTech, outsourcing)	Robin Knowles
	Optional session 2	Claims handling; Good and poor practice	Lucinda Roberts
	Optional session 3	Staying Ahead of Financial Crime	Jenny Hemmings
13.30 - 13.40	Comfort break / Change session		
13.40 - 14.30	Optional breakout sessions (CII -Accredited)		
	Optional session 1	Managing Third-Party and technology risk (AI, RegTech, outsourcing)	Robin Knowles
	Optional session 2	Claims handling: Good and poor practice	Lucinda Roberts
	Optional session 3	Staying Ahead of Financial Crime	Jenny Hemmings
14.30 - 14.50	Comfort break		
14.50 - 15.50	CII-Accredited Session 3 Keynote Session Leadership, mindset and pushing beyond your limits		Sean Conway
15.50 - 16.00	Closing address		Gina Ellis
16:00 – 17:00	Optional farewell drinks and networking		

CII-Accredited Session 1

Regulation Roundup - Expectations of a Smarter Regulator

By the end of this session, delegates will be able to:

- *explain the FCA's interim views on the pure protection insurance market;*
- *describe the impact of the premium finance market study final report;*
- *evaluate the FCA's recent publication on consumer understanding; and*
- *identify actions in relation to non-financial misconduct and Appointed Representatives.*

CII-Accredited Session 2

FCA Insurance Priorities

By the end of this session, delegates will be able to:

- *describe the key FCA priorities for the insurance sector;*
- *explain how the insurance priorities support the FCA strategy;*
- *identify how these priorities may lead to FCA supervisory and enforcement intervention; and*
- *describe how such interventions might be applied.*

CII-Accredited Session 3 Keynote Session

Leadership, mindset and pushing beyond your limits - Sean Conway

By the end of this keynote, you will be able to:

- *identify practical techniques for sustaining performance under pressure;*
- *describe behaviours that support effective leadership;*
- *apply endurance-based mindset principles to workplace challenges.*

Optional breakout sessions (CII -Accredited)

Managing Third-Party and technology risk (AI, RegTech, outsourcing)

By the end of this session, delegates will be able to:

- *explain why Third-Party and Technology risks are now a core regulatory issue;*
- *identify and describe the operational risks introduced by AI, RegTech, and outsourcing;*
- *summarise FCA expectations of firms when relying on third parties.*

Claims handling; Good and poor practice

By the end of this session, delegates will be able to:

- *recognise how regulatory expectations and technological change amplify the value of human skills;*
- *evaluate how human skills shape customer outcomes and organisational resilience;*
- *identify L&D strategies that develop judgement, empathy, and ethical decision-making.*

Staying Ahead of Financial Crime

By the end of this session, delegates will be able to:

- *identify key financial crime risks and emerging threats relevant to the insurance sector;*
- *describe and explain the current regulatory expectations of firms;*
- *apply appropriate prevention and response measures in practice.*