

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

## **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.*