

CII-Accredited Webinar 1**Managing Third-Party & 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*

CII-Accredited Webinar 2**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*

CII-Accredited Webinar 3**Claims Handling: Good & Poor Practice**

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

- *Recognise how regulatory expectations & 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*

CII-Accredited Webinar 4**Regulation Roundup**

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*
- *Identify actions in relation to non-financial misconduct and Appointed Representatives*