



ICMIF Biennial Conference

Cape Town, South Africa: November 6–8, 2013

Business & Social information



Conference programme

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General information

Welcome from Conference hosts PPS



Cape Town is one of the most gorgeous cities in the world, dominated by the 1086 metre high Table Mountain which is surrounded by walking trails, winelands and beaches.

It is not only the most popular tourist destination in South Africa, but Africa as a whole! And it is giving many other famous gastronomic capitals a run for their money. PPS is delighted to welcome you to the ICMIF Biennial Conference in Cape Town, South Africa from 6–8 November 2013. It's an exciting time for PPS as we continue to grow and adapt in our rich history of 72 years of looking after the needs of the graduate professional, which has made PPS the success it is today.

In South Africa, the mutual business model of PPS, which offers ownership to members and the sharing of profits, is currently unique in the insurance sector of our country. International trends about the growth of the market share of mutuals in the insurance field have not been followed here – and maybe for the wrong reasons. Perhaps mutuality has not received sufficient attention as a governance model in South Africa – and perhaps it should, as it does tie in better with the spirit of "Ubuntu" (this is a Southern African ethic or humanist philosophy focusing on people's allegiances and relations with each other). The success of PPS is in large due to the faith and goodwill of its many members and bears undoubted testimony to what the professionals who are members of PPS can achieve if they work together.

Over the course of the Conference the programme will include: a global economic outlook – managing key challenges; a blueprint for the future of cooperatives/mutuals; values-based organizations for customer value; growth strategies for cooperatives/mutuals; and responding to external challenges through partnerships.

We would like you to combine business and pleasure during your time in Cape Town, and we can assure you of a pleasant stay in the city and its surroundings. While exploring our city's streets and being introduced to our people, you will immediately fall in love with its natural beauty, freedom and spirit. The "Mother City" (as Cape Town is also known locally) is located on the northern end of the Cape Peninsula, which is made up of more than 70 mountains, and is bounded by the Atlantic Ocean to the west and the Indian Ocean to the east. Cape Town is well known for its notable selection of landmarks and historical sites such as the Castle of Good Hope, Cape Point, Robben Island and Groot Constantia. November is an excellent time to visit; we have great weather at this time of the year!

So it is my pleasure to welcome you to the ICMIF Conference 2013, which I know will present you with a unique opportunity to network with your peers from around the world, and also to experience some of the unique attractions that this part of Africa has to offer. PPS is proud to be hosting the first ICMIF conference in Africa - maybe you will also see what "Ubuntu" means in practice!

Mike Jackson
Chief Executive Officer (PPS)

Welcome from ICMIF



Creating the right culture for an organization to go from good to great has to come from the leadership of that organization.

The ICMIF membership is full of great, inspirational leaders but these leaders need to renew their energy and also find new ideas from somewhere. We were very successful at creating an environment with the necessary vibrancy and 'can-do' atmosphere for this to happen during the last ICMIF Biennial Conference in Manchester, 2011.

We learnt from members that after they returned to their organizations over 87% of delegates shared at least one of the conference presentations with their senior management team or Board, resulting in 61% of member organisations changing their strategy due to what they had seen. Quite remarkable statistics from a conference, but ones which explain why our members keep coming back time and time again to our Biennial CEO and Leaders Conference. Results like this happen because of the meticulous planning that goes into an ICMIF Conference: from the logistics to the agenda, everything is focused on making the event the best possible business experience and best value for our delegates.

In Cape Town, we intend to raise the bar once again. The theme of the last conference was 'It's Our Time...'; a phrase that has been extensively used in communications across the whole cooperative business world. For 2013, our conference theme is 'Lead... Innovate...Influence'.

This is your time as mutual/cooperative insurance leaders to network with your peers; gain new insights and strategies; hear about business innovations and learn about ways to influence key stakeholders.

ICMIF is a best practice organization; continually striving to be the best and to drive our businesses and our sector forward. This is the Conference where you will be inspired to continue being the best leaders in the insurance sector.

The agenda and speakers we have planned are outstanding; the topics timely and relevant; and the venue and location exceptional. It is the first time the ICMIF Biennial Conference has been held in Africa and we have our hosts PPS to thank for that. Mike Jackson and his excellent team have been working closely with us to ensure your African experience will be a memorable one; from a personal, social and business viewpoint.

Shaun Tarbuck
Chief Executive (ICMIF)

ICMIFtv

The ICMIF Communications Team will be delivering a daily video programme dedicated to Conference news and information, commentary from speakers, moderators and chairs and opinion from Conference delegates.

As well as being broadcast to your room the ICMIFtv daily programme will be available via the ICMIF web site and YouTube: www.youtube.com/user/ICMIFtv.

For your colleagues back in the office, we will also be live streaming the conference via the web site and the ICMIF conference web site. You can also tweet about the conference using [#ICMIFConf2013](https://twitter.com/ICMIFConf2013) or follow [@ICMIF_Web](https://twitter.com/ICMIF_Web).

Conference Day One

Wednesday, November 6, 2013. Moderator: Shaun Tarbuck, ICMIF
 “Leadership: Global perspectives for cooperatives and mutuals”

TIME	SESSION DETAILS	PAGE
08:45–10:30	SESSION ONE: OPENING CEREMONY AND KEYNOTE SPEECHES	
	Host’s message Mike Jackson, PPS (South Africa)	5
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	The power of sport and lessons in leadership Francois Pienaar, Advent Sport Entertainment & Media Pty Ltd (South Africa)	6
	Waterworld Michael Power, Investec Asset Management (South Africa)	7
10:30–11:00	COFFEE	
11:00–12:30	SESSION TWO: LEADERSHIP: MANAGING KEY MARKET CHALLENGES	
	Chaired by Nigel Waite, Nigel Waite Consulting (UK)	8
	Key findings from a series of interviews with ICMIF members’ CEOs Shaun Tarbuck, ICMIF	8
	Panel of ICMIF member executives	
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	Dr Rafael Moliterno Neto, Unimed (Brazil)	9
	Denis Berthiaume, Desjardins Financial Security (Canada)	10
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	Dean Graham, PartnerRe (Switzerland)	11
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13:30–15:00	SESSION THREE: TOPICAL BREAKOUT SESSIONS	
	PartnerRe: Turning capital needs into capital opportunities Dean Graham, PartnerRe (Switzerland)	12
	Christophe Renia, PartnerRe (Switzerland)	12
	Investec Asset Management: Frontier investing— the leading opportunities in markets which represent new horizons Kemal Ahmed, Investec Asset Management (South Africa)	13
	The UNEP FI Principles for Sustainable Insurance Initiative: Sustainability in insurance: maximising business value for you and your members Butch Bacani, The UNEP FI Principles for Sustainable Insurance Initiative	14
	Kathy Bardswick, The Co-operators (Canada)	14
15:00–15:30	COFFEE	
15:30–17:00	SESSION FOUR: HOW ICMIF MEMBERS CAN LEAD IN THE COOPERATIVE DECADE	
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	Presenting the Blueprint for a Cooperative Decade , one year on after its launch Dame Pauline Green, ICA	16
	ICMIF’s contribution to the fulfilment of the Blueprint Shaun Tarbuck, ICMIF	17
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	Kathy Bardswick, The Co-operators (Canada)	17
	Yoshinori Yokoi, Zenkyoren (Japan)	18
	Nelson Kuria, CIC Insurance Group (Kenya)	18
	Anders Sundström, Incoming ICMIF Chair (Sweden)	19
	plus Dame Pauline Green	

Conference Day Two

Thursday, November 7, 2013. Moderator: Faye Lageu, ICMIF
“Cooperatives and mutuals building for the future”

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	The global mutual Geoff Parkinson, Sunderland Marine (UK)	22
	Cooperating together beyond borders Alberto Grimaldi, La Segunda (Argentina) and Carlos Ben�tez, Aseguradora Taja (Paraguay)	22/23
	Extending the outreach of an affinity-based cooperative Brad Hewitt, Thrivent Financial (USA)	23
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11:00–12:30	SESSION TWO: RESPONDING TO EXTERNAL CHALLENGES THROUGH PARTNERSHIPS	
	Chaired by Hilde Vernaillen, P&V Group (Belgium)	24
	Harmonie Mutuelles: a new way of starting up to support solidarity Luc Roger, Harmonie Mutuelles (France)	25
	Alliances to build Pablo Mongelos Garc�a, Seguros Lagun Aro (Spain)	25
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	A.M. Best: Benchmarking the mutual insurance sector around the globe: performance, solvency, ERM and more Nick Charteris-Black, A.M. Best (UK)	26
	Clyde & Co: Legal structures for cooperation between insurers —specific benefits and issues for mutual and cooperative insurers Peter Hodgins, Clyde & Co (United Arab Emirates) Andy Tromans, Clyde & Co (UK)	27
	Willis Re: Enhancing member services and risk management through data visualisations Robin Swindell, Willis Re (UK) Juan England PhD, Willis Re Analytics (UK)	28
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	Chaired by Nigel Waite, Nigel Waite Consulting (UK)	29
	Dispute resolution and consumer recourse: Part of service excellence Jennifer Preiss, Ombudsman for Long-term Insurance (South Africa)	29
	Service excellence – re-loaded Tan Suee Chieh, NTUC Enterprise (Singapore)	30
	Putting member relations at the heart of MAIF’s strategy Roger Belot, MAIF (France)	30

Conference Day Three

Friday, November 8, 2013. Moderator: Liz Green, ICMIF
 “Influence: Creating an environment for future successes”

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	Market conduct regulation in a sophisticated emerging market Leanne Jackson, Financial Services Board (FSB) (South Africa)	34
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	Georgina Díaz Sánchez, Sociedad de Seguros de Vida del Magisterio Nacional - SSVMN (Costa Rica)	34
	Marcel Kahn, ROAM (France)	35
	Dawood Taylor, Prudential Corporation Asia (Saudi Arabia)	35
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	<i>plus</i> Leanne Jackson	
	A call to action for ICMIF members to contribute to the development of favourable regulatory/legal environments for our sector Catherine Hock, ICMIF	36
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	Introductory remarks Sabbir Patel, ICMIF	
	Exploring new frontiers: the potential of microinsurance investments Jeremy Leach, Bankable Frontier Associates (South Africa)	38
	Opportunities and challenges for the development of cooperative insurance in Guatemala Boris Quiroa Pinto, COLUMNNA (Guatemala)	38
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	The future strategy of ICMIF Shaun Tarbuck, ICMIF	39
	How to boost our sector's reputation: Key insights from ICMIF's unique global research Liz Green, ICMIF	40
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