

Treating Your Insurance Customer Fairly

AN EXECUTIVE SEMINAR FOR THE INSURANCE AND MORTGAGE INDUSTRIES

Free CPD Event

Dublin - Wednesday, 9th July 2008 - William Jefferson Clinton Auditorium,

UCD - 9.00am - 12.30pm

This is a "must attend" event for any senior decision-maker or executive involved in the implementation of the Consumer Protection Code within your organisation.

Content & Speakers

Consumer Protection Code - 2 Years On Issues, Findings and the Future

BERNARD SHERIDAN

FINANCIAL REGULATOR

Claims Issues and Trends

FINANCIAL SERVICES OMBUDSMAN'S BUREAU

Dealing with problems - What happens when it goes wrong?

EVELYN HANRAHAN

FINANCIAL SERVICES COMPLIANCE & TRAINING LTD

Speaker Panel Discussion

ALAN MCGILTON

GROUP HEAD OF DEVELOPMENT, OSG

Gain 2 hours CPD accreditation from the Insurance Institute of Ireland*

Who Should Attend?

While there are events organised about compliance, none of them have brought the main parties to the platform on the same day. As well as providing an ideal networking opportunity, this seminar will provide an executive overview and also focus on practical implementation of the code to the following:

- Managing Directors
- Product and Marketing Managers
- Directors of Risk
- Solicitors
- Compliance Managers
- Operations Managers
- Broker Principals
- Customer Relationship Managers
- Finance Directors
- Industry Consultants

Registration Details

Registration for this event is FREE but pre-registration is required. Please contact Andrew Martin, Event Management International to guarantee a place.

e-mail: andrew.martin@eventmanagementinternational.ie
phone: +353 1 775 9403 (direct line) | fax: +353 1 775 9409

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*2 hours formal CPD applies for CIP diploma holders and CPD members (Insurance Institute of Ireland)

2 hours formal CPD applies for LCOI diploma holders

ACI/FCCI: This event can be used as part of your Chartered Insurance Institute (CII) CPD scheme requirement should you consider the content relevant to your development needs