

# PROGRAMME

## INSURANCE CONDUCT OF BUSINESS SEMINAR

**Pretoria:** CSIR International Convention Centre, Brummeria  
**Date:** 24 November 2017

**Cape Town:** Old Mutual, West Campus Presentation Room, Mutual Park  
**Date:** 28 November 2017



**FINANCIAL  
SERVICES  
BOARD**

<b>8:00 – 8:45 REGISTRATION &amp; MORNING TEA</b>		
08:45 – 09:00	Welcome and Introduction	Caroline Da Silva
09:00 – 09:30	Update on Twin Peaks	Caroline Da Silva
09:30 – 10:00	Overview of recent and pending conduct of business regulatory reforms	Jo-Ann Ferreira
10:00 – 10:40	Tranche 1 regulatory reforms: 2017 amendments to the Insurance Regulations and PPR's	Lezanne Botha
10:40 – 11:15	Tranche 2 regulatory reforms: 2018 amendments to the Insurance Regulations and PPR, alignment to the Insurance Bill and microinsurance product standards	Eugene du Toit
<b>11:15 – 11:30 MID-MORNING TEA</b>		
11:30 – 12:15	Update on the Retail Distribution Review (RDR)	Leanne Jackson
12:15 – 12:45	Trends and challenges in Assistance and Funeral business from a supervisory perspective	Jacky Huma
12:45 – 13:15	Enforcement update	Makgompi Raphasha
<b>13:15 – 14:00 LUNCH</b>		
14:00 – 14:15	General Conduct of Business Supervisory Update	Farzana Badat
14:15 – 14:45	Conduct of Business Supervision: Key supervisory focus areas and industry trends	Vanasa Padayachee
14:45 – 15:15	Conduct of Business Supervision: Overview of Claims Thematic Review	Marrelie Victor
15:15 – 15:45	Conduct of Business Supervision: Conduct of Business Return (CBRs)	Tiffany van Tonder
15:45 – 15:55	Wrap-up and Closing	Caroline da Silva