



15th & 16th June 2023

Woodlands Park Hotel, Woodlands Lane, Stoke D'Abernon, Cobham, Surrey KT11 3QB

Tea/Coffee 17:00

THURSDAY

Meeting Starts 17:30



Kelly Ostler-Coyle

Head of Communications and Stakeholder Engagement
Flood Re

Kelly represents our sponsor, Flood Re on TWIN'S Advisory Board, and she has kindly agreed to Chair this meeting.
Kelly is Head of Communications at Flood Re, previously she worked in Comms and Public Affairs at the Association of British Insurers. Kelly also has extensive experience working in government both in Whitehall and in Parliament for Rt Hon Jeremy Hunt MP.
She is an award winning communications, public affairs and campaigns professional with a background in financial services. Experienced in developing and delivering strategic integrated public relations, policy and public affairs initiatives and delivering tactical campaigns that support the corporate priorities.

17.40 - 19.00



Emma Hughes

Editor
Insurance Post

"Why insurance should be recession proof"

Emma began her career in financial journalism in 2003 as pensions reporter on the Financial Times's weekly Financial Adviser newspaper. Between 2003 and 2019 she edited several of the FT's award-winning titles for intermediaries, including Financial Adviser, Mortgage Adviser and FTAdviser. As well as winning multiple awards over the course of her career for breaking exclusive news as well as in-depth reports, she has spoken at the Conservative party conference and appeared on BBC radio programmes talking about personal finance.
In 2019 she joined the Chartered Insurance Institute as communications director and was responsible for the production of its publication for insurance professionals The Journal and CII Radio podcasts. She joined Insurance Post as the 183-year-old publication's 21st Editor in November 2022.

Drinks at the Bar 19:00

Dinner 19:30

After Dinner



Catherine Drummond

Partner and Insurance Consulting
People Leader
Lane Clark & Peacock

"My Story"

Cat has over 15 years of consulting experience and works with a wide range of insurers, including large personal lines insurers, commercial insurers and Lloyd's syndicates. She is a Solvency II expert and has performed numerous independent reviews of internal model validation, risk and governance frameworks, standard formula calculations and technical provisions.
Cat is the Chair of the IFoA's GI Life Long Learning Committee, Deputy Chair of the IFoA's General Insurance Board and a member of the IFoA's 400 club. She has also previously been a member of the Solvency II Practical Review working party.
Author of LCP's annual review on the SFCRs of 100 non-life insurers across the UK and Ireland, Cat has presented widely on this subject, including at EIOPA's industry conference in Frankfurt.
A founding member of LCP's LGBT+ network which leads initiatives and provides support to ensure an accepting environment for LGBT+ individuals to thrive and prosper. She is also on the Senior Advisory Board for Link - the insurance industry's LGBTQ+ network.

Tea/Coffee 08:15

FRIDAY

Meeting Starts 08:30

08.35 - 09.40



Anandi Shah

Consulting
Actuary



Ian Penfold

Consulting
Actuary

Milliman

"Here's Why We're In Deep Water"

Europe is warming faster than the rest of the world, resulting in severe economic consequences. Anandi Shah and Ian Penfold will be talking to us about Milliman's annual Extreme Weather report. The report highlights the specific toll on the insurance industry, which faced a record number of claims and higher repair costs amid rising inflation.
Ian and Anandi are Consulting Actuaries at Milliman within the P&C team.
Ian has experience in reserving and risk management. He is also a member of the IFoA Climate Change for Reserving Working Party and the Milliman internal Climate Change Working Group.
Anandi has significant experience of Lloyd's and London Market insurance reserving and of broader elements of actuarial work.



Alexandra Anderson
Partner
RPC

“The Building Safety Act – Addressing Safety in the UK Construction Industry”

The Grenfell tragedy in 2017 brought into sharp focus issues with the quality of residential properties built in the UK, particularly with fire safety. As thousands of homes have needed remediation, so thousands of homeowners have found themselves trapped in properties they can no longer afford and also cannot sell. Alexandra Anderson will be talking about the UK Government's response to this crisis, the Building Safety Act 2022, discussing the new regime for the construction of high risk residential buildings and who will now pay to remediate properties built in the past.

Alexandra is an insurance lawyer with a wealth of experience in defending claims against construction professionals and surveyors. She also sits as a Deputy District Judge. Representing our sponsors RPC, Alexandra has a seat on TWIN's Advisory Board and will be well known to most members, as she has been attending TWIN meetings since 2009, has chaired two of TWIN's residential meetings and has been the moderator of five of our online sessions. She is also chair of RPC's 'Female Insurance Group'.

Tea/Coffee Break



Dr Vina Theodorakopoulou
Supervisory Board Member &
Individual Members Lead
GAIN

“Workplace success by osmosis: Know Your Employee [KYE]”

GAIN (Group for Autism, Insurance, Investment and Neurodiversity) is an organisation designed to explore the opportunities and benefits from employing a neurodiverse workforce within the Insurance, Investment and related Financial Services Industry. GAIN is committed to championing neurodiversity through an industry-wide initiative seeking to positively impact lives and improve workplaces for the benefit of all. Vina will be telling us more about this.

Vina is an insurance and financial services advocate and educator passionate for our industry to become truly inclusive and responsive to the changing landscape. She has 20+ years of cross-industry experience and a background in Life Sciences and Economics.

Vina has worked in Brand Consulting, Risk Management, Corporate Insurance, Market Management, Strategy and Higher Education. Wide network of global corporates, start-ups, intermediaries and corporate culture visionaries.



Samantha Ridgewell
Managing Director
Empowering Development

“Imposter Syndrome”

Samantha Ridgewell is regarded as the insurance industry Talent Trailblazer for the impact she has, helping those in the market achieve their career goals and putting insurance careers on the radar of thousands of young people. Her insurance career began in HR at Liberty Specialty Markets, after completing her ACII she specialised in Learning and Development and went on to qualify as a career coach. Samantha identified a need for training tailored to the market that was experiential and embraced modern learning techniques which led her to launch Empower Development. Since then, Samantha has gone on to have a tremendous impact on the insurance market, as thought leader, speaker and insurance TikToker, she was recognised as the Women in Insurance Trailblazer in 2021.

Meeting Ends 13:30

Lunch 13:35

Depart



Patricia McSherry
Owner
The Net-Work Meetings Limited

I'm sure you'll agree that this agenda has something for everyone. An extremely interesting mix of subjects with excellent speakers. A meeting certainly not to miss.
To secure your place/s, please complete and return your booking form as soon as you can.
A very special thanks to TWIN's Advisory Board for helping to put the agenda for this meeting together and to Kelly for agreeing to Chair it.
I look forward to seeing you in person at the Woodlands Park Hotel.

Kind regards,

Patricia

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