

ZOOM MEETING

Thursday, 29th September 2022

5:00 pm – 6:30 pm



Welcome to the agenda for TWIN's next online meeting.

In 2018, the Citizens Advice Bureau (CAB) brought a complaint to the Competition and Markets Authority (CMA) around excessive pricing for customers who didn't shop around – although this covered other industries including mortgages, broadband and mobile phones – General Insurance was also called out. In May 2021 the FCA published its rules that it expected General Insurers to implement (GIPP)– and they did, with the market changing from January 2022. September is also a key month for this topic as firms in the GI market also faces the deadline for their assessments of 'Fair Value' at the end of the month.

In what promises to be an informative and well-timed session, we'll be looking at how the GI market responded to the new rules which were biggest disruptor to the marketplace in a very long time. What happened to prices? What's going to happen next? And what about fair value, how's that going and what can we learn already?

We look forward to seeing you on the 29th. Please register ASAP to guarantee your place.

“Fair and Square”

How the General Insurance market is responding to pricing remediation and fair value



Sam Dansey
Head of Home Underwriting
LV= Broker



Karen Houseago
Head of Insurance
Consumer Intelligence



Claire Carpenter
Director
CLC Compliance Services

Sam joined LV= Broker as Head of Home Underwriting in June 2022 after a career centred around personal lines and home insurance for almost two decades. He previously headed the Operations and Market Relations functions for Flood Re and was a key member of the team bringing about build back better and has experience in working for a broker and specialist outsourcer taking care of all parts in a general insurance policy's lifecycle. Sam is also a member of TWIN's Advisory Board and will be moderating this session.

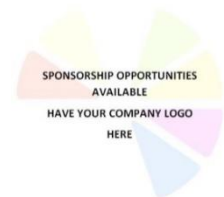
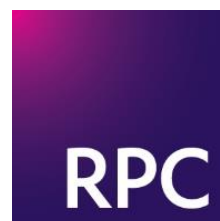
Karen joined Consumer Intelligence in June 2021 and brings with her 20 years' experience of general insurance and expertise in the commercial management and development of the aggregator channel. She specialises in relationship and account management, business development, strategy development and delivery, and holds an MSc in Digital Marketing Communications. Karen contributes substantial insurance subject matter expertise to the already deeply knowledgeable Consumer Intelligence team.

Claire Carpenter is a Compliance, Conduct and Risk specialist with over 10 years of industry experience across a variety of sectors including, General Insurance, Life, Investments (wholesale and retail) and the Lloyd's Market. Her skillset covers all the key components required by a compliance function; advice, risk assessment/monitoring, training and reporting/presenting.

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enquiries@the-net-work-meetings.com

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