

Tomorrow's Claims: 2010 and Beyond

Thursday 7th October 2010

The FSA Arrow visits include a request for the training history and ongoing CPD plans for staff and the ARC academy gives everyone a cost effective answer to the need for good, practical training. ARC Academy is accredited by the CII to raise the bar on the quality of the courses it offers, courses that the FSA and FSCS attend themselves. Academy courses fit into the CII syllabus at all exam level, for detail see the programme below.

09.00 Registration and networking

09.30 Welcome Address – Julian Miller, ARC Academy Chairman

The following programme includes elements of the CII exams 'Claims Management (Non Life)', 'Commercial Insurance Contract Wording', 'Insurance Law' and 'Insurance Practice and Regulation'.

09.45 Claims Performance – a Lloyd's Perspective – Kent Chaplin, Lloyd's

How claims should be managed in the market and background to the 2010 market pilot of the Lloyd's Claims Transformation Project - Does this provide an opportunity for service providers?

In the 'Claims Management' exam section 1.2 of the syllabus, candidates are required to discuss the impact of legislation and FSA regulation on the claims environment. NB the 'Claims Management' exam is based on a direct claims perspective, but legislation and best claims practices still apply to reinsurance claims.

10.15 Today's Wordings, Tomorrow's Run-off Issues – Phillipa Rowe, Phillipa Ross & Co

In the current softening market, this talk will give an insight into some of the issues that are being debated in today's wordings, which could become problematic in the future. For example, the commercial pressure to broaden terms.

The 'Commercial Insurance Contract wording' exam includes the following topics:

- Common problems arising from contract wordings - refer to syllabus section 1.3.
- The aim of achieving greater contract clarity and certainty – 1.4.
- The rules of construction and interpretation of contracts – 2.3.
- Consistency of language used / definitions – 4.7.

10.45 Meet the speakers over coffee

11.05 Current Claims Issues; A Series of Presentations from:

Current large claims and how best to manage them – Pirvin Sivanathan, Tawa plc

Claims against professionals arising out of the recession – Sarah Clover, Barlow Lyde & Gilbert LLP

How claims will have to be managed in the future – implications of the Jackson review and other developments – Phillipa Rowe, Phillipa Ross & Co

12.15 Where can we expect Run-Off to come from?

Kevin Gill, Ernst & Young LLP, Paul Corver, Randall & Quilter
Investment Holdings plc

Venue: Beaufort House,

15 St Botolph Street, London EC3A 7NJ

The Association of Run-off Companies Ltd is the UK market body for insurance and reinsurance legacy management professionals. Originally set up in 1998 by a founding membership of senior claims representatives from London Market companies, the membership has grown and broadened to include companies worldwide that wrote business in the UK. The Academy exists to provide focused and interactive legacy training to staff within a cost sensitive sector.

13.00 Informal buffet lunch and Q&A

14.00 Managing Disputes

These presentations will provide a legal and practical perspective on managing a case, the use of Alternative Dispute Resolution and litigation strategies.

Clive O'Connell & Kiran Soar, Barlow Llyde & Gilbert LLP

The 'Claims Management' exam covers complaint handling in section 2.4 of the syllabus. Candidates are required to distinguish between the various approaches to complaint handling and dispute resolution and the various uses of ADR. Section 3.8 of the syllabus covers litigation and candidates are required to explain the role of legal experts in claims negotiation and the main procedural aspects of litigation.

14.30 Mock Mediation

This session will involve a worked example, requiring groups to consider and devise a strategy to deal with difficult claims scenarios. The scenario will be based on disputed APH claims and will focus on legal issues regularly encountered in that field. Each group will represent the interest of one party and the negotiations will be facilitated by a mediator, kindly provided by Barlow Llyde & Gilbert LLP.

See also 'Insurance Law' and 'Insurance Practice and Regulation' under section 6.8 of the syllabus, for a requirement for students to state the role and purpose of ADR.

15.30 Meet the speakers over coffee

15.45 Continuation of Mock Mediation session

16.45 Results of the Mock Mediation session

17.00 Summation & Close from the chair

Please be advised that the first 3 full time CII students that apply to academy@arclegacy.eu will get Free of Charge places. Student passes will be required as evidence.

Costs of this one day course, including course literature, reference material and refreshments are only £245.00 plus VAT. There are no other discounts available after 30 June 2010.

Non members may attend this course at a cost of £395.00 inclusive.

Book at academy@arclegacy.eu or call **0870 609 1379**

Fees for attendance at this and every ARC event are to be paid in advance of the event and ARC shall be entitled to charge interest at Bank of England base rate plus 2% from the day after the event on all monies outstanding.

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ARC will not be responsible for any airfare or other costs incurred by registrants. NO liability is assumed by ARC for changes in the programme date, content, speakers or venue.

Course organisation by IEI

Venue kindly hosted by Barlow Llyde & Gilbert LLP

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