

thinking of

attending
a seminar,
conference or
training event as
an employee in
the cooperative
and mutual
insurance sector?



www.icmif.org

think
ICMIF

EVENTS FOR YOUR DIARY

2011

MONTH	EVENT	LOCATION	HOST
NOVEMBER	21-23 TAKAFUL NETWORK SEMINAR <i>WWW.ICMIF.ORG/TAKAFUL2011</i>	COLOMBO, SRI LANKA	AMANA TAKAFUL
NOVEMBER	24 HUMAN RESOURCES NETWORK SEMINAR <i>WWW.ICMIF.ORG/EVENTS</i>	MANCHESTER, UK	ICMIF
DECEMBER	1-2 MARKETING AND COMMUNICATIONS <i>WWW.ICMIF.ORG/MARCOMMS2011</i>	MANCHESTER, UK	ICMIF

2012

MONTH	EVENT	LOCATION	HOST
MARCH	8 SOLVENCY II AS A COMPETITIVE ADVANTAGE	LONDON, UK	WILLIS
MAY	2-4 MEETING OF REINSURANCE OFFICIALS (MORO) <i>WWW.ICMIF.ORG/EVENTS</i>	PARIS, FRANCE	ICMIF
MAY	13-18 ADVANCED MANAGEMENT COURSE <i>WWW.ICMIF.ORG/EVENTS</i>	MANCHESTER, UK	ICMIF
SEPTEMBER	TBC MARKETING AND COMMUNICATIONS <i>WWW.ICMIF.ORG/MARCOMMS2011</i>	WASHINGTON, USA	ICMIF AMERICAS
SEPTEMBER	TBC LATIN AMERICAN REINSURANCE GROUP (LARG) <i>WWW.ICMIF.ORG/LARGDEV2011</i>	HONDURAS	COMPAÑÍA DE SEGUROS EQUIDAD
NOVEMBER	TBC ICMIF/AMERICAS CONFERENCE	BUENOS AIRES, ARGENTINA	TBC

2013

MONTH	EVENT	LOCATION	HOST
NOVEMBER	TBC ICMIF BIENNIAL CONFERENCE	CAPE TOWN, SOUTH AFRICA	PPS



think ICMIF

ICMIF's range of events held throughout the year are seen by many as a key benefit of membership, primarily because they afford a unique cooperative and mutual environment in which to meet peers from around the globe: to network, share best practices, participate in workshops, absorb high-level presentations from a range of industry experts and members, and most importantly of all, to learn and develop our businesses.

There are numerous examples from these events of new business opportunities which have been developed, new ideas and strategies garnered, board level visits and staff exchanges from networking, as well as new contacts being established and lasting friendships made.

Feedback gathered from every event informs us how you have benefitted from attendance, and indeed where you would like us to change certain aspects, from senior managers attending our Biennial Conference to middle managers who have attended our week long Advanced Management residential school, this information is vitally important to ensure we make the best use of your time with us.

This overview brochure contains details of the events which we already have scheduled in place for 2012, and other events which at the time of writing are subject to confirmation.

Please contact the relevant event leader, or visit the ICMIF web site at www.icmif.org or dedicated site if you would like more information for yourself or a colleague, have any suggestions for topics, or indeed if you feel you would like to contribute or share a presentation with your fellow members.

We look forward to seeing you, and remember, when it comes to developing staff and looking for new ideas and challenges, think ICMIF.

Kind regards,

SHAUN TARBUCK
CHIEF EXECUTIVE, ICMIF (SHAUN@ICMIF.ORG)

www.icmif.org



ICMIF BIENNIAL CONFERENCE



The ICMIF Biennial Conference is a unique event for the cooperative and mutual insurance sector and in 2011 attendance will see upwards of 300 delegates.

With the global distribution of the ICMIF membership the Biennial Conference is recognised as an opportunity for members to meet face-to-face and network with adequate time also given for networking outside of the formal conference sessions.

The 2011 Conference to be held October 26-28, Manchester, UK, **invites leaders and managers of cooperative and mutual insurers around the globe to share their insights and knowledge**, to enhance their competitive abilities.

A new business world has emerged, marked by distinct challenges as well as opportunities for cooperative and mutual insurers:

- Maintaining financial flexibility in the immediate future, whilst protecting the assets of members in the long-term, through balanced approaches to risk management.
- Developing business partnerships that ease regulatory or financial responsibilities, or allow new customer groups to be captured.
- Seeking innovative ways to foster relationships of trust with key stakeholders, from customers to regulators, from employees to the media.

The Conference agenda includes:

- Three keynote presentations to launch the Conference;
- Seven presentation and discussion sessions, each comprising two presenters plus a third external commentator, together making up an expert panel to provoke discussion and respond to delegates' questions;
- Two panel sessions, one of current leaders, one of tomorrow's leaders, discussing their perspectives on the future for cooperative and mutual insurance.

The topics for the 2011 ICMIF Conference include:

- The future of our sector
- Solvency for mutuals/cooperatives
- Strategic alliances
- Challenges and opportunities, CEO perspectives
- Value-based strategies
- Member engagement
- Reputation and brand management
- Tomorrow's cooperative/mutual leaders
- Emerging opportunities in distribution
- Managing through a catastrophe
- Developing microinsurance

NEXT CONFERENCE

November, 2013, Cape Town, South Africa: hosted by PPS

FOR MORE INFORMATION

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www.icmif.org/conference2011

**"ICMIF must be applauded for a high conference package delivery that is comprehensive and sophisticated."
Stephan Clark, PPS (South Africa)**



MEETING OF REINSURANCE OFFICIALS (MORO)



Insurers, reinsurers and brokers from twenty-five countries came together at last year's Meeting of Reinsurance Officials.

The flagship event organised every two years by the International Cooperative and Mutual Insurance Federation (ICMIF). MORO 2010 was held in Wiesbaden (Germany) on May 17–19, 2010, hosted by ICMIF member R+V Re. 106 delegates attended from 44 organisations.

MORO 2010 aimed to be a different type of conference, one which used new technology in innovative ways to enable delegates to interact with speakers far more actively than is usually possible. **It provided three packed days of presentations, workshops and events.** There was also time for reinsurance business to be directly negotiated and agreed.

The next MORO will take place in Paris in 2012, and once again ICMIF will be looking for innovative ways to get members working together in reinsurance to strengthen each other.

The event will be held in the Marriott Rive Gauche Hotel from Wednesday May 2 until Friday May 4 2012. A brief summary of the schedule is as follows:

Wednesday, May 2, 2012

Conference workshop sessions will be held in the afternoon (details to be confirmed).

Thursday, May 3, 2012

Conference day two, including a panel discussion on latest reinsurance market issues and a session on legal topics. The afternoon will feature the popular 'Mini Monte Carlo'.

Friday, May 4, 2012

Conference day three, including a panel discussion about regulation and rating agencies and sessions on catastrophe reinsurance in practice and catastrophe modelling.

EVENT CHAIR

Sue Skinner, CFS, UK.

NEXT EVENT

May 2–4, 2012, Paris, France: hosted by ICMIF.

FOR MORE INFORMATION

Mike Ashurst

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www.icmif.org/moro2010

“The meetings during the Mini Monte Carlo were a key benefit of my attendance at the MORO”



CLAIMS NETWORK SEMINAR



The ICMIF Claims Network Seminar brings together claims directors from around the globe to share their strategic thinking and best practices.

ABOUT THE NETWORK SEMINAR

Not for the first time this century, the recent economic crisis has encouraged insurers to think differently about their core operational efficiencies. With generous investment returns a thing of the past, insurance companies have refocused their attention on the huge potential impact that their claims management may have on overall financial performance and customer retention.

AGENDA ITEMS for 2011

- **REGULATORY CHALLENGES:** the impact of higher capital requirements on supply chain management within claims
- **INNOVATION:** modern technologies in claims assessment and claims handling
- **UNDERSTANDING CLAIMING BEHAVIOURS:** balancing the reduction of fraudulent claims against maintaining good relations with members
- **SERVING CUSTOMERS:** measuring satisfaction of claimants and incorporating feedback into staff development
- **INTERVENTION AND REHABILITATION:** pre-claim and post-claim techniques and processes which help reduce claims and enhance customers' wellbeing

SPEAKERS FOR 2011

Scalepoint
IT Freedom
MPCI Benchmarking
ALKA
Folksam
Ecclesiastical Insurance Group

NETWORK CHAIR

New chair to be appointed.

NEXT EVENT

TBC.

FOR MORE INFORMATION

Faye Lageu, Vice-President, Head of Shared Intelligence
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www.icmif.org/claims2011

“This seminar has added real value to my organisation,”
David Bonehill, Ecclesiastical Insurance Group, UK



MARKETING & COMMUNICATIONS NETWORK SEMINAR



The ICMIF Marketing Communications Network Seminar was established for marketing, communications and PR practitioners working within member organisations.

ABOUT THE NETWORK SEMINAR

The ICMIF Marketing Communications Network Seminar is geared to work toward meeting the challenges faced by marketing, communications and PR practitioners working within member organisations.

Using a combination of presentations from external experts and ICMIF member organisations as well as a practical workshop to allow participants to apply what they have learned, the seminar draws its agenda from current topics and issues pertinent to marketers, communicators and PR specialists, with an emphasis on the cooperative and mutual sector.

AGENDA ITEMS

- Managing your brand's reputation
- The social insurer
- Crisis communications
- Media relations
- Communicating the cooperative/mutual message
- Creative marketing communications
- Stakeholder communications

PREVIOUS SPEAKERS

AMI (New Zealand), The Co-operators (Canada), Sancor Seguros (Argentina) and Desjardins Financial Services (Canada). External experts included Boyd Neil of Hill and Knowlton and Tom Webb of St Mary's University, Halifax, Canada.

NEXT EVENT

December 1–2, 2011, Manchester, UK: hosted by ICMIF
September, 2012, Washington, USA: hosted by ICMIF Americas

FOR MORE INFORMATION

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www.icmif.org/marcomms2011



DEVELOPMENT (MICROINSURANCE) NETWORK SEMINAR



Providing access to insurance for the underserved population is not only in our DNA but is the very reason for our existence.

ABOUT THE NETWORK SEMINAR

Most ICMIF members were founded out of a need which was not being satisfied by the existing insurance market. The fact that many of these organisations have now flourished into leading national and regional players only stresses the importance of supporting the new breed of member based insurance providers. It is only over the last decade the role of insurance as a poverty alleviation/poverty protection tool has been recognised, whilst the ICMIF Development Network has been facilitating the provision of insurance in emerging countries since 1963. The annual network seminar “*Improving access to insurance*” is now in its fifth year, bringing together members from all continents that have the common objective of serving the poor. Through presentations, group discussions and an exhibition area, members have been able to **learn from each other on how to tackle the challenges of providing affordable, accessible and sustainable insurance to these communities**. As well as consistently being the best attended annual network seminar it has proved to be an important platform for stimulating collaboration between member organisations.

The 2011 seminar, held in Cartagena, Colombia was hosted by La Equidad, under the theme “Cooperative/ Mutual Values: A Better Way to Increase Access to

Microinsurance?”. This being the first time the event was held back to back with the LARG Annual meeting, providing a unique opportunity for microinsurance providers from across the globe to share their experiences and build new cooperation.

TYPICAL AGENDA ITEMS

- The impact of regulation on Mutual Cooperative and Community Based Organizations (MCCOs)
- The Building blocks of a successful cooperative microinsurer
- Being more than just an insurer
- Fulfilling the trust: education and marketing strategies
- Getting value from the ICMIF Network through collaboration

NETWORK CHAIR

Nelson Kuria, Managing Director & CEO, CIC Insurance Group, Kenya.

NEXT EVENT

TBC.

FOR MORE INFORMATION

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www.icmif.org/largdev2011

www.microinsurance.coop



HUMAN RESOURCES NETWORK SEMINAR



Developing and retaining talent is one of the key challenges faced by all ICMIF members.

ABOUT THE NETWORK SEMINAR

The purpose of this network is to bring together specialists from within the membership to **share innovations and best practice and discuss issues of common interest concerning the various aspects of human resource management.**

The network will start with a leadership development seminar in the UK on March 15, 2011, where the specialists responsible for developing talent and future leaders are invited to get together to spend a day sharing ideas and experiences with their peers.

NETWORK CHAIR

Nektaria Bessa, Syneteristiki, Greece.

NEXT EVENT

November 24, 2011, Manchester, UK: hosted by ICMIF

FOR MORE INFORMATION

Mike Ashurst

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www.icmif.org/events



LARG

(LATIN AMERICAN REINSURANCE GROUP)



An annual meeting of the Latin American Reinsurance Group members where they can access training and meet with their reinsurance broker and reinsurers.

ABOUT THE NETWORK SEMINAR

LARG is a group of 14 ICMIF members from Mexico, Guatemala, Nicaragua, Honduras, El Salvador, Panama, Costa Rica, Dominican Republic, Colombia, Ecuador, Venezuela, Peru and Paraguay who have been working jointly since 2004 with the **main objective of negotiating and placing joint reinsurance treaties and in the development of training programmes.**

One of the main activities of the group is their Annual Meeting which is hosted by a LARG member and which regularly attracts more than 50 delegates. The event includes training sessions which are delivered by experts in their field from within the ICMIF membership and this year included Willis Re, RGA, AAIC and SOCODEVI. Delegates also take part in workshops and the meeting provides valuable networking opportunities between LARG members, their reinsurance broker, reinsurers and other ICMIF members. **Delegates benefit from shared experiences with colleagues from other companies** and professional development through training on reinsurance topics and other areas of common interest as requested by members of the group.

TYPICAL AGENDA ITEMS

- Administration of Reinsurance Business
- Catastrophe Reinsurance
- Reinsurance Treaty Renewals
- Underwriting Concepts
- Workshops

PREVIOUS SPEAKERS

Tony Phillips, Willis Re
Jorge Campa, RGA Re
Greg Lockard, Shelter Re
Robert J Forsythe, FMRP
MC Porter, AAIC
Bernardo Miranda, SOCODEVI

EVENT CHAIR/COORDINATOR

Amilcar Cordoba, Seguros Fedpa (LARG Chairman)
and Martha Julia de Marroquín (LARG Coordinator)

NEXT EVENT

September, 2012, Honduras: hosted by Compañía de Seguros Equidad.

FOR MORE INFORMATION

Vanessa Smith, Vice-President, Member Relations
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www.icmif.org/largdev2011

“a meeting with an excellent agenda, interesting presentations, very relevant to our reinsurance operations”



LEGAL AND GOVERNANCE NETWORK SEMINAR



Challenges in the legislative environment and the new standards of corporate governance are the focus for the Legal and Governance Network Seminar.

ABOUT THE NETWORK SEMINAR

The current economic crisis and the events leading up to it have generated a new environment for insurers – an environment marked by greater regulatory constraint, tighter legislative oversight and increased demand for effective corporate governance. **To help the cooperative/mutual insurance sector face these new challenges**, the ICMIF Legal and Corporate Governance network brings together lawyers, corporate secretaries and similar to discuss best practices and solutions to shared challenges.

TYPICAL AGENDA ITEMS

- Developments in cooperative/mutual law
- Strategic alliances and mergers
- European mutual statutes
- Communicating with regulators and government
- New capital tools for mutuals/cooperatives
- Innovations in member-customer communications

PREVIOUS SPEAKERS

Mutuo
The Co-operative Group
Communis
Building Societies Association

NETWORK CHAIRS

Frank Lowery, VP General Counsel and Secretary, and Carmel Bellamy, Director Corporate Governance and Co-operative Relations, The Co-operators, Canada

NEXT EVENT

TBC.

FOR MORE INFORMATION

Faye Lageu, Vice-President, Head of Shared Intelligence
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“The seminar was very enriching; the exchanges helped identify challenges at the national level, but also opportunities to work together more to promote our structure at the international level.”

**Marie-Hélène Kennedy,
ROAM (France)**

www.icmif.org/legal2011



TAKAFUL NETWORK SEMINAR



In October 2002, the ICMIF Board of Directors approved the notion that the principles of Takaful are in line with the cooperative and mutual philosophy. The Board recommended ICMIF should support the development of the Takaful sector and increase awareness of the cooperative and mutual form.

ABOUT THE NETWORK SEMINAR

This landmark ruling by the ICMIF Board of Directors highlights the importance of inclusivity as a core characteristic of ICMIF and the boards' desire to raise awareness of cooperative and mutual insurance across the globe. **In essence the objectives of ICMIF engaging the Islamic Insurance sector are to:**

1. Help its development by utilising the experiences gained from the cooperative and mutual insurance movement over the last hundred years.
2. Support the growth of individual Takaful operators through dissemination of information and experiences and providing access to ICMIF member services.
3. Assist existing Takaful companies to understand and incorporate mutual and cooperative principles which are primarily policyholder representation in decision making and community involvement.
4. Establish new cooperative and mutual based Takaful schemes.
5. Encourage the Federation's members to look at the Muslim communities in their countries and serve them in their insurance needs.
6. Provide access to microtakaful products for the low-income sectors of society.

As well as working on a number of projects to establish cooperative-based Takaful schemes, ICMIF is regularly disseminating information to Takaful and non-Takaful members through a dedicated website (www.Takaful.coop), Takaful newsletter, Takaful series of articles and a Takaful xchange forum. In addition ICMIF has established a MicroTakaful Support Centre to promote the role of Takaful in poverty alleviation and is currently developing a Takaful simulation training tool. The third annual Takaful network seminar, held in Kuala Lumpur, Malaysia in October 2010, was hosted by Takaful Ikhlas and attracted almost seventy delegates under the theme "*Back to Basics: Mutuality in Takaful.*"

TYPICAL AGENDA ITEMS

- The roots of Takaful and linkage to mutuality
- Key success factors for the growth of mutuals
- Creating the value proposition in Takaful
- Takaful at a crossroad? The Shariah perspective
- Cooperatives and Takaful working together

NETWORK CHAIR

Syed Moheeb, President & CEO, Takaful Ikhlas, Malaysia

NEXT EVENT

21–23 November, 2011, Colombo, Sri Lanka, hosted by Amana Takaful

FOR MORE INFORMATION

Sabbir Patel, Senior Vice-President & CFO, ICMIF
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www.icmif.org/takaful2011



TECHNOLOGY NETWORK SEMINAR



The ICMIF Technology Network Seminar focuses on sharing member case studies and industry trends for customer-facing and business-orientated technologies.

ABOUT THE NETWORK SEMINAR

The ICMIF Technology Network was set up in response to members' requests for a forum which would enable them to improve their IT management through sharing their concerns, **successes and experiences with other members of the ICMIF family.**

Over the years this remit has expanded to also look at how innovative technologies can be used to improve customer satisfaction and business processes - and how cooperatives and mutuals are ideally placed to take advantage of them.

The seminar uses a careful mix of member case studies and industry experts to **highlight the trends and best practice as well as integrated networking opportunities** to allow participants to exchange strategic and operational knowledge.

TYPICAL AGENDA ITEMS

- Delivering on the Promise of Digital Services
- Social Media & the Insurer
- Market & Technology Trends in Insurance
- Using Technology to Engage with Customers
- Customer Satisfaction through Innovation

PREVIOUS SPEAKERS

Microsoft
Google
CISP
Adobe
Engage Mutual
Celent
Macif

NETWORK CHAIR

François Provost, Directeur Marketing Réseau, Macif, France.

NEXT EVENT

TBC.

FOR MORE INFORMATION

Mark McGee, Vice-President, Communications
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“This seminar is – more than ever – a real opportunity for us. Our cooperation and active exchanges are our most effective means for success.”

François Provost, Macif (France)

www.icmif.org/events



ADVANCED MANAGEMENT COURSE



The Advanced Management Course is designed for high-performance managers of ICMIF members, to deliver lessons that provide immediate and enduring value.

ABOUT THE ADVANCED MANAGEMENT COURSE

It delivers current thought leadership and addresses the issues that will impact on each participant's long-term performance.

The course is interactive, engaging, thought-provoking, informative and fun. Emphasis is placed on learning by doing, to enable participants to practise new skills while discoveries are fresh in their minds. Industry experts present topical material and lead discussions, while the AGILE business simulation, group presentations and teamwork reinforce the development of leadership, decision-making, teamwork, communication and analytical skills.

AGENDA ITEMS

- Challenges and opportunities for mutual/cooperative insurers
- Strategic positioning
- Managing uncertainty and change
- Building financial resilience
- Effective organisational decision-making
- Leadership and influence

SPEAKERS

John Balmforth, AMI Insurance
Tony Craig, NFU Mutual
Nigel Waite, Canford Centre for Customer Development
Adrian West, The De Bono Foundation,
David Crowther, The Business Simulation
Jim O'Loughlin, JOL Consulting
Mike Ashurst, ICMIF
Faye Lageu, ICMIF

NEXT EVENT

May 13-18, 2012, Manchester, UK.

FOR MORE INFORMATION

Faye Lageu, Vice-President, Head of Shared Intelligence
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“A challenging, insightful course which develops practical skills that can be used in everyday life and the necessary tools for strategic thinking.”

Simon Bennett, Schemes & Affinities Operations Manager, Ecclesiastical Insurance, UK

www.icmif.org/managementcourse2011



STRATEGIC DECISION MAKING FOR MUTUAL INSURERS



ICMIF's Strategic Decision Making Workshop has a proven track record of accelerating executive development.

It has worked with professionals **from 40 countries** to enable them to sharpen the tools developed in their careers to date, to develop a fresh perspective on strategic thinking, and to give them a new perspective on strategy in the company of people just like them but who, critically, also have a different set of experiences to draw on and share.

Participants work in teams to plan and execute a competitive strategy over the course of three years, using an insurance simulation. The simulation features delivery of thinking **tools that encourage participants to think differently**, to excel as a group, to enhance their planning and forecasting, to create fresh strategic options, and to harness the power of emotion and intuition (and manage their unwanted effects). The simulation **delivers unanticipated lessons which can be seized upon and applied as the environment** that is generated by a group of experienced professionals meeting life-like uncertainty sparks new perspectives on industry experience.

NEXT EVENTS

TBC.

FOR MORE INFORMATION

Mike Ashurst

Vice-President, Training and Reinsurance

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“The stuff is all new to me and I just love the way it works, and how you can influence people and their behaviours once you know what they are. As a Board chairman it is really useful and beneficial. The workshop is awesome and would be a bonus to any management team.”

Russell Green, Chairman of the Board, Capricorn, Australia

“The “buzz” created by ICMIF's Strategic Decision Making Workshop was the perfect launch pad for last year's Toronto conference. The workshop transforms mindsets and this is a special opportunity for executive development alongside peers from across the globe.”

Shaun Tarbuck, CEO, ICMIF

www.icmif.org/events





International Cooperative and Mutual Insurance Federation
La Fédération Internationale des Coopératives et Mutuelles d'Assurance
Federación Internacional de Cooperativas y Mutuales de Seguros
国際協同組合保険連合

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