



AFRICAN INSURANCE EXCHANGE

2022



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of South Africa



RESURGENCE RESILIENCE REVIVAL



#AIE2022

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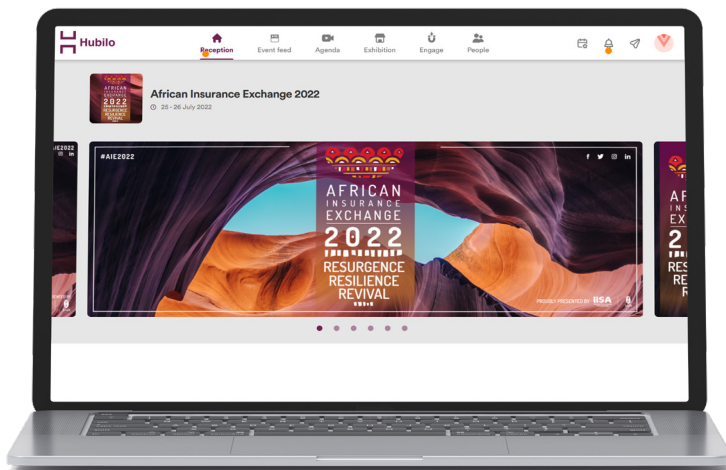


Resurgence. Resilience. Revival.

Guidewire is Proud to Be a Platinum Sponsor at African Insurance Exchange 2022

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IISA: www.iisa.co.za



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#AIE2022

DEAR DELEGATES



Vivienne Pearson

Chief Executive Officer, South African Insurance Association



The South African Insurance Industry (SAIA) and its partner, the Insurance Institute of South Africa (IISA) are both delighted to welcome you back to the African Insurance Exchange 2022 conference. The conference, which has become a flagship industry annual event will this year - for the first time in two years - be hosted both virtually, and physically at Sun City.

While some of us, rightfully, still feel safe attending the conference through virtual platforms, the government has fortunately relaxed the regulations, thereby allowing us the privilege of hosting a physical event.

We are glad that we will be able to meet some of our colleagues we have not spoken to, and physically met in the last two years, and continue to share business trends, challenges as well as new and innovative industry ideas.

As businesses and society recover from the devastating COVID-19 pandemic that unfortunately took the lives of over 6 million people, impacting tens of millions of livelihoods globally, the residual effects of the pandemic will continue to be felt for a time to come.

The insurance industry noted the delays that Motor Body Repairers were experiencing in receiving parts ordered from Europe and other continents beyond Africa. The interruption of supply chains, ports, and inland transportation was so severe that it significantly impacted motor repair turn-around times.

The situation in South Africa was further compounded by the July 2021 riots that cost the insurance industry more than R35bn. SAIA members, including Sasria, worked closely in a bid to ensure that valid claims, which initially were overwhelming, were expeditiously paid to the affected policyholders. Our relationship with the government and regulators continued to yield benefits as the non-life insurance industry assisted in the development of a Loss Registration Portal for uninsured Small Micro and Medium Enterprises (SMMs).

Other risks such as climate change, cyber security risks, a lack of will, and in some cases expertise by some municipalities to maintain their infrastructure remain significant. The non-life insurance industry has continued to be called upon to assist policyholders to get back on their feet.

We continue to work closely with various stakeholders, including our service providers to ensure that we deliver on our promise to our clients.

Over the last few months, SAIA, in collaboration with INSETA, and the IISA have been working together in a bid to address the skills shortages faced by the non-life insurance industry. We are pleased to say that the Retiree Skills Programme, which involves skilled retirees transferring skills to junior managers through a mentorship approach launched in the first half of the year.

All these challenges and risks are set to be discussed in various exciting plenary and discussion sessions billed for this year's event, and I hope that it is memorable for all of us.

On a more positive note, SAIA welcomes the decision of the Financial Intelligence Centre (FIC) not to include the non-life insurance industry as Accountable Institutions in terms of the Financial Intelligence Centre Act for now, based on the industry risk assessment that was done by Deloitte on behalf of SAIA, the FIA and SAUMA. This is great news for our industry.

Best wishes,
Vivienne Pearson
*Chief Executive Officer,
South African Insurance Association*

A group of four diverse business professionals are smiling and looking towards the camera. In the foreground, a woman with blonde hair is seated, wearing a light-colored blazer. Behind her, a woman with dark curly hair is standing. To the right, a woman with reddish-brown hair is leaning forward. On the left, a man with glasses and a beard is seated, wearing a dark vest over a striped shirt. They are all in an office environment with large windows in the background.

We believe insurance extends beyond financial security, and that progress is more than just moving on. In every part of our business, we pioneer the industry, harnessing the power of evolutionary innovation and 140 years of expert vision. Our focus is on delivering insights that guide people and businesses to a future that is more confident, inclusive and impactful. A future we invest in, and that you can trust in.

Leading progress forward

MESSAGE FROM THE IISA



Thokozile Mahlangu

Chief Executive Officer, Insurance Institute of South Africa

It's an honour and a privilege to welcome you to the 2022 African Insurance Exchange on behalf of the Insurance Institute of South Africa.

Our theme this year – Resurgence. Resilience. Revival – reflects the challenges of the past two-and-a-half years on a local and global scale. Covid-19 has forced us to rethink the way we approach life, both personally and professionally. As an industry we have started viewing risk in a totally new light, which has affected every aspect of the way we do business.

This year's conference brings together a knowledgeable and experienced line-up of speakers and panellists who bring their expertise to us on stage at Sun City, with a live-stream broadcast for our industry colleagues who can't join us at the in-person event.

The topics being covered by our speakers and panellists reflect the diversity of our industry. From risk management and cyber security to climate change and transformation, these are issues that impact on all of us and on the industry as a whole.

We're delighted to have the South African Reserve Bank Governor, Lesetja Kganyago, delivering this

year's opening address. The governor will set the tone right at the beginning of the conference. This factor coupled with the calibre of speakers and panellists who will champion the conference deliberations, will ensure that we are exposed to a "second to none" learning platform.

The IISA's purpose is to build capacity within the insurance industry through insurance skills development and exposure into the insurance profession. In doing so, we seek to mitigate skills shortages and improve opportunities for employment and social security, ultimately contributing to the sustainability of the industry and the economy. The African Insurance Exchange provides a conduit for insurance professionals to grow and learn together in keeping with the IISA's purpose and, indeed, the theme of the conference itself. Bringing so many insurance professionals together can only help to raise the profile of the industry and remind us all what it means to be part of it.

Following on the success of our inaugural emerging black broker programme in 2019 – the last time we were together in person for conference – we are delighted that this programme has been embraced once again by the

industry. We are extremely grateful to the companies that sponsored these brokers' attendance, and to the Financial Intermediaries Association who helped us to select the most appropriate people to attend. Please look out for these brokers during the course of the conference and help them to expand their professional networks in the industry.

The organising committee has worked hard to put together a conference that is enjoyable and educational, with plenty of opportunity to network with old friends and make a few new ones. A big thanks to the team that worked tirelessly to put this conference together.

And last but not least, we are enormously grateful to our sponsors and exhibitors, without whom the 2022 African Insurance Exchange wouldn't be able to take place. Please be sure to engage with sponsors and visit the exhibition hall during the conference, whether you are attending in person or virtually.

Warm regards,
Thokozile Mahlangu
*Chief Executive Officer,
Insurance Institute of South Africa*



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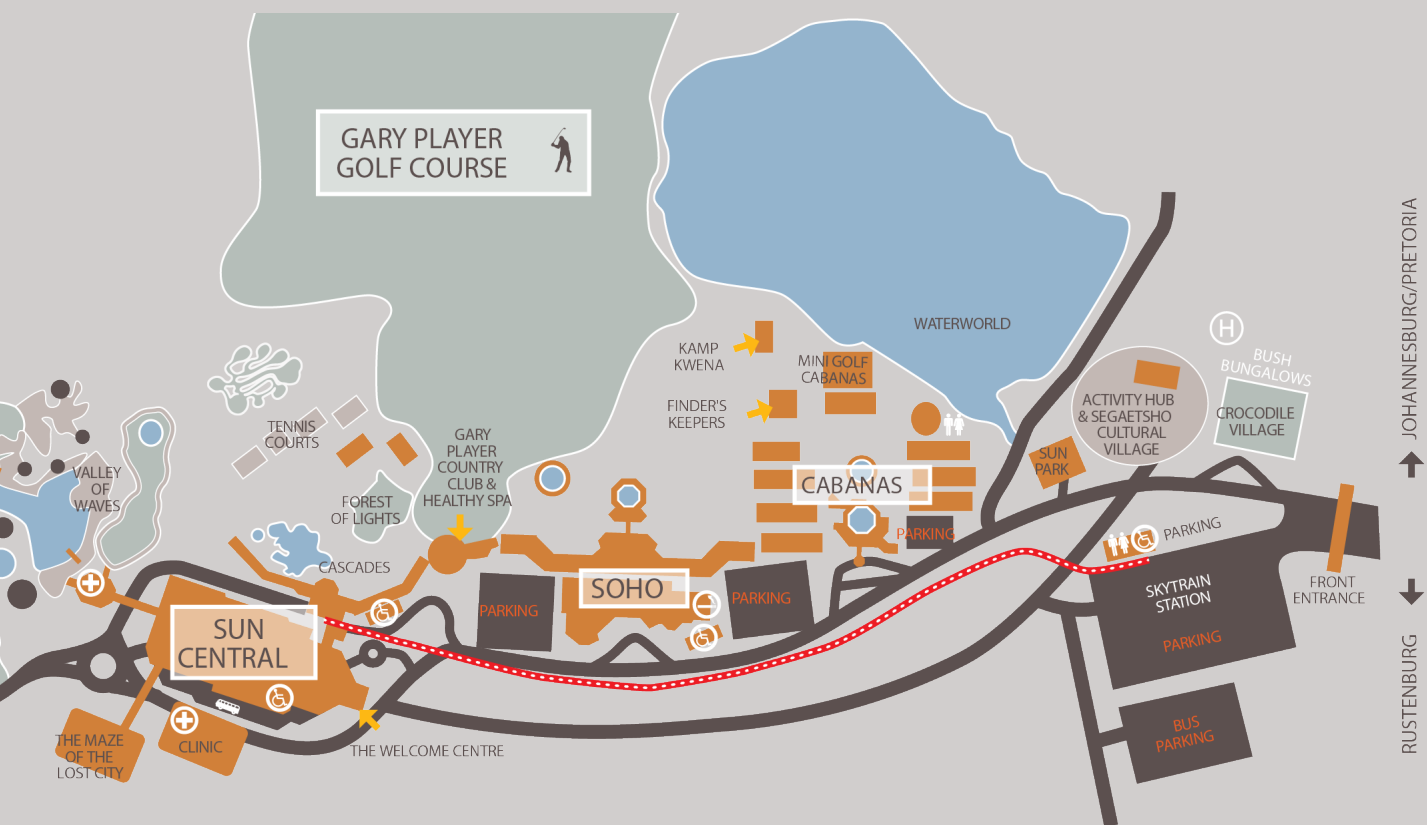
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KEY



CONVENTION CENTRE





EXHIBITION FLOOR PLAN

EXHIBITOR & STAND NUMBER:

Old Mutual Insure - Digital Hub

A1 - Absa

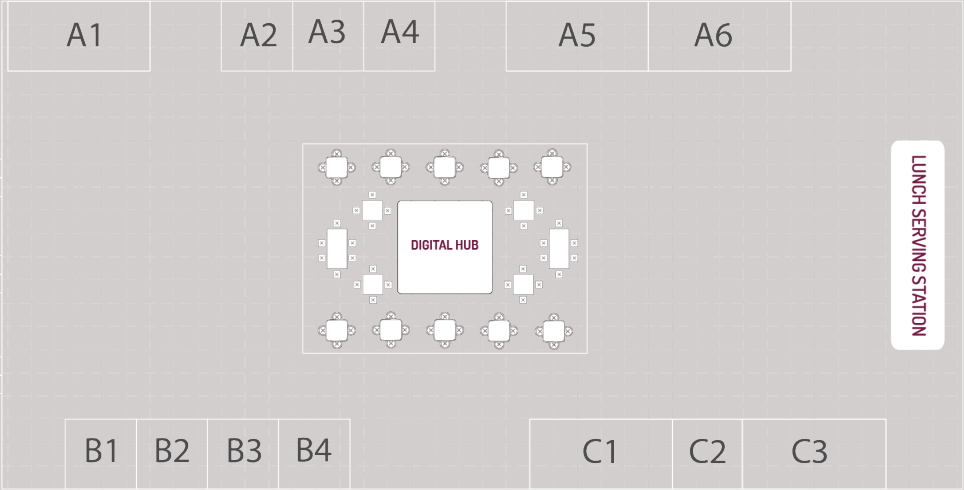
A2 - Milpak Education
 A3 - SSP Limited
 A4 - The Data Company

A5 - Genasys
 A6 - Association Pavilion
 (IISA | SAIA | FIA)

B1 - DGC Glass
 B2 - INSETA
 B3 - EasyDebit Payment Solutions
 B4 - Hyphen Technology

C1 - Sapiens
 C2 - Carmine Underwriting Services
 C3 - ISB Optimus

WARRIOR HALL ENTRANCE



PROGRAMME

Visit the AIE 2022 virtual platform for more details on each session.

SUNDAY 24/07

12:00 **General registration opens**
(until 19:00) Warrior Hall Foyer

13:00 **AIE Exhibition Hall Access**
(until 19:00) Warrior Hall

Golf Day at the Gary Player Country Club

07:30 Golfers' registration

09:00 Golf (1st and 10th tees)

17:30 Golf Day Prize Giving

MONDAY 25/07

08:00 **WELCOME PROCESSION** King's Ballroom

08:10 **Welcome address** and setting the scene King's Ballroom

08:20 **Governor's response:**
Presidential honour of the Governor of the SA Reserve Bank King's Ballroom

08:55 **Keynote address:**
The relevance of insurance in the economy
Sponsored by ABSA King's Ballroom

09:30 **Session 1 (Panel Discussion):**
The future of insurance King's Ballroom

10:30 **NETWORKING AND TEA BREAK** Warrior Hall

11:00 **Session 2 (Panel Discussion):**
The successful intermediary of tomorrow King's Ballroom

12:00 **Session 3 (Panel Discussion):**
Optimising the use of data King's Ballroom

13:00 **LUNCH** Warrior Hall

13:45 **Session 4 (Panel Discussion):**
Health is an economic issue King's Ballroom

14:45 **Session 5 (Panel Discussion):**
Regulatory perspective... looking ahead King's Ballroom

15:45 **Session 6 (Panel Discussion):**
Climate change is a reality King's Ballroom

16:45 **IISA AGM** King's Ballroom

17:45 **End of Day 1 Business Sessions**

19:00 **GALA AND AWARD DINNER** Superbowl

23:30 **Close**

TUESDAY
26/07

08:30	Session 7 (Panel Discussion): <i>The future of underwriting</i>	King's Ballroom
09:30	Session 8 (Panel Discussion): <i>The world of work is changing fast</i>	King's Ballroom
10:30	NETWORKING AND TEA BREAK	Warrior Hall
10:45	Session 9 (Panel Discussion): <i>Cyber Risk Management</i> Sponsored by Allianz	King's Ballroom
11:45	Session 10 (Panel Discussion): <i>Erosion of social cohesion</i>	King's Ballroom
12:45	Session 11 (Panel Discussion): <i>A different roadmap for growth</i> Sponsored by AON RE	King's Ballroom
13:45	LUNCH, NETWORKING & ENTERTAINMENT	Warrior Hall
14:15	End of Day 2 Business Sessions & Departure	

SCAN THE CODE
FOR THE
AIE 2022 VIRTUAL
EXPERIENCE



OR

Go to: <https://bit.ly/3RHoqgM>
A login code will be emailed to each delegate.

Kindly check your spam folder as the link and password might be there.

"Resilience is accepting your new reality, even if it's less good than the one you had before. You can fight it, you can do nothing but scream about what you've lost, or you can accept that and try to put together something that's good."

– Elizabeth Edwards –

TIPS TO LOOK GOOD ONLINE

We've all been working from home at some point during the last few years.

Video calls and virtual meetings have become the norm. The CN&CO Events Team brings you some tips and tricks to make you a professional when it comes to v-meetings, videos, webinars, and more.

WEBINARS AND MEETINGS

For webinars or virtual meetings, sit in a place where your Wi-Fi signal is strong.

Close all other applications on your phone or computer. Ensure that other applications on your laptop are not opened.

Eradicate and avoid background noises (birds, phones ringing, incoming messages, lawn mower, building, drilling, vacuum cleaner, TV in the background, etc).

Speak clearly and do a sound check to make sure you are being heard. Speak slowly - s-l-o-w-l-y - and do not rush your words or gabble through them, but pronounce them clearly.

Also try to pause between sentences, not in a strained manner, but in taking your time. Try not to rush from one sentence into another breathlessly. Take your time!

Always make sure that your device is fully charged.



IMPORTANT:

Ensure that you mute in between speaking (just remember to unmute when you would like to say something) so as to avoid disrupting the meeting inadvertently with background noise. Also, be sure to mute when eating or drinking so that others in the meeting do not have to listen to your chewing or swallowing.



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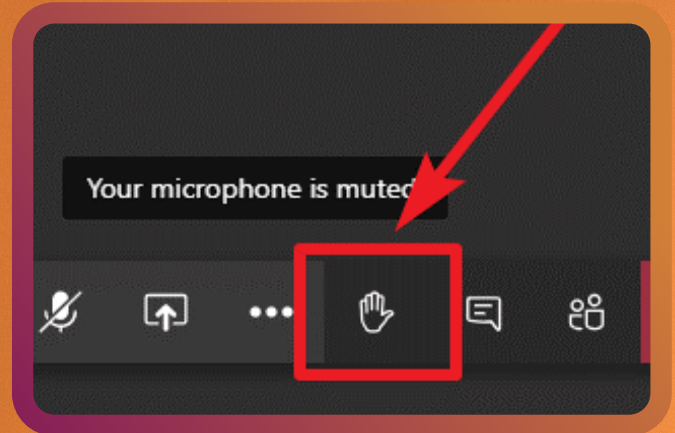
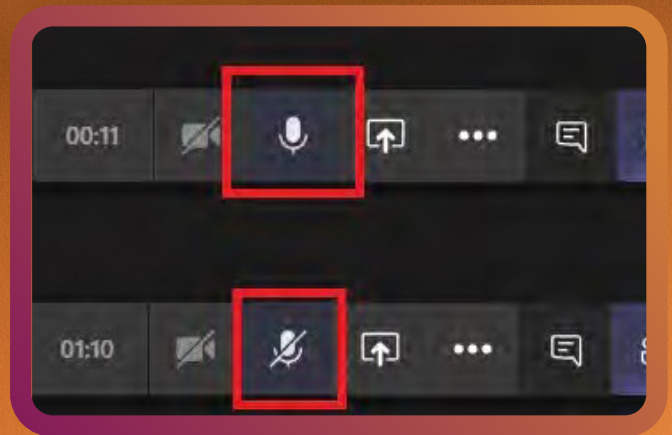
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V-MEETING PROTOCOLS

As v-meetings take bandwidth and can be difficult to manage as a result of many variables, including the number of participants, level of engagement, and video-audio quality, it is important that you adopt some ground rules.

Take note of the following during your v-meetings:

- Do not put your video on unless you are talking. You will be able to see the person who is talking, and you will also be able to see yourself.
- Mute your microphone to eliminate background noise, unless you are talking.
- Put your “hand” up when you wish to ask a question or comment, and then wait to be addressed before putting your mic on to speak. The “hand” can be found on the MS teams meeting toolbar.
- Do not use a Powerpoint presentation, but rather circulate any documentation ahead of the meeting if it is absolutely necessary. It is better for you to speak and engage with everyone on the call instead of doing a presentation.



PERSONAL LOOK

Try and keep it neat and corporate when virtually meeting with clients. Depending on your company's dress code always go with what you'd wear at the office. The client will be expecting to see a representative of your company's brand.

Subtle and natural make-up works best and is the most photogenic. Don't go overboard. Check for straggling hairs.

Be comfortable as you are. If you normally wear glasses, please wear them and make sure that your lenses are clean.



WHAT TO WEAR?

We are all guilty of wearing some type of lounge, sportswear or pyjamas all day when working from home. However, when that one virtual meeting pops up let's help you keep it professional up top.

- Non-patterned clothing works best.
- For formal, professional engagements, we advise wearing solid, bold colours, or black, charcoal, or grey jacket with a white or grey collared shirt.
- For informal, casual, social occasions, keep it smart, yet, laid-back with a plain T-shirt.
- Chunky scarves and beanies are strongly discouraged.
- When wearing jewellery, accessorise on top and keep them quiet. Steer clear of all chunky, loud bracelets and earrings.

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SPEAKERS AND PANELLISTS



Tumelo Mothotoane

**Founder
Afri Channel Network**

Tumelo is a South African media professional and entrepreneur determined to inspire a culture of dialogue between Africa and the world.

Tumelo is the senior host of the daily talk show, Daily Theta, on SABC1 and compiles African news for Russia Today International News.

Her broadcast experience at SABC and Soweto TV includes stints on various news and actuality shows, both on camera and in the newsroom.

She is also a sought-after international master of ceremonies and speaker. She has emceed and formed part of panels at events such as conferences, awards, seminars and summits attended by heads of state, government officials, ambassadors, cabinet ministers and business leaders.

Tumelo holds a BA in Psychology and Media Studies from the University of the Witwatersrand.



Lesetja Kganyago

**Governor
South African Reserve Bank**

Lesetja Kganyago was appointed Governor of the South African Reserve Bank with effect from 9 November 2014. He was reappointed by the President for a second five-year term effective 9 November 2019.

Lesetja has more than 20 years of experience in formulating and implementing public policy, having spent this time in both the central bank and National Treasury.

He has wide-ranging experience in Macroeconomic Policy, Financial Sector Policy, Public Finance, International Finance, Public Debt Management, and Financial Markets. During his tenure as Director-General of National Treasury, he successfully steered several public finance and financial market reforms.

Currently, Lesetja chairs the Committee of Central Bank Governors of the Southern African Development Community and is the co-chair of the Financial Stability Board's Regional Consultative Group for Sub-Saharan Africa.



Sello Moloko

**Executive Chairman
Thesele Group**

Sello is the former CEO of Old Mutual Asset Managers and former Deputy CEO of Brait Asset Managers. He has since founded Thesele Group, an investment holding company based in South Africa, where he serves as Executive Chairman.

He is also the independent, non-executive chairman of Telkom and chairman of the Absa Group.

He is the former chairman of the boards of leading companies such as Alexander Forbes, Sibanye-Stillwater and General Reinsurance Africa and has served on the boards of other major entities.

Sello is a trustee of the Nelson Mandela Foundation and a Trustee of the University of Cape Town Foundation where he chairs the JIC.

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Matthew Elan Smith

Co-Founder, Pineapple

Matthew has his formal training in actuarial science and statistics. He studied at Wits and worked in the actuarial field before founding Pineapple.

Matthew has a strong entrepreneurial spirit and draws on his broad range of interests, highly curious nature and first-principles thinking process to solve problems. He has a love for technology and enjoys keeping up with the latest developments, as well as gaining an intimate understanding of how things work.

A futurist at heart, Matthew enjoys understanding new trends to paint a picture of where the world may be in time to come. In his spare time he enjoys tennis, rock climbing and gaming.



Dr Nolwandle Mgoqi

CEO, Standard Bank Insurance Company

Dr Nolwandle Mgoqi is the Chief Executive of Standard Insurance Limited and Head of Insurance for Standard Bank South Africa, overseeing and managing the short-term and long-term insurance growth strategies.

Her career spans over 20 years in Financial Services, serving in roles that include Managing Director, Senior Executive and Non-Executive Director, with oversight responsibilities across strategy, product, human resource, marketing and operations. Dr Mgoqi co-founded Liberty Short-Term Insurance and grew an alternative distribution channel business from a start-up to 10 business partners across aggregators, retailers, and affinity partners, breaking even in 3 years.

Her track record is in increasing sales, growing the bottom line while spearheading operational improvements and driving change within businesses. She holds a PhD from the University of Witwatersrand, an MSc from Howard University in Washington and a BA degree from Smith College, Northampton in USA.



Michael Gondo

**Executive: Innovation & Growth
(Chief Innovation & Growth Officer)
Sanlam Pan Africa**

Michael is responsible for setting up the first ever Growth & Innovation business for Sanlam Emerging Markets across Sanlam Pan Africa.

This is a relatively new business, launched in mid-2021, that is responsible for 250 innovation and growth initiatives across the African continent.

He was previously CEO of Alight Life, which was formed as a start-up in 2018 and is now fully licensed by the FSCA.

Michael holds a Bachelor of Science in Mathematics & Statistics and an MBA, as well as several business qualifications from institutions in South Africa, the UK, France and the USA.



Theoniel McDonald

**Managing Director, Wealth Associates -
FIA representative**

Theoniel has over 19 years' experience in the financial services industry. He has always been passionate about business and financial planning.

This interest inspired him to complete a Post Graduate Diploma in Financial planning and then later an MBA.

Theoniel is a senior financial planner at Wealth Associates where he also serves as group Strategic Marketing director, as well as being Managing Partner of one of its subsidiaries.

Theoniel understands that for the client to remain the focus the industry must constantly be improved.

He is proud to be involved with the FIA where he has served on the board of directors for the past 7 years and is currently Vice-President of the organisation.



Tavo Roxo

Co-Founder and CEO, OWLS™ Software.

Tavo is the co-founder and CEO of OWLS™ Software. OWLS™ Software is a leading insurance tech company in South Africa providing a cloud-based end-to-end administration platform for short term and life business.

Tavo draws from years of experience in the insurance legal and insurance industry, his expertise and insights have given him the foundation to run OWLS™ and successfully deliver a service that ultimately helps its clients to operate their business cheaper and with economies of scale.

Tavo Roxo and the OWLS™ Software team are challenging the outdated industry norms with updated insurance software. OWLS™ Software's mission is clear: to design and develop Supercool automation-rich software that allows a client utilising the software to be the master of their own destiny.



Pravina Nair

**Executive Leader,
Willis Towers Watson (SA)**

Pravina is a multi-skilled professional, which is a requirement for WTW highly experienced team leaders who provide dedicated portfolio management.

Her insurance skills are specifically focused on the large corporate segment.

Pravina is a senior member of the WTW team and an Exco member.

She holds the following qualifications: MBA, ACII, MDP, Advanced Diploma in Risk Management.

She is also an Associate of the Insurance Institute of SA and a member of IRMSA.



IT TAKES 78
SPECIALISTS
TO CHANGE
A SKYLINE

Expertise makes it possible.

Behind every modern marvel is a team of experts who take innovation to the next level. In insurance, having a risk solutions partner that understands your business the way you do is crucial to protect it. With over 104 years of experience and being the leaders in specialist underwriting across a broad range of industries, you can be sure we'll use our technical expertise to offer you quality insurance solutions to protect your business.

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Discover more



**Andrew Coutts**

**Executive Head, Intermediated Business
for Santam Commercial and Personal**

Andrew is Executive Head of Intermediated Business for Santam Commercial and Personal. Intermediated Business supports approximately 3500 independent brokerages and 300 tied agents through a combination of outsourced, online and call centre support models. Contact centres are located in Johannesburg, Pretoria, Cape Town and Bloemfontein, with regional offices in more than 40 cities and towns in South Africa.

Andrew joined Santam in 2009 from FNB Insurance Brokers where he was Managing Director of their commercial insurance broking division. He is a Chartered Accountant by training and holds a Bachelor of Commerce from the University of Port Elizabeth, an honours degree in Accounting from the University of Natal, and a higher Diploma in Management Practice with distinction from the University of Cape Town Graduate School of Business.

**Dr Davide Burlon**

**Principal Consultant,
MunichRe Global Consulting Unit**

Dr Davide Burlon is a principal consultant for personal lines business in Munich Re's Global Consulting. Previously, he headed Actuarial Analytics in Generali Germany. He occasionally gives university lectures or keynote speeches.

He was also an Associate Lecturer in Astrophysics at the University of Sydney in Australia.

Within Munich Re he's the global product owner for Akur8 and participates in the pricing committees.

Davide's responsibility at Munich Re include leading risk and behavioural pricing projects, covering different LoBs and countries. He's also responsible for developing the global insurance pricing community of the company.

**Gavin Spencer**

**Managing Director & Head of Insurance,
Parsyl**

Gavin is an insurance industry leader with 21 years of experience in the global Marine, Logistics, and Transportation industries. His supply chain industry knowledge includes Road, Rail, Air, Sea, and Storage, in both product and risk.

Gavin is well versed in the leading insurance markets around the world and before joining Parsyl, Gavin led Marsh's logistics portfolio and is credited with establishing Marsh's supply chain industry focus, which included its Digital Shipper's Interest products.

In 2021, Gavin was recognized as a Risk & Insurance Power Broker for his visionary leadership, innovative solutions and deep dedication to clients.

**Butši Tladi**

**President, FIA
(Executive Consulting, Alexander Forbes)**

Butši has over 25 years' experience in the financial services industry, with 15 years in senior management. Butši started her career at Alexander Forbes in 1995 and has served in various leadership roles, including a successful stint as Managing Director of Alexander Forbes Health.

She is currently the Executive: Consulting and is responsible for all customers and consultants in the group, including health, retirements and investments. Butši is actively involved in various industry initiatives, notably through the Financial Intermediaries Association of SA where she is the President and Chairperson of the Board.

She was instrumental in submissions made to government on a number of issues including National Health Insurance (NHI). She also led the broker submission to the Competition Commission on the Market Inquiry on Private Health.

**Per Lagerstrom**

**CEO & Co-Founder,
Mavens and YellowSpot**

Per began his career with McKinsey & Company, where he spent 15 years, was elected Partner and led the financial services practice in Africa. During his time he became passionate about finding better ways to shift outcomes than those offered by conventional consulting.

This led him on a journey of discovery into the science of the human mind and into adaptive systems driven by the power of AI & technology. The result was the groundbreaking and much-reported behaviour change methodology that he co-developed and deployed through three SaaS startups; Energos in 2010, Decipher Lab in 2016 and Sinequanon in 2016.

He holds a Masters degree in Quantitative Modelling from London School of Economics & Political Science.

**Barry Childs**

**Joint CEO,
Insight Actuaries & Consultants**

In 2021, Insight Actuaries & Consultants' Joint CEO Barry Childs received the Actuarial Society of SA's (ASSA) Presidential Award for service to the profession. He was recognised for fostering a greater understanding of COVID-19, as well as leading the ASSA coronavirus working group and providing technical and analytical support for the vaccine rollout programme.

Barry is the previous chair of the healthcare committee of the ASSA and is part of ASSA's NHI and COVID-19 subcommittees.

He enjoys exploring new ways of applying data and analytics to solve health system problems and has keen interest in wellness programmes and engagement, behaviour change, value based care, technology in healthcare, and promoting system improvement.



Damian McHugh

**Executive Head: Marketing,
Momentum Health Solutions**

Damian McHugh is the Executive head of Marketing for Momentum Health Solutions. He has worked in the healthcare industry for more than 25 years. He joined Momentum in 2008. His responsibilities include market positioning and brand exposure of Momentum Medical Scheme, as well as other healthcare solutions offered by Momentum.

His experience and knowledge of the healthcare industry give him a well-rounded understanding of consumer and market needs. He believes that wellness and wellbeing are the cornerstones of financial wellness and his vision for healthcare products in South Africa is to continuously aim to tie consumers' health to their wealth.



Martine Botha

**Sustainable Finance Executive,
KPMG IMPACT**

Martine has worked across the not-for-profit, government and corporate sectors in Indonesia, Hong Kong, Australia and South Africa. Prior to moving to Johannesburg, she was the Account Manager for several of KPMG's largest insurance clients across the Asia-Pacific region.

Having a long-held passion for the integration of sustainability and business, Martine has supported financial services clients on ESG-related projects around ESG data collection, strategy, training and development.

Martine currently works in KPMG's ESG accelerator. She helps to connect KPMG teams across the world to share best practice when it comes to ESG integration across the Banking, Asset Management and Insurance sectors.

She holds several qualifications, including Bachelor of Arts, Executive Master of Arts and a Graduate Certificate in Finance and Banking.



Makgampi Raphasha

**Departmental Head, Insurers &
Retirement Fund Benefit Administrators
Supervision FSCA**

Makgampi began his career in the regulatory environment in 2006 when he joined the then Financial Services Board as a Secretary of the Appeal Board.

In his current role, he leads teams that are responsible for the supervision of insurers and retirement fund benefit administrators.

Makgampi is an admitted attorney of the High Court of South Africa who served as an article clerk of Justice Albie Sachs at the Constitutional Court of South Africa when he was in legal practice before joining the FSB. He currently sits on the Board of the Ombudsman of Short-term Insurance.

Makgampi holds BProc and LLB degrees from Unisa as well as an LLM degree from the University of Toronto.



Shivan Hutton

MD, Head Of Marsh Specialty, Africa

Shivan graduated from Newcastle University with a Bachelor's degree in Naval Architecture in 2005 and a Masters in Marine Business and Insurance in 2007, during which he worked with the North of England P&I Club providing case study responses to underwriting and claims departments.

Subsequently, he joined Lloyd & Partners (JLT) in London where he worked in a client facing role, servicing a number of energy and marine clients, primarily focusing on North and South American E&P companies, and international drilling and oilfield service contractors.

In 2013, Shivan joined Marsh's Global Energy & Power Practice in Dubai, leading the Client Engagement team and Sales for Middle East and North Africa.

Shivan was appointed as the Head of Marsh Specialty for Africa in 2020.



Ntsumbedzeni Nemasisi

**Executive, Promotion of Access
to Information**

Information Regulator (South Africa)

Ntsumbedzeni Nemasisi completed his LLB Degree at the University of Limpopo in 2003 and was admitted as an Attorney of the High Court of South Africa in January 2006. He obtained his right of appearance in the High Court in July 2010.

He holds certificates in Contract Drafting and in Digital Government-ICT Governance, both obtained from the University of Pretoria. He practised as an attorney at Moloto-Stofile Inc, where he was a Director of the firm. Prior to joining the Information Regulator he was the Senior Manager for Legal and Compliance at the Air Traffic and Navigation Services (ATNS) SOC Limited.



Kerwin Martin

**Divisional Head, Financial Conglomerate
Supervision**

Kerwin Martin started his regulatory and supervisory career at the Financial Services Board in 2001 in the Insurance Prudential department. In late 2011 Kerwin was appointed as Head of the Insurance Prudential department responsible for the prudential supervision of the small to medium and niche South African re/insurers. He has been a member of the Governance Working Group of the International Association of Insurance Supervisors (IAIS) since 2014 and actively participated in formulation of Governance Insurance Core Principles, Governance Issue papers and application papers. He is currently leading the exploratory working on Remuneration and Compensation for the IAIS Governance Working Group.

As part of the establishment of the Twin Peaks regulatory model in South Africa, Kerwin transferred into the Prudential Authority of the South African Reserve Bank where he occupies the role of Divisional Head in the Financial Conglomerates Supervisory Department. He is responsible for the prudential supervision of two large South African Insurance groups and for a domestic systemically important bank.

The background of the slide is a deep blue. It features a series of thin, light blue wavy lines that sweep across the frame from the bottom left towards the top right. Scattered along these lines are several small circles in two colors: orange and light blue. The Sapiens logo is positioned in the top left corner.

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**Butch Bacani**

**Programme Leader
UNEP's Principles for Sustainable
Insurance Initiative**

Butch Bacani leads UN Environment Programme's (UNEP) Principles for Sustainable Insurance Initiative (PSI), the largest collaboration between the UN and the insurance industry.

Butch leads initiatives that contribute to achieving the Paris Climate Agreement, UN Convention on Biological Diversity, and the UN Sustainable Development Goals (SDGs). These include creating the Net-Zero Insurance Alliance, supporting the Glasgow Financial Alliance for Net Zero (GFANZ), convening the world's leading insurers to pilot the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), championing nature-positive insurance, aligning insurance portfolios with the SDGs, creating a Sustainable

Insurance Facility with V20 finance ministers for the most climate-vulnerable countries, and working with the California Insurance Commissioner to develop the world's first sustainable insurance roadmap.

**Nokukhanya Mlanduli**

**Senior Manager, Governance &
Assurance/Enterprise Risk Management
Standard Bank**

Nokukhanya has ten years' experience in Risk Management and has extensive background in Internal Audit. She has worked in banking for just over 13 years.

She has completed a Masters in Commerce: Applied Risk Management from NWU and is currently the chairperson of the IRMSA Membership Working Committee.

Nokukhanya enjoys a good book, watching documentaries and sharing a gin with friends.

She is part of the Standard Bank Group ERM team, heading up Governance and Assurance.

**Michael Reilly**

**MD, Accenture Insurance
Underwriting Practice**

Michael leads Accenture's Insurance Underwriting Practice. He has helped leading commercial insurance companies transform operations and organisations around the world including the US, Canada, Denmark and Sweden.

He has led large scale commercial insurance transformation programmes in underwriting, policy and business intelligence.

In leading Accenture's commercial insurance practice, his focus lately has been on the use of intelligent tools and data such as advanced location solutions to drive underwriting and financial performance.

Michael has co-authored multiple articles on insurance, presented at conferences and been featured on podcasts on intelligent underwriting. He received his Masters of Business Administration from Drexel University in 1996.

**Zanele Njapha**

**Neuro coach, speaker and author
TomorrowToday Global**

Better known as 'The UnLearning Lady', Zanele Njapha is the world's leading voice on using key unlearning principles to help teams let go of outdated ways of working & transition successfully into exciting new ways of seeing, doing and being.

Zanele presents with uncanny wit and humour, delivering engaging insights wrapped in memorable stories.

She is a well-seasoned and thought-provoking speaker who engages and captures diverse audiences.

**Trina Bowser**

**Senior Manager,
Insurance Practice Accenture**

Trina specialises in helping insurance carriers optimise their businesses through transformational planning, improved operational efficiency, and organisational change.

As a Senior Manager in Accenture's Insurance practice, she leads initiatives to transform and improve insurance underwriting operations through implementation of leading-edge technology solutions which deliver value and benefit customers.

Trina has experience with both Life and Property & Casualty Insurance.

**Sthembiso Phakathi**

**Director Organisational Transformation,
Deloitte Consulting**

Sthembiso is currently a Director in the Human Capital practice at Deloitte Consulting focusing mainly on Organisational Transformation.

Sthembiso works with C-suite executives to navigate their challenges and help them better understand the impact of technological, social, and economic change. He uses his extensive organisational design experience to lead large scale corporate transitions across sectors and industries, with the primary focus on the Energy, Resources and Industrials sector.

He is a part-time lecturer at Wits University in the department of Economics and Human Sciences and is a visiting lecturer at the Gordon Institute of Business Science (GIBS).

Sthembiso holds an MBA from the University of South Africa and an MSc in Strategic Marketing from Cardiff University, UK.



Era Gunning

Executive: banking and finance, data privacy and protection, ENSafrica

Era Gunning is an Executive in ENSafrica's Banking and Finance department. She is an admitted solicitor of the Supreme Court of New South Wales, Australia and has advised various clients, including leading banks, on the practical application of international anti-money laundering initiatives and statutory compliance issues.

Era's experience also includes the drafting and perusal of all legal documents such as commercial leases, as well as advising on consumer and data protection.

Era has conducted numerous workshops and seminars in respect of data and consumer protection for clients, including banks, insurers, credit providers, pharmaceutical companies, medical schemes, government agencies, parastatals and direct marketers.

Era is an ad hoc lecturer at the University of the Witwatersrand for postgraduate students.



Schalk Engelbrecht

Chief Ethics Officer, KPMG

Schalk Engelbrecht is an ethicist and a student of philosophy. He is responsible for KPMG's internal ethics programme, and assists client companies to assess their ethical culture, develop Codes of Ethics, design ethics management programmes, and facilitate ethics training.

Schalk is also a research associate with the Centre for Applied Ethics at Stellenbosch University, and an Extraordinary Associate Professor with the School of Accounting Studies at North-West University. He has presented papers at national and international conferences on topics that include "radical business ethics", "the problem of the commons in organisations", and "ethics and utopian thinking". He is published in academic and popular journals and has been an invited speaker at conferences and provincial Anti-Corruption events.



Nerushka Bowan

Head of Technology and Privacy Law; Head of Innovation, Norton Rose Fulbright

Nerushka Bowan is a technology and privacy lawyer based in Johannesburg. She is the head of technology and innovation at Norton Rose Fulbright, and also leads the technology and privacy law practice for South Africa.

Nerushka has extensive experience in complex and strategic technology and privacy law matters, including outsourcing transactions and regulatory and compliance issues across various industry sectors.

She is recognised as an international thought leader in emerging technology law and in analysing the future legal and regulatory issues of emerging tech such as AI and blockchain.



Lullu Krugel

Chief Economist, PwC Southern Africa

Lullu Krugel is the Chief Economist for PwC Southern Africa and was recently also appointed as the ESG lead for PwC Africa.

She has been working as an economist for the past 22 years, 15 of which have been focused on understanding the socio-economic impact companies have through their strategies, operations and investment decisions; government policy, decisions and its impact on poverty, inequality and unemployment and how we could go about addressing those.

She and her team have provided the economic modelling and analysis report for the business response to COVID-19 through B4SA. She holds an M.Com in Economics and Risk Management and Post Graduate Diplomas in Energy Law and Competition Law.

Lullu is a member of a chamber choir and enjoys running.



Scott Sayce

Global Head of Cyber Allianz Global Corporate & Specialty (AGCS)

Scott joined AGCS in September 2021. Based in London, he steers AGCS's cyber underwriting business and also leads the group-wide Cyber Center of Competence of Allianz which is embedded into AGCS.

Scott joined AGCS from AXA, where he held a variety of increasingly senior leadership roles after joining in 2017. He started out as Global Chief Underwriting Officer Cyber within AXA's corporate solutions division, while also being Group Chief Underwriting Officer for Cyber. In 2018 he became Group Head of Cyber, and subsequently, Group Head of Financial Lines and Cyber.

Before his time at AXA, Scott was the Head of the Cyber, Technology and Life Science divisions for CNA Hardy.



Dominic Christian

Global Chairman Aon Reinsurance Solutions

Dominic is Global Chairman of Aon Reinsurance Solutions and a member of the Global Executive of Aon. He is Deputy Chairman of Lloyd's, a long-standing member of its council/board and chairs the Inclusion@Lloyd's Group.

Dominic is Chairman of the Sainsbury Centre for Visual Arts (SCVA) and a Director of the StandUp Foundation and of the Bermuda Society.

He is a former Chairman of ClimateWise, Lloyd's Tercentenary Foundation and of Juvenile Diabetes Research Foundation. He is married and has two children, who describe his interests as family, conversation, history, architecture, football, tennis, cats and overworking. Not all are approved of.

He holds an honours degree in History from the University of East Anglia and an Honorary Doctorate in Civil Law.

Building Resilience against Ransomware

Ransomware is on a meteoric rise - increasing in frequency, severity, and sophistication. Organisations that have an end-to-end cyber risk management mindset stay ahead of the curve. We help clients manage their evolving cyber risk needs to minimise damage and recover swiftly from any breach or interruption incident.



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Munich Reinsurance Company of Africa Limited (MRoA) is one of the leading reinsurers on the African continent with over 40 clients having its central hub in Johannesburg and a regional office focusing on services to its Life clients in Cape Town and has been operating in South Africa for over 50 years. Its line of business includes giving a full scope of services in treaty and facultative support for Life Business, expertise to Life and Non-Life clients in the areas of product development, pricing, claims management, capital management, risk management,

new business processing, medical research and underwriting. Munich Reinsurance Company of Africa prides itself in sharing its Global expertise and launched a training initiative, Leadership Inspiring Mutual Advancement (LIMA) in 2019, which is offered to clients with the aim of contributing to the development of skills and (re) insurance tools, thought leadership, sustainable business solutions and offers networking opportunities for talented insurance industry practitioners in the African continent.

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We are a trusted brand and pioneered the vehicle tracking and stolen vehicle recovery industry in South Africa in 1994. We provide industry-leading stolen vehicle recovery services, advanced vehicle and fleet tracking, great

fleet management solutions for all-sized business and commercial fleets, commanding insurance telematics solutions and best-in-class bureau services – in fact, no IoT solution is out of our reach.



Sasria SOC Ltd is the only non-life insurer that provides special risk cover to all individuals and businesses that own assets in South Africa, as well as government entities. This is unique cover against risks such as civil commotion, public disorder, strikes, riots and terrorism, making South Africa one of the few countries in the world that

provide this insurance, particularly at affordable premiums. By enabling businesses to restore their liquidity or operations quickly and efficiently after experiencing loss or damage due to special risk events, Sasria SOC Ltd plays a significant role in preventing job losses, maintaining livelihoods, restoring pride and dignity, and facilitating economic stability.

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Old Mutual Insure is a leader in Southern Africa's non-life insurance landscape. With a strong presence in the industry for over 180 years, we have built a proud tradition of quality short-term insurance products, backed by our remarkable service delivery.

Old Mutual Insure is a licensed financial services provider and non-life insurer with an extensive range of insurance solutions that are among the best offered in South

Africa. We provide insurance services to personal, commercial, agricultural, and corporate customers in South Africa, while we also have operations in Namibia, Botswana, Zimbabwe, and Nigeria under the Old Mutual brand. By doing great things every day, our expertise enables us to protect our customers' valued assets and walk beside them on their journey to achieving their lifetime financial goals and aspirations.



Discovery

Discovery Insure provides comprehensive car and home insurance plans to suit every lifestyle. Clients get innovative service features, rewards and benefits, which are flexible and affordable, and use world-class technology.

At the centre of our shared-value model is Vitality Drive, our incentive-based driver behaviour programme that rewards clients for driving well. Vitality Drive uses incentives to encourage better driving behaviour, directly reducing the cost of insurance, as better drivers have fewer and less severe accidents.

Discovery Business Insurance offers products that look at businesses holistically to help create organisations that perform better and have a positive impact on South Africa.

Our product range is responsive, enabling us to offer clients bespoke solutions that are tailored to their business industry. Using our market expertise, we have selected the covers and benefits that different industries need to help them work more efficiently and become better businesses.



GUARDRISK
TAILORED RISK SOLUTIONS

Guardrisk is a specialist, cell captive insurance group that provides tailor-made risk financing and insurance solutions; including non-life and life cell captives,

branded insurance products for clients to sell to their own customer bases, microinsurance, and traditional non-life corporate and commercial insurance.



santam

Santam is the leading general insurance company in South Africa with market share exceeding 24%. We have been offering insurance for more than 104 years and over this time, we have made it our business to understand what is important to our clients and the risks they face.

We have managed to build a diverse company that stretches into all areas of general insurance, across personal, commercial, agricultural and specialist markets. That's why 80 of the top 100 companies trust us to protect their businesses.



AON

AON exists to shape decisions for the better – to protect and enrich the lives of people around the world. Our colleagues provide our clients in over 120 countries

with advice and solutions that give them the clarity and confidence to make better decisions to protect and grow their business.



SAPIENS
Partnering for Success

Sapiens International Corporation (NASDAQ and TASE: SPNS) empowers the financial sector, with a focus on insurance, to transform and become digital, innovative and agile.

Backed by 40 years of industry expertise, Sapiens offers a complete insurance platform, with pre-integrated, low-code solutions and a cloud-first approach that accelerates customers' digital transformation.

Serving more than 600 customers in 30 countries, Sapiens offers insurers across property and casualty, workers compensation and life markets the most comprehensive set of solutions, from core to complementary, including Reinsurance, Financial & Compliance, Data & Analytics, Digital, and Decision Management.

Sapiens' team of more than 4,800 employees operates through our fully-owned subsidiaries in North America, the United Kingdom, EMEA and Asia Pacific.

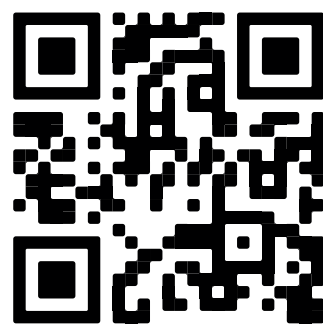


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Standard Bank

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Standard Bank's personal and business banking products include mortgage

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Our Corporate and Investment Banking division serves a wide range of requirements for banking, finance, trading, investment, risk management, and advisory services.

This group of specialists delivers a comprehensive range of products and services relating to investment banking; global markets; and global transactional products and services.



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The Graduate Institute of Financial Sciences (GIFS)* are trailblazers and market leaders with an award-winning 15-year footprint in the Financial Services Sector and a solid international standing.

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Marsh

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of Marsh McLennan, the world's leading professional services firm in the areas of risk, strategy and people. Founded over 150 years ago, our purpose is to protect and promote possibility - helping our clients dream bigger, reach further, and plan for the opportunities ahead.



Allianz Global Corporate & Specialty (AGCS) is a leading global corporate insurance carrier and a key business unit of Allianz Group. We provide risk consultancy, Property-Casualty

insurance solutions and alternative risk transfer for a wide spectrum of commercial, corporate and specialty risks across 10 dedicated lines of business.



Absa Insurance provides a range of comprehensive insurance product solutions through a multichannel approach, giving customers seamless access to our products and support services across various platforms,

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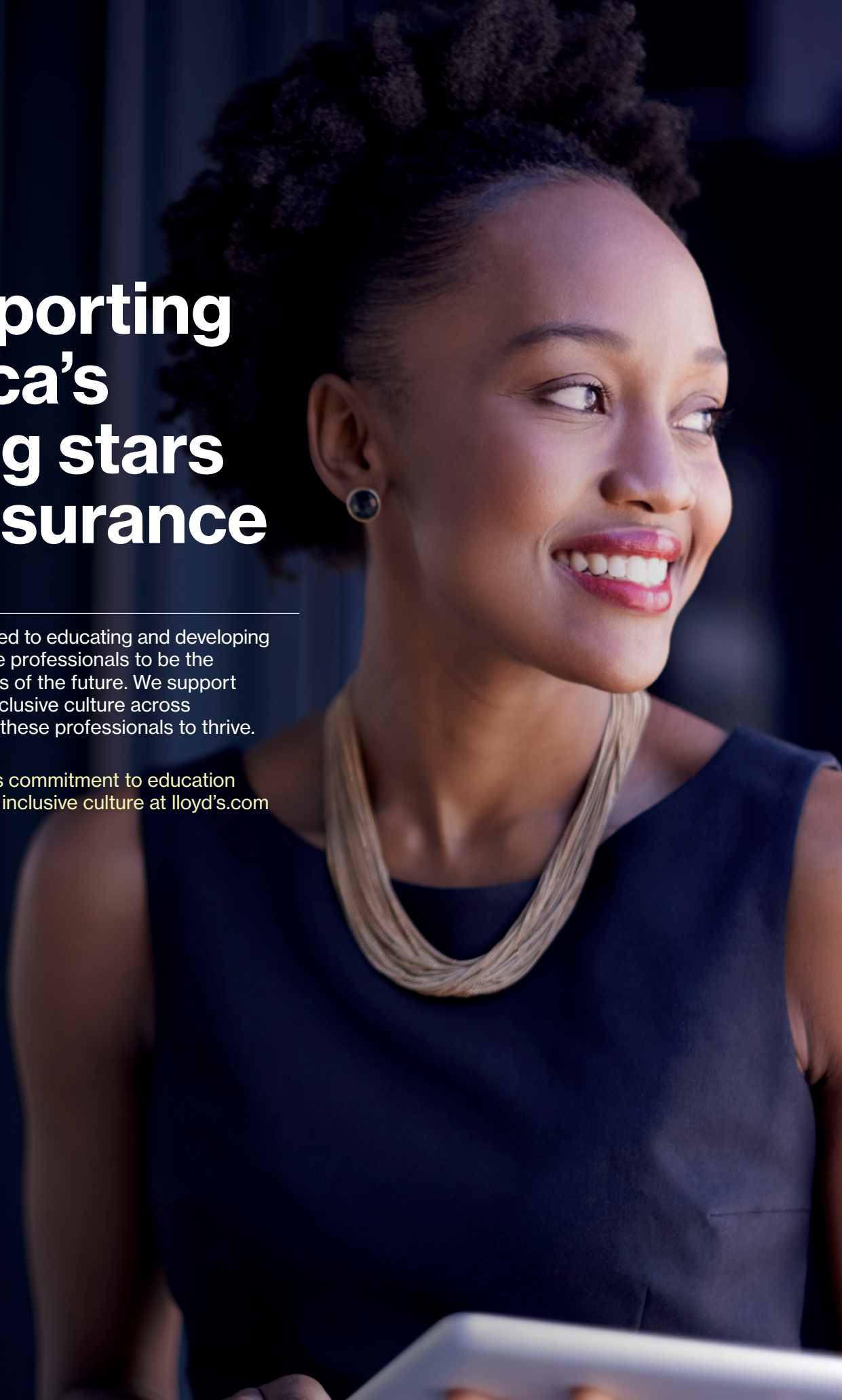
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We are committed to educating and developing young insurance professionals to be the business leaders of the future. We support a diverse and inclusive culture across the industry for these professionals to thrive.

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The Fulcrum Group of companies is South Africa's foremost independent provider of premium collection and premium finance to the insurance industry. Our brand promise is "We see it differently" – and our track record illustrates that we certainly do.

We've always taken the innovative route, developing systems that meet legal and regulatory requirements, to future-proof and de-risk our clients, and provide them with efficiency, convenience, and cost savings.

LLOYD'S

Lloyd's is the world's leading insurance and reinsurance marketplace. Through the collective intelligence and risk-sharing expertise of the market's underwriters and brokers, Lloyd's helps to create a braver world. The Lloyd's market provides the leadership and insight to anticipate and understand risk, and the knowledge to

develop relevant, new and innovative forms of insurance for customers globally. And it promises a trusted, enduring partnership built on the confidence that Lloyd's protects what matters most: helping people, businesses and communities to recover in times of need.

itoo

iTOO is a niche home for entrepreneurs, start-ups and specialist UMAs with a collective of industry leading experts across a range of special risk insurance offerings suited to a wide range of local and

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LOMBARD

Lombard Insurance Company Limited, started in 1990 by the visionary George Lombard as a niche insurer operating specifically in guarantee markets, has developed into a multifaceted business that provides diversified insurance and related solutions to the business market. Lombard values the entrepreneurial

spirit – it's how we started in 1990 and how we've grown our businesses. Finding unique offerings and solutions, reacting to situations at critical moments, changes in the market and new opportunities – even in and from the most unexpected places and businesses – is core to what makes us leaders in specialist insurance.



Discovery

Discovery Insure provides comprehensive car and home insurance plans to suit every lifestyle. Clients get innovative service features, rewards and benefits, which are flexible and affordable, and use world-class technology. Our product range is responsive, enabling us to offer clients

bespoke solutions that are tailored to their business industry. Using our market expertise, we have selected the covers and benefits that different industries need to help them work more efficiently and become better businesses.

INDWE RISK SERVICES

With roots established in 1903, Indwe Risk Services (Pty) Ltd is today one of South Africa's largest independent brokers, offering personal, business and specialist risk and insurance advisory services. As a company with innovation as a value, we are always looking for new ways of doing business, to continually provide better services and solutions to our clients. In 2019 one such opportunity was identified and we partnered

with Lyme Street Risk, a highly experienced corporate broking and risk management advisory business.

Now, well over 100 years later, Indwe looks nothing like their early insurance pioneers. But, what has remained consistent through our transformation, is our commitment to always provide trusted, valued advice that protects your futures.



CONSTANTIA

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For 70 years, Constantia has focused on building authentic, collaborative relationships that enable our partners to grow their businesses sustainably. We care about our

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DGC GLASS was established in 2007 to offer an alternate solution to the insurer as well as the insured, as there are a few large suppliers in the auto glass replacement market dictating market conditions and pricing. Since our establishment we have taken time and careful consideration to provide South Africa's auto glass replacement market with the ULTIMATE auto glass solution. We have based our solution on not only providing a more competitive pricing structure together with world class quality auto glass but our focus together with these two aspects is providing

our clients with unrivalled client service and satisfaction making auto glass replacements more convenient than ever before. DGC GLASS has devised a pricing structure that benefits not only the insurer but the insured too. This pricing structure together with our auto glass partners Fuyao (the world's second largest auto glass manufacturer) make the solution that we offer unparalleled in terms of pricing and quality assurance. protect our customers' valued assets and walk beside them on their journey to achieving their lifetime financial goals and aspirations.

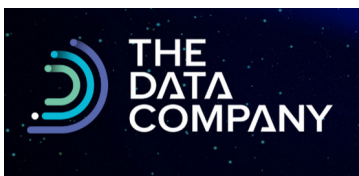


Milpark is a registered Higher Education Institution provider in South Africa currently offering accredited higher education programmes.

Established in 1997, Milpark is one of the first private providers of higher management education in South Africa. We service the higher education needs of various corporate entities as well as public students, through the qualification offering in The School of Financial Planning and

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Milpark Education's School of Financial Planning and Insurance offers qualifications and short courses in financial planning, financial planning products and short-term insurance.



The Data Company is passionate about Data and Business agility in various industries. We help by accelerating business agility through the rapid delivery of dataFINIUM our intelligent data hub and infoFINIUM our composable application platform.

We recently partnered with Linktank to establish the first-of-its-kind data and technology integration hub, linkFINIUM, in South Africa and aimed at the Insurance Industry, which will offer independent advisors access to standard industry integrations on a subscription basis.



INSETA's purpose is to grow the pool and quality of scarce and critical skills in the insurance sector, enhancing the sector and supporting the country's transformation.

We promote and enable quality skills development through funding education and training to meet the National Skills Agenda.



Hyphen Technology (Pty) Limited is a Financial Technology Service Provider Fintech which specialises in the provision of advanced payment, receipting, reconciliation and cash flow administration solutions to medium and large sized companies. We have a proud track record boasting many years of experience in our field, numerous industry first innovations,

an impressive Client base comprising many of the top corporate brands in South Africa and parts of Africa. Hyphen PDA (Payments Distribution Agency), which is one of our divisions, is the largest PDA and widely regarded as the leading PDA in South Africa with numerous industry accolades.



Our business solutions provide clients with the ability to collect payments from customers through our secure online portal. EasyDebit© stream-lines business transactions by enabling clients to capture, manage and submit financial and non-financial transactions to all major banks in South Africa. We offer a comprehensive suite of payment services that can be set up according to your business needs.

EasyDebit© specialises in once-off debits, regular recurring fixed debits and variable scheduled payments as well as bank and identity verification.

Easy Debit Payment Solutions (PTY) Ltd is an Authorised Financial Services Provider (FSP no.50365)

AIE 2022 | EXHIBITORS



Carmine Underwriting Services is backed financially by a credible entity in South Africa - with Treaty reinsurance capacity from well-established reinsurers. We commit to constantly provide personal, professional,

and trustworthy short term insurance solutions to our valued clients by building strong networks and collaborations with all stakeholders.



Sapiens International Corporation (NASDAQ and TASE: SPNS) empowers the financial sector, with a focus on insurance, to transform and become digital, innovative and agile.

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Sapiens' team of more than 4,800 employees operates through our fully-owned subsidiaries in North America, the United Kingdom, EMEA and Asia Pacific.



Genasys is a full-stack, cloud-based, modular insurance solution for insurers, MGAs and brokers. Software is key to the success of any insurance business regardless of their size, their location, their lines of business - and our comprehensive front to back end insurance solution can help them scale and optimise their operations.

We employ our own zero code tools for product building, rating, workflow creation, document design and new user set-up while our ecosystem allows our clients to leverage the power of insurtech to deliver the unique product or service that they're looking to deliver to their customers. Technology is what we do. Evolution and change is how we do it better.



ISB Optimus is a specialized professional services company focused on helping businesses achieve world class excellence through business transformation, competence development and performance enhancement. We have the capacity and capability to help your organisation with

Business Process Management; SYSPRO Specialised Solutions; Digital Workforce Solutions (including Robotic Process Automation, Cognitive Automation and Bot Insights); Advanced Reporting & Analytics; and Business Performance Improvement.



Absa Insurance provides a range of comprehensive insurance product solutions through a multichannel approach, giving customers seamless access to our products and support services across various platforms,

leveraging Absa's digital capabilities (Absa.co.za, Absa Online to existing Absa customers, Virtual Advisors and Mobile App) as well as dedicated call centres, face-to-face advisors, and branches as delivery channels.



As the leading global supplier of technology systems and software for the insurance industry, our role is to help insurers and brokers operate more efficient businesses. We achieve this in a number of ways, so

whether you are looking for a world-class policy administration system or innovative, market-leading tools for rating and combatting application fraud, we've got it covered.

Association Pavilion: In collaboration with IISA, SAIA and FIA



ON YOUR BEHALF



The South African Insurance Association (SAIA) is the representative body of the non-life insurance industry. It represents its members to all relevant stakeholders to ensure a sustainable and dynamic industry.

Members

SAIA has 58 corporate members, comprising all categories of non-life insurers, including reinsurers.

SAIA aims to...

- Encourage fair and ethical treatment of consumers of non-life insurance products
- Represent the non-life insurance industry with all stakeholders and at all levels in such a way that these stakeholders have trust and confidence in the industry
- Create an environment in which the members of our industry can share information, debate important and relevant issues, and create a common vision for the non-life insurance industry
- Create opportunities for the industry to continue with, and embark on, initiatives that will enhance its image and reputation among all stakeholders
- Promote understanding of non-life insurance to all stakeholders
- Promote awareness of the industry and its contributions to society and the South African economy

www.saia.co.za

 [South-African-Insurance-Association-SAIA](https://www.facebook.com/South-African-Insurance-Association-SAIA)

 [@saia01](https://twitter.com/saia01)

 [the-south-african-insurance-association-saia-](https://www.linkedin.com/company/the-south-african-insurance-association-saia-)



The Insurance Institute of South Africa (IISA) promotes the advancement of knowledge and skills, the maintenance of the highest level of standards and ethics, as well as professional development within the insurance industry.

Members

The IISA membership base comprises individuals and corporates who are active in the insurance industry.

IISA aims to...

- Minimise the shortage of skills in the insurance industry
- Create tangible impact and transformation for the industry and our country
- Elevate insurance as a career
- Obtain international recognition for professional designations
- Establish strategic partnerships and collaboration with relevant stakeholders in order to ensure improved insurance skills development in Africa

www.iisa.co.za

 [InsuranceInstituteSA](https://www.facebook.com/InsuranceInstituteSA)

 [@iisa_ins](https://twitter.com/iisa_ins)

 [the-insurance-institute-of-south-africa](https://www.linkedin.com/company/the-insurance-institute-of-south-africa)



The Financial Intermediaries Association of Southern Africa (FIA) is dedicated to promoting the value of intermediated advice within all facets of the insurance industry and serves as the voice of the intermediary in dealings with stakeholders.

Members

FIA members are intermediaries in the short-term insurance, financial planning, healthcare and employee benefits industries.

FIA aims to...

- Represent the interests of its members and their clients with all stakeholders
- Ensure sustainability and relevance of members by embracing diversity and inclusive market growth
- Serve as a centre of intelligence that informs our market position and influence
- Grow and retain membership to ensure influence and unity in numbers
- Put forward a relevant value proposition that talks to the needs of its diverse membership base

www.fia.org.za

 [financial.intermediaries.association](https://www.facebook.com/financial.intermediaries.association)

 [@FIA_ORG_ZA](https://twitter.com/FIA_ORG_ZA)

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GENERAL INFO



SUN CITY RESORT

R556, Sun City, 0316
Tel: +27 (0)14 557 1000

FUNCTION VENUES

Conference: King's Ballroom
Exhibition: Warrior Hall
Golf: Garry Player Golf Course
Golf Prize Giving: Garry Player Club House
Gala Dinner & Awards: Superbowl

VIRTUAL PLATFORM

Go to: <https://bit.ly/3RHoggM>
A login code will be emailed to each delegate.

Kindly check your spam folder as the link and password might be there.

VISIT THESE AREAS DURING THE HYBRID CONFERENCE:

- Reception Area
- Event Feed
- Agenda
- Main Stage
- Exhibition
- Engage with Attendees
- Sponsors Zone

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"Do not judge me by my success,
judge me by how many times I
fell down and got back up again."

- Nelson Mandela -



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