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<td>Important information</td>
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<td>Accessing e-learning modules</td>
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<td>The Insurance Institute of Ireland</td>
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<td>The Insurance Institute of Cork</td>
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<td>The Insurance Institute of Dublin</td>
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<td>The Insurance Institute of Galway</td>
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<td>The Insurance Institute of Limerick</td>
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<td>The Insurance Institute of Sligo</td>
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<tr>
<td>Terms and conditions</td>
<td>26</td>
</tr>
</tbody>
</table>
It is important when planning your 2015 CPD that you select the lectures appropriate for your function/qualification.

1. Life Assurance
2. Pensions
3. Personal General Insurance*
4. Commercial General Insurance*
5. Private Medical Insurance and Associated Insurances*
6. Diploma in Life Administration (DLA)
7. Diploma in Life and Disability Underwriting (DLDU)
8. Diploma in Life and Disability Claims (DLDC)
9. Ethics

* If you hold a LCOI designation, you may be entitled to claim CPD hours for content accredited for categories 4, 5 and 6. Please check with your professional body.

If you hold a designation from The Institute of Banking (IoB) or the LIA, these lectures may also be relevant to you. Please check with your professional body.

- CPD should by definition under the Central Bank of Ireland’s Minimum Competency Code be ‘continuous’. Waiting until the final weeks of December to complete your CPD hours cannot be classed as continuous.
- CPD is monitored not just for hours completed but also for relevance of content.
- If the relevant retail product category for your function is not listed after a particular lecture in this brochure, then the content of that lecture has not been accredited for your area of practice.
- If you’re registering for a lecture via iiiConnect you will only be able to see and register for lectures that are accredited for your designations.
- Similarly we’ve now introduced a filter system to iiiConnect which means that only e-learning relevant to your designation will be available for selection.
- Grandfathered persons: Make sure to check with your employer the area you were grandfathered in to ensure the lecture is relevant to you.
- You can fulfil your ethics requirement of 1 hour either online or face to face.
- Surplus CPD hours cannot be carried over from one year to another.

[Denotes ethics lecture]
**YOUR REQUIREMENTS**

**Under The Minimum Competency Code 2011**

Qualified and Grandfathered Persons are required to complete 15 formal hours of CPD including:

- 1 hour of CPD for each function you undertake
- Minimum 1 hour of CPD relating to ethics

**ACII and FCII requirements under The Chartered Insurance Institute (CII)**

- 35 hours of compulsory CPD
- At least 21 hours must be structured/formal CPD

**YOUR OPTIONS**

**Your Options**

- Face to face lectures
- E-learning through iiiConnect
- Other iiiCPD Compliance approved CPD
- Successful completion of III exam modules
- Development of III accredited CPD material. Please see the CPD Rules for more information at iii.ie/CPDrules.
Start your CPD now

If you are awarded an III designation (e.g., CIP) in the January or May exam sittings, you will be subject to the following CPD requirements for that calendar year:

- You are required to complete at least 4 hours formal CPD
- 1 of these hours must relate to ethics
- Included in your 4 hours, you must complete 1 hour per specified function that you fulfil.

Those who qualify from the September exams will commence their CPD in January the following year.

Learn more by downloading the III CPD Rules at www.iii.ie/publications

If you’ve been awarded an ACII/FCII designation by the CII you will need to check the CPD requirements that apply to you on www.cii.co.uk/cpd

The III membership card is your personal smartcard that records your attendance at III CPD events and updates your iiiCPD Compliance record accordingly.

Your membership card also gives you access to iiiBonus, our affinity programme, which brings you excellent savings and exclusive offers on everything from your health and wellbeing to great days out.

Visit the Member Area on www.iii.ie for more details.
1. Go to www.iii.ie and log in to the Member Area located in the top right hand corner of the homepage. You will need your Member ID and password to do this.

2. If you’ve lost or forgotten your password simply click ‘Forgot Password?’, submit your details and you’ll receive an automated email with a new password.

3. Once in the Member Area click on the iiiConnect logo.

4. On the iiiConnect homepage click ‘Events’ under the ‘Catalogue Links’ section.

5. Finally, simply select your Local Institute and register for your chosen event(s).

6. You will receive a confirmation email including an ‘Outlook Reminder’ attachment. By clicking on this attachment you can automatically record the details of your registered events in your Outlook Calendar.

CPD hours can be completed through e-learning modules on iiiConnect. New modules will be added frequently so check back often for updates.

Follow steps 1 to 3 opposite to access iiiConnect

1. On the iiiConnect homepage click through to ‘e-learning’.

2. You can then choose ‘CPD’.

3. By clicking on ‘CPD’ you’ll link through to e-learning relevant to your designation.

4. Register for your chosen topic.

5. Then simply click on your chosen course to begin.

6. Once you’ve successfully completed the session your iiiCPD Compliance portfolio will update automatically.
Your feedback influences the content and structure of the CPD series. If you have any recommendations for future lecture series please don’t hesitate to get in touch.

Your feedback is so important to us that we have included a link to a feedback survey in the confirmation of attendance email sent out following attendance at our face to face CPD lectures. It will only take a minute to give us your feedback.

Please send any other suggestions, comments or feedback you might have to our Head of Member Services, Deirdre Morrissey ACII:

E dmorrissey@iii.ie T 01 645 6638

If you’re not a member of the III but wish to attend a CPD lecture please contact a member of the Events team to book your place.

E events@iii.ie T 01 645 6666

Please note an admission charge may apply.

Remember that attending CPD events and completing e-learning is included in your membership fee. Join today by contacting our Member Services team on:

E memberservices@iii.ie T 01 645 6670
### Trends in telematics

<table>
<thead>
<tr>
<th>Thu 10 Sep, 1pm</th>
<th>Trends in telematics</th>
</tr>
</thead>
</table>
| CPD: 1 Hour     | The use of black box and app technologies is changing the way risks are underwritten and claims are handled. This lecture will give an overview of the various technologies that are being used in consumer and fleet products. The speaker will also detail how the convergence of 'track and trace' telematics with camera technology are being used by fleet operators to mitigate risks. | Mark Stamper  
Managing Director  
Intelligent Telematics |

### Expecting the unexpected: flood risk management

<table>
<thead>
<tr>
<th>Thu 17 Sep, 1pm</th>
<th>Expecting the unexpected: flood risk management</th>
</tr>
</thead>
</table>
| CPD: 1 Hour     | As the frequency of flooding increases, insurers and consumers need to take additional steps to identify the risks and implement prevention measures. This lecture will cover the risk management measures that must be taken, as well as the emergency contingencies that should be included in policies to ensure maximum protection for the consumer. | Sean Coleman  
CMIOSH, Grad IFE, RSP, BSc  
(OSH Management)  
Senior risk consultant/Founder  
Coleman Risk Consulting |

### Resolving complaints quickly: the challenges and the benefits

<table>
<thead>
<tr>
<th>Thu 24 Sep, 1pm</th>
<th>Resolving complaints quickly: the challenges and the benefits</th>
</tr>
</thead>
</table>
| CPD: 1 Hour     | The Financial Services Ombudsman (FSO) will provide an update on the most recent issues confronting the financial services industry. He will also provide an assessment of how the insurance industry is faring in comparison with the rest of the financial sector. Finally, the speaker will discuss the FSO's focus on the benefits of early resolution of complaints and the strategic and operational review of the FSO service. | Ger Deering  
Financial Services Ombudsman |
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>CPD: 1 Hour</th>
<th>Session Title</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu 1 Oct, 1pm</td>
<td>1pm</td>
<td></td>
<td>Section 26 in practice: dealing with fraudulent and exaggerated claims</td>
<td>Killian O'Reilly (BCL, LLM, Dip. Employment Law Partner, McDowell Purcell)</td>
</tr>
<tr>
<td>Thu 8 Oct, 1pm</td>
<td>1pm</td>
<td></td>
<td>The trouble with ethics</td>
<td>Julia Carmichael (Chief Compliance Officer, Irish Public Bodies Mutual Insurance Ltd)</td>
</tr>
<tr>
<td>Thu 29 Oct, 1pm</td>
<td>1pm</td>
<td></td>
<td>Construction insurance: considerations for commercial and personal lines</td>
<td>Conor Taaffe (B.E., M.Eng.Sc., M.A.I., BL, Dip. Public Admin, Dip. Legal Studies, Managing Director, HomeBond)</td>
</tr>
<tr>
<td>Thu 5 Nov, 1pm</td>
<td>1pm</td>
<td></td>
<td>Consumer Protection Code: friend or foe?</td>
<td>Seamus Canning (MBA ACII FCILA MCIarb FUEDI-ELAE FIFAA, Insurance Claims Consultant)</td>
</tr>
</tbody>
</table>
### New trends in financial lines products

This exclusive, interactive workshop is hosted by the III and the Irish Brokers Association (IBA) and provides participants with a high level overview of the various financial lines products available, including D&O, crime, employment practices liability, pension trustee liability, professional indemnity and cyber insurance. Analysing hot topics in financial lines and discussing some of the newer and more niche risk transfer products, the speaker will cover prospectus liability/public offerings of securities insurance, M&A solutions and transaction liability solutions.

**SPEAKERS**

Karl Curran  
ACII Chartered Insurer,  
Associate Director,  
AON

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>CPD: 1.5 hours</th>
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</thead>
<tbody>
<tr>
<td>Thu 15 Oct, 8–9.30 am</td>
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<tr>
<td>Thu 15 Oct, 12.30–2 pm</td>
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</tbody>
</table>

As there are limited spaces available (25–30 per session on a first come first served basis) this workshop will be delivered in both a morning and afternoon session. Please note that if you have already completed this workshop in 2015, you can only record CPD for one instance of the course, i.e. if you participate in the workshop again, it will not count towards your annual CPD requirement.
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Event Title</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tue 22 Sep</td>
<td>8.30am</td>
<td>Clarion Hotel, Lapp’s Quay</td>
<td>Ethical responsibilities in business decisions</td>
<td>Evelyn Hanrahan, BA HDE QFA FLIA, Managing Director Financial Services Training</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This lecture will comprise some of the topical talking points surrounding ethics, moral fibre and integrity – key ingredients in making good decisions in business. It will also look at ethics in the context of the Fitness and Probity standards and individual responsibility.</td>
<td>C</td>
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<tr>
<td></td>
<td>9.30am</td>
<td>Clarion Hotel, Lapp’s Quay</td>
<td>InjuriesBoard.ie – let’s simplify it</td>
<td>Brendan O’Mahony, FCII, IATI, Director O’Mahony Training Ltd</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>This lecture will give an overview of the processes and parameters involved in making claims through InjuriesBoard.ie. The speaker will discuss the background of the Injuries Board from its inception in 2004 up until today and, using case studies, will provide details of the application and payment procedures that are in place.</td>
<td>K</td>
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<tr>
<td>Tue 6 Oct</td>
<td>8.30am</td>
<td>Kingsley Hotel, Victoria Cross</td>
<td>Resolving complaints quickly: the challenges and the benefits</td>
<td>Ger Deering, Financial Services Ombudsman</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The Financial Services Ombudsman (FSO) will provide an update on the most recent issues confronting the financial services industry. He will also provide an assessment of how the insurance industry is faring in comparison with the rest of the financial sector. Finally, the speaker will discuss the FSO’s focus on the benefits of early resolution of complaints and the strategic and operational review of the FSO service.</td>
<td>M</td>
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<td>Date</td>
<td>Time</td>
<td>CPD: 1 Hour</td>
<td>Event</td>
<td>Speaker</td>
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<tr>
<td>Tue 6 Oct, 9.30am</td>
<td>9:30am</td>
<td></td>
<td><strong>Trends in telematics</strong></td>
<td>Mark Stamper</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>The use of black box and app technologies is changing the way risks are underwritten and claims are handled. This lecture will give an overview of the various technologies that are being used in consumer and fleet products. The speaker will also detail how the convergence of ‘track and trace’ telematics with camera technology are being used by fleet operators to mitigate risks.</td>
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</tr>
<tr>
<td>Tue 3 Nov, 8.30am</td>
<td>8.30am</td>
<td></td>
<td><strong>Coverage, indemnity and the Consumer Protection Code</strong></td>
<td>David Curran</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>This lecture will give an overview of the obligations that insurers and brokers have towards consumers – and vice versa – at inception and implementation of policies. The speaker will discuss the requirements set out by the Code for insurers in discharging the principles of utmost good faith. The consumer’s duty of disclosure towards their insurer will also be considered.</td>
<td></td>
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<tr>
<td>Tue 3 Nov, 9.30am</td>
<td>9.30am</td>
<td></td>
<td><strong>Construction insurance: considerations for commercial and personal lines</strong></td>
<td>Conor Taffe</td>
</tr>
<tr>
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<td></td>
<td>The speaker will provide an overview of the various construction insurance requirements over the life cycle of a construction project from project design through to completion. Using examples for both personal and commercial lines customers, the speaker will highlight the key elements of cover, the key risk stages of projects and the possible insurance gaps that may arise along the way.</td>
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</tbody>
</table>
# Autumn/Winter 2015 CPD Schedule

**NEW LOCATION:** Chartered Accountants House, 47–49 Pearse Street, Dublin 2

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Speaker</th>
</tr>
</thead>
</table>
| Wed 2 Sep, 8am| 8am    | **How insurers use data to drive customer insight**                    | Michael Ennis  
FTI Consulting                                                                                   |
|               |        | In any industry, getting to know your customers’ needs and building   |                                                                                                    |
|               |        | intimacy is critical. The speaker will illustrate how insurers can   |                                                                                                    |
|               |        | use data and analytics to provide valuable information on their      |                                                                                                    |
|               |        | customers, identify opportunities to improve profitability and       |                                                                                                    |
|               |        | customer intimacy.                                                   |                                                                                                    |
| Wed 9 Sep, 8am| 8am    | **The impact of claims against brokers**                              | Tara Cosgrove  
BCL, Solicitor  
Partner  
Beale & Company Solicitors                                                                         |
|               |        | This lecture will look at the various claims that have been brought  |                                                                                                    |
|               |        | against brokers by consumers and otherwise. Covering off applicable  |                                                                                                    |
|               |        | case law, the speaker will put forward a series of defences available |                                                                                                    |
|               |        | regarding claims against brokers, and will discuss the duty of care  |                                                                                                    |
|               |        | that is owed by brokers to their customers.                           |                                                                                                    |
| Wed 16 Sept, 8am| 8am  | **Data protection: the boundaries and the benefits**                  | Denis Kelleher  
BCL, LLD, Barrister-at-Law  
Author of Privacy and Data Protection Law in Ireland  
Lecturer – The Institute of Banking  
Central Bank of Ireland                                                                                  |
|               |        | Data protection and privacy are becoming increasingly important to   |                                                                                                    |
|               |        | the insurance industry. Whether it is using data to ensure the best  |                                                                                                    |
|               |        | pricing for the customer, or investigating a social media account to  |                                                                                                    |
|               |        | validate a personal injury claim, insurers must be careful in their  |                                                                                                    |
|               |        | use of personal data. The speaker will discuss the legalities        |                                                                                                    |
|               |        | surrounding data protection and privacy, and its implications for    |                                                                                                    |
|               |        | both insurer and customer.                                            |                                                                                                    |
Compliance and the consumer

Consumer regulation has been a major focus for the insurance industry over the last number of years. This lecture will look at the development of this regulation with particular emphasis on the future expectations of the regulator in the area. Finally, the Irish insurance regulatory environment will be contrasted with that of the UK in the context of compliance.

Emerging trends in Irish and international non-life markets

The speaker will discuss the challenges and opportunities in the non-life insurance market both within Ireland and internationally. Key areas covered will include the impact of financial challenges, legal and regulatory issues on consumers and insurance market operators. The speaker will also discuss the ongoing drive to provide insurance solutions for new and developing risks, as well as trends in product distribution.

How data is driving growth in personal lines

As an industry, insurance has been slow to adopt advanced data analytics. The speaker will describe how insurers can use data and the power of analytics to identify growth opportunities and improve customer service.

Ethics and technology in insurance: striking the balance

Insurance professionals face many ethical dilemmas and challenges in an increasingly technology-dependent workplace. The speaker will discuss these dilemmas in the context of current technologies – such as the Cloud, social media and mobile – along with future advancements in artificial intelligence, like driverless cars. Giving an overview of how these technologies can benefit both insurer and customer, the speaker will also suggest how to ensure that the highest ethical standards are always maintained.
CPD SCHEDULE
AUTUMN/WINTER 2015
### Ethical responsibilities in business decisions

This lecture will comprise some of the topical talking points surrounding ethics, moral fibre and integrity – key ingredients in making good decisions in business. It will also look at ethics in the context of the Fitness and Probity standards and individual responsibility.

**SPEAKERS**

**Evelyn Hanrahan**  
BA HDE QFA FLIA,  
Managing Director  
Financial Services Training

### Trends in telematics

The use of black box and app technologies is changing the way risks are underwritten and claims are handled. This lecture will give an overview of the various technologies that are being used in consumer and fleet products. The speaker will also detail how the convergence of ‘track and trace’ telematics with camera technology are being used by fleet operators to mitigate risks.

**SPEAKER**

**Mark Stamper**  
Managing Director  
Intelligent Telematics

### Resolving complaints quickly: the challenges and the benefits

The Financial Services Ombudsman (FSO) will provide an update on the most recent issues confronting the financial services industry. He will also provide an assessment of how the insurance industry is fairing in comparison with the rest of the financial sector. Finally, the speaker will discuss the FSO’s focus on the benefits of early resolution of complaints and the strategic and operational review of the FSO service.

**SPEAKER**

**Ger Deering**  
Financial Services Ombudsman
Expecting the unexpected: flood risk management

As the frequency of flooding increases, insurers and consumers need to take additional steps to identify the risks and implement prevention measures. This lecture will cover the risk management measures that must be taken, as well as the emergency contingencies that should be included in policies to ensure maximum protection for the consumer.

InjuriesBoard.ie – let’s simplify it

This lecture will give an overview of the processes and parameters involved in making claims through InjuriesBoard.ie. The speaker will discuss the background of the Injuries Board from its inception in 2004 up until today and, using case studies, will provide details of the application and payment procedures that are in place.

Compliance and the consumer

Consumer regulation has been a major focus for the insurance industry over the last number of years. This lecture will look at the development of this regulation with particular emphasis on the future expectations of the regulator in the area. Finally, the Irish insurance regulatory environment will be contrasted with that of the UK in the context of compliance.

Construction insurance: considerations for commercial and personal lines

The speaker will provide an overview of the various construction insurance requirements over the life cycle of a construction project from project design through to completion. Using examples for both personal and commercial lines customers, the speaker will highlight the key elements of cover, the key risk stages of projects and the possible insurance gaps that may arise along the way.
CPD SCHEDULE
AUTUMN/WINTER 2015
# AUTUMN/WINTER 2015 CPD SCHEDULE

**LOCATION:** The Strand Hotel, Ennis Road, Limerick

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>CPD: 1 Hour</th>
<th>Subject</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed 30 Sep 11am</td>
<td>1 Hour</td>
<td></td>
<td>Ethical responsibilities in business decisions</td>
<td>Evelyn Hanrahan</td>
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<td>BA HDE QFA FLIA, Managing Director, Financial Services Training</td>
</tr>
<tr>
<td>Wed 30 Sep 12.15pm</td>
<td>1 Hour</td>
<td></td>
<td>Motor claims fraud: trends and tactics</td>
<td>Dean Dowling</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>With incidents of insurance fraud on the rise, this lecture will set out the varying types of fraud prevalent and the emerging trends to be aware of in the year ahead. The speaker will address the importance of a multi-disciplinary approach to early detection and detail the key stages in investigation best practice. Tactics to manage the financial cost of individual claims will also be discussed, as well as an assessment of how consumers are affected by the fraudulent claims of others. Lastly the speaker will identify the relevant pieces of legislation and case law that impact this area of insurance.</td>
<td>BSC, DIP LA, ROI SIU Manager, Liberty Insurance</td>
</tr>
<tr>
<td>Wed 30 Sep 1.15pm</td>
<td>1 Hour</td>
<td></td>
<td>InjuriesBoard.ie – let’s simplify it</td>
<td>Brendan O'Mahony</td>
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<tr>
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<td>FCII, IATI, Director, O’Mahony Training Ltd</td>
</tr>
</tbody>
</table>
Wed 7 Oct, 11am  
CPD: 1 Hour

**Expecting the unexpected: flood risk management**

As the frequency of flooding increases, insurers and consumers need to take additional steps to identify the risks and implement prevention measures. This lecture will cover the risk management measures that must be taken, as well as the emergency contingencies that should be included in policies to ensure maximum protection for the consumer.

**SPEAKER**
Sean Coleman  
CMIOSH, Grad IFE, RSP, BSc  
(OSH Management)  
Senior risk consultant/Founder  
Coleman Risk Consulting

Wed 7 Oct, 12pm  
CPD: 1 Hour

**Construction insurance: considerations for commercial and personal lines**

The speaker will provide an overview of the various construction insurance requirements over the life cycle of a construction project from project design through to completion. Using examples for both personal and commercial lines customers, the speaker will highlight the key elements of cover, the key risk stages of projects and the possible insurance gaps that may arise along the way.

**SPEAKER**
Conor Taaffe  
B.E., M.Eng.Sc., M.A.I., BL  
Dip. Public Admin, Dip. Legal Studies  
Managing Director  
HomeBond

Wed 21 Oct, 11am  
CPD: 1 Hour

**Recent developments in employment law**

The Workplace Relations Act, 2015 is the biggest game-changer in Irish employment law in recent years. Reviewing some of the most interesting cases in the last six months, the lecture will give an overview of the disciplinary process in general and the necessity to apply natural justice and fair procedures. The lecture will also focus on how the new legislation is likely to impact the working environment for both employers and employees.

**SPEAKER**
David Gaffney  
Principal  
Gaffney Solicitors

Wed 21 Oct, 12.15pm  
CPD: 1 Hour

**How insurers use data to drive customer insight**

In any industry, getting to know your customers’ needs and building intimacy is critical. The speaker will illustrate how insurers can use data and analytics to provide valuable information on their customers, identify opportunities to improve profitability and customer intimacy.

**SPEAKER**
Emily Pitt  
FTI Consulting
Health and safety claims: an overview

This lecture will discuss the relevant issues for insurers arising out of health and safety claims against engineers and architects. Analysing recent developments in the health and safety sphere, the speaker will put forward the points that insurers should be aware of if a professional puts forward a health and safety claim. Finally, professional indemnity policy wordings in relation to health and safety claims will be considered.
## InjuriesBoard.ie – let's simplify it

Thu 8 Oct, 10am  
CPD: 1 Hour

This lecture will give an overview of the processes and parameters involved in making claims through InjuriesBoard.ie. The speaker will discuss the background of the Injuries Board from its inception in 2004 up until today and, using case studies, will provide details of the application and payment procedures that are in place.

**SPEAKER**
Brendan O'Mahony  
FCII, IATI  
Director  
O'Mahony Training Ltd

**LOCATION:** The Radisson Blu Hotel, Ballincar

## The claims environment

Thu 8 Oct, 11am  
CPD: 1 Hour

The speaker will take an objective view of the claims environment from the perspective of all stakeholders. As an outsource provider to the insurance industry, the speaker will give a clear understanding of the operational challenges presented to insurers, brokers and loss adjusters, along with the reaction of customers to the current processes. Finally, the speaker will look to the future of claims and at the opportunities that will enhance both customer outcomes and operational efficiencies.

**SPEAKER**
John Eves  
BA MBS FCCA FCILA  
Certified Insurance Director  
CEO  
Thornton and Partners

**LOCATION:** The Radisson Blu Hotel, Ballincar

## Expecting the unexpected: flood risk management

Thu 8 Oct, 12.15pm  
CPD: 1 Hour

As the frequency of flooding increases, insurers and consumers need to take additional steps to identify the risks and implement prevention measures. This lecture will cover the risk management measures that must be taken, as well as the emergency contingencies that should be included in policies to ensure maximum protection for the consumer.

**SPEAKER**
Sean Coleman  
CMIOSH, Grad IFE, RSP, BSc (OSH Management)  
Senior risk consultant/Founder  
Coleman Risk Consulting

**LOCATION:** The Radisson Blu Hotel, Ballincar
Construction insurance: considerations for commercial and personal lines

The speaker will provide an overview of the various construction insurance requirements over the life cycle of a construction project from project design through to completion. Using examples for both Personal and Commercial lines customers, the speaker will highlight the key elements of cover, the key risk stages of projects and the possible insurance gaps that may arise along the way.

SPEAKER
Conor Taaffe
B.E., M.Eng.Sc., M.A.I., BL
Dip. Public Admin, Dip. Legal Studies
Managing Director
HomeBond

The Radisson Blu Hotel, Ballincar

Ethics and technology in insurance: striking the balance

Insurance professionals face many ethical dilemmas and challenges in an increasingly technology-dependent workplace. The speaker will discuss these dilemmas in the context of current technologies - such as the Cloud, social media and mobile - along with future advancements in artificial intelligence, like driverless cars. Giving an overview of how these technologies can benefit both insurer and customer, the speaker will also suggest how to ensure that the highest ethical standards are always maintained.

SPEAKER
Caitriona Somers
FCILA FCII Chartered Insurance Practitioner
Non executive director
The Insurance Institute of Ireland

The Sligo Park Hotel, Pearse St.

The impact of claims against brokers

This lecture will look at the various claims that have been brought against brokers by consumers and otherwise. Covering off applicable case law, the speaker will put forward a series of defences available regarding claims against brokers, and will discuss the duty of care that is owed by brokers to their customers.

SPEAKER
Sarah Conroy
BCL, LLM
Partner
Beale & Company Solicitors

The Sligo Park Hotel, Pearse St.

Trends in telematics

The use of black box and app technologies is changing the way risks are underwritten and claims are handled. This lecture will give an overview of the various technologies that are being used in consumer and fleet products. The speaker will also detail how the convergence of 'track and trace' telematics with camera technology are being used by fleet operators to mitigate tasks.

SPEAKER
Mark Stamper
Managing Director
Intelligent Telematics

The Sligo Park Hotel, Pearse St.
III MEMBERSHIP BENEFIT LECTURES
Membership of The Insurance Institute of Ireland (III) entitles fully paid up members to benefit from CPD lectures delivered through the local institute network of Cork, Dublin, Galway, Limerick and Sligo. Additional CPD lectures are provided through the III lunchtime lecture series in Dublin. An extensive library of CPD e-learning modules is also available. These lectures and e-learning modules are delivered as part of your membership benefits.

The 2015 Autumn/Winter CPD programme will feature CPD accredited headline events with presentations from a number of top industry professionals. Details of these events will be available on our website, so check back regularly.

FEES
The Autumn/Winter Lecture Schedule is provided to fully paid up members as part of their membership benefits. A fee of €35 will apply to non-members who wish to attend a standard lecture.

CANCELLING YOUR BOOKING
As a courtesy to both members and events staff, we ask that you please cancel your booking if you are unable to attend a lecture. This will free up places for other members who may wish to attend.

All cancellations must be made online via iiiConnect. To cancel your booking in iiiConnect, simply click on the event title in ‘My Learning Record’ and then on ‘Cancel Registration’. Non members can cancel by contacting the Events Team on events@iii.ie or 01 645 6666. In cases where fees apply cancellations will be refunded if made 7 days prior to an event, otherwise full payment will be charged.

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The programme, content and dates of the lectures are correct at the time of going to print. The III reserves the right to amend or cancel any lecture, speaker or venue should circumstances dictate. Members will be notified of any changes to the programme at the earliest opportunity via www.iii.ie

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The swipe card system requires you to swipe in at the beginning of every lecture to record your attendance. If you are attending a block of more than one lecture you must swipe in at the start of each lecture.

The MCC 2011 Retail Product Categories for which lectures are relevant and accredited are highlighted using the corresponding product number.

III QUALIFICATIONS
The III awards the following designations:

- Accredited Product Adviser
- APA Personal General Insurance
- APA Commercial General Insurance
- APA Private Medical Insurance
- Certified Insurance Practitioner CIP
- Certified Diploma in Loss Adjusting CDIP L.A.
- Diploma in Loss Adjusting DIP L.A.
- Diploma in Private Medical Insurance DIP PMI
- Diploma in Life Administration DLA
- Diploma in Life & Disability Underwriting DLDU
- Diploma in Life & Disability Claims DLDC

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ACII/FCII
Lectures can be used as part of your Chartered Insurance Institute (CII) 35 hours CPD requirement, should you consider the content relevant to your development needs.

GRANDFATHERED PERSONS
Make sure to check with your employer the area of activity you were grandfathered in to ensure the lecture is relevant to you.