



**Tenants Contents Insurance Workshop  
Thursday 12 November 2009  
Mitchell Library, 201 North Street, Glasgow G3 7DN**

09:30	Registration and Coffee
10:00	Chairperson's Introduction Moira O'Donnell, AVIVA
10:05	Financial Inclusion Champions Initiative Mick Johnson, Now Let's Talk Money
10:20	Financial Inclusion – Government and Industry Initiative Kate Carr, Association of British Insurers
10:25	Financial Inclusion – A Landlords' Perspective Rory Brown, Glasgow Housing Association
10:35	A Tactical Approach to Tackling Financial Inclusion Bob Marchant, Salford University
10:55	1 <sup>st</sup> Breakout Session (including group feedback) What are the benefits of Tenant Contents Insurance schemes?
11:35	Coffee Break
11:50	2 <sup>nd</sup> Breakout Session (including group feedback) How can we increase tenant engagement and take-up?
12:50	Conclusions and Next Steps
13:00	Lunch
14:00	Close