

Motor Conference 2009

Putting the consumer in the driving seat

24 November 2009

9:30 **Registration and coffee**

10:00 **Chair of conference: Welcome**

Alistair Stewart, ITV journalist and broadcaster

10:05 **Putting the consumer in the driving seat**

Nick Starling, Director of General Insurance and Health, Association of British Insurers

10:15 **Breakout session one: (choose from three parallel workshops)**

- **Tackling vehicle crime**

As the recession continues, this workshop will explore the latest initiatives in tackling vehicle crime and debate the role that motor insurers can play in delivering this shared objective

Panel speakers:

DCI Mark Hooper, Vehicle Crime Intelligence Unit, Association of Chief Police Officers

Dave Rasmussen, Vehicle Crime Policy Advisor, Home Office

Tony Pryor, Manager, Vehicle Group rating, Nissan

- **Improving Road Safety**

As the Government prepares to launch its new road safety strategy for post-2010, this workshop will debate the key priorities for road safety and the role that insurers can play in preventing and reducing the severity of accidents.

Panel speakers:

Rob Gifford, Executive Director, Parliamentary Advisory Council for Transport Safety

Kevin Clinton, Head of Road Safety, The Royal Society for the Prevention of Accidents

Nigel Bartram, Motor Underwriting Development and Relationship Manager, AVIVA

- **Care and Compensation: Improving the personal injury claims process**

Following years of campaigning and debate, this workshop will outline the impending reforms of the personal injury compensation system and how to prepare for them, and debate future developments in the light of the ongoing Jackson Review into the costs of civil litigation.

Panel speakers:

Narinda Tamana, Civil Law and Justice Division, Ministry of Justice
Kate Lotts, Director of Claims and Technical Services, Royal Bank of Scotland Insurance

John Spencer, Chairman, Motor Accident Solicitors Society

Alistair Kinley, Head of Policy, Berrymans Lace Mawer

11:15 **Keynote speech - The Baroness Hanham CBE, Shadow Transport Minister**

11:45 **Panel Discussion: Putting the consumer in the driving seat**

Panel speakers:

Barry Smith, Chief Executive, Fortis (UK) Limited

Stephen Glaister, Director, RAC Foundation

Val Jones, Partner, Berrymans Lace Mawer

Ray Massey, Transport Editor, Daily Mail

12:45 **Lunch**

14:00 **Keynote speech – Paul Clark MP, Parliamentary Under-Secretary of State, Department for Transport**

14:30 **Breakout session two: (choose from three parallel workshops)**

- **Delivering Green motoring**

This workshop will address the challenge of encouraging greener motoring and explore the role that motor insurers can play in helping customers reduce their environmental impact.

Panel speakers:

Grant Mitchell, Head of Motoring and Pricing, Co-operative Insurance Society Limited

Graham Pendlebury, Director Environment & International, Department for Transport

Stephen Joseph, Executive Director, Campaign for Better Transport

Neil Kirk, Managing Director, Howard Basford Accident Repair Network

- **Comparison websites: adding value?**

Comparison websites are a growing distribution channel. In these difficult economic times, customers may be tempted to sacrifice value for lower premiums. This workshop will outline how the industry is working with comparison websites and other stakeholders to help customers purchase the right product for their needs, and consider what more needs to be done.

Panel speakers:

Ian Josephs, Head of Distribution, MMA Insurance
Dan Moore, Senior Researcher, Which?
Steve Sweeny, Head of Motor, Moneysupermarket.com
Phil Eaton, Financial Services Authority

- **Tackling Uninsured Driving**

As early signs indicate that we may have turned a corner in fighting uninsured driving, this workshop will debate how to maintain momentum in the light of the recession and how to prepare for the new offence of 'keeping a vehicle without insurance' due for implementation in 2011.

Panel speakers:

Chief Constable Frank Whitely, Lead on Automatic Number Plate Recognition,
Association of Chief Police Officer
Ashton West, Chief Executive, Motor Insurers' Bureau
Paul Watters, Head of Public Affairs, The Automobile Association
David Hancock, Enforcement Director, Driver and Vehicle Licensing Agency

15:30 **Workshops: feedback to plenary session**

16:00 **Concluding remarks:**

Alistair Stewart

16:15 **Drinks reception**