

ABI Complaint Management Seminar

1st December 2009

ABI Conference Suite, 7th Floor 51 Gresham Street London EC2V 7HQ

Agenda

- 9.30 **Registration and Coffee**
- 10.00 – 10.05 **Welcome and introduction**
- Maggie Craig, Director of Consumers
 Association of British Insurers
- 10.05 – 10.25 **Regulation update**
- James Sergeant, Redress Policy, FOS and FSCS, Conduct
 Policy Division, FSA
- 10.25 – 10.45 **View from the FOS**
- Caroline Mitchell, Lead Ombudsman
 Financial Ombudsman Service
- 10.45 – 11.15 **The Future of Collective Complaints**
- Simon Orton, Partner, Freshfields
 Bruckhaus Deringer LLP
- 11.15 – 11.35 **Refreshments**
- 11.35 – 11.55 **Learning from your complaints**
 “ There is gold in those darn hills”
- Greg Roche, The Leadership Factor
- 11.55 – 12.20 **Learning from the Consumer**
- Tony Levene, Personal Finance Journalist
- 12.20 – 12.30 **10 years of ABI complaints benchmarking**
- James Meyrick, Policy Advisor, Retail Markets
 Association of British Insurers
- 12.30 **Q & A** – featuring the mornings speakers and wrap up
- 13: 00** **Lunch**