



*Simply* Sussex

September 2016

## Contents

|  |    |
|--|----|
| Richard’s Round Up – Education, education, education .....                               | 3  |
| Secretary’s Soundbites (“Susan’s Stamp”).....  | 4  |
| Learning & Development (CPD) Conference 2016.....  | 5  |
| Ask Jeff – our English language agony uncle.....   | 7  |
| What’s next? .....   | 8  |
| People Security & Social Engineering .....   | 8  |
| Tour of the Amex Stadium .....   | 8  |
| Learning & Development (CPD) Conference.....   | 8  |
| Estate administration – What’s involved and the opportunity for financial advisers ..... | 8  |
| Ghost walk of the Lanes.....   | 9  |
| Our Planner .....  | 11 |

## Richard's Round Up – Education, education, education



Due to holidays we deliberately keep August clear of events. This year it gave us two benefits: firstly we can spend time planning events for the rest of the year and secondly we had more time to enjoy the Olympics. It's satisfying to see how the hours of training and dedication pay off.

This month we have our Exam Cram. Demand for financial services topics has been exceptionally high with AF1 and AF3 virtually full. The demand for the general insurance sessions was less strong. The move to mixed assessment, with more opportunities to take exams throughout the year rather than just the traditional April and October sittings for general insurance exams, may explain some of this reduction. We're discussing how best to deliver qualification specific content in the new mixed assessment world and would welcome feedback and suggestions as we prepare our 2017 programme.

I truly believe that whilst you must know your subject matter, the right or wrong "exam technique" can make the difference between passing and failing. Knowing how to allocate time, the different styles of questions and how to ensure you give the examiner the information they are after is essential. I have seen very clever people who know their subject matter inside out fail because they do not have the correct exam technique. Different institutions and examining bodies have their own idiosyncrasies, meaning for example the way you completed your university exams might not work for CII exams. To draw an analogy with the Olympics, exam technique is like getting your nutrition right. It doesn't matter how well I eat, I'm never going to win gold in Men's Sprint. However, without the correct food Jason Kenny would also struggle. With this in mind this month we have a free exam technique session. Your invigilator, examiner and presenter for the session is me and I'll be taking you through a short exam on the sitcom "Friends" that will then be collectively marked whilst we look at how to maximise your chances of success.

Away from exams the finishing touches to our conference are happening; pages five and six have the full details.

I hope to see you at an event soon.

## Secretary's Soundbites ("Susan's Stamp")



### Headline news

The weather has been pretty good over the last few weeks and those of us on staycation have been remarkably lucky. Summer whizzed by, so if you missed our August issue you can read it [here](#). Break over, our institute council has met and our events are now back in full swing. You can hear more about our Exam Cram sessions next month when we bring you September's retrospective highlights.

The evenings may be drawing in but our programme certainly isn't. There's plenty to look forward to between now and early December, including our annual Learning & Development Conference hosted jointly with North Downs Insurance Institute. Details of our remaining September and October events can be found on pages 8 & 9 and most are now open for online booking. Also, although it has not been possible for our Community team to hold the outdoor volunteering day for reasons beyond their control, the Sussex Seniors' afternoon tea remains firmly on course for 3 November. Invitations will be issued shortly.



On the wider stage, the CII launched its HeForShe campaign in London on 5 September. The launch event is currently available to watch on video <http://www.insuringwomensfutures.co.uk/heforshe/> and I hope you find it as inspiring as I did. I wish I'd been there as there were some very powerful and compelling speakers. The standout presentations for me were those from Sian Fisher, CII CEO and Laura Haynes, UK Chair, UN Women.

### HeForShe

UN Women Solidarity Movement  
for Gender Equality

It's so true – gender equality is an issue for everyone in society, not just women. It makes sense on all levels and there are so many untapped business opportunities too. The campaign's message is that everybody can make a personal commitment to do something positive in support of gender equality, whether it's something you plan to do at work, at home, or in wider society.

On a sad note, we say goodbye this month to Victoria Rees-Price, our Regional Membership Manager (RMM), who leaves the CII to take up a Consumer Marketing Manager role with a finance company in Cardiff. Thank you Victoria for your help and support over the past 18 months and we wish you well in your new job. As the CII currently has a recruitment freeze, Victoria will not be replaced for the time being. Julie Hicks, RMM for our neighbouring institutes, will be providing us with telephone support.



And finally, good luck to everyone taking exams shortly. Our Exam Centre Coordinator, Diana Webley Ward, is looking forward to welcoming you to our Horsham centre and putting you at your ease, so you can concentrate on performing your very best.

## Learning & Development (CPD) Conference 2016

After the success of last year's Learning & Development Conference hosted jointly with North Downs Insurance Institute (ND), it's back on 11 October at Crowne Plaza, Crawley by popular demand! Our small team (Phil Bristow, Gareth Jones and me from IIS and Paul Tunnell and Gabi Hobart from ND) started planning in January. Following months of hard work, we can now reveal the day's programme.



Our keynote speaker is **Julie Page, Managing Director, UK National, Aon Risk Solutions**. Julie is a passionate advocate for diversity and inclusion in the insurance industry, not as an initiative or box-ticking exercise but as a fundamental driver for business. A diverse workforce brings fresh ideas. Also by making everyone feel valued and included at work, it's a win for employees and employers alike as employees achieve their full potential, with resultant increased performance and productivity. Julie will show how there really are **"Opportunities for all in insurance"**.

**"Flood Insurance – the Past, the Present and the Future"** will be presented by Mark Dunham, Underwriting Manager, Property Class - UK&I GI Underwriting, Pricing & Product at Aviva. This session takes a look at the history of flood insurance in the UK and how the market has changed over time from the Statement of Principles to the creation of Flood Re. It considers the factors influencing flood risk and how we can respond to these.

David Sparkes, Head of Training at BIBA, will give an update on the latest regulatory developments, including the Insurance Act 2015. I'm assured that he is keeping the content under wraps until the very last, to ensure it's absolutely bang up to date!

These three sessions take us up to lunchtime and after the buffet, we have a varied afternoon ahead.

Autonomous vehicles have hit the news recently (and unfortunately other objects) and they pose many important and thought-provoking questions. Join us to hear our panel - Craig Beattie, Senior Analyst at Celent (technology expert), Colin O'Neill, Senior Forensic Collision Investigator at Sussex Police, and an insurer (AXA) - debate several key issues from their three specialist perspectives and answer questions from the audience.

Mark Harris, Vice President, Crisis Response Services, Olive Group will speak on **"Negotiation Skills and Crisis Management in life-threatening situations"**. Over the last 22 years, Mark has worked on over 150 incidents of kidnap, extortion and hostage taking around the world, and 19 cases of vessel hijack, the majority of which have been vessels held up by Somali pirates. So expect to hear some interesting stories in addition to valuable negotiation skills tips and how new kidnap, ransom and extortion claims are managed at first notification.





As cyberattacks are constantly in the media, there's no room for complacency and trusting your luck isn't a wise option.

**“Cyber Threat – preparing your business”** is the subject of Rachael Shoer's presentation. Rachael, Cyber Specialist (Underwriter) – UK Regions at AIG, will provide an update on the General Data Protection Regulation (GDPR), explain about the various types of threats and attacks, how they can impact adversely on your business and the solution for managing your risk effectively.

I hope I've whetted your appetite for what promises to be a very special day and our flagship CPD event in 2016.

5.75 hours of quality CPD on a selection of topical general insurance subjects plus good networking opportunities - what's not to like? Places are selling quickly so make sure of yours! Why not book a table of 8 places at the special discount price of £200 and bring your colleagues?



[Save to calendar](#) [Book Now](#)

## Ask Jeff – our English language agony uncle



Jeff Heasman is our regular guest writer and keen advocate for plain English in written and verbal communications.

Here is the fourth of his articles for us – the answer to a reader's punctuation dilemma.

This month's question takes us back to the issue of punctuation and the troublesome comma.

**Question:** When is it okay to use brackets instead of commas?

**Answer:** Commas and brackets (parentheses) can be used by the author to provide more detail about something. The general rule is that parentheses are used instead of commas when the further detail is not directly related or necessary to the meaning of the sentence. In other words, when there is a digression. Consider the following:

1. *John Evans, who was a witness to the accident, will attend the meeting at 2pm.*
2. *John Evans (a very pleasant chap from Cardiff) will attend the meeting at 2pm.*

In the first example, the information between the commas helps to provide a fuller picture and is relevant to understanding John Evans' involvement. In the second example, the information within the brackets is more of a digression.

More recently, parentheses and dashes have been used interchangeably. Therefore, the second example could also be written as follows:

*John Evans – a very pleasant chap from Cardiff – will attend the meeting at 2pm.*

Please keep your questions coming by email ([info@jeffheasman.com](mailto:info@jeffheasman.com)) and remember that anonymity is guaranteed!

## What's next?



### People Security & Social Engineering

**Tuesday 27 September 2016 5.30 for 6.00pm at Clair Hall, Haywards Heath**

**Socially engineered** crime is increasing exponentially year on year and it is only a matter of time before you, or someone you know, becomes the victim of such a crime.

To find out what you can do to minimise the risks of such a threat, join us as we welcome back **Chris Cooper, Senior Security Consultant at Surecloud** to share his expertise with us in this free 1 hour seminar.

 [Save to calendar](#) [Book Now](#)



### Tour of the Amex Stadium

**Thursday 6 October 2016 4.00 for 4.15pm**

Boasting nine outstanding lounges, five concourses, 14 executive boxes and nestling within the South Downs, this is your chance to see exactly what goes on behind the scenes at this stunning stadium, home of Brighton & Hove Albion FC.

The tour will follow on immediately after the end of the PFS conference which is being hosted at the Amex. However all members and their guests are very welcome to book for this event.

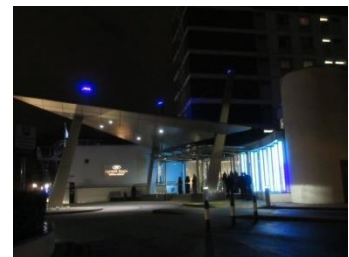
 [Save to calendar](#) [Book now](#)

### Learning & Development (CPD) Conference

**Tuesday 11 October 2016 8.30 for 9.15am at Crowne Plaza, Crawley**

See page 5 for full details.

 [Save to calendar](#) [Book Now](#)



### Estate administration – What's involved and the opportunity for financial advisers

**Tuesday 25 October 2016 5.30 for 5.45pm at Clair Hall, Haywards Heath**

To find out more about the estate administration process, the legal and tax work involved and the typical timescales, join fellow members of the **Insurance Institute of Sussex** as **Nathan Holloway, Regional Sales Manager at Kings Court Trust** explains the various stages involved and the commercial opportunities that estate administration poses for financial advisers.



 [Save to calendar](#) [Book now](#)



### **Ghost walk of the Lanes**

**Thursday 27 October 2016 6.00 for 6.15pm**

Meet outside the Druid's Head, Brighton, for a 70 minute walk around Brighton's famous Lanes, to visit eight haunted sites. Prepare to be scared as macabre tales of brutal murders, hideous apparitions, boisterous poltergeists, wandering nuns and Brighton's infamous Jack-the-Ripper connection, are recounted by Ebenezer the Ghost Walker, dressed in full Victorian attire, complete with Gladstone bag of surprises.

(This event is unsuitable for anyone of a sensitive disposition or easily shocked. Also no children under the age of 10 please.)



[Save to calendar](#) Bookings will open shortly.

We hope you liked this month's edition of Simply Sussex and we'll be back again next month.

Meanwhile, do follow us on social media. If you have any comments or suggestions, we would love to [hear from you.](#)

Best wishes.

Richard

Susan

[www.sussexcii.org.uk](http://www.sussexcii.org.uk)

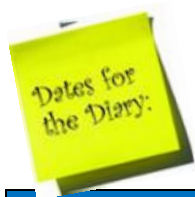


@sussex\_cii



Sussex CII (IIS)





## Our Planner

| September                     | October                       | November                 | December           |
|-------------------------------|-------------------------------|--------------------------|--------------------|
| Simply Sussex                 | Simply Sussex                 | Simply Sussex            | Simply Sussex      |
| 1 Th                          | 1 Sa                          | 1 Tu                     | 1 Th               |
| 2 Fr                          | 2 Su                          | 2 We                     | 2 Fr Xmas lunch SS |
| 3 Sa                          | 3 Mo                          | 3 Th Sussex Seniors      | 3 Sa               |
| 4 Su                          | 4 Tu CII WRITTEN EXAMS        | 4 Fr                     | 4 Su               |
| 5 Mo                          | 5 We CII WRITTEN EXAMS        | 5 Sa                     | 5 Mo               |
| 6 Tu COUNCIL RC               | 6 Th EXAMS/PFS Q3/Amex        | 6 Su Veteran Car Rally   | 6 Tu               |
| 7 We                          | 7 Fr                          | 7 Mo                     | 7 We COUNCIL       |
| 8 Th                          | 8 Sa                          | 8 Tu                     | 8 Th               |
| 9 Fr                          | 9 Su                          | 9 We                     | 9 Fr               |
| 10 Sa                         | 10 Mo                         | 10 Th                    | 10 Sa              |
| 11 Su                         | 11 Tu Jt Conference           | 11 Fr                    | 11 Su              |
| 12 Mo GI/FS Revision & Simply | 12 We                         | 12 Sa                    | 12 Mo              |
| 13 Tu GI/FS Revision W'shops  | 13 Th                         | 13 Su                    | 13 Tu              |
| 14 We                         | 14 Fr                         | 14 Mo Prog & Strategy    | 14 We              |
| 15 Th                         | 15 Sa                         | 15 Tu                    | 15 Th              |
| 16 Fr CII Assessment tget     | 16 Su                         | 16 We RSA market update  | 16 Fr              |
| 17 Sa                         | 17 Mo                         | 17 Th Jt Network I Uni   | 17 Sa              |
| 18 Su                         | 18 Tu                         | 18 Fr                    | 18 Su              |
| 19 Mo                         | 19 We                         | 19 Sa                    | 19 Mo              |
| 20 Tu                         | 20 Th                         | 20 Su                    | 20 Tu              |
| 21 We Exam technique RC       | 21 Fr                         | 21 Mo                    | 21 We              |
| 22 Th                         | 22 Sa                         | 22 Tu                    | 22 Th              |
| 23 Fr                         | 23 Su                         | 23 We Rachel Hankey talk | 23 Fr              |
| 24 Sa                         | 24 Mo                         | 24 Th PFS Symposium      | 24 Sa              |
| 25 Su                         | 25 Tu Estate admin talk RC/SS | 25 Fr                    | 25 Su              |
| 26 Mo                         | 26 We                         | 26 Sa                    | 26 Mo              |
| 27 Tu Data security talk NC   | 27 Th Ghost walk GJ/SS        | 27 Su                    | 27 Tu              |
| 28 We                         | 28 Fr                         | 28 Mo                    | 28 We              |
| 29 Th                         | 29 Sa                         | 29 Tu Charity Quiz IS/C  | 29 Th              |
| 30 Fr CII Assessment d'line   | 30 Su                         | 30 We                    | 30 Fr              |
|                               | 31 Mo                         |                          | 31 Sat             |