



*The*  
Insurance  
Institute

**Spring / Summer 2018**  
CPD Schedule

CPD

# CPD Series Spring/Summer 2018

**Location:** Chartered Accountant's House, 47-49 Pearse Street, Dublin 2

Thu 8 Feb, 1pm  
CPD: 1 Hour

4 5

## The development of a 'common sense' jurisprudence in Personal Injuries Litigation

Using the most up to date and relevant case law examples, this talk is a review, summary and discussion of the most significant EL/PL decisions over the last 12 months, particularly as they relate to the development of a 'common sense' jurisprudence from the Court of Appeal. Attendees of this lecture, will also hear about noticeable trends that have arisen and recent positive developments for insurers and their insureds.

**Speaker**  
**Martin Browne**  
*Partner*  
Beale & Company

Thu 15 Feb, 1pm  
CPD: 1 Hour

4 5

## 'Re-underwriting' our approach to business and the Irish Insurance consumer

As insurers, we must understand the risk-reward trade and deliver on the social utility promise inherent in our industry's product. Our speaker will discuss the recent challenges faced by FBD Insurance, it's response to those challenges and, more generally, the challenges faced in the Irish Market, all discussed in the context of the impact on the Irish Insurance consumer. This talk will also provide an overview of the turn-around challenges the speaker has faced in a career involving international, regulatory and Irish organisations that have found themselves in crises and so been faced with the need to 're-underwrite' their own approach in meeting with and addressing Irish Insurance consumer needs.

**Speaker**  
**Fiona Muldoon**  
*Chief Executive Officer*  
FBD Insurance plc

Thu 8 Mar, 1pm  
CPD: 1 Hour

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6 A U C

## Financial Services and Pensions Ombudsman – A Year In Review

Our speaker, the Financial Services and Pensions Ombudsman, will deliver an insightful and wide ranging lecture for attendees. The speaker, amongst other topics, will review key findings and emerging trends from 2017, including the merger of the Financial Services Ombudsman with the Pensions Ombudsman, the impact of the Financial Services and Pensions Ombudsman Act 2017, the continued success of mediation in resolving financial disputes and what the Office's key focus will be for the year ahead.

**Speaker**  
**Ger Deering**  
*Financial Services and Pensions Ombudsman*

Thu 15 Mar, 1pm  
CPD: 1 Hour

4 5

## Technological Advances in Security Systems: An Insurers Perspective

This lecture focuses on how Intruder Systems have evolved over the last decade and uses Irish Burglary statistics to highlight the impact this preventative measure has had when compared to overall EU levels. It will also give attendees an insight into what trends are emerging in intruder alarm communications and the impact of these for insurance practitioners.

**Speaker**  
**Nick Quigley**  
*Director*  
HKC Security

*in association with AIRM  
(Association of Irish Risk Management)*

Thu 12 Apr, 1pm  
CPD: 1 Hour

4 5

## The Court of Appeal 3 years on - impact to date and trends for the future

The Court of Appeal has passed its third birthday and has already set down some clear markers about how it expects the High Court to approach issues of causation, liability and quantum. This seminar will consider the impact of the Court to date and will identify some trends for the future, with particular emphasis on case law and practical examples. Delegates will get an overview of how the Court approaches its work, the key cases that it has decided and the "straws in the wind" for the future.

**Speaker**  
**Killian O'Reilly**  
*Partner*  
McDowell Purcell

# CPD Series Spring/Summer 2018

**Location:** Chartered Accountant's House, 47-49 Pearse Street, Dublin 2

Thu 3 May, 1pm  
CPD: 1 Hour

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1-8

## Navigating the Brexit challenge

Brexit represents a significant challenge for the Irish insurance sector. This lecture will deliver insights into developments emerging from the Brexit negotiations, which impact on insurers, brokers and consumers. The speaker will discuss the implications of the anticipated loss by the UK of passporting rights and the likelihood of EU equivalence rules plugging the gap. They will also discuss the Irish insurance authorisation process as well as other approaches to restructuring cross-border insurance businesses to address the risks arising.

**Speaker**

**Eoin Caulfield**

*Partner, Insurance Dept.  
William Fry*

Thu 10 May, 1pm  
CPD: 1 Hour

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## Environmental Claims: Common causes and their impact

This lecture will explore the effect environmental claims can have on property, health, the environment and reputation, delving into the key roles of interested parties, how best to minimise potential costs and time involved when addressing a claim, the pros and cons of remediation and how to determine when works on a property are complete.

**Speaker**

**Sally Kelly**

*Operations Manager  
RAW Group*

Thu 17 May, 1pm  
CPD: 1 Hour

5

## Creative Solutions to Financial Lines and Giving Evidence as an Insurance Company Witness

This two part collaborative lecture will focus firstly on the creative legal solutions that are available to difficult/deadlocked financial lines claims, including the use of legal mechanisms such as the no transaction defence and pre-litigation mediation. The second part of the lecture will focus on the legal requirements and skills and needed when a claims handler is called to give evidence before a Court.

**Speakers**

**Anna Owens**

*Senior Associate, Litigation  
HOMS Solicitors*

**Michael Murphy**

*Senior Associate, Litigation  
HOMS Solicitors*

### Categories

1 Life Assurance

2 Pensions

3 Savings & Investments

4 Personal General Insurance

5 Commercial General Insurance

6 Private Medical Insurance  
& Associated Insurances

7 Mortgage Credit Agreements, Housing  
Loans, Home Reversion Agreements &  
Associated Insurances

8 Consumer Credit Agreements &  
Associated Insurances

1-8 All of Categories 1-8

A Diploma in Life Administration

U Diploma in Life & Disability Underwriting

C Diploma in Life & Disability Claims

U Ethics

# CPD Series Spring/Summer 2018

**Location:** Maryborough Hotel, Douglas, Cork

**Tue 6 Feb, 8.30am**  
CPD: 1 Hour

4 5

## Mediation Act 2017 – the future of Dispute Resolution?

The Mediation Act came into force on 1 January. All parties must now consider mediation before issuing legal proceedings. Our speakers, both experienced legal practitioners, will provide attendees with practical insights on a range of topics, including: the impact of the Act to date, how to choose the right mediator, how you should mediate, the risks and costs exposures for unreasonably refusing to mediate and the obligations placed on lawyers to advise on mediation.

### Speakers

**Mark O'Shaughnessy**  
*Senior Associate, Litigation  
and Dispute Resolution*  
A&L Goodbody

### Cathal Grennan

*Senior Associate, Litigation  
and Dispute Resolution*  
A&L Goodbody

**Tue 6 Feb, 9.30am**  
CPD: 1 Hour

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## A guide to investigating insurance fraud

Insurance fraud is a growing issue in Ireland and this lecture will focus on how organisations can ensure their compliance when conducting fraud investigations. The speakers will look into the motivation behind insurance fraud, offering practical steps that the industry can take to combat fraudulent claims through surveillance. Finally, the question of ethics in fraud investigations will be discussed.

### Speakers

**David Ryan**  
*Managing Director (Ireland)*  
G4S

### Jennifer Kidd

*Claims Investigator*  
G4S

**Tue 6 Feb, 10.45am**  
CPD: 1 Hour

4 5

## The development of a 'common sense' jurisprudence in Personal Injuries Litigation

Using the most up to date and relevant case law examples, this talk is a review, summary and discussion of the most significant EL/PL decisions over the last 12 months, particularly as they relate to the development of a 'common sense' jurisprudence from the Court of Appeal. Attendees of this lecture, will also hear about noticeable trends that have arisen and recent positive developments for insurers and their insureds.

### Speaker

**Martin Browne**  
*Partner*  
Beale & Company

**Tue 27 Mar, 8.30am**  
CPD: 2 Hours

5

## An introduction to Business Interruption insurance (Workshop)

This workshop will give participants the opportunity to engage in group practical exercises, which will help explain the main points around Business Interruption insurance. The speaker will explain how a typical BI loss is calculated, the purpose of this insurance and the consequences faced by firms of not having a policy. Attendees will learn how gross profit is calculated and how underinsurance can arise. Other topics such as indemnity periods, policy extensions and limits of liability will be covered.

### Speaker

**Brendan O'Mahony**  
*Insurance Risk Surveyor*  
O'Mahony Training

**Tue 27 Mar, 10.45am**  
CPD: 1 Hour

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## A moral question of ethics?

The speaker will look at the influence of morals on business ethics. He will discuss society's evolving morals and how these manifest themselves in changing behaviours and in how we perceive what is ethical and unethical. The lecture will also feature an overview of ethical rules and principles and how they can be applied to an ethical decision making process. Similarly, the lecturer will examine the important role of leadership and organisational culture in fostering ethical behaviour, citing examples of when it works and when it doesn't. Finally the speaker will explain the concept of ethical confusion and address its implications for an organisation as well as suggesting possible remedies.

### Speaker

**Marc Sweeney**  
*Director*  
Thornton & Partners

# CPD Series Spring/Summer 2018

**Location:** Maryborough Hotel, Douglas, Cork

Tue 17 Apr, 8.30am  
CPD: 1 Hour

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## Financial Services and Pensions Ombudsman – A Year In Review

Our speaker, the Financial Services and Pensions Ombudsman, will deliver an insightful and wide ranging lecture for attendees. The speaker, amongst other topics, will review key findings and emerging trends from 2017, including the merger of the Financial Services Ombudsman with the Pensions Ombudsman, the impact of the Financial Services and Pensions Ombudsman Act 2017, the continued success of mediation in resolving financial disputes and what the Office's key focus will be for the year ahead.

## Speaker

### Ger Deering

*Financial Services and  
Pensions Ombudsman*

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- 2 Pensions
- 3 Savings & Investments
- 4 Personal General Insurance
- 5 Commercial General Insurance
- 6 Private Medical Insurance & Associated Insurances
- 7 Mortgage Credit Agreements, Housing Loans, Home Reversion Agreements & Associated Insurances
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- U Ethics

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# CPD Series Spring/Summer 2018

**Location:** Chartered Accountant's House, 47-49 Pearse Street, Dublin 2

Wed 7 Feb, 8am  
CPD: 1 Hour

4 5

## Mediation Act 2017 – the future of Dispute Resolution?

The Mediation Act came into force on 1 January. All parties must now consider mediation before issuing legal proceedings. Our speaker, an experienced legal practitioner, will provide attendees with practical insights on a range of topics, including; the impact of the Act to date, how to choose the right mediator, how you should mediate, the risks and costs exposures for unreasonably refusing to mediate and the obligations placed on lawyers to advise on mediation.

**Speaker**

**Mark O'Shaughnessy**

*Senior Associate, Litigation  
and Dispute Resolution  
A&L Goodbody*

Wed 21 Feb, 8am  
CPD: 1 Hour

5

## Workplace Bullying and Harassment: A legal perspective

Everyone is entitled to a workplace free from bullying and harassment, but unfortunately this is not always the case. This in-depth lecture will provide an understanding of what amounts to bullying and harassment, how this is differentiated from occupational stress claims and the legal basis for such claims. The speaker will illustrate these points using recent case law, policies and high profile cases, as well as highlighting liability pitfalls and the trends we could expect to see over the next few years.

**Speaker**

**Caioimhe Heery**

*Associate Solicitor,  
Employment Law  
Ronan Daly Jermyn*

Wed 25 Apr, 8am  
CPD: 1 Hour

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## Directors and Officers Liability: 10 Things to do if you want to get sued!

In a thought provoking lecture the speaker will look at how directors and officers often contribute to their risk of being sued by doing things that enhance the likelihood of litigation. Consideration will be given to how administrators, managers and directors of any company, regardless of their size or activities, have significant responsibilities in relation to their role and the way they behave. The impact of guilt psychology on D&O Liability risk and claims cost will be discussed as well as current US and UK trends in both cover and risk.

**Speaker**

**Stephen Dunne**

*Consultant and Director  
PRAXIS Services*

Wed 2 May, 8am  
CPD: 1 Hour

4 5

## Indemnity cover disputes: the real influencing factors

Indemnity cover disputes; the real influencing factors - In this practical presentation, our speaker will go through what they believe the real influencing factors are that determine the outcome of indemnity/coverage disputes, apart from just the application of the law. Significant emphasis will be placed on the arbitration process and the benefits or otherwise of disputes being dealt with in this manner as opposed to the Court system. Attendees will leave with a clearer idea of the practical elements of these processes, as well as an understanding of the legal principles behind them.

**Speaker**

**Michael Corrigan**

*Partner  
Corrigan and Corrigan*

# CPD Series Spring/ Summer 2018

**Location:** Chartered Accountant's House, 47-49 Pearse Street, Dublin 2

Wed 9 May, 8am  
CPD: 1 Hour



## Understanding Business Ethics - you, your firm and your customer

As professionals within the Financial Services industry, you may face many ethical dilemmas and challenges in the workplace. In this lecture the speaker will discuss why business ethics are important, why understanding them is vital and why the insurance industry needs to have and operate to high ethical standards. The speaker will then use examples of current ethical issues to illustrate how best to deal with these dilemmas to the benefit of both the customer and the Financial Services Provider.

## Speaker

**Willa Mawhinney**

Head of Compliance  
Allianz

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- |                                |  |   |
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# CPD Series Spring/Summer 2018

**Location:** The Maldron Hotel, Sandy Road, Galway

Wed 21 Feb, 11am  
CPD: 1 Hour

5

## An introduction to Business Interruption insurance (Workshop)

This workshop will give participants the opportunity to engage in group practical exercises, which will help explain the main points around Business Interruption insurance. The speaker will explain how a typical BI loss is calculated, the purpose of this insurance and the consequences faced by firms of not having a policy. Attendees will learn how gross profit is calculated and how underinsurance can arise. Other topics such as indemnity periods, policy extensions and limits of liability will be covered.

**Speaker**

**Brendan O'Mahony**

*Insurance Risk Surveyor  
O'Mahony Training*

Wed 21 Feb, 12pm  
CPD: 1 Hour

4 5

## Mediation Act 2017 – the future of Dispute Resolution?

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**Speakers**

**Mark O'Shaughnessy**

*Senior Associate, Litigation  
and Dispute Resolution  
A&L Goodbody*

**Deirdre Boylan**

*Associate, Litigation and  
Dispute Resolution  
A&L Goodbody*

Wed 21 Feb, 1pm  
CPD: 1 Hour

4 5

## Forensic collision investigations

Vehicle collisions happen within seconds, but understanding their cause and contributory factors requires a methodical yet open-minded approach. This lecture explains the science behind forensic collision reconstruction, along with the collection and interpretation of collision data. The process of acquiring 'scene and vehicle data' and testing this with witness evidence will be discussed. Using case studies from both fatal or life changing events and low speed incidents, the speaker will showcase methods to further these investigations. Forensic awareness of other sources of data such as 'dashcams', 'CCTV', 'Sat Nav's', 'Tachographs' and vehicle 'event data recorder' will be explained.

**Speaker**

**Tony Kelly**

*Director  
Collision Consulting*

Wed 7 Mar, 11am  
CPD: 1 Hour

5

## Workplace Bullying and Harassment: A legal perspective

Everyone is entitled to a workplace free from bullying and harassment, but unfortunately this is not always the case. This in-depth lecture will provide an understanding of what amounts to bullying and harassment, how this is differentiated from occupational stress claims and the legal basis for such claims. The speaker will illustrate these points using recent case law, policies and high profile cases, as well as highlighting liability pitfalls and the trends we could expect to see over the next few years.

**Speaker**

**Caoimhe Heery**

*Associate Solicitor,  
Employment Law  
Ronan Daly Jermyn*

Wed 7 Mar, 12pm  
CPD: 1 Hour

1-8 

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## Ethics: Digging beneath the surface

What is ethics really when you think about it? An insightful, dynamic and sometimes philosophical lecture looking at how ethics interpretations vary across the globe and using practical examples of business scenarios to demonstrate the value of integrating ethics into your working and personal life.

**Speaker**

**Maire McSherry**

*Compliance Manager  
Arachas Corporate Brokers*

# CPD Series Spring/Summer 2018

**Location:** The Maldron Hotel, Sandy Road, Galway

Wed 9 May, 11am  
CPD: 1 Hour

4 6

## Health insurance: Helping your customers through the quagmire

In a constantly changing health insurance market, the speaker will provide updates from three perspectives; health insurers and new cost drivers; intermediaries and the challenges associated with giving advice; and how consumers can find the best deals. This lecture will also provide an outlook in terms of regulation, competition, medical inflation, government policy and other key factors.

### Speaker

**Dermot Goode**

*Director  
Total Health Cover*

Wed 9 May, 12pm  
CPD: 1 Hour

1 2 4 5  
6 A U C

## Financial Services and Pensions Ombudsman – A Year In Review

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### Speaker

**Ger Deering**

*Financial Services and  
Pensions Ombudsman*

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# CPD Series Spring/Summer 2018

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

Wed 7 Feb, 11am  
CPD: 1 Hour

4 5

## The development of a 'common sense' jurisprudence in Personal Injuries Litigation

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**Speaker**

**Martin Browne**

*Partner*  
Beale & Company

Wed 7 Feb, 12pm  
CPD: 1 Hour

1-8   
A U C

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What is ethics really when you think about it? An insightful, dynamic and sometimes philosophical lecture looking at how ethics interpretations vary across the globe and using practical examples of business scenarios to demonstrate the value of integrating ethics into your working and personal life.

**Speaker**

**Maire McSherry**

*Compliance Manager*  
Arachas Corporate Brokers

Wed 7 Feb, 1.15pm  
CPD: 1 Hour

5

## Creative Solutions to Financial Lines and Giving Evidence as an Insurance Company Witness

This two part collaborative lecture will focus firstly on the creative legal solutions that are available to difficult/deadlocked financial lines claims, including the use of legal mechanisms such as the double trigger and pre-litigation mediation. The second part of the lecture will focus on the legal requirements and skills and needed when a claims handler is called to give evidence before a Court.

**Speakers**

**Anna Owens**

*Senior Associate, Litigation*  
HOMS Solicitors

**Michael Murphy**

*Senior Associate, Litigation*  
HOMS Solicitors

Wed 28 Mar, 11am  
CPD: 1 Hour

4 5

## Mediation Act 2017 – the future of Dispute Resolution?

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**Speaker**

**Cathal Grennan**

*Senior Associate, Litigation and Dispute Resolution*  
A&L Goodbody

Wed 28 Mar, 12pm  
CPD: 1 Hour

4 5

## Low velocity impact claims

The review will look at recent case law and developments in the area of low velocity impact type collisions. In particular the judicial interpretation and the decreased willingness of the judiciary to correlate the level of collision to relative injury, will be discussed. The speaker will review the necessary steps required by a defendant to successfully defend such cases and how such measures can, in some instances, still not lead to exoneration for defendants, notwithstanding the most minor of impacts.

**Speaker**

**Brendan O'Connell**

*Partner, Litigation and Dispute Resolution*  
Ronan Daly Jermyn

# CPD Series Spring/Summer 2018

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

Wed 28 Mar, 1.15pm  
CPD: 1 Hour

5

## **Workplace Bullying and Harassment: A legal perspective**

Everyone is entitled to a workplace free from bullying and harassment, but unfortunately this is not always the case. This in-depth lecture will provide an understanding of what amounts to bullying and harassment, how this is differentiated from occupational stress claims and the legal basis for such claims. The speaker will illustrate these points using recent case law, policies and high profile cases, as well as highlighting liability pitfalls and the trends we could expect to see over the next few years.

## **Speaker**

**Caoimhe Heery**

*Associate Solicitor,  
Employment Law  
Ronan Daly Jermyn*

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# CPD Series Spring/Summer 2018

**Location:** The Radisson Blu Hotel, Ballincar, Rosses Point, Sligo

Thu 22 Feb, 10am  
CPD: 1 Hour

4 5

## Forensic collision investigations

Vehicle collisions happen within seconds, but understanding their cause and contributory factors requires a methodical yet open-minded approach. This lecture explains the science behind forensic collision reconstruction, along with the collection and interpretation of collision data. The process of acquiring 'scene and vehicle data' and testing this with witness evidence will be discussed. Using case studies from both fatal or life changing events and low speed incidents, the speaker will showcase methods to further these investigations. Forensic awareness of other sources of data such as 'dashcams', 'CCTV', 'Sat Nav's', 'Tachographs' and vehicle 'event data recorder' will be explained.

**Speaker**

**Tony Kelly**

*Director  
Collision Consulting*

Thu 22 Feb, 11am  
CPD: 1 Hour

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**Speaker**

**Deirdre Boylan**

*Associate, Litigation and  
Dispute Resolution  
A&L Goodbody*

Thu 1 Mar, 10am  
CPD: 2 Hours

4

## The proposal form - why insurers ask questions (Workshop)

Specifically designed for insurers, brokers, claims investigators and others interested in personal lines, this lecture will discuss the import role that questioning and disclosure plays in the proposal stage. As the proposal form is relied upon so heavily when determining liability, the lecturer will highlight the key material facts and information that need to be disclosed, from both the client and brokers positions, using a number of proposals (inc. household and motor) to highlight the effects of non-disclosure on the insurance contract.

**Speaker**

**Brendan O'Mahony**

*Insurance Risk Surveyor  
O'Mahony Training*

Thu 1 Mar, 12.15pm  
CPD: 1 Hour

4 5

## Fighting Fraud: Counter Fraud Practice & Procedure

Insurance fraud continues to be an area of global concern, with claims becoming increasingly complex and sophisticated. This comprehensive lecture will discuss the definition of fraud at a high level, as well as a detailed overview of a wide range of counter fraud practices including the 5 step approach, case plans and recent counter fraud developments.

**Speaker**

**Claire Murray**

*Partner, Healthcare,  
Litigation and  
Dispute Resolution  
Ronan Daly Jermyn*

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