

FCA priorities 2018/19

iNED Forum

The Worshipful Company of Insurers

Keith Jackson

Director, General Insurance & Conduct
Specialist

2018/2019 priorities

EU WITHDRAWAL

Cross-Sector Priorities - Relevant to the General Insurance Sector

Firm's Culture
& Governance

Data Security,
resilience and
outsourcing

Innovation, big
data,
technology &
competition

Treatment of
Existing
Customers

Wholesale
Market Study

Pricing
Practices

Renewals

Our Expectations of Non-Executive Directors

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The Worshipful Company of Insurers

Michael Sicsic

Head of Supervision – General Insurance

Overview

- Governance
- Technology Resilience
- Treatment of Existing Customers
- Our Approach to supervision

Governance

- Independence at Board Level
- Group vs Regulated entity
- Accountability & Governance Map
- Board Effectiveness Review

Technology resilience

- Skills in the Boardroom
- Scope & Tolerance Level
- Continuous Testing & Improvement
- Response Plan

Treatment of existing customers

- Value Measures
- Pricing Practices
- Customer Complaints

Approach to supervision

- Strategy & Business Model
- Culture & Governance
- Individual and Firm Accountability



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