

Highlights of the 2010 Life Conference
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What keeps CEO's awake at Night?

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Agenda

- Background
- What keeps CEO's awake at night?
 - Results of a survey of CEOs
 - Analysis of results
- What they don't tell you about being a CEO
 - Positive surprises
 - Negative surprises
- What do finance professionals need to do better – a CEO perspective
 - What should you change tomorrow to make your CEO happy!
- Conclusions / Questions

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Background

- Surveyed approximately 50 CEOs
- Largely of UK and South African insurers/reinsurers
- Added a few clients of insurers to see if our customers have the same challenges
- Also added some non financial services people to see how it changed things
- Survey conducted in H1 2010
- 3 questions with free text answers
 - What three things (work related only!) are most likely to keep you awake at night?
 - What was the biggest surprise to you about the role of CEO?
 - If you could get finance professionals to do one thing differently what would it be?

What keeps you awake at night?

What keeps you awake at night?

- Significant commonality in responses
- No real variation by industry, age, country or length of time in job
- Summarized into 9 issues and then my personal favourite

Issue 1 - 10

- You will have to come to the session to get them!

What Was the Biggest Surprise about the Role?

- Have divided into Positive and Negative surprises
- Surprisingly little commonality in negative surprises answers except one
- I have drawn out responses that I think are especially interesting
- The common one is a negative surprise
- See if you can guess it!

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Negative Surprises?

- The biggest negative surprise is that you actually have to come to listen to us to get this insight!

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Positive Surprises?

- Again there was one clear most popular response
- Guesses?

Positive Surprises?

- Want to know if you guessed correctly – come and listen to us at the Convention!

What do finance professionals need to do better – a CEO perspective

- Actuaries aren't perfect
- Peter and I were shocked to learn this too!
- So we asked CEOs how they would improve their finance professionals
- The same themes emerged repeatedly, only three or four emerged in total from asking around 50 CEOs
- Can you guess them?

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Positive Surprises?

- Yes – you guessed correctly – you need to come to the presentation to get the inside scoop

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Questions or comments?

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