



Health and care conference 2010

Keeping your eye on the ball



Who should attend and why?

The Health and care conference is aimed at all who work in the key areas of personal protection insurance: critical illness, income protection, private medical insurance and long term care. The programme is designed to inform, provoke discussion and cover more than just technical actuarial work.

The conference is open to all professionals who are interested in the health and care sector – not just qualified actuaries.


Health and care conference organising committee 2010

James Tait (Chairman)	Fortis Life UK
Damien Bartlett	SCOR Global Life
Hannah Bolton	The Actuarial Profession
Amanda Brown	Bupa
Colm Guiry	Towers Watson
Paul Lewis	Pacific Life Re
Lisa Morgan	Milliman
Natalie Moses	Munich Re
James Shattock	Hannover Life Re (UK)
Sunny Yang	KPMG

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Chairman's welcome



Welcome to the Health and care conference 2010

The venue for the Health and care conference is the impressive Celtic Manor in Newport, Wales. Whilst other conferences have visited the principality, this is our first trip and I hope it proves to be an informative and entertaining one.

Celtic Manor is the venue for the 2010 Ryder Cup, so I'm sure the golfers amongst you will be keen to try out the facilities. The organising committee has, however, put together a varied and interesting programme that should keep you off the course for a few days at least. There is a wide selection of topics ranging from technical talks on Solvency II to the marketing and pricing aspects of product development.

First off the tee at this year's conference will be our keynote speaker, Mark Britnell of KPMG. Mark spent many years in the NHS before moving to the private sector in 2007. His experience of being on both sides of the fence will bring an interesting perspective to the outlook for healthcare provision in this country.

Without our speakers, the conference wouldn't be what it is today, so I'd like to say a big thank you to all who put forward talks. Our plenary sessions cover income protection, health and care policy, long-term care and medical testing, so should provide something for everyone. The workshops provide an opportunity to focus in more detail on particular areas of interest; please do engage with the speakers in question and debate.

Every year we get feedback on how important the conference is for networking – catching up with old colleagues and friends or making new ones. To keep you entertained whilst you network we have an interactive quiz on the first night and will be joined by an after dinner speaker on the second night.

Finally, I would like to say a huge thank you to the Profession's event management team and all the members of the organising committee for their hard work over the past year in putting this conference together.

Recent years have seen increased change in our market and the industry as a whole and now more than ever it's more important that we keep our eyes on the ball. Health and care 2010 should help you do just that!

I hope to see as many of you as possible in Newport in May.



James Tait
Chairman, Health and care conference 2010
programme committee

Recent years have seen increased change in our market and the industry as a whole and now more than ever more it's important that we keep our eyes on the ball. Health and care 2010 should help you do just that!

Schedule at a glance

Wednesday 12 May 2010	
16.00 - 17.30	Registration
17.30 - 17.45	Introduction and welcome James Tait, Chair of the Health and care conference organising committee
17.45 - 18.45	<p>Opening keynote address Health and care: the future As we are approaching general election time, Mark will touch on a wide-ranging agenda that covers the key issues affecting the health and care policies and structure in the UK, offering unique insights from his vast experience.</p> <p>Speaker: Mark Britnell, KPMG</p>
18.45 - 19.30	Drinks reception
19.30 - 22.00	Welcome dinner and interactive quiz night
Thursday 13 May 2010	
09.00 - 10.00	<p>Plenary 2: The health of income protection, today and tomorrow This panel discussion will comment on the recent focus of the industry on income protection and what they would like to see happen next:</p> <ul style="list-style-type: none"> • the IP task force is now three years old and has published two white papers • ABI statement of best practice on income protection is being reviewed this year • increasing activity in IP product developments, initiatives and re-launches • consumers – what they want, what they need, what they think. <p>Speakers: Teresa Fritz, Which? Money Research Group; Julie Hopkins, Hannover Life Re (UK); Peter Le Beau, Le Beau Visage and Neil McCarthy, Direct Life and Pension Services Ltd</p>
10.00 - 10.05	Delegates move to next session
10.05 - 10.55	Workshop session A
10.55 - 11.30	Morning refreshments
11.30 - 12.20	Workshop session B
12.20 - 12.25	Delegates move to next session
12.25 - 13.00	<p>Plenary 3: Update on professional standards Speakers: Roger Dix, Professionalism Awareness Committee and Paul Kennedy, Financial Reporting Council (FRC)</p>
13.00 - 14.00	Lunch
14.00 - 15.00	<p>Plenary 4: Stress pressure and thinking correctly under pressure The session will look at the link between the mind and the body under pressure and will investigate ways in which individuals can create a realistic competitive advantage in their chosen field. The session uses examples from business, sport and the military and will cover brain and body physiology and a unique new approach to mental development which is interactive, innovative and great fun.</p> <p>Speaker: John Neal, Sport Business Initiative</p>



Thursday 13 May 2010	
15.00 - 16.00	<p>Plenary 5: Understanding medical tests and how to use them</p> <p>This session will look at the whole subject of medical tests, how they can be used to improve the underwriting process for life and disability products and what pitfalls providers can avoid in using them. Including:</p> <ul style="list-style-type: none">• mathematical and statistical analyses on the usefulness and accuracy of medical tests• the relevance for insurance business and the associated cost of getting it wrong• the value of screening tests and better ways of using screening with some examples and solutions. <p>Speakers: Dr Andreas Armuss and Andy Milburn, Munich Re</p>
16.00 - 16.30	Afternoon refreshments
16.30 - 17.20	Workshop session C
17.20 - 19.00	Free time
19.00 - 19.30	Drinks reception
19.30 - 22.00	Gala dinner and after dinner speaker
Friday 14 May 2010	
08.45 - 09.45	<p>Plenary 6: The green paper on “Shaping the future of care together” – where to next?</p> <ul style="list-style-type: none">• outline of the green paper• subsequent developments• alternative approaches• implications for the Actuarial Profession and the insurance/reinsurance industries. <p>Speakers: Jules Constantinou, GenRe; Nick Kirwan, ABI; David Sinclair, ILC-UK and Ian Sissons, Munich Re</p>
09.45 - 09.50	Delegates move to next session
09.50 - 10.40	Workshop session D
10.40 - 11.10	Morning refreshments
11.10 - 11.25	Presidential update: Nigel Masters, President, Institute of Actuaries
11.25 - 12.25	Hot topics
12.25 - 13.25	<p>Plenary 7: The principles of the health reform discussions in China, the United States and South Africa</p> <ul style="list-style-type: none">• the role of the private sector: the “mutuality” vs “solidarity” debate. Do people have a right to treatment in the private sector, and if so, at what price?• the role of the public sector: insurance vs supply of services. How does the structure and quality of a country’s public health provision influence the decisions made on the insurance model to be followed, and the political rights of citizens?• managing the demand side and managing the supply side. Under all of the different models that can be chosen by a Government, how does care get rationed in an attempt to control costs?• what are the parallels that can be drawn for the UK and potential future debates on health insurance in the UK? <p>Speaker: Emile Stipp, Discovery Health</p>
13.25 - 13.35	Chairman’s closing remarks
13.35	Lunch on the run

Plenary speakers



Dr Andreas Armuss Chief Medical Officer, Munich Re

Dr. Armuss is one of the chief medical officers behind the content of the Munich Re underwriting manual 'MIRA' and has been with Munich Re since October 2003. In addition to his work in assessing substandard risk in all types of international life insurance, he is also involved in claims handling and developing guidelines for medical risk evaluation.



Mark Britnell Partner and Head of Health and Care for UK and Europe, KPMG

Dr Mark Britnell began his career as a fast streamer in the NHS and civil service in 1989. Mark has developed operational, strategic and policy expertise at every level of the NHS and Department of Health and sat on the NHS management board. As a leading reformer in the NHS management team, he launched the world-class commissioning drive, and established the co-operation and competition panel to ensure fair access to the healthcare market. With over 20 years of health service experience, he became a partner of KPMG and head of health and care for UK and Europe in October 2009, joining from the Department of Health where he was the director general for commissioning and system management. Mark now operates in the public and private healthcare sectors advising government departments, agencies and healthcare organisations.



Jules Constantinou Head of Marketing, GenRe

Jules is the head of marketing for Gen Re Life Health in the UK and Ireland. He is a member of the ABI LTC working party and a member of the private finance working party providing input to the Department of Health on the development of the green paper on social care.



Roger Dix Chairman, Professionalism Awareness Committee, the Actuarial Profession

Roger is chairman of the professionalism awareness committee. He has had a varied career in the life assurance sector, although now works mainly on risk and ERM for Ernst and Young.



Teresa Fritz Principal Researcher, Which?

Teresa has worked in the financial services industry for more than 30 years. Previous employers include Abbey Life, Skandia Life, Barclays and St James' Place. For the past 14 years she has worked for Which? researching and writing consumer reports on all areas of personal finance and working on Which? campaigns such as endowment and payment protection mis-selling. Currently she is heading up the Which? money helpline which provides generic financial advice to Which? and Which? money subscribers. Teresa represented Which? on the BSI/ISO committee 22222 which drafted the ISO standard for financial planning. She has also contributed to the FSA quality of advice expert panel and the UNUM customer advisory panel. She holds the financial planning certificate and is currently studying for the Diploma in financial planning.



Julie Hopkins Head of Underwriting and Claims Strategy, Hannover Life Re (UK)

With over 35 years' experience in both reinsurance and direct life assurance, Julie is head of underwriting and claims strategy for Hannover Life Re (UK) and is responsible for the strategic development of underwriting and claims policy and philosophy. Julie applies her experience as a member of numerous industry working parties, including the ABI's medical underwriting committee and expert working group on HIV along with ILAG's protection practitioner group. In this capacity she plays an active role in shaping the future of our industry. She is also a key member of the Hannover Life Re (UK) product development team. Here she leads on research into developments in underwriting, sales processes, medical research and product design – specialising in life and protection.



Paul Kennedy Head of Actuarial Oversight, FRC

Paul Kennedy is Head of Actuarial Oversight at the FRC, and reports to the Professional Oversight Board. In this role, he oversees the regulatory activities of the UK Actuarial Profession. This includes ethical matters, professional conduct and discipline, practising certificates and monitoring, as well as education, training and continuing professional development. He also works closely with colleagues at the Board for Actuarial Standards and the Accountancy and Actuarial Discipline Board. Before joining the FRC in early 2006, Paul worked in various actuarial and managerial roles with Prudential in the UK and overseas, as a principal at Coopers & Lybrand, and finally as a barrister. He then joined the Financial Services Authority (FSA) where he headed the legislation team, including part-time secondments to the HM Treasury bill and implementation teams for the Financial Services and Markets Act 2000. His last role at the FSA was to oversee the Financial Ombudsman Service and the Financial Services Compensation Scheme. He is a former member of council of the Institute of Actuaries, and was a member of the Morris review team.



Nick Kirwan Assistant Director, Health and Protection, ABI

Nick's career covers 28 years in financial services. Most recently, Nick spent three years as protection market director with Scottish Widows, and immediately before that, 10 years in a senior role encompassing the various companies in the Abbey Group. He has extensive experience in operations, marketing, product development and sales covering a wide variety of financial services products. Nick is known for his passion about the insurance market due to the very positive effect it can have on people's lives when they face difficult circumstances – when someone loses their job, faces a serious illness or on the death of a breadwinner. Nick was very proud to be named the Health Insurance Personality of the Year for 2007 for his work in promoting the industry.



Peter Le Beau Managing Director, Le Beau Visage

Peter Le Beau is one of the best known consultants in the UK protection market. He puts this down to the fact that he is very old and has been around for a very long time! Peter began his career as an underwriter at British and European, part of the CU group in 1969 and moved to Swiss Re to head up their UK underwriting team in 1981. He subsequently became head of UK marketing in 1987 and helped to build the company into a major market force. While he was at Swiss Re he travelled extensively and looked at products and marketing issues in several major foreign markets. He left Swiss Re in 2001 to set up his own consultancy, Le Beau Visage, which helps companies to design differentiated propositions, most commonly in the UK protection market. Since then he has co-edited the Protection Review, co-chaired the income protection task force and established a strategic think-tank called the Network. He is a frequent contributor to the UK insurance press facilitates and chairs many conferences and judges a number of major awards. In 2007 Cover magazine voted him the most influential person in the UK protection market in the last 10 years. He qualified as an FCII in 1976 and became a justice of the peace in 2006.



Nigel Masters President, Institute of Actuaries

Nigel was Group Chief Life Actuary for Zurich Insurance Company. In this role, he reported to the CEO of Global Life, Mario Greco and the Group CFO, Dieter Wemmer. Nigel joined Zurich 3 years ago, having been an actuarial consulting partner for more than 20 years. Nigel's expertise is in life assurance, having worked in this area for his entire career. He has worked on a full range of consulting assignments, while specialising in financial reporting and M and A projects. Nigel has also pursued an active career in the Actuarial Profession and is currently President of the Institute of Actuaries in the UK.

Plenary speakers *continued*



Neil McCarthy Sales and Marketing Director, Direct Life and Pension Services

Neil has worked in the insurance industry in a variety of sales and marketing roles since 1983. As a graduate trainee in GRE he specialised in employee benefits and then life before joining Swiss Life in 1990. At Swiss Life he held a number of roles before becoming national sales manager responsible for the newly formed personal finance division in 1995. It was during this role, until the closure of Swiss Life in 2003, that Neil focused on distributing individual products to IFAs, corporate partners and non-regulated advisers. After a brief spell at AXA as head of protection sales, Neil joined PAFS in 2005, shortly to become Partnership, as head of sales. In August 2008 he joined Direct Life and Pension Services, one of the UK's largest protection intermediaries as sales and marketing director responsible for product distribution through the direct and intermediated channels. He is an FCII, sits on the IPTF and chairs the ILAG protection strategy practitioners group. His aim is to make protection sales easy for customers and intermediaries.



Andy Milburn Head of Marketing, Communications and Propositions, Munich Re (UK Life)

Andy Milburn is the head of marketing, communications and propositions at Munich Re (UK Life). Andy has been in financial services for over 21 years, with 20 of those as an insurer, and is a regular commentator on key protection industry issues in the financial services trade press.



John Neal Performance Coach, Sport Business Initiative

John has combined a 20 year career working at the top level in sport, business and the forces. He has worked with a wide range of clients including, RFU, WRU, Wasps, Bristol Rugby, RFUW, West Indies Cricket, ICC, Middlesex CCC, MCC, Ashridge business school, Loughborough university, Henley, The Defence Leadership Academy, Navy, Army and RAF, Police plus blue chip companies such as Tetra Pak, NHS, Orange, GSK, Yell.com and the BBC. He is currently performance coach at Bath Rugby. John works as a performance coach throughout the world with teams, individuals and organisations instilling a passion for the process of achieving success.



David Sinclair Head of Policy and Research, ILC-UK

Prior to joining the ILC-UK, David worked as Head of Policy at Help the Aged leading a team of eight. David has also worked in and around Parliament, for an MP and for environmental and disability organisations. He was a VSO volunteer in Romania and is a retired football referee.



Ian Sissons Healthcare Actuary, Munich Re

Ian works for Munich Re as healthcare actuary in the team responsible for Munich Health's activities in the UK and Ireland. He previously worked in both life and general insurance for a direct insurer. He is a member of The Actuarial Profession's health and care practice executive committee with specific responsibilities for long term care.



Emile Stipp General Manager: Group Health Actuary, Discovery Health

Emile is a health care actuary with more than 15 year's experience. He was a partner in Deloitte & Touche, and joined Discovery Health as general manager: group health actuary, in March 2007, with overall responsibility for the health actuarial work within the Discovery Group locally and internationally. Emile was the Convenor of Actuarial Society of South Africa's health care committee from 2003 to 2007, and also served on the AIDS committee and short term insurance committee of ASSA. He is currently on the council of the actuarial society. He also plays an active role in international health actuarial work. In May 2008, he was elected as chairman of the health section of the International Actuarial Association.



Workshop sessions

Workshop session A – Thursday 13 May 2010

A1: Enough about critical illness trends (what about a cycle?)

Much investigation has centred on the possible future trend in critical illness claims. However, little investigation has considered the possibility of the cyclical nature of the protection market incorporating:

- number of participants entering the market particularly in the guaranteed arena
- fluctuations in office and reinsurance premium rates
- expanding product scope.

Speakers: Philip Bundy and Nathan Hill, Swiss Re

A2: Launching a new product into an established market

New Ireland (the Life subsidiary of Bank of Ireland) launched a new IP product into Ireland in September for both the IFA and Branch channels. We will cover:

- the thinking behind the new product, including a description of the unique and innovative product features plus an overview of the marked differences between the UK and Irish IP markets
- how did New Ireland communicate to the different sales channels?
- positioning the product to grow the IP market rather than take market share from the established market leader (who had over 70% of the IP market)
- the journey so far including the reactions in the Irish market and lessons other providers launching a new product.

Speakers: Brian Grimes, New Ireland and Alex King, Pacific Life Re

A3: Update on Solvency II and what it means for health insurers

This session will introduce some relevant sections of Solvency II for health insurers and address some of the concerns that industry has about the proposed new regulation. With internal models likely to be required to reflect the diversity of health insurance liabilities the session will explore the challenges faced in defining the 1 in 200 event for a health insurer. Areas of focus will include:

- standard formulae relevant to health insurers
- why there is a need for partial or full internal models
- how do we define a 1 in 200 event?

Speakers: John Smith, Bupa and Elliott Varnell, KPMG

A4: When the stock markets sneeze, the world gets a cold – or vice versa. The impact of the economy on life and health

Given the current state of the economy, it is opportune to examine the general influence of the economy on biometric risks. Extreme events trigger changes in risk dependency structures. PartnerRe will discuss potential impact on claims experience and the measures that can be taken by insurers faced with extreme events such as:

- economic downturn
- political change
- catastrophe
- pandemic
- war
- ecological change.

Various segments of protection business will be covered.

Speakers: Daniel Dubischar and Esther Schuetz, PartnerRe

Workshop session B – Thursday 13 May 2010

B1: How to find actuarial clues in your PMI claims data

We will present some case studies of data forensic work carried out for PMI providers, including analysis of historic trends and patterns in claims data, and identifying potential issues and overpayment incidents for each third party medical provider. We will explore the wider implications including:

- rather than only feeding back the results and findings of this type of data analysis to customer services teams and fraud investigators, how can these be fully used by pricing/reserving actuaries, and risk managers?
- other than improving data quality and claims management, how can we use the results to improve actuarial assumptions and product development?
- ultimately how will this lead to better risk management information and better decision making?

Speakers: Andy Chan and David Hicks, KPMG

B2: What is the real impact of the smoking bans?

The impact of smoking bans in various countries on claims experience. This presentation will discuss the observed and potential impact of smoking bans on both protection and underwritten annuities, by analysing the following aspects:

- what are the leading indicators following a smoking ban – drop in sales of cigarettes, changes in behaviour etc – how have they differed by country?
- what is the subsequent impact on claims (death, critical illness or underwritten annuity outcomes) – for example there is a great deal of anecdotal evidence of drop in heart attacks due to reduced exposure to smoky pubs which can now start to be quantified, we will also review chronic obstructive pulmonary disease and other respiratory ailments
- what sort of other impacts might be expected in the medium term – impact on smoking prevalence/impact of group rates is one example, but it has even been proposed that alcohol consumption will drop due to less time spent in pubs!

Speakers: Bridget Browne and Kevin O'Regan, PartnerRe

B3: Understanding catastrophe risks

This session will look at the relative mortality and morbidity risks linked to terrorism and the potential implications for group risk products, particularly group income protection:

- a review of terrorism risks employers face
- how should the market logically price for these risks?
- what are the implications for group income protection cover?

Speakers: Lourens Fourie and Lee Lovett, Munich Re

B4: Global survey on tele-interviewing

SCOR Global Life in conjunction with SelectX carried out the first global survey on tele-interviewing (T/I). This is the most comprehensive survey on tele-interviewing ever undertaken and SCOR can present some of the findings at the conference. The areas that will be included are:

- number of companies using it
- companies not carrying out any T/I and why?
- drivers for implementing
- reduction in medical evidence as a result
- reduction/increase in costs
- application to issue timeframes
- customer feedback
- feedback from sales
- acceptance rates with T/I compared to the traditional process
- changes in conversion rates positive/negative
- non-disclosure rates with T/I compared to the traditional process
- comparisons to different global markets and any learning aspects.

Speakers: Phil Cleverly, SCOR and Susie Cour-Palais, SelectX

Workshop sessions *continued*

Workshop session C – Thursday 13 May 2010

C1: Using tele-interviewing in health insurance

Tele-interviewing has increased sales, reduced costs and improved non-disclosure in the UK and Irish protection industry. In other countries in Europe it is being used for health insurance. The session will look at the business case for its use in Europe, notably Spain, and compare this to the UK.

Speaker: Andrew Gething, MorganAsh

C2: Seeing the heart of the matter – advances in cardiac imaging and the insurance industry

In the last few years there has been an explosion of new ways to image the heart and the effects of various diseases on the heart. These include cardiac magnetic resonance imaging and cardiac CT. Over the next few years these new imaging techniques are set to revolutionise the diagnosis and treatment of all types of heart disease. Increasingly they will be used as mainstream tests in cardiology. It will be necessary to have an understanding of these techniques, the evidence behind them and indications and limitations. In this presentation Dr Mark Westwood, consultant cardiologist at the London Chest Hospital and lead clinician for Cardiac MRI will provide an introduction to these techniques and how in the future they may be used by the insurance industry.

Speakers: John O'Neill, PartnerRe and Dr Mark Westwood, London Chest Hospital

C3: Exclusions: a closer look at the small print

For critical illness and income protection products we consider:

- general policy exclusions – do we need them
- drug, alcohol abuse and criminal acts, the burden of proof
- practicalities and complications of applying exclusions at claims stage
- exclusions in critical illness definitions
- issues to consider when offering discounts for underwriting exclusions.

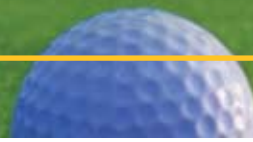
Speakers: Caroline Froude and James Shattock, Hannover Life Re (UK)

C4: Data driven group business: how insurers can support change in the employee benefits market

Looking at how getting the right data, at the right time, can change the way we price, deliver, and manage group IP and CI cover. This session will cover:

- modernising scheme underwriting – fewer, more objective data items
- speeding up the analysis to pricing cycle
- bringing consistency and efficiency to the adviser, client and member experience.

Speakers: Graham Lee and John Ritchie, Ellipse



Workshop session D – Friday 14 May 2010

D1: Mortality and morbidity in the under 40's: a deadly cocktail of drink, drugs and stress?

What is the real impact of lifestyle on health, particularly for younger lives. Whilst some insurers may have changed their risk assessment protocols, albeit ever so slightly, to take into account changes in behaviour and lifestyle, in the main, risk assessment practices have largely remained unchanged over the years in the UK and Irish markets. With improvements in point of sale systems and tele-underwriting becoming widely incorporated into insurer's submission options – the platform is now set for risk management practices to be customised to fit the risk profile being assessed. This presentation will:

- discuss the main causes of mortality and morbidity in the younger age groups
- challenge the status quo as regards risk selection
- explore alternative assessment/screening protocols
- consider how insurers are dealing with these risks in other markets.

Speakers: Maeve Fleming and Stuart Johnson, PartnerRe

D2: New medical treatments – opportunity or threat?

How have PMI insurers reacted to significant changes in medical treatments? The focus of this session will be to explore the changes in available treatments for cancer and how PMI insurers have reacted.

Speaker: Sue Cross, AXA PPP healthcare

D3: Assessing insurer underwriting, claims standards and philosophy during a reinsurance tender

In a competitive market, building an understanding of how each insurer selects risk and manages claims is becoming an increasingly key part of the quotation process for reinsurers. This session explores some of the activity that Pacific Life Re carries out in this area and provides pointers for offices who wish to demonstrate their expertise during a tender.

Speaker: Warren Copp, Pacific Life Re

D4: Critical illness: learning from experience

CI is a particularly complex product for actuaries to price and reserve for. The CI committee of the CMI has been very active over the past few years in gathering and analysing industry data and developing practical methods of analysing results to assist actuaries working in this area. This session will present the latest results (2003/2006 and 2007) including the culmination of pioneering work in producing rates of CI diagnosis for insured lives. This will be a key session for actuaries directly involved in pricing, experience analysis or reserving of CI business or with an interest in emerging experience analysis techniques.

Speakers: David Grimshaw and David Heeney, CMI Critical Illness Committee

Conference information

The conference venue

The Celtic Manor Resort is set in 1400 acres of panoramic parkland in the beautiful Usk Valley and offers all the conveniences you would expect from a world-class hotel. In each of the guest rooms the emphasis is on space, elegance and comfort. Each room features individually controlled air conditioning and heating, working desk, minibar, hairdryer, pay-TV, cable TV, fax and high-speed internet access. The resort also benefits from a spa, swimming pool and world-class golf course.

The Celtic Manor Resort
Coldra Woods, The Usk Valley, Newport,
South Wales, NP18 1HQ, UK.

T +44 (0)1633 413 000

F +44 (0)1633 412 910

www.celtic-manor.com

Travel information

The Celtic Manor Resort is just off the M4 (J24), only 90 minutes from London Heathrow, 45 minutes from Bristol and Cardiff-Wales International Airport and five minutes from the Severn Bridge. The resort is located close to inter-city rail services at Newport, with direct trains to Cardiff, London Paddington, and Birmingham.

By rail

The Celtic Manor Resort is ideally situated and just a short ride from Newport train station. First Great Western operate fast and frequent services into Newport station from London Paddington, Reading, Swindon, Bristol, Portsmouth Harbour, Southampton, Weymouth. Connecting services also operate from the Cotswolds, Thames Valley, Somerset, Devon, Cornwall and the South West.

Taxis cost between £5 – £7 from Newport train station to the Celtic Manor Resort, contact +44 (0)1633 216216.

Directions by road

From the east or west

As you are approaching on the M4, exit at Junction 24. At the roundabout take the B4237 towards Newport. You will see a large Celtic Manor sign after 100 metres, turn right. You will drive across an overpass (crossing over the M4) and then hit a fork in the road. You are now at the Celtic Manor Resort.

From the North

Take the M5 and exit at Junction 15 onto the M4 westbound. Exit the M4 at junction 24. At the roundabout take the B4237 towards Newport. You will see a large Celtic Manor sign after 100 metres, turn right. You will drive across an overpass (crossing over the M4) and then hit a fork in the road. You are now at the Celtic Manor Resort.

From the North (alternative route)

Take the M5, exit at junction 8 onto the M50 southbound. This becomes the A40 to Monmouth, which in turn becomes the A449, which terminates at the roundabout beneath junction 24 of the M4. Do not join the M4. At the roundabout take the B4237 towards Newport. You will see a large Celtic Manor sign after 100 metres, turn right. You will drive across an overpass (crossing over the M4) and then hit a fork in the road. You are now at the Celtic Manor Resort.

From the South

Start out on the M5 heading south towards the M4, exit at junction 15 onto the M4 westbound. Exit the M4 at junction 24. At the roundabout take the B4237 towards Newport. You will see a large Celtic Manor sign after 100 metres, turn right. You will drive across an overpass (crossing over the M4) and then hit a fork in the road. You are now at the Celtic Manor Resort.

Note: When travelling to the Celtic Manor Resort please avoid heading north on the A449 from junction 24 of the M4, as there is no turning for 9 miles.

Getting to the Resort Hotel

At the fork, turn left and continue up the steep hill until you see a sign on your right for underground parking. For overflow or convention centre parking, turn right at the fork until you see a large outdoor car park on your right.

Getting to the Manor House Hotel

At the fork, turn right and the Manor House is immediately on the left. There are a limited number of parking spaces available here. For overflow or convention centre parking, continue until you see a large outdoor car park on your right.

Parking

The Celtic Manor Resort has extensive parking facilities available to guests and visitors. There are approximately 1500 car parking spaces across the resort and parking is free of charge.

Accommodation

Delegates are responsible for making their own accommodation arrangements. We have negotiated a special rate at the Celtic Manor Resort. To take advantage of the rate please fax the hotel booking form to the conference venue before Friday 12 March 2010.

There are two hotels at the Celtic Manor Resort. You can choose to stay in the luxurious five-star resort hotel or our four-star 19th century manor house. Each hotel has its own style and atmosphere, allowing you to choose your ideal surroundings. To book accommodation please fill in the form on page 19 and fax to +44 (0)1633 410269

Main Resort Hotel	
Single occupancy – Bed and breakfast	£159.39 per night
Double occupancy – Bed and breakfast	£200.26 per night
Manor House Hotel	
Single occupancy – Bed and breakfast	£85.82 per night
Double occupancy – Bed and breakfast	£126.70 per night

All above prices are inclusive of VAT. The rate is available until 12 March 2010, subject to availability. After the 12 March 2010 the hotel may continue to accept bookings subject to availability, but they may not offer the special rate.

Social events

As part of the conference, the following events have been arranged for your enjoyment.

Wednesday 12 May 2010	
18.45	Drinks reception
19.30	Welcome dinner and interactive quiz night: Delegates will be able to enjoy a seated dinner with wine. During and after dinner, delegates will have the opportunity to take part in a different and ingenious quiz night. Dress Code: Smart casual

Papers

Session presentation slides, where provided by speakers in advance of the conference, will be placed on the Actuarial Profession's web-site. Delegates will be given a password in their joining instructions to enable them to access these in advance of the conference.

Continuing professional development (CPD)

Members of the Actuarial Profession may find the conference a useful contribution to their CPD needs. The amount of hours recorded is left to the discretion of the individual, who must update the hours themselves following the event.

A maximum of **11.25** hours may be counted towards formal CPD requirements and **1.5** of these hours can be counted towards professionalism hours.

Sponsorship and exhibition

The Health and care conference is the premier conference for all actuaries working in health and care or those with an interest in this area. The conference is attended by more than 175 delegates. During the conference all breaks will take place within the exhibition so exhibitors will be assured dedicated time with all attendees. See page 15 for further information.

Thursday 13 May 2010	
19.00	Drinks reception
19.30	Conference gala dinner with speaker: Get your glad rags on and enjoy the gala dinner followed by an after dinner speaker. Dress Code: Lounge suit, black tie optional

Conference information *continued*

Conference fees

The conference fee includes all administration, access to speakers' presentations, refreshments, lunches and dinners in the programme from Wednesday 12 to Friday 14 May 2010.

The fee **does not** include accommodation – delegates are responsible for booking this directly with the hotel. All conference fees are VAT exempt.

	Before 19 March 2010	After 19 March 2010
Conference fee	£845	£945
Member's discount	£100	
I am a member of the Profession	£745	£845

A limited number of reduced price places are available at this event for members of the Actuarial Profession who are not in remunerative employment, or who work in a university. Please contact the event management division for bursary discount information:

Tel: +44 (0)20 7632 1498

For information on group discounts for six or more attendees please contact the event management division on:

Tel: +44 (0)20 7632 1498 or

Email: eventmanagement@actuaries.org.uk

No refunds will be given after Friday 19 March 2010.

Booking your place

If you wish to attend the conference, you can now book online and pay by BACs, cheque or credit card.

Please visit healthandcare.actuarialevents.com

Cheques should be made payable to the 'Institute of Actuaries' and sent to:

The Event Management Division,
The Actuarial Profession,
Staple Inn Hall, High Holborn,
London WC1V 7QJ, UK

Tel: +44 (0)20 7632 1498

Fax: +44 (0)20 7632 2141

Please note: all delegate payments must be received prior to registering on site. If you have an outstanding balance when you arrive on site, you will be asked to settle the amount by credit card before you collect your conference materials (we do not accept Amex).

Purchase order numbers: if your accounts payable department requires a purchase order number on the delegate payment invoice, please ensure that they provide the number on the booking form before submitting to the event management division. This will avoid any unnecessary delays.

Cancellations

Cancellation of a conference place must be made in writing and cancellation of a confirmed place will be subject to an administrative charge of 20% of the total fee. There will be no refund for cancellations after Friday 19 March 2010. Substitutions are acceptable, but please inform the event management division, in writing, of any changes.

Please contact us at:

Email: eventmanagement@actuaries.org.uk

Book your exhibition space

Health and care conference 2010 – 12-14 May 2010, Celtic Manor, Newport

The Health and care conference is the premier conference for all actuaries working in health and care or those with an interest in this area. The conference is attended by more than 175 delegates. During the conference all breaks will take place within the exhibition so exhibitors will be assured dedicated time with all attendees. ***Exhibitors who include an interactive fun element to their stands will receive a 25% discount off their stand fee. Space is at a premium this year so fun elements must fit into the space purchased.**

Sponsorship items

Companies have the opportunity to sponsor various aspects of the conference. The following is a list of what is available for sponsorship:

Entertainment on Wednesday evening		£2,500 + VAT
Entertainment on Thursday evening		£2,500 + VAT
Cocktail bar on one evening		£2,000 + VAT
Wednesday dinner wine		£1,500 + VAT
Thursday's dinner wine		£1,500 + VAT
Bags	SOLD	£1,500 + VAT
Lanyards	SOLD	£995 + VAT
Pads	SOLD	£995 + VAT
Pens	SOLD	£995 + VAT
Table decorations at Thursday dinner		£750 + VAT
Bacon butties at Friday morning tea break		£750 + VAT
Branded water bottles	SOLD	£750 +VAT

Event sponsors are entitled to the following: logos and company information will be included in marketing brochure, event website and the on-site programme. Companies will also be recognised at a plenary session on a holding slide and all sponsors are listed in the joining instructions.

If you are interested in booking an exhibition stand please complete and return this flyer. Space will be assigned on a first come first served basis.

Contact name:	Position:
Exhibiting organisation:	
Address:	
Tel:	Fax:
Email:	Website:

*Display/exhibition package includes: company description on the event website and in the on-site programme, coffee, lunch and tea for two representatives from Thursday 13 to Friday 14 May 2010, signage, draped two-metre table and two chairs. **All elements of your stand and fun element MUST fit into the space purchased (3m x2m area).**

Cancellation of an exhibition stand or sponsorship item will be subject to a 20% administration fee.

Fax back to Hannah Bolton, Event Manager, The Actuarial Profession
T +44 (0)20 7632 2145
F +44 (0)20 7632 2141
E hannah.bolton@actuaries.org.uk



Health and care conference booking form

Book on-line at healthandcare.actuarialevents.com

PLEASE COMPLETE IN BLOCK CAPITALS AND TICK WHERE APPROPRIATE

Surname:	Title:	Initials:
Forename(s):	Full name for badge:	
Company:	ARN:	
Address for correspondence:		
Tel:		
Email:		
Dietary requirements:		
Do you require facilities for the disabled?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please give details		

Fees

	Before/on 19 March 2010	After 19 March 2010
Conference fee	£845	£945
Member's discount	£100	
<input type="checkbox"/> I am a member of the Profession	£745	£845

All conference fees are VAT exempt

Payment

- ☐ I enclose a cheque made payable to the 'Institute of Actuaries'
- ☐ I will be paying by credit card and will register online at: healthandcare.actuarialevents.com

There is no need to return this form if you are registering online.

- ☐ I will be paying by BACS. Bank details: sort code: 56-00-20/
account number: 08671990

(Please quote your invoice number and ARN on your remittance)

For office use only: JEV CPC100514

- ☐ Please tick this box if you do not wish your details to be included on the delegate list.

Please return this form to the Event Management Division, The Actuarial Profession, Staple Inn Hall, High Holborn, London, WC1V 7QJ, UK. Tel: +44 (0)20 7632 1498 by **Friday 9 April 2010**. All successful applications will be confirmed by email with joining instructions one month prior to the event. Please ensure your email address is clearly written on the application form.

For information on group discounts when booking six or more delegates from the same company please call the Event Management Division, Tel: +44 (0)20 7632 1948

Booking your place

You can now book online and pay by BACS, cheque or credit card by going to: healthandcare.actuarialevents.com

Please note: All delegate payments must be received prior to registering on site. If you have an outstanding balance when you arrive on site, you will be asked to settle the amount by credit card before you collect your conference materials (we do not accept Amex).

Online registrations will not be available from Monday 12 April 2010 and delegates sending in booking forms received after this date are required to settle the delegate fee by credit card (a member of the event management division will telephone you for your details), unless the form is accompanied by a BACS remittance advice.

Purchase order numbers: If your accounts payable department requires a purchase order number on the delegate payment invoice, please ensure that they provide the number on the booking form before submitting to the event management division. This will avoid any unnecessary delays.

Cancellations

Cancellation of a conference place will be subject to an administrative charge of 20% of the total fee. There will be no refund for cancellations advised after Friday 19 March 2010.

Cancellation of accommodation must be made directly with the hotel and is subject to their cancellation policy, detailed on page 19.

Please turn over to select your workshop session choices.

Health and care workshop booking form

Please indicate your 1st and 2nd choice for each of the four workshop sessions, by placing the numbers 1 and 2 in the relevant boxes.

Name: _____ ARN: _____
Company: _____

Workshop session A

- | | |
|--|--------------------------|
| A1: Enough about critical illness trends (what about a cycle?) | <input type="checkbox"/> |
| A2: Launching a new product into an established market | <input type="checkbox"/> |
| A3: Update on Solvency II and what it means for health insurers | <input type="checkbox"/> |
| A4: When the stock markets sneeze, the world gets a cold – or vice versa. The impact of the economy on life and health | <input type="checkbox"/> |

Workshop session B

- | | |
|---|--------------------------|
| B1: How to find actuarial clues in your PMI claims data | <input type="checkbox"/> |
| B2: What is the real impact of the smoking bans? | <input type="checkbox"/> |
| B3: Understanding catastrophe risks | <input type="checkbox"/> |
| B4: Global survey on tele-interviewing | <input type="checkbox"/> |

Workshop session C

- | | |
|---|--------------------------|
| C1: Using tele-interviewing in health insurance | <input type="checkbox"/> |
| C2: Seeing the heart of the matter – advances in cardiac imaging and the insurance industry | <input type="checkbox"/> |
| C3: Exclusions: a closer look at the small print | <input type="checkbox"/> |
| C4: Data driven group business: how insurers can support change in the employee benefits market | <input type="checkbox"/> |

Workshop session D

- | | |
|---|--------------------------|
| D1: Mortality and morbidity in the under 40's: a deadly cocktail of drink, drugs and stress? | <input type="checkbox"/> |
| D2: New medical treatments – opportunity or threat? | <input type="checkbox"/> |
| D3: Assessing insurer underwriting, claims standards and philosophy during a reinsurance tender | <input type="checkbox"/> |
| D4: Critical illness: learning from experience | <input type="checkbox"/> |



Health and care conference Hotel booking form



CELTIC MANOR
RESORT

Contact information

Contact name: _____

Telephone: _____

Email: _____

Guest and stay details

Title: _____ First name: _____ Surname: _____

Arrival date: _____ Departure date: _____

Passport number: (If non-UK resident) _____

Any dietary requirements: _____

Title: _____ First name: _____ Surname: _____

Arrival date: _____ Departure date: _____

Passport number: (If non-UK resident) _____

Any dietary requirements: _____

Title: _____ First name: _____ Surname: _____

Arrival date: _____ Departure date: _____

Passport number: (If non-UK resident) _____

Any dietary requirements: _____

Manor Single ☐ MS
Manor Double ☐ MD
Manor Twin ☐ MT
Resort Single ☐ RS
Resort Double ☐ RD
Resort Twin ☐ RT

Manor Single ☐ MS
Manor Double ☐ MD
Manor Twin ☐ MT
Resort Single ☐ RS
Resort Double ☐ RD
Resort Twin ☐ RT

Manor Single ☐ MS
Manor Double ☐ MD
Manor Twin ☐ MT
Resort Single ☐ RS
Resort Double ☐ RD
Resort Twin ☐ RT

Payment details

Visa: ☐

Mastercard: ☐

Amex: ☐

Switch/Maestro: ☐

Cheque: ☐

(Please make cheques payable to the Celtic Manor Resort)

Cardholder: _____ Card No:

Security No:

(last 3 digits on reverse of card)

Start date: _____

Expiry date: _____

Issue no:

(switch/maestro only)

Signature of cardholder: _____

Date: _____

Booking details

Rates: £159.39 single occupancy, £200.26 twin or double occupancy in the resort Hotel or £85.82 single occupancy, £126.70 twin or double occupancy in the Manor House. To receive these special discounted rates, **bookings must be made more than two months prior to the event date.** Should your booking form not be received by this date then the rates listed cannot be guaranteed and may be subject to change. Rates are per room per night, inclusive of breakfast and VAT. Payment – full pre-payment will be taken from the card at time of booking. Guests will be responsible for settling extras on departure.

Guarantee: rooms are not guaranteed until this form is received by reservations, the credit card or cheque payment has been processed and cleared, and a confirmation letter is received by the guest.

Cancellation: all cancellations made one full calendar month prior to arrival will receive a full refund. Any cancellations after this date will incur charges equivalent to one night's stay at the full nightly rate.

Bookings can only be made by printing and faxing this form to the reservations team on +44 (0)1633 410269.

The resort cannot accept any booking over the telephone. If no confirmation email is received within 48 hours, please email: bookings@celtic-manor.com or call +44 (0)1633 410262.

Once completed, please fax this form to +44 (0)1633 410269

Dates for your diary 2010

Professionalism events for experienced actuaries 2010

3 March	Manchester
20 May	London
8 June	Edinburgh
9 September	London
9 December	London

ILC-UK Actuarial Profession joint debate – increasing longevity and the economic value of healthy ageing and working longer

17 February	Edinburgh
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Why make when you can buy networking evening

18 February	London
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Highlights of the Life conference 2009

23 February	London
26 March	York

In-solvency too

11 March	Edinburgh
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Faculty sessional meeting: Developments in the management of annuity business

15 March	Edinburgh
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Mortality and longevity – making financial sense of the highly uncertain seminars

17 March	London
25 March	Leeds

LK Bennett networking evening

18 March	Edinburgh
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Exclusive cocktail master class: social networking event

23 March	London
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Variable annuities

24 March	London
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Solvency II

28 April	London
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Current issues in life assurance (CILA)

11 May	London
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The Institute of Actuaries biennial dinner

22 June	London
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Life conference and exhibition 2010

7-9 November	Birmingham
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Momentum conference 2010

8-10 December	Newport
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The Actuarial Profession would like to thank the following conference sponsors and exhibitors:

hannover **life re**[®]

KPMG

Munich RE 

OAC

 **PACIFIC LIFE RE**

PartnerRe

scor
Global Life

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Edinburgh · EH1 3PP
T +44 (0)131 240 1300
F +44 (0)131 240 1313

Staple Inn Hall

High Holborn
London · WC1V 7QJ
T +44 (0)20 7632 2100
F +44 (0)20 7632 2111

Napier House

4 Worcester Street
Oxford · OX1 2AW
T +44 (0)1865 268 200
F +44 (0)1865 268 211

