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### The panel

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#### **Christine McConnell**

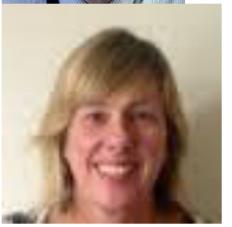
Head of Regulatory Compliance IFoA

#### **Richard Winter**

PRA











#### **Objectives of the Institute and Faculty of Actuaries**

In the public interest .....

... to advance all matters relevant to actuarial science and its application

... and to regulate and promote the actuarial profession.





We are all expected

- .. to act in a proper and ethical manner
- .. as well as doing all the technical aspects to a high standard.

Being
professional
means
you
don't
just do it
for the money.

What does professionalism mean to the panel?



### What does professionalism mean to you?

So let's put theory into practice and consider some examples

#### AN AUTHORITY ON THE SUBJECT

Tina and Peter are both experienced actuaries and middle managers in their respective departments of underwriting and pricing in an insurance company.

A challenge then arises over an urgent deal quotation.







Insert film "On whose authority"



#### What does professionalism mean to you?

Do you agree with Peter's approach in this situation?

What alternative approaches might Peter have adopted?

What about Tina's role?

What does your membership of the profession mean to:

- 1. you?
- 2. your employer?
- 3. your clients? your policyholders? your shareholders? your Board?
- 4. the public?



#### What does professionalism mean to you?

Take home thoughts (not exhaustive)

- Large organisations design processes with standards in mind.
- You may not always be aware of a process's "inbuilt" professionalism.
- Need to check before you change.
- Document what and why, and communicate appropriately.
- Is the "I know best" approach always best?





What does professionalism mean to you?

#### PEER REVIEW AND YOU

- You review proposed product and decide "unprofitable!"
- Another senior actuary reviews your work and disagrees
- Tells CEO "profitable!"
- CEO signs up to the business
- CEO asks you to change your report in line with peer review
- .... so that "audit trail" for decision is complete.
- Now what?





What does professionalism mean to you?

#### **JUST BETWEEN FRIENDS**

Q



**Your friend**: actuary, working for Regulator, in team that performs thematic reviews of banking and insurance issues

You: actuary, working for insurer that is worried about possible investigation into particular product

**At work:** you have been privy to some scenario planning on the impact that an investigation could have on your firm and a potential reduction in the share price.

**At social event:** unprompted, your friend starts to talk about a potential investigation. You think "Hey there could well be formal announcement from Regulator soon".

What might you do?



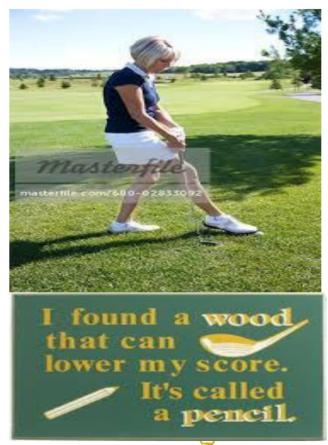
What does professionalism mean to you?

#### **OUT CLUBBING**

You overhear this conversation on the way to the bar at your golf club:

"That Jessie Nobbs – I don't think that I want to play with her ever again. I doubt that she has **ever handed in a true score card** in her life. I should think that the Club will throw her out soon. And she calls herself **an actuary**. I thought that **they had standards**".

What do you do?





What does professionalism mean to you?

And finally, IT'S SENSITIVE



Freddie, a junior actuary, has been summoned to a meeting with his boss, Gail, after rumours of a highly sensitive prospective acquisition they have been working on make national headlines the previous evening.





Film "Chain reaction"



#### What should you do now?

As Colin Wilson said



"I want us to be seen as a dynamic, forward thinking professional body – one that remains relevant, outwardly-focused, and swiftly responds to changes in the external environment.

I want other bodies, policy makers and business leaders to listen to us and hear what we say, and to talk about ideas that have been generated by the profession.

And I want these other bodies to come to *us* with questions, because they recognise the value of the actuarial voice."

#### What should you do now?

So as we always say





# Questions

# Comments

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