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"You are the life blood of our organisation and have made all that we have been able to do possible."

Read the full story on page 7.

A word from Natasja Blok

In our first edition of The Informer this year, we would like to profile all our council members so that you get to know the people behind the scenes a bit better.

I started my insurance career with Alexander Forbes in Stellenbosch in 1987. This was an invaluable learning curve and has meant a lot to me in my career. Over a period of 17 years with Alexander Forbes, I was involved in various areas of the business ranging from Personal Lines, to Corporate to Small Commercial clients. My passion and interest were really to service the bigger commercial clients.

For a number of years, I was an Account Executive responsible for my own portfolio of commercial clients which included many of the prominent wine farms in the Stellenbosch area.

In 2004, I resigned from Alexander Forbes Stellenbosch and relocated with my family to Johannesburg. I assumed a position at Thatch Risk Acceptances as Regional Manager for Gauteng. I became the Acting Managing Director in November 2005 and on 1 June 2006, I was appointed to the board as Managing Director and acquired 10% shareholding in the business.

During July 2005, I was elected to serve as a Director on the Board of SAUMA (South African Underwriting Managers Association) and I am currently still serving on the SAUMA board.

Personal level

On a personal level, I am married to Gavin and we have two sons Garrick (12) and Ryan (8). Although it was a tough decision to uproot our whole family from our comfort zone in Stellenbosch



"It is a privilege for me to be able to now assume the role of President of the IIG in 2009 to serve an industry that has created the most amazing opportunities for me."

to move to Johannesburg, it was the best decision we have ever made. Gavin is extremely supportive of me and everything that I am involved with and this creates a very positive platform for me. I enjoy the pace of business in Gauteng which is very addictive. We all love living here – Gavin and the boys also settled in very well and the weather is simply the best. We have never looked back, or for even one day, regretted moving to Joburg.

IIG involvement

I got involved in the IIG as a Co-opted member of Council in 2005 and was elected as Vice President in 2006, and Deputy President in 2007/2008.

It is a privilege for me to be able to now assume the role of President of the IIG in 2009 to serve an industry that has created the most amazing opportunities for me.

Outlook for 2009

We have a jam-packed calendar for 2009. We will continue with our social responsibility with regards to charity, bursaries and educational business seminars. These events cannot happen without the support of our generous sponsors and we would like to thank them for their continued support of the various IIG initiatives. I look forward to seeing our members at the various events throughout this year.

Please contact Natasja Blok on:

Tel: 086 110 5799 • Cell: 084 491 0777

E-mail: natasja@iig.co.za

IIG introduces Council Members



SEDICK ISAACS

Deputy President

Sedick Isaacs joined Mutual & Federal, Cape Town in 1984 as an underwriting clerk in the personal business area. In 1998 he transferred to Mutual & Federal Head Office in Johannesburg as an Assistant manager: Personal Business. In 2006 he was appointed as General Manager: Personal Business.

In 2008 he joined ABSA Insurance Company as General Manager: HOC, Personal Accident and Travel and now looks after the personal business portfolio. His experience includes personal, commercial and corporate business.

Sedick is married to Fatgieya and they have one daughter.

Hobbies: Reading and race walking.

WINSTON SKOSANA

Vice President

Winston Skosana works for Marsh and is the head of Energy Practice in South Africa. He is a graduate of UNISA, UCT and GIBS.

Winston is married to Bess and they have two children. He is proud to be blue blooded supporting the Blue Bulls!

Hobbies: Football, Theatre, Reading Auto Biographies, reading Poetry and listening to Afro Jazz.



ROY MCGRATH

Treasurer

Roy McGrath joined the insurance industry in May 1989 as the KwaZulu-Natal Regional Finance and Administration Manager for Guardian National.

The family moved up to Johannesburg in 1996 when he accepted the Audit Manager position at Guardian's Head Office in Braamfontein. He

moved across to Santam at the time of the merger and is currently the Key Account Manager for Glenrand MIB and FNB Insurance Brokers.

He has been very happily married to Marguerite for 27 years and they have three grown up kids, Ryan (26), Cheri-Anne (23), and Sean (20).

Hobbies: Roy enjoys Ashford, his Corgi and is an avid Birder.

ANAND PILLAY

Immediate Past President

Anand Pillay started his insurance career in 1988 with Commercial Union Insurance Company. He then joined Aegis in 1993, moving three years later to Munich Re as a Facultative Underwriter. After spending five years at Munich, Anand joined Admiral Underwriting Group which in 2007, merged with Stalker Hutchison & Associates to

form Stalker Hutchison Admiral. Anand was appointed to the EXCO team and heads up the Professional Indemnity area. Anand was President of the IIG in 2008.

He is married to Grace and they have two children, Joash and Kiara. Anand is passionate about his family and believes "Family is life, the rest are details".

Hobbies: Golf, watching sport, Horseracing and spending time with his family.



MARGUERITE MCGRATH

Secretary

Marguerite McGrath started her working career at the Cabana Beach Hotel in Umhlanga Rocks in 1982. What followed has been an interesting learning curve of life. She has held the following positions: Bookkeeper for an air-conditioning company (Durban) and Middleburg Caravans (Old Transvaal), Credit Controller at Stuttafords (Durban), Personal Assistant at Peak Personnel (Johannesburg) and

Administration Secretary at Parktown Boys' High School.

In September 2007, Marguerite joined the IIG as Secretary and Events Co-ordinator.

She met her husband-to-be when she was only 14, and in April they will celebrate 27 years of togetherness. Roy and Marguerite have three children and three dogs who rule the roost!

Hobbies: Singing, Movies, Reading, Dancing, Needlepoint, Theatre, Birding and Photography.

MICHAEL PIERCE

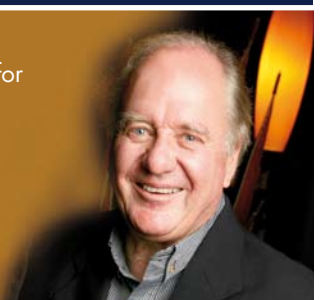
Member

Michael Pierce attended Pretoria Boys' High school and later the University of Pretoria where he obtained his BA (Law) in 1966. He holds a Certificate in Marketing Management (Wits)

and is an Associate of the Institute of Marketing Management. He has been on the IIG Council for 19 years and was President in 1996/97.

He is married to Merryl and they have three children and three grandchildren.

Hobbies: Squash, Tennis, Thoroughbred Horse Breeding and Racing, Fly-fishing and Reading.





SHARON POOBALAN

Member

Sharon Poobalan is an ambitious, results-driven person who heads up the sales contact centres within Standard Bank Insurance Services.

Sharon has a Bachelor of Administration Degree, ICBS, Diploma in Compliance

Management as well as many leadership diplomas. Her career spans 17 years within the insurance industry in roles ranging from Training Officer, Compliance Manager, and Operations Manager in the underwriting environment.

Hobbies: Sport, especially English Football and Cooking delectable Indian dishes.

ROY KIRBY

Member

Roy Kirby matriculated from Boksburg High School in 1954 and commenced his insurance career, in 1955 with Legal & General. Throughout the years Roy has worked at the following companies: Netherlands Ins Co, Commercial Union Ass. Co, Bedfordview Ins

Brokers, CIB Ins Solutions. He is presently with Fethon Zapherious Insurance Brokers.

Roy's involvement with the IIG began in 1973, he became President in 1986. He has been on council for 36 years! Roy also served the IISA as Vice President in 1992 and again in 1994.

Roy is married to Enid and they have two children.

Hobbies: Birding, Travelling, Golf and Squash.



JENNY LAWLER

Member

Jenny Lawler was born in Kwazulu-Natal and is still supporting the Sharks!

Jenny has been involved in insurance since September 1967. She was the president of the Drakensburg Insurance Institute

in 1984 and 1985 and held the same position in the IIG in 2006.

She moved to Johannesburg in 1995 and qualified as an Associate in 1996.

She is retired but still working; she is a "working retiree".

Jenny has a daughter Tracy.

KIM GALLUS

Member

Kim Gallus started her working career in November 1986 by helping out at the IISA on a part-time basis. Part time became full time, and her stint at the IISA lasted four years, when she applied for the position of permanent secretary of the Insurance Institute of the Transvaal (IIG) in 1991.

She held this position until May 1997 when she joined Standard Bank Insurance Brokers (SBIB) as PA to the Managing Director. Kim is still with SBIB and is Manager: Direct Marketing.

Kim has been married to Manfred for 13 years and they have 2 children, Ryan (8) and Kayla (6).

Her motto: "Live, love & lead by example"!



CARRYN FORD

Member

Carryn Ford is currently working at Ace Insurance Limited as a Senior Property Underwriter and has been in current position since August 2008.

She started her insurance career in January 1999 straight from school. Carryn held the office of IIG President in 2003.

Carryn is married to Lionel and have two boys Jason (9) and Matthew (4).

Hobbies: Playing Tennis and Gardening.

LARS FORSSMAN

Member

Lars Forssman joined the Insurance Industry 23 years ago as a graduate trainee with Price Forbes.

He then joined Glenvaal as an Account Executive. Following two mergers Glenvaal metamorphosed into Glenrand MIB.

In 2005 Lars moved on to serve on the Telesure and Auto & General main boards for the next four years. During his tenure at Auto & General, Lars joined the Insurance Institute of Gauteng and in 2007 was elected President.

In 2008 he joined Southern Cross Risk Management (Pty) Ltd team as a Shareholder and their Managing Director.

Hobbies: Spending time with family and Golf.



85th Presidential Inaugural Dinner celebrated in African style

By MICHAEL PIERCE – PAST PRESIDENT

Guests, many resplendent in traditional dress, were treated to an initial savouring of the vibrant African theme by the marimba band of the Parktown High School for Girls. We then moved to the magnificent surrounds of the Kgotla Function Room decorated in rich and warm traditional colours, where statuettes of African women colourfully draped in ethnic robes adorned the centre pieces of every table.

The hype and vibe of the evening's proceedings, in the capable hands of Bongani "Here I am again" Nxumalo (94.7 FM) got going with the formal welcoming of the VIP guests – Clifford Brooke, Dianne Burns, Barry Miller, Barry Taylor, Pieter van der Merwe, Tersia Attewell, David Entwisle, Rory Gainsford, Valerie Hayter, Michael Nieuwoudt, Barry Scott, Arnold van der Linde and David Harpur.

Our sponsors

This was followed by profuse expressions of gratitude to loyal and generous sponsors, Standard Bank, Glasfit, Tracker, Insure Group, Thatch Risk Acceptances, FNB Insurance Brokers, Swiss Re, Mutual & Federal and Global Choices.

The lucky draw conducted by Pieter van der Merwe of Global Choices, assisted by Ilse – saw a number of those present being the delighted recipients of prizes such as R4 000 travel voucher, CD vouchers and Weber braais.

Chain of Office

The MC then called upon Anand Pillay to hand over the Presidential Chain of Office to the IIG President for 2009/10 Natasja Blok.

In his final speech of acknowledgement and thanks as outgoing President, Anand thanked the guests of honour, sponsors and all present for their loyal support during the year and of this special occasion.

Anand proceeded to outline the objectives set for his period of office, particularly those of

communication via The Informer and a monthly electronic newsletter, the broadening of corporate and individual membership, stronger partnership with the IISA, the "giving back" to the industry via the Bursary Programme, Social Responsibility through the support of Charities and the re-launch of the Website. All these objectives were successfully pursued during the past year.

Anand concluded by thanking all members for the support of their institute, sponsors for their loyalty and unwavering support, council members for their tremendous assistance, Marguerite McGrath, Honorary Secretary/Administrator, for her efficiency and untiring efforts, his company Stalker Hutchison Admiral for their support in allowing him the time required for his role as President, and last but most importantly his wife Grace for her guiding hand, patience and for being his pillar of strength.

Council Member of the Year

The important Award of Council Member of the Year for meritorious service to the IIG was conferred upon Roy McGrath by the outgoing President.

Anand then called the new President to the rostrum and congratulated Natasja on her election. The Chain of Office was formally handed over to her together with the extending of the outgoing President's best wishes for a very successful year in office.

Acceptance speech

In her speech of acceptance Natasja re-iterated the IIG's and

also her very sincere thanks to all present for their support and extended a special welcome to the guests of honour and all the representatives of the sponsors.

Natasja announced that the AGM of the IIG had been held on the 24th February 2009 and that Council for the ensuing year had been elected on that occasion and proceeded to introduce the respective members as follows:

"Communication would be vitally important via the electronic newsletter and The Informer."

Deputy President – Sedick Isaacs, Vice President – Winston Skosana, Treasurer – Roy McGrath, Immediate Past President – Anand Pillay, Council Members – Lars Forssman, Jenny Lawler, Carryn Ford, Roy Kirby, Mike Pierce, Sharon Poobalan. Kim Gallus and Co-opted Members: Geoff Leathem, Justin Naylor, Rene Pagiwa, Frans Nel, Simone Le Hane and Heindricght Plaatjies.

Natasja thanked the Insure Group who have come on board as Presidential Sponsor, Compass Insurance for their sponsorship of the President's Dinner at the Chief's Boma and Hannover-Re for the use of their boardroom and catering facilities for Council meetings during 2009. Sincere thanks for the support of Thatch Risk

Acceptances and particularly Rory Gainsford and Valerie Hayter for their support of Natasja during her period of Office as President was expressed by the new President.

Objectives

Natasja then proceeded to outline her objectives and strategy for the year ahead. Communication would be vitally important via the electronic newsletter and The Informer. Membership fees remain unchanged and a special focus would be on increasing individual membership.

Every effort will be made to guide members through the present turmoil of the education

sector. Bursaries would be expanded from two to four CIDA students during 2009. The Charity Auction would endeavour to exceed the R1 million-mark in sums raised for charity since 2005. Reciprocal collaboration between the IIG, the IISA and other institutes is also of utmost importance.

Thanks for support

In conclusion, Natasja thanked her husband Gavin for his unconditional support for her career and for the new adventure as President of the IIG.

The party continued late into the evening with the capacity crowd of four hundred IIG members and partners enjoying the 85th Presidential Inaugural Dinner, buoyed by the exciting prospects going forward into 2009.





To review more pics of this event please visit www.iig.co.za



IISA CEO introduced

David Harpur is the newly elected CEO of the Insurance Institute of South Africa. He shares his industry experience with us.

David Harpur has been in the insurance broking industry for forty years and has always been actively involved in the risk advisory services and benefit services businesses. His industry involvement includes having served as President of the Insurance Institute of South Africa for a two-year term in 2000/1, and he was again elected President for 2007/8. He is past President of the Financial Intermediaries Federation of South Africa (FIFSA), the Insurance Institute of Gauteng and the South African Financial Services Intermediaries Association (SAFSIA), now FIA. He served as a member of the Policy Board for Financial Services and Regulation as appointed by the Minister of Finance for three years.

Memberships

David was elected as a member of the executive committee of the Worldwide Broker Network (WBN) in 2006 and appointed Acting Managing Director of WBN Limited in November 2006

and served in this capacity until June 2008. This network is now represented in over fifty countries around the world.

He was, until November 2008, a non-executive director of Glenrand MIB Ltd having retired as Chief Executive of the group in 2005. He spent 32 years of his career at Glenrand MIB and in his final years chaired the Group Risk Committee and served as a member of the Group Audit Risk & Compliance Committee and the Remuneration and Nominations Committees.



David Harpur

“His passion is the professionalism of the industry and insurance education at all levels.”

Personal life

David turns sixty in March this year. He has been married to Belinda for 35 years with three children, Angela 30, Frank 28 and Richard 20 and one 6 month old grand child, Madison.

Outside the insurance industry and all its aspects, his passions are cycling – 1.5 Argus races,

Golf, Travel and time at St Francis Bay. He brings his industry experience and enthusiasm to the Insurance Institute to add to the good work done by Theo Vels in re-establishing the credibility of the Institute.

Professionalism

His passion is the professionalism of the industry and insurance

education at all levels. He sees many challenges and opportunities to extend and expand the activities of the Institute and has committed to keeping the market informed of progress on a regular basis. He hopes to see many industry representatives at the regular IISA PIP Seminars and the Annual IISA Conference at Sun City on the 28/29 June 2009.

Insurance Institute Gauteng 2009 Calendar

Date	Event	Venue	Date	Event	Venue
16 April	Ladies Golf Day	Creek 9 Golf Club	17 September	Business Breakfast	TBA
15 May	SASRIA Golf Day	Glendower Golf Course	2 October	Golf Day	Parkview Golf Course
11 June	Business Seminar	TBA	8 October	Past Presidents Lunch	Bryanston Country Club
24 July	Mid Winter Bash	TBA	29 October	Awards Lunch	TBA
13 August	Charity Auction	The Wanderers Club	5 November	Annual Dinner	Sandton Convention Centre
20 August	Ladies Golf Day	Creek 9 Golf Club	18 November	Sponsors Dinner	TBA
28 August	LION Golf Day	TBA	TBA	Birding Weekend	The Cavern

Dates and locations correct at time of print.

IIG renew focus on education

By SEDICK ISAACS – EDUCATION CONVENOR

In 2008, education again became a focal point for the IIG and we were pleased to be able to resume our relationship with CIDA College in Johannesburg.

The IIG received a commitment of sponsorship and therefore were able to sponsor two students from CIDA College. CVs were received from CIDA and a short list of students was drawn up, from which the final two students were selected.

As part of the acceptance criteria students were required to complete an essay on leadership. The two students selected, presented excellent essays and Dimakatso Morapedi and Thandeka Zulu were accepted as the IIG bursary students for 2008.

Both students are in their first year studying towards a Bachelor of Business Administration Qualification. The highlight for the two students was their

“We will also be looking to expand our educational support to the IIG membership in 2009.”

attendance of the IIG Annual Dinner event held in November 2008.

The year end results for both students were satisfactory. We thank Mutual & Federal for their sponsorship of the two students for 2008.

Bursary Programme

With sponsorship confirmed for 2009, the IIG will continue its Bursary programme during 2009 and will expand the programme to provide bursaries for at least four students.

The selection process began in February and will be completed by 15 March. Criteria for selection will include an interview and a paper on leadership. We will also be looking to expand our educational support to the IIG membership in 2009.

Sponsors

This year our bursary sponsors once again include Mutual & Federal as well as Absa Insurance Company. We thank both our sponsors for their commitment to the Bursary Programme for 2009. We also would like to thank all who supported the Education Programme during 2008 and look forward to your continued support in the coming year. We would also welcome any comments or suggestions from our members.

For those of our members who will be studying this year, we wish you every success and hope you achieve your aims and objectives.

IIG visits Fredric Place

By MARGUERITE MCGRATH – IIG SECRETARY

“We invite you to the opening of our new living area and celebrate the sponsors and donors who make all things possible at Fredric Place.”

Of course who would turn down such an invitation! Therefore on the afternoon of 19 February, Natasja Blok accompanied by her husband Gavin and Roy McGrath together with Marguerite attended the opening on behalf of the IIG.

On arrival, we received a warm and sincere welcome from Denise Foley and Lolly Timm, whom the IIG have had close dealings with over the last four years. Guests that were there to celebrate, included the Navi Redd boys, who have held concerts to raise funds for Fredric Place and whom gave an impromptu song or two.

Life blood

Dr Rodney Kupen, Fredric Place’s new chairman, opened the proceedings welcoming everyone

and thanking the sponsors for their commitment to Fredric Place. He then handed over to Denise.

Denise thanked each and every person, trust, company and group who have supported the home and for the role they have played in sustaining their service and enabling them to uplift the elderly people who have made Fredric Place their home. “You are the life blood of our organisation and have made all that we have been able to do possible.”

Raising funds still a challenge

Denise reported that 2009 looks promising, in spite of the world economy and they have been successful with their



Natasja Blok and Denise Foley of Fredric Place.

Lotto application and will be improving the living area of the Frail Care section.

However, raising funds needed to meet their operational expenses still remains a challenge. In this regard they received permission to apply for NPO and PBO status which gives them Tax Exemption and 18A status. In order to make these applications they were required to

have a constitution drawn up and 2009 will witness Fredric Place holding their own Annual General Meeting! They have also launched their very own logo.

Once Denise had concluded her speech, she called upon representatives of the D.G Murray Trust, Holy Family Sisters and R.B. Hagart Trust to cut the ribbon and officially open the new living area.

The IIG will again be holding our Charity Auction on 13 August, in aid of this wonderful establishment. We trust that you, our members, will give us your total support this year, so that we together can once again make a difference in the lives of these people.



Within hours of the devastating fire, Tracker's business was up and running.

Tracker's greatest recovery to date.

"It pays to plan ahead," someone once famously said. "After all, it wasn't raining when Noah built the ark."

In the early hours of Saturday morning, January 17 this year, Tracker's senior management was woken up with the horrifying news that their head office building was on fire. Members of the team raced out to the scene and watched in disbelief over the shoulders of the emergency services teams, as their head office was destroyed by the blaze. But instead of watching helplessly as their home of many years was reduced to a pile of charred rubble, the fire sparked the most remarkable few hours in Tracker's history.



When some staff heard about the fire, they burst into tears. They could hardly believe it when they arrived at work on Monday and were ushered into their fully equipped, temporary HQ.

Preparing for a 9/11-type disaster

As any responsible business would do, Tracker has invested significant sums of money in a comprehensive Disaster Recovery Plan which is designed to protect the company should one of its buildings come under attack or be destroyed in a natural disaster.

"We had to have a plan for our own 9/11-type disaster. We had to be sure that if anything happened to one of our major sites that we had a robust and well thought out recovery plan. Although it's sometimes difficult to direct investment on something we may never need, we believed that we owed it to our staff, our business partners and our customers to make sure that we have a world-class contingency plan in place capable of withstanding a major disaster," says Alan Hutcherson, Tracker's Chief Executive Officer. As the fire raged on, the senior management team had already assembled at the Disaster Recovery Site – a building equipped with duplicated Tracker servers and the necessary backup systems to ensure that Tracker would continue operating – and was already executing the plan.

By 04h30 that morning the team was in full swing, contacting back-up staff and key suppliers and rolling out a well-rehearsed plan. It was only few months earlier that elements of this plan had been rehearsed.

Rolling out the plan

"It was a highly disciplined operation. Staff was contacted, the media was informed and updated, key stakeholders and business partners were spoken to, suppliers were called upon and by Monday morning, when Tracker's 500 head office staff arrived for work, they were ushered to their new air-conditioned building where they each had access to computers, workstations and telephones while virtually every Tracker system was up and running for them to continue their work.

They were welcomed from 06h00 by their managers with Tracker colour-coded shirts and personalised mugs, brimming with tea and coffee, and snacks to get the day started on the right note. And by 08h00 that morning it was virtually business as usual for Tracker. In only a matter of hours, Tracker's head office building – the heart of its operation – had truly resurrected from the ashes," says Alan.

"We are exceptionally proud of our people because even with the best Disaster Recovery Plan, implementation is not possible without very special people. That we have emerged from what was potentially a business-crippling event with barely a scorch mark is nothing short of phenomenal. An insurance assessor commented that he had never before seen a recovery plan executed so well and with such precision, following such a major catastrophe. We are also very happy to report that our Emergency Control Room is located in another building and was not at all damaged by the fire. In fact, as the flames raged on, we recovered almost half a dozen stolen and hijacked vehicles around the country."



As the fire raged on, the Disaster Recovery Team was already executing their recovery plan. By daybreak all critical business systems were up and running.



Fortunately, Tracker's new head office campus is nearing completion and staff should start moving into the new offices in the weeks ahead.

A sincere thank you to everyone in the Tracker family

Commented Alan: "There's no question that Tracker emerged unscathed from this disaster largely as a result of having a comprehensive and highly effective Disaster Recovery Plan, but there is more to it than that. There is something about South Africans. There is something about our spirit to tackle adversity head on and to not shy away from difficult situations that I believe makes us unique in the world. As a people we are tremendously resilient and have learnt that adversity is often the spark that ignites new and exciting change. It is because of our people that we have emerged from this disaster not only intact, but stronger and more as a team than ever before. It is, and always has been, our staff that makes us special."

Tracker would like to say a sincere and heartfelt THANK YOU to all our people - the Tracker Heroes, and the following list of suppliers who went above and beyond the call of duty:

- Alexander Forbes • Babelala Security
- Brett May Photography • DELL • Dimension Data
- Form One • Galdon Data • Global Latitude
- IBM • Icarus Security • International SOS
- Internext • JMPD • Joe Public • Keystone
- Media Compete • Metro File • Peakin Blu Promo Goods
- ProElectro • Rocketseed • SAPS • Siemens
- Spectrum Cabling • Telkom • TMACC • Vodacom Cell phones & 3G • Vodacom

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