



# IIG Education Report

## The level of education and the lack of skills...



The level of education and the lack of skills remain a huge challenge for the future growth of the South African economy. The Insurance Sector Training and Development Authority (Inseta) has noted in its Sector Skills Plan 2005-2009 that there continues to be huge skill gaps in our industry. This is especially true when members are faced with the challenge of fulfilling the equity targets within organizations, finding appropriate skilled black staff, high training costs, and finding capable training organisations providing insurance sector specific training and skills programmes.

The Insurance Institute Gauteng (IIG) believes that it can play a role in assisting companies meet these challenges. One of the initiatives has been to offer bursaries to disadvantaged students with potential, studying toward qualifications in the financial sector.

During 2009, the IIG sponsored four students who successfully completed their year at the CIDA City Campus College. For this we owe our thanks and appreciation to Mutual & Federal and

Absa Insurance Company for their generous support and sponsorship, each sponsoring two students.

Below are letters of appreciation that we have received from these students:

11 February 2010-03-20

Dear Simone and everyone at HG  
I write this letter with humble appreciation from the bottom of my heart for the goodwill that I receive from Insurance Institute of Gauteng "The Council". I would like to extend my heartfelt gratitude to the Insurance Institute of Gauteng "The Council" for the bursary that they have awarded me so that I can be able to further my studies and I hope that they know what difference this bursary is making in my life.

I am very grateful for the support and wonderful experiences that I have gained since 2008 and I will continue to make the Insurance Institute of Gauteng "The Council" proud by doing well in all my studies. I am grateful for this opportunity thank you a lot and I hope that the Insurance Institute of Gauteng "The Council" will continue to make a difference in our community.

*Dimakatso Christina Morapedi*

13 February 2010  
Dear Natasha

I would like to Thank you for an award that HG has presented to me, I really appreciate everything that you are doing for me and I promise that I will continue working hard to make you and CIDA City Campus proud.

*Kind Regards  
Thandeka Zulu*

03 February 2010  
Dear HG

I would like to thank you for all your support during the course of last year (2009) and even this year (2010). It has

given me much to look forward to. To know that I have support has always given me much to work hard for. All the pampering has done much in me that I know I can do more, as there are those who believe in me. Thank you for everything, wishing you all an awesome 2010, may it bring much more.

PS: I will make sure to keep my flag high too.

*Kind Regards  
Thembeke Tshabalala*

18 February 2010  
To: HG

Good day. Thank you, for the gift and the award for passing our exams. I'm so thankful to Mutual & Federal for all you've done for me. Words can't fully express my gratitude but I am forever thankful. Thank you for having faith in me. May God keep you and your families safe.

Give my regards to all at M&F, HG and ABSA Insurance.

*Yours Sincerely  
Precious Ntoae*

The Education Committee is currently hard at work in preparing for 2010 when we will increase our bursaries to six bursaries The IIG will also support our membership by engaging with industry stakeholders to offer support to students by way of workshops and short courses. We will continue to assist with the distribution and dissemination of educational material to all relevant parties.

**Simone Le Hane  
Education Convener**

# Consumer education a huge priority for SAIA

The South African Insurance Association (SAIA) and its members believe that consumer financial literacy is a key component of many things, including a healthy economy and society in general, expanding the market for the insurance industry, as well as having happy consumers of our products which will ultimately contribute to a good image and reputation of the industry.

In view of the above, as well as the requirement in terms of the Financial Services Charter that all financial institutions need to spend at least 0.2% of their after tax profits on consumer education, SAIA members have been contributing funds to a pool which have been used since 2004 to implement between 3 and 5 consumer education projects in the low income market per year. Through these projects, the SAIA and its members have reached millions of people during the last few years, making a difference in the lives of many.

However, because of current uncertainty about the future of the Charter, the SAIA and its members have adopted a consumer education strategy in terms of which SAIA members will continue to pool and spend money on consumer financial

education going forward. This SAIA strategy came into effect on 1 January 2009.

The SAIA collaborative consumer education initiative is unique in its nature, and has gained the industry a lot of goodwill and good reputation.

Partly because of this, the SAIA also received approval of a grant for another consumer financial education project from the Financial Education Fund in 2009. This project will be using radio in South Africa to convey consumer financial education messaging, and specifically community radio using a radio soap drama that will be broadcasted on 4 indigenous radio stations with a fifth control station where the drama will not be broadcasted in order to test the effectiveness of the programme. This project is currently in its initial implementation stages.

In addition, the International Labour Organisation (ILO) has also approved a grant for a research project to review the SAIA consumer financial literacy initiative as a case study for international best practice use, as well as to review the SAIA strategy and projects in order to see what the impact has been and where we can

make improvements to increase impact. The study will be finalised within the next month or two and will be published widely.

The SAIA also believes that consumer financial education is crucial for current policyholders, and not only for the low income market. We therefore have embarked on several initiatives in this regard and have available consumer education material in booklet and pamphlet format, written in a very palatable style for consumers. Our latest pamphlet in this range is about consumer credit insurance.

The SAIA invites anyone who wishes to take a look at this material to go to our website at [www.saia.co.za](http://www.saia.co.za). Should you wish to use this material, in electronic or hard copy format, please contact Adele Joubert, SAIA's Public Relations Officer, on [adele@saia.co.za](mailto:adele@saia.co.za) or 011 726 5381.

The SAIA believes in collaboration and partnerships, also in the field of consumer education, and is looking forward to working with the IIG in this regard.

**Vivienne Pearson**  
SAIA Manager: Image and Reputation

## In memory of Anand Pillay

1970 – 2010

The Insurance Institute of Gauteng (IIG) sadly mourns the untimely loss of Mr. (Anand) Nadraj Pillay who passed away suddenly on the 24th March 2010.

Anand 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 headed up the Professional Indemnity area. Anand was an active IIG Council member from 2005 and in 2008 was appointed President. He

continued to serve as a Past President on the Council from 2009.

Anand was passionate about his family and believed "Family is life, the rest are details" He enjoyed Golf, watching Sport, Horseracing and spending time with his family.

He is survived by his wife Grace and their two children, Joashen and Kiara.

Our thoughts and prayers are with his family, friends and colleagues during this trying time.

Anand's infectious smile, gentle manner and consistent friendliness will be sorely missed by everyone that knew him. He shall be remembered with great affection.



# President's Report 2010

I am honoured to have been elected as the president of the IIG. This presidency is owned by the membership of the IIG and I have accepted this office with the knowledge that I and my fellow council members have been elected to serve our membership during 2010 and we are committed to this cause. I wish to thank my Managing Director at Mutual & Federal Keith Kennedy for giving me his support.

On the 24th of February the IIG held its AGM where the council for 2010 was elected as follows:

Deputy President – Winston Skosana from Marsh

Treasurer - Heindricght Plaatjies from Santam

Immediate Past President–Natasja Block from Thatch Risk Acceptances  
Anand Pillay – Stalker Hutcheson  
Admiral

Lars Forssman -from Southern Cross  
Risk Management

Michael Dash -from Lion of Africa

Carryn Ford -ACE

Roy Kirby – Zaphero Fethon Brokers

Mike Pierce - Consultant

Kim Gallus -Standard Bank Insurance  
Services

Simone La Hane – Mutual & Federal  
Permanent Secretary: Marguerite  
McGrath

Soon, SA and Africa will host and welcome 32 Nations of the world to our country. These 32 nations will bring with them representatives in the form of SOCCER PLAYERS, MANAGERS, COACHES, SUPPORTERS, SPONSORS, ADMINISTRATORS, STAFF, BUSINESS PEOPLE, and INVESTORS ETC. In addition SA will also welcome the World Football governing body FIFA to what will be an historic occasion of the first African World Cup Soccer Event. For some this will be a once in a lifetime event for others another opportunity to witness a spectacle of immense magnitude and impact. For others an opportunity to view the business landscape for possible entrepreneurial activity and expansion into Africa and particularly SA.

The current economic debate has centered on whether we are in for a V, W, U or L Shaped recovery. On 11 June 2010 only one shape will matter to 48million people and that is the O shape in the form of a soccer ball. 2009 presented some serious financial economic challenges

world wide and a significant circumstance of that highlighted SA's total integration with the world economy. However 2010 even though still posing certain challenges on the road to recovery we could not have asked for a more positive contribution than the 2010 world cup.

SA generates 2/3 of Africa's electricity, Has the largest reserves of gold and other minerals, we have in excess of 30m cell phone users, we spend 165B on education, we are the 22nd largest economy by GDP and we have one of the best financial systems in the world. We are therefore well positioned to host a spectacular event like the world cup.

"We have the world at our feet"

3 million tickets, 64 matches, 32 teams and approximately 450 000 international visitors. A global television audience of more than 26 billion viewers cumulatively. 48 million proud Bafana Bafana supporters. And billions of rands spent on improving South Africa for the long term beyond the World Cup.

The 2010 world cup has been brought about by visionary leadership and has made this a reality for all of us. A reality that will bring with it many opportunities, bring together a nation with pride. Importantly a reality that will fulfill the dreams of many in more ways than one for the future. One of those visionaries was our former President Dr Nelson Mandela and we pay tribute to him and everyone else for their contribution and influence in bringing this event to the shores of SA. We wish FIFA and the LOC a successful world cup and our best wishes go to Bafana Bafana.

We held a strategy session in November 2009 and we agreed on our key objectives for 2010.

Our key focus and vision for 2010 will be to assist in providing support to all stakeholders in the Insurance Industry in furthering education and development of our members and industry, directly and indirectly. Considering the challenges that education is facing this is vital, not only for the industry, but for the youth and future of our country as well. With the kind of changes and challenges we face in our industry and the broader macro economic environment, ongoing development, education and training is an imperative. With this in mind it is the intention of the IIG to work closely with various industry and educational bodies in our efforts to provide support and focus for insurance education. We will form partnerships

where we will support industry stakeholders in preparing and implementing programmes to assist our membership. Our programmes for 2010 include short courses, workshops to support members with preparation for the examination assessments, seminars and dissemination of general and insurance product information. During 2010 the IIG will also be offering six bursaries and for this we thank our bursary sponsors Mutual & Federal, Absa Insurance Company, Global Choices and Road Cover.

The IIG remains a vehicle offering its membership a networking platform and during the course of 2010 there will be many events where members will have the opportunity to meet and share views and possibly even explore business opportunities. Our networking will not be limited to SA only and we are looking to extend our reach and communication to Africa as well. The Events Calendar for 2010 is now available on our website ([www.iig.co.za](http://www.iig.co.za)) and provides a summary of our events for the year so that you can plan ahead.

We will continue with our electronic monthly newsletter and the first Informer for 2010 will be available within the next two weeks and this will be distributed on a quarterly basis.

The year ahead holds many opportunities for reciprocal collaboration between the IIG, the IISA, SAIA and other Institutes. It will create a sound platform to share objectives and ventures, which could benefit the whole Industry.

This year will also see the IIG prepare for its centenary year of existence and we will have an early start with planning by putting in place a Centenary Committee. We ask members to participate and contribute to this event.

We wish to thank our sponsors who supported us during 2009 and thank our sponsors who have confirmed their sponsorship for 2010. We truly appreciate your support.

We also thank you our members for all your support over the years and look forward to continuing and building our relationship with you into the future.

**Sedick Isaacs**  
President 2010



## TRACKER'S RECOVERIES TRULY 'OUT OF THIS WORLD'

You may recall Tracker's groundbreaking television advertisement from a few years ago which featured an extreme skydiver in a modified stunt suit leaping fearlessly off a stack of vehicles some 60 kilometres high – the approximate height of all the stolen and hijacked vehicles Tracker had recovered in South Africa to that point.

Well, Tracker has now rebuilt the vehicle stack, this time based on the some 48 000 recoveries they have achieved and have discovered something quite astounding.

Based on a conservative average vehicle height of 2.1 metres (bearing in mind the amount of trucks, SUVs, MPVs, 4x4s, minibuses and buses Tracker protects) the new vehicle stack is more than 100 kilometres high.

Now, while this is obviously an enormous stack of vehicles, what's truly astounding about this is the following:

The widely held point at which the earth's atmosphere ends and outer space begins is known as the Karman Line. This line exists at 100 kilometres above the surface of our world.

Tracker's new vehicle stack is approximately 100.8 kilometres high ... effectively reaching into outer space.

**TRACKER**

Taking back tomorrow [www.tracker.co.za](http://www.tracker.co.za)

# IISA hosts Informative Seminar on Consumer Protection Act



On 19 February, The Insurance Institute of South Africa hosted an informative breakfast seminar, which investigated the implications of the proposed Consumer Protection Act. The breakfast was held at The Venue at Melrose Arch and some 360 delegates from 108 companies attended the event.

IISA CEO David Harpur welcomed the large delegation, before introducing the first presenter. Max Ebrahim, Senior Associate at Webber Wenzel, gave a detailed overview of the proposed Consumer Protection Act. After a scrumptious breakfast, Danny Joffe, Legal Director of Hollard Select Brokers, presented in more detail on how the new act would affect insurers, brokers and financial advisors. He paid specific attention to the proposed amendments to PPR, disclaimers and products liability.

A similar event is planned to examine the Insurance Law Amendment Act, King III and the new privacy bill – watch the IISA web site for more information.

The Insurance Conference 2010 – register now!  
FIA, IISA and SAIA will be hosting The Insurance Conference 2010 at Sun City, Pilanesberg, from Sunday, 23 May to

Wednesday, 26 May 2010. The conference will be an important event in the insurance industry's calendar and will offer delegates the opportunity to debate important challenges facing the industry. A huge thank you to our major sponsors for making this conference possible: Tracker, Santam, Mutual & Federal and Sasria.

It is expected that the conference will draw a large number of delegates, of whom several will be from outside the borders of South Africa, making this conference an excellent marketing and networking opportunity for all insurance companies, intermediaries, reinsurers and other providers to the industry. Don't miss it!

A range of top quality presenters have been secured, including Dr Sandy Scott (CEO: CII, UK), Jonathan Dixon (FSB), Dr Brad Beira, Phyllis Mabasa (MD: Sasria), Caroline da Silva (Mutual & Federal), Charene Nortier (Financial Services Board), Karen Muller (Zurich Insurance), Lloyd Chumbley (Acord), Roy McGrath (Santam), Japh Chuwe (RTMC), Lynette Bisschoff (Momentum), Elias Masilela (Sanlam), Willem Loots (Lieberty), Paolo Cavelieri (Etana), Hugo van Zyl (Insurance Crime Buro), John Nienaber (SHA), Mark Britz, Tom Boardman

(Nedbank), Dr Jonathan Broomberg (Discovery), Herman Schoeman (Guardrisk), Dr David Molapo (I Can Foundation) and Prof Nick Binedell (GIBS). MC: Ian von Memerty ('Captain Entertainment')

The 2010 conference will feature general plus breakaway business sessions, which will address:

- The threat of terrorism during the FIFA world cup
- Update on the regulatory environment
- Data connectivity and clients' privacy
- Data sharing and insurance fraud
- Professional indemnity and IGF
- Solvency Assessment and Management
- The sustainability of Motor Insurance
- A look at South Africa's retirement reform
- Environmental challenges facing the insurance industry
- An overview of the health environment

For more information on this 'super conference' or to register on-line, go to [www.theinsuranceconference.co.za](http://www.theinsuranceconference.co.za), or follow the link from [www.iisa.co.za](http://www.iisa.co.za).

**David Harpur**  
IISA CEO

# THE EIGHTY SIXTH PRESIDENT'S INAUGURAL DINNER 2010

The vibrant African spirit of Ubuntu, to which incoming Gauteng Insurance Institute President, Sedick Isaacs eluded as being the source of our country's dynamic creativity, productive diversity and fundamental sense of community could be sensed in the mood that prevailed amongst the gathering of friends, colleagues and guests of the Institute congregated together to celebrate the inauguration of their new President.

The ageless, sophisticated ambiance of the Marula Banqueting room at the Sandton Sun Hotel once again provided a superb venue for this special Annual Dinner presided over by Master of Ceremonies, Carol Manana who controlled and guided the formalities of the evening with professional aplomb.

The evening commenced with an emotive and inspiring address by young former brilliant sportsman, Victor Vermeulen, who had excelled in the realms of cricket, soccer, swimming and rugby and who was now confined to a wheelchair as a paraplegic as a result of a tragic accident when diving into a swimming pool. A courageous young man who has not only come to terms with his devastating disability, but has become a source of inspiration to those faced with despair, despondency and a sense of hopelessness. Supported by an equally courageous mother, Victor implored those who had suffered adversity to get up and try again and to utilize that unlimited potential that everybody has, remembering that there is always somebody worse off than you – a truly rousing piece of deeply sincere oratory stemming from a young man's heart.

Incoming President, Sedick Isaacs, then took to the podium, welcomed all present to this auspicious occasion, particularly the Guests of Honour, Keith Kennedy – M.D. of Mutual and Federal, whom Sedick thanked for his total support of his tenure of the office of President, Alan Hutcheson – Tracker, Barry Miller – Glasfit, Denis Shaw – SBIS, Tetiwa Jawuna – SIL, Diane Burns and Ian du Toit – IOM, John Karanu – Swiss Re, Pieter van der Merwe – Global Choices, Debbie Barret – FNB Insurance Brokers, Barry Scott – Saia, Seamus Casserley – FIA, David Harpur – IISA and Kim Forbes – Cover.

The President introduced his Council for



2010 to those present – Deputy President – Winston Skosana, Treasurer – Heinrich Platjies, Immediate Past President – Natasja Block, Anand Pillay, Lars Forssman, Michael Dash, Carry Ford, Michael Pierce, Kim Gallus, Roy Kirby, Simone Le Hane and Permanent Secretary Marguerite McGrath.

Sedick proceeded to laud the visionary leadership that has brought the reality of a World Cup Soccer Tournament to our Country this year and wished FIFA and the LOC a successful World Cup and extended best wishes to Bafana Bafana on behalf of all present.

The President went on to explain that the key focus and vision of the IIG for 2010 will be to assist in providing support to all stake holders in the Insurance Industry in furthering education and the development of the members of the Institute and the Industry. The 2010 programme will include the presentation of short courses, workshops to support members with preparation for the examination assessments, seminars and the dissemination of general and insurance product information.

During 2010, Sedick announced, that the IIG will be offering six bursaries sponsored by Mutual and Federal, ABSA Insurance Company, Global Choices and Road Cover.

The IIG would remain a vehicle offering it's members a networking platform and during the course of 2010 there will be many events where members will have the opportunity to meet and share views and the intention is to extend the Institute's reach and communication into

Africa as well.

The monthly electronic newsletter will continue and the first Informer for 2010 will be available shortly and thereafter on a quarterly basis.

The IIG intends creating many opportunities for reciprocal collaboration between the IIG, the IISA, SAIA and other Institutes and will also use every opportunity to prepare for the Centenary year of existence to be celebrated by the IIG in 2011.

The formalities of this splendid evening included the handing over of the Chain of Office as President to Sedick Isaacs by David Harpur CEO of the IISA and the subsequent presentation of the Past President's medallion to outgoing President Natasja Block, who in turn announced the award of the Councillor of the Year which went to Roy McGrath, retiring Honorary Treasurer who had rendered outstanding service in keeping extremely efficient control of the IIG's finances for several years.

A fascinating presentation on the challenges and progress to date of the World Cup Soccer Tournament preparations by Greg Fredericks, a member of the FIFA Local Organizing Committee, had also served to provide all present with a sense of the immense magnitude of this, the largest sporting event in the world, and the spectacle which the 26 billion viewers worldwide will be treated to in June and July this year, adding an unexpected dimension to an eventful evening.

As with the underlying and driving intention of the World Cup Soccer Tournament, so to the President's Inaugural Dinner, supported by sponsors Mutual and Federal, Tracker, Glasfit, SBIS, IOM, Swiss Re, Global Choices, FNB Ins Brokers and Marsh, had served to bring together so many of the diverse elements of an Industry's constituents in a glamorous tapestry of individuals and Institutions, to endorse the fundamental sentiment of the culture, character and purpose of the Institute movement, namely,

"I am because we are"!

**Michael Pierce**



# Council Members for 2010



**Top row left to right:** Sedick Isaacs; Michael Dash; **2nd row:** Winston Skosana; Natasja Blok;  
**3rd row:** Heindricht Plaatjies; Lars Forssman; **4th row:** Carryn Ford; Kim Gallus;  
**5th row:** Marguerite McGrath; Simone Le Hane; **6th row:** Roy Kirby; Michael Pierce




REMEMBER TO VISIT THE IIG WEBSITE FOR FUTURE EVENTS AS WELL AS RECENT AND PAST PICTURES IN THE GALLERY.

[www.iig.co.za](http://www.iig.co.za)

## INSURANCE INSTITUTE OF GAUTENG DIARY 2010

- 22 APRIL

Glasfit Ladies Golf : Club 9 creek

- 20 MAY

Business Seminar : tba

- 23 - 26MAY

IISA Conference : Sun City

- 23 JULY

2010 Bash/Quizz : tba

- 12 AUG

Charity Auction : tba

- 13 AUG

Lion Golf Day : Woodmead jcc

- 19 AUG

Glasfit Ladies Golf : Club 9 creek

- 10 SEP

Constantia Golf Day : Parkview

- 16 SEP

Business Breakfast : tba

- 7 OCT

Past Presidents Lunch : Bryanston cc

- 8 OCT

Sasria Golf Day : Royal JHB Kensington

- 15 – 17 OCT

Birding Weekend : Magoebaskloof

- 11 NOV

Annual Dinner : SCC

- 18 NOV

Sponsors Dinner : tba



**INSURANCE INSTITUTE OF GAUTENG**

Intelligent Networking

