08:45 - 17:15 Monday 12 May 2014

### **AGENDA**

- 08:45 Registration and Coffee
- 09:15 Welcome
  Tom Bolt, Director, Performance Management Directorate, Lloyd's
- 09:30 Conference Objectives
  Peter Montanaro, Head, Delegated Authorities, Lloyd's

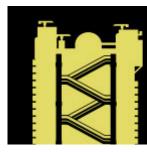
### Part 1 The Coverholder Audit Scope

Talking through some of the key components of the new audit scope and emphasising the key challenges. Explaining the reasons behind the questions

- 09:45 Thinking behind the new scope and work completed to date
  Charles Rowley, Group Manager Delegated Authority and Broker Information
  Management, Catlin
  Sarah Thacker, Senior Market Analyst, Market Operations
  The process, consultation and what comes next
- 10:30 Conduct Risk (including coffee break at 11:00) Gabriella Barker, Assistant Executive, Delegated Authorities Team, Lloyd's Mark Smith, Team Leader PAMA, Market Services, Lloyd's Lloyd's expectations UK and Overseas Complaints

12:00 Tax and Regulatory Challenges
Giles Taylor, Senior Manager, Lloyd's International Trading Advice
Nick Marman, Senior Manager Indirect Tax, Tax Department, Lloyd's
Andrew Gurney, Senior Manager, International Licences, Lloyd's
Location of risk
International trading advice
Confirming integrity of the data

12:45 Lunch



## COVERHOLDER AUDITORS CONFERENCE 12 MAY 2014 - LLOYD'S OLD LIBRARY

### 13:45 Financial Crime

Andy Wragg, Senior Manager, International Regulatory Risk, Lloyd's Jacqueline Sinclair, Policy Manager, International Regulatory Risk, Lloyd's Evidence of decision making

Available tools

### 14:15 Underwriting

Steve Hart, Senior Underwriting Package Programmes, Ark Underwriting *Underwriting review or audit?* 

### 14:45 Coffee Break

# 15:00 Company information, IT, Accounts, Claims Dan Lott, Delegated Authorities Manager, Svalinn. Charles Rowley, Group Manager – Delegated Authority and Broker Information Management, Catlin Deciding what modules to audit

### 15:30 Practical Experiences of the New Scope

### 16:00 Part 2 Audit Coordination

The Challenges of Coordination
Peter Montanaro, Head of Delegated Authorities, Lloyd's
Lindsey Davies, Deputy Head, Delegated Authorities, Lloyd's
Paul Jeffrey, Delegated Underwriting Manager, Kiln
Leena Ekman, Delegated Authorities Audit Manager, Brit
Auditor accreditation
Audit frequency and costings
Lloyd's role and plans for 2015
Audits on conduct risk

### 16:45 Q&A Peter Montanaro and others

#### 17:15 Close