



Chartered
Insurance
Institute
Standards. Professionalism. Trust.

Continuing Professional Development Certificate

Lloyd's Systemic Risk Masterclass: The insurance response – helping customers build resilience

Date: Tuesday 27th April

Learning outcomes

- ✓ Specifically, attendees should leave confident in understanding the following:
- ✓ At a high level, the previous topics and themes covered through the seminar series (e.g. definition and examples of systemic risks, their impact on society, role of industry vs government in protecting against systemic risk)
- ✓ What the customer needs from the insurance industry
- ✓ Ways to embed the voice of customer in product design and decision making
- ✓ The importance of - and example approaches to - strengthening customer education and involvement
- ✓ What do I need to do as an industry professional?
 - Gain additional skills & capabilities relevant to my existing or future role, e.g. identifying risk transfer needs, new approaches to product / solution design, customer-centric approaches
- ✓ What do we need to do as businesses?
 - Involving customers in strategic decision making
 - Cultural change
 - Communication



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