

# LIFE SEMINAR 2008

## Day 1: LIFE SEMINAR 2008

A comprehensive life industry update with an in-depth look at integrated health benefits for the insurance industry in South Africa

## Day 2: DISABILITY CLAIMS CONFERENCE

A special focus on claims trends , assessment methods, techniques, processes and skills

20 & 21 February 2008

The Wanderers Club, 21 North Road, Illovo, Johannesburg

**Whether you are "hands on" in any aspect of risk management operations on a daily basis or oversee the management and strategic direction thereof, this is the conference for you.**

### Who Should Attend the Conference:

- Risk Fund Managers
- Professionals managing any aspect of the 'employer / employee interface'
- CFOs
- Life Insurance Executives in Group & Individual Life business
- Forensics
- Health Care professionals
- Legal representatives
- Claims personnel
- Medical & Underwriting personnel
- Product Development and Pricing Actuaries
- Reinsurers
- Health Plan Executives
- Service Providers
- Corporate Wellness Managers
- Doctors serving Risk Benefits
- Broker Consultants & Financial Planners
- Occupational Therapists and many more.

**CPD Points are being requested from HPCSA and companies can claim from SDL from INSETA .**

### Co-Sponsor:



**BURNS-HOFFMAN  
and  
ASSOCIATES**

### Media Partners:



### Endorsed By:



Please contact Nigel of Classic Events for more information and to book your seats!  
Or download invite brochure from <http://www.classicevents.co.za/conference.htm>

### Event Organiser:

#### Classic Events

P.O. Box 291765 Melville  
2109 Johannesburg  
Tel: (011) 673-7366 / 673-7387 / 673-7095  
Fax: 086-514-5412  
E-mail: [nigel@classicevents.co.za](mailto:nigel@classicevents.co.za)  
Website: [www.classicevents.co.za](http://www.classicevents.co.za)



**CLASSIC  
EVENTS**

CONFERENCE

# Life Seminar 2008

A comprehensive Life industry update with an in depth look at integrated health benefits for the insurance industry in South Africa

Date: Wednesday, 20 February 2008

Venue: The Wanderers Club, 21 North Road, Illovo, Johannesburg

8.30	Registration & Welcome Tea/Coffee (Each session below is inclusive of Questions & Answers)  Chairperson <b>Tony Van Niekerk</b> Editor <b>Cover Magazine</b>	12.00	<b>THE SHIFT TOWARDS INTEGRATED BENEFITS</b> <ul style="list-style-type: none"><li>• Historical Group business overview</li><li>• What value is integrated benefits to the client and the insurer</li><li>• How does one make IHB affordable to both parties</li><li>• The challenges of how to sell this type of product</li></ul> <b>Susan Douglas</b> Senior Manager Risk Assessment <b>Medscheme Life</b>
9.00	<b>OPENING ADDRESS &amp; WELCOME</b> <ul style="list-style-type: none"><li>• The mission and function of the office of the Ombudsman for Long-term Insurance.</li><li>• "Highlighting the current views and approach of the Ombudsman's office to the Life Industry, in particular to the members who subscribe to the scheme of the office;</li><li>• What is being done about improving understanding between the subscribing members and the office;</li><li>• Building relationships going forward."</li></ul> <b>Mr Justice Brian Galgut</b> Ombudsman <b>The Ombudsman for Long-Term Insurance</b>	12:45	LUNCH
9.30	<b>LEGISLATIVE UPDATE</b> Update on Current Legislation and recent case law affecting the Life Industry in SA and some comments on the meaning of Equity <b>Patrick Bracher</b> Director <b>Deneys Reitz Jhb</b>	14.00	<b>CASE STUDY</b> <b>THE COST OF NOT INTEGRATING BENEFITS with regard to HIV/AIDS management</b> <ul style="list-style-type: none"><li>• The epidemic to date</li><li>• The costs of the epidemic to SA business</li><li>• How to contain these costs in a relevant / appropriate program</li><li>• Lifeworks experiences to date</li></ul> <b>Dr Nikki Connellan</b> CEO <b>Lifeworks</b>
10.15	<b>RISK MOVEMENT – past, present and future</b> <ul style="list-style-type: none"><li>• How have the insurance Life risk patterns evolved and/or changed over the past 10 15 years</li><li>• Are there risk life-cycles / patterns / trends from the past that can help us prepare for the future and if so, what</li><li>• What risk challenges and demands does the SA Life Market (both Group and Individual) face at present and how is the industry going to meet these</li></ul> <b>Dr Brad Beira</b> , Executive Head – Enterprise Health Risk Division <b>Aon South Africa</b>	14.45	<b>OTHER INTEGRATED BENEFITS SOLUTIONS</b> <ul style="list-style-type: none"><li>• Absentee management</li><li>• Case Management</li></ul> <b>Dr John Schoonbee</b> MD <b>24th Edition</b>
11.00	TEA	15.30	TEA
11:20	<b>PROFESSIONALISM AND REQUIREMENTS IN TERMS OF QUALIFICATIONS</b> <ul style="list-style-type: none"><li>• Historical and present situation regarding qualifications in the Life industry</li><li>• The changing profile and demands of the industry with regard to its quest to engage and secure professionally qualified people</li><li>• What skills are needed, sought and/or being 'up-skilled' currently</li><li>• International comparisons</li><li>• The future and the way forward</li></ul> <b>Prem Govender</b> Chairperson of <b>Financial Planning Institute</b> , and Council Member of the <b>Financial Planning Standards Board</b>	15.50	<b>THE CHALLENGES OF THE LIFE INDUSTRY – STRATEGIC &amp; EMERGING ISSUES</b> <ul style="list-style-type: none"><li>• Global Survey on "Insurance Bananas Skins 2007 " carried out by the Centre for the Study of Financial Innovation in association with PwC</li><li>• Comparison of local respondents issues with global respondents</li><li>• Comparison with local PwC 2006 survey.</li></ul> <b>Barry Stott</b> Director – Financial Services Practice <b>PricewaterhouseCoopers</b>
		16.30	End of Day One
		16.45 – 18.00	<b>NETWORKING COCKTAIL FUNCTION</b>



# Disability Claims Conference

Special focus on claims trends, assessment methods, techniques, processes and skills

Date: Thursday, 21 February 2008

Venue: The Wanderers Club, 21 North Road, Illovo, Johannesburg

CONFERENCE

- 
- |  |   |
|--|---|
| <p>8.30 Registration &amp; Welcome Tea/Coffee<br/>(Each session below is inclusive of Questions &amp; Answers)</p> <p>Chairperson<br/><b>Elise Burns-Hoffman</b><br/>MD<br/><b>Burns-Hoffman &amp; Associates</b></p> <p>9.00 <b>THE INSIGHTS OF ONE OF THE LONGEST STANDING OCCUPATIONAL THERAPISTS IN THE SA LIFE INDUSTRY</b></p> <ul style="list-style-type: none"><li>• Introduction, aims &amp; goals of the day</li></ul> <p><b>Elise Burns-Hoffman</b><br/>MD<br/><b>Burns-Hoffman &amp; Associates</b></p> <p>9.30 <b>NEW CLAIMS INTERNATIONAL TRENDS</b></p> <ul style="list-style-type: none"><li>• Update of national and international claims trends</li></ul> <p><b>Sharon Coetzee</b><br/>Marketing Claims Manager<br/><b>GenRe</b></p> <p>10.15 <b>CLAIMS FRAUD PREVENTION AND DETECTION</b></p> <p><b>Clayton Thomopoulos</b><br/>Head of Fraud Prevention &amp; Detection, Forensic Services<br/><b>Liberty Life</b></p> <p>11.00 TEA</p> <p>11:20 <b>MOST PREVALENT CAUSES OF DISABILITY CLAIMS</b></p> <ul style="list-style-type: none"><li>• What the trend has been over the last 10 years</li><li>• How one can ensure appropriate assessment and tools going forward and what to expect</li></ul> <p><b>Dr Dominique Stott</b><br/>Chief Medical Officer<br/><b>Liberty Life</b></p> <p>12.00 <b>REHABILITATION AND DISABILITY CLAIMS</b></p> <ul style="list-style-type: none"><li>• Pros and cons of rehabilitation programs</li><li>• The South African perspective</li><li>• The value of rehabilitation programs in the Life Industry</li></ul> <p><b>Louisa Botes</b><br/>Disability Consultant, Group Assurance<br/><b>Old Mutual</b></p> <p>12:45 LUNCH</p> | <p>14.00 <b>GUIDELINES IN THE ASSESSMENT OF MALINGERING</b></p> <ul style="list-style-type: none"><li>• Review of tools and methods</li><li>• Recommended guidelines for Claims Assessors and occupational therapists</li></ul> <p><b>Karen S. Brink</b><br/>Health Risk Manager<br/><b>DI Management Solutions</b></p> <p>15.30 <b>THE WHOLE IS GREATER THAN THE SUM OF THE PARTS – The importance of working together as a RISK TEAM</b></p> <ul style="list-style-type: none"><li>• POLICY WORDING and INTERPRETATION</li></ul> <p><b>Glenn Hickling</b><br/>Head of Legal &amp; Compliance<br/><b>Discover Life</b></p> <p>THE MEDICAL EVIDENCE TRAIL – Underwriting and Claims</p> <p><b>Dr John Schoonbee</b><br/>Medical Officer<br/><b>RGA SA</b></p> <p>UNDERWRITING – Challenges and Insights</p> <p><b>Margaret van Zwieten</b>, Chief Underwriter<br/><b>RGA SA</b></p> <p>CLAIMS MANAGEMENT – Challenges and Insights</p> <p><b>Malose Mabye</b><br/>Head of Claims<br/><b>Discovery Life</b></p> <p>THE VALUE OF the OCCUPATIONAL THERAPIST</p> <p><b>Yolanda Skei</b><br/>Claims Consultant<br/><b>Munich Re of Africa</b></p> <p>16.00 TEA &amp; End of Day Two</p> |
|--|---|

# Registration Form

(Please photocopy form if more than three delegates)

**Attention:** Classic Events

**Fax:** 086-514-5412

**Email:** nigel@classicevents.co.za

**Tel:** 011 673-7366 / 7387 / 7095

**Address:** P.O. Box 291765, Melville, 2109

## LIFE SEMINAR 2008

**DATE:** 20 & 21 February 2008

### FEE per delegate

Inclusive of course materials, refreshments and lunch.  
All prices inclusive of VAT.

**VENUE:** The Wanderers Club, 21 North Str.  
Illovo, Johannesburg  
Tel:(011) 788-5010  
Website: www.wanderersclub.co.za

### Signing this form entails your understanding of the Registration and Payment requirements:

- A confirmation letter and invoice will be faxed/emailed to you upon receipt of your registration form, reserving your seat/s.
- Kindly make payment to guarantee your seat/s as non payment may result in your seat allocated to someone else
- Electronic payment/direct deposit can be made to **Standard Bank Account #: 401 025 500. Account Name: Classic Exhibitions & Conferences cc. Branch: Melville. Branch Code: 006105.** Kindly indicate company/delegate name/invoice as reference
- Please make cheque payable to: **Classic Exhibitions & Conferences**
- An official receipt of your payment will be provided, only upon request.
- A certificate of attendance will be provided, only upon request.
- No cancellation and refund given within seven days prior to the event date but replacement delegate can be sent.
- No refund given if delegate did not show up at event but course materials, if any, can be sent.
- Organiser reserves the right to change venue, date, programme and/or speaker/s if circumstances require.
- Organiser will refund payment if event is cancelled. If cancellation is not caused by organiser i.e. natural causes, regret no refund will be provided.
- Please inquire if you need special lunch i.e. vegetarian, kosher, halaal etc, accommodation or disabled facilities

### REGISTRATION DETAILS

**Delegate Name: Title** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**A: Day 1 – R2500**

**B: Day – 2 R2500**

**C: Both days – R4500**

**Delegate Name: Title** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**A: Day 1 – R2500**

**B: Day – 2 R2500**

**C: Both days – R4500**

**Delegate Name: Title** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**A: Day 1 – R2500**

**B: Day – 2 R2500**

**C: Both days – R4500**

**Company/Organisation:** \_\_\_\_\_

**Amount Payable: R** \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

**Postal Code:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Submitted By:** \_\_\_\_\_

**Organisation / Company:** \_\_\_\_\_

**Date:** \_\_\_\_\_



W  
C  
N  
E  
B  
E  
E  
N  
C  
C