



The Insurance  
Institute of London  
Chartered Insurance Institute

# Continuing Professional Development Certificate

## Non-financial misconduct in general insurance - are you doing enough?

**Date:** Wednesday 4 March 2020

**Time:** 1.15pm - 2.00pm

**Speaker:** Branko Bjelobaba FCII, Principal, Branko Ltd

In this IIL London Market lecture Branko Bjelobaba talked about the FCA's interest in non-financial conduct and focussed especially on its recent Dear CEO letter and suggested what is needed and what the sector can do collectively to achieve a win win for all concerned.

By the end of this lecture, members would have gained an insight into:

- What the FCA expects in respect of non-financial conduct
- What brokers can do to embrace the challenge
- Why cross-sector engagement is a win win



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.

CII CPD event accredited - demonstrates the quality of an event and that it meets CII member CPD scheme requirements.