

**MINUTES OF THE INSURANCE AND ACTUARIAL SOCIETY OF  
GLASGOW**

**ANNUAL GENERAL MEETING HELD ON THURSDAY 25<sup>TH</sup> APRIL 2019  
AT 29, ROYAL EXCHANGE SQUARE, GLASGOW**

<b><u>PRESENT</u></b>	The President, Mr Kieran Gallagher in the chair and 32 Members as listed on the sederunt sheet.
<b><u>WELCOME</u></b>	The President addressed the Membership in general terms and welcomed everyone to the meeting.
<b><u>NOTICE</u></b>	The Secretary confirmed that appropriate notice of the AGM had been posted on the website in accordance with the requirements of the constitution.
<b><u>APOLOGIES</u></b>	The Secretary confirmed that apologies had been received from David Irvine Nicholas Smith Rajen Lavingia Alana Muir Joanne Clark Christine Wren Joyce Morris Alison Balfour
<b><u>PREVIOUS MINUTES</u></b>	The Secretary stated that Minutes of the last Annual General Meeting had been circulated at the meeting and a copy available for all present. She asked the Meeting to take these as read and on the motion of Lynn Livesey and seconded by Keli Lyttle, the Minutes were approved, and signed by the President.

PRESIDENT'S  
ANNUAL REPORT

Well this is my last official bit as president, a role that has been fulfilling in many many ways.

I can't believe that its been 12 months since I stood here advising the membership of my plans for the year.

Whilst things change.... What still remains is that I continue to have aspirations beyond my ability!

So what has happened over the past 12 months ?

.....I have had to rewrite this bit,

we are still in Europe..... I wonder what the next year will bring

Trump is still in power- remarkable achievement

France won the football world cup

And Harry and Megan got married.....

...Harry like myself continues to punch above his weight !

In the World of IASG we have achieved many things throughout my year at the helm however things just don't happen by themselves

I want to take this opportunity to thank every single Main Council Member, Club FS, the Professional Development Group and Young Professional Committee for their enthusiasm and commitment throughout my Presidential Year.

Our membership continues to grow and our numbers have increased from 3,948 to 4050 and I like to think that is partly down to the dedication of our Council and volunteers.

I think Team IASG is working brilliantly... our stock is high and our Brand is strong.

No one individual stands out – they are all outstanding and I feel extremely privileged to have worked alongside them and learned from them.

However, I would like to extend my eternal gratitude to Ruth Murray our Secretary for her attention to detail and for her sense of humour.....and further gratitude to Alan Blair who has brought us into the world of on-line banking.... Managed the books and done extremely well to keep my expenses low .....

We had three big events over the year,

Dive In- Power of inclusion - Many Thanks for Nick Smith our Diversity Champion for organising this event with well over 100 attendees

Mental Health in the workplace- an event that was superbly organised by Gordon Cameron and had over 200 attendees with some fantastic feedback.

And of course our Annual dinner which was a huge success down to the excellent organisational skills of Louise McQuade, Kathleen Munro, Gill Rennie and Ashley Newton. Thanks too also to George Maxwell for his “ Dick Turpin” approach to sponsorship of the event.

A huge thank you for all the organisers of these principal events of the year.

Of course, these events take the highlights for the year however we have done so much more this year.

Our flagship and constant... throughout the year..... is our Mentoring programme initiated by Past President Lorraine Dillet and continues to run throughout our calendar down to the tenacity of Carol McIntosh and Alan Kirkwood. Thank you both.

Each event attracts 60-70 attendees and thanks to Kelli Lyttle for negotiating a reduction in the venue prices.

Carol had a baby girl recently Sophia Jane – 8 pounds- both mum and daughter doing well

We held our prizegiving in November and thanks to Martin McKenzie for organising the event where we presented some 30 certificates and a number of awards.

Thanks to Rosemary Wilson who provided an inspirational speech on her career demonstrating what can be achieved if you have the desire to do so. We learned that Rosemary regularly rubbed shoulders with the Celeb “A” listers

Hopefully the IT will work and you will see more of the events in the presentation behind me interspersed with the odd photograph.

**For the purposes of the minutes please see the activities below**

- Lloyd’s of London
- Claims Club: Whiplash Injury - Claims and Care
- Mental Health in the WorkplaceAnnual
- Quiz
- Lunch Time Seminar - The Human Robot

- Top Ten Personal Injury Cases of 2018
- Everything you wanted to know about fraud (..but were afraid to ask)
- Step into Christmas
- Annual Dinner 2018
- Claims Club: Managing CAT Claims: Experiences of Atlantic Hurricane Season
- How to use FCA APTA & TVC and apply to your suitability reports
- A Case Study into a Forensic Investigator's Involvement in Personal Injury Claims
- Halloween Quiz 2018
- DIVE IN - The Power of Inclusion
- Vicarious Liability
- Claims Club: Forensic Investigation – A Scientific Approach
- How to have challenging conversations
- Summer Event
- Debunking the mystique around workplace accidents
- Insurance Stars in your Eyes
- Ladies of Insurance Lunch
- Various Club FS Revision seminars
- Prize Giving

I set myself some objectives for my presidential year

Firstly.....

Diversity and Inclusion- as mentioned earlier the DiveIN event in September was one of our principal events,

The event was oversubscribed with 120 attendees and guest speaker was Megan Gulisa a double Gold winner Paralympian.. she was excellent and inspiring

I brought particular attention to Diversity and Inclusion in my dinner video which will be online shortly and with the help of Nick Smith I have established some firm foundations for regular events throughout the forthcoming years.

Secondly.....

Experienced Professional Award – we have the young professional award which has been running for 5 years or so and and you may recall that I wanted to recognise the more seasoned members of our community.

We held back the launch of this until March 2019 and decided to announce the winner of the award at the PDG Dinner which this year is on the 17<sup>th</sup> May 2019 -----tickets still available

We have had a number of applications for this award and we have recently extended the deadline for submissions until 29<sup>th</sup> April, with the judging panel sitting on 10<sup>th</sup> May.

Thirdly.....

#### Charities

I extended an invitation to our community to nominate charities close to the heart of our members for monies raised at the dinner in 2018.

Monies raised with Gift aid uplift was close to £10K – this money was proportionally split across MND Scotland, Cancer Support Scotland and the Insurance Charities.

Elaine McGrink has done some excellent work raising awareness in the workplace for the Insurance Charities and in June last year she managed to secure 45 new Scottish Insurance clients and is looking to raise that by at least a further 20% this year. She will be in touch !!

On the work of the Insurance of the Insurance Charities .....I had the opportunity to learn at first-hand what they do when I accompanied Maureen Noon at one of her home visits earlier this year. What an excellent job Maureen continues to do to help those in need.

I thought Maureen would have at least respected my role and introduce me as the President of the IASG , however in her excellent Icebreaking fashion, she said to the applicant

Hi I am Maureen Noon .....and this is my driver Kieran

Number 4 .....

#### Claims Club

Something close to my heart as a Chartered Adjuster I initiated this in June last year and we have ran 5 events over the covering

- Fraud
- Workplace accidents
- CAT Events
- Whiplash Injuries - Claims and Care where we had a lawyer and GP present in this very “Popular” claims space.
- Forensic investigations

A big thanks to the presenters and to Rajen Lavinga and Kelli

Lytle for their assistance in organising these events.

A call out to my fellow claims professionals to offer up some more exciting and relevant topics (yes that's you Mr Halley & McCrae & Martin Allan)

Lastly... you will be glad to hear

Educational Outreach to Schools

This is where I have an ambition to develop Insurance awareness into the school curriculum such that all school leavers or university students have a decent understanding of the importance that Insurance plays in all our lives, whether that be in their private or business capacity.

The objective is to

educate,  
raise our profile

and perhaps in some way encourage the next generation to walk in our shoes.

This is a long-term plan and Alisdair and I have initiated discussions with key stakeholders in this area. This will be a slow burn and Alisdair will update you on this at next year's AGM.

So whilst that is an update on my objectives set last year the council approved some significant support for the education for our members.

At our annual dinner I announced that we initiated the "Fast track to Diploma" where 25 Students were selected to attend focussed learning and revision courses to help them achieve examination success.

You may recall that it is an 18-month fast track programme which will hopefully results in Diplomas for all.

This was 100% oversubscribed and through a balanced and consistent scoring process 25 were chosen and the revision courses started in January this year and run every month at Caledonian University .

A massive thank you to new mum Carol McIntosh for researching and administrating this initiative.

I would like to acknowledge some of our past Presidents namely my esteemed predecessor Maureen Noon and the new George in my life ....

George Maxwell who continue to devote significant time for our institute in their respective roles and are always on hand to provide guidance and support when required.

I would like to thank Alisdair for significant support as Deputy President and wish him all the very best as he takes over the reins shortly. I know under your Leadership Alisdair that we will continue to develop initiatives that are relevant and important for our members.

I would also like to thank my vice Presidents Liz Dalton and Malcom McCutcheon for their continued support help and advice during the year which has been invaluable to me.

If anyone is looking for singer at an event Malcom's your man- he does an excellent Neil Diamond

I spoke earlier of our professional awards, the Young Professional and Experienced Professional .....

I would like to provide recognition to one of our previous young professional award winners, Verity Ross.

She has taken part in the inaugural UK Claim Apprentice competition. Verity was one of 6 Finalists from applicants throughout the UK , that had to present on certain topics, working under time pressures to deliver.

Please play the video clip

Show part of the video if available

I am delighted to say she won so big congratulations to Verity who in typical celeb style unfortunately couldn't be with us today.

Ladies and gentleman you may or may not have noticed from the calling Notice that Alison Balfour is not mentioned on it .....

Alison has decided to step down from council after some -----  
- years on council where she served as treasurer for many years.

As a token of our gratitude for your contributions over the years Alison please join me up here and take the applause from our membership for your excellent service to the IASG over the years

Lastly on the thank you front must be to my Employers McLarens who have given me the space to carry out my presidential functions and I see a few of my colleagues have rocked up for the free sandwiches at the end

STATEMENT  
OF ACCOUNTS

Ladies and Gentlemen, my job has been easy as I inherited a focussed and energised council that I have simply steered throughout this year.

Our brand IASG is strong and with over 4000 members is a leading local council that continues to evolve , develop and influence the Insurance society across the UK.

You have a group of individuals that are inventive, intuitive and engaging and will be the beacon that our industry needs.

I will remain on council to assist our development and on closing I thank you all for listening respectfully, and more importantly for awarding me this privileged position, which over the past year, has been my honour to serve. ....Thank you

Kieran Gallagher ACII FCILA  
President, The Insurance & Actuarial Society of Glasgow.

AGM 25<sup>th</sup> April 2019 – Treasurer’s Report

Good afternoon everyone, my name is Alan Blair and I am the current treasurer of the IASG.

It is important that as a Council we are open and transparent with how we spend the Institute’s funds and I have therefore left a copy of this year’s accounts on everyone’s seat and will chat through some of the key points. The format of these remain unchanged to allow easy comparison to prior years.

Our last financial year ran from 1<sup>st</sup> January 2018 to 31<sup>st</sup> December 2018 and during that period we generated a deficit of £5,391 against a deficit of £13,625 the previous year.

The main reason for the improvement of the deficit was due to a slightly higher Grant from the CII at £31,240 compared to £27,689 the previous year. The main IASG bank account also saw the return of the Club FS budget as difficulties with setting up online banking for this sub group led them to use the IASG main account for day to day transactions.

Expenditure in the year continued to be focused very much on education and development, both by way of increased Grants



ELECTION OF NEW PRESIDENT

The President announced that, on the nomination of Council, Alisdair Matheson should be elected as President. Alisdair Matheson was thereafter elected.

INCOMING PRESIDENT'S REMARKS

Thank you Kieran, principally for two things.

First of all your confidence in me for this role. After your invitation to join you on Council and on the executive team some two years ago, I hope that you have found thus far that that confidence was not misplaced as I become, I believe, the first practicing lawyer to be President in the Institute's one hundred and thirty eight year history.

As for my own history, I have been acting for insurer's in legal disputes for around 25 years almost exclusively for the last 17 and thanks to the joys of IT I was able to check yesterday that it has almost been 10 years to the day when I first became involved in the Professional Development Group Committee. Those who attend lunch time seminars may indeed have heard me speak on a number of occasions attempting to make various legal topics more or less interesting.

I remember very well my first IASG seminar one lunchtime in a cold drafty room in the Mitchell Library where a rather bemused German risk analyst from, I think, Allianz was telling us about climate change. Bemused because he was presented with a large pair of ladies' pants as climate change might bring more wind and good drying weather.

As a relative outsider, I see what you and we have in the IASG. I am aware of no industry body like it and this is something to be cherished and built on. The air of community is second to none.

I recognise the responsibility in becoming President for its one hundred and thirty ninth year. Just to put that into context: that is twice the age of the European communities which became the European Union; nearly three quarters the age of the United Kingdom; and nearly half the age of Great Britain.

For once I don't joke when I say that the IASG's future is more certain than any of those 3!

The second thing I would like to thank Kieran for is leaving the IASG in such rude health after his tenure and special thanks is of course due to those he has already thanked and all of those who provided assistance over the last year.

In 1881 there were 156 members I am reliably informed (if

Malcolm McCutcheon carried out his research when he gave his presidential speech) and in 2018-2019 we passed 4000 members for the first time. Many of you will have read the survey last year prepared, I think, by the ABI which found that in Glasgow alone there are 10,000 jobs dependent upon the general insurance industry.

If I can pick a few highlights from Kieran's year:-

- The immensely successful dinner, a new venue reinvigorated the event and, more amazingly, a profit.
- The Claims Club Kieran's new venture focused on the sizeable claims community in Glasgow which he has graciously agreed to continue to drive forward.
- The focus on diversity, not simply because it is the right thing to do (recent news from around the world demonstrates that the moral case still requires to be made time and again) but also because economically it is the right thing to do. Our customers are diverse with different viewpoints and desires. Having a similarly diverse community within our organisations allows those viewpoints to be aired and provides a wide range of skills to react nimbly to the challenges of the day. Lastly, we cannot forget that as an industry, our organisations are continually in competition for the best talent, just young people but those with skill and experience at hand. Providing a welcoming and broad, diverse community is much more likely to retain those key skills.

Against that background of what can I hope to achieve? Well, I propose 3 focusses for my own efforts this term:-

- 1 Maintain current success.
- 2 Reintegrate Club FS members.
- 3 Promote Glasgow as a great place for insurance and financial businesses.

I would like to return to the first of these which I would classify as "not dropping the ball". I aim to facilitate the hugely driven and talented people on Council and its committees to make sure that the hugely successful initiatives and events that we currently run continue to be just that. In no particular order these include:-

- The Professional Development Group
- The Young Professionals Group
- The Claims Club

- Outreach to Schools, Colleges and Universities
- Mentoring
- Young Person of the Year
- By far the biggest insurance dinner in Scotland possibly outwith London. I recall rather pleasingly having a conversation with a Manchester based lawyer who was waxing lyrical about the Manchester Institute and their dinner. I enquired innocently how many guests there are usually and he replied enthusiastically around 400. I very much enjoyed telling him that the Glasgow dinner was 600 or more!)
- The New Experienced Professional Award, Carol McIntosh's other new baby
- Fast track to Diploma

Turning to the second area I highlighted, Club FS, part of that team I mentioned was Tracy Bissett. Around one third of the IASG's members are from the Financial Services Branch of the CII but are seen at seminars, dinners and events a lot less frequently than general insurance members.

Tracy has worked tirelessly and often on her own for the last year or two to run Club FS and provide education for that community. My own view is that Glasgow's success as a destination for Financial Services Firms provides an opportunity for us all to network with other professionals but also for more members. With that brings a responsibility to provide services to those members new and existing. I will work to bring the Financial Services community back into the body of the kirk and foster the same kind of community the general insurance sector enjoys.

Lastly, I am a born and bred Glaswegian although I did live abroad for a number of years including a year in Japan and two in far-off Edinburgh.

Insurance and the Financial Services Industry provide an impressive number of good quality and well paid jobs. Many more than the shipyards or manufacturing does in Glasgow today. I will do what I can to make Glasgow a place for all your firms to grow and prosper a place for people to settle and create more good jobs but also careers. How will this be achieved? As Kieran has mentioned, a listening exercise is already underway around the market.

I must emphasise that I always have an open door and would hope very much that all of you, your friends and colleagues would come to me with any concerns or suggestions for taking matters forward.

OFFICE BEARERS

What we are trying to establish is what it is that you need and what it is that you expect not just from the IASG but more widely using its name and the influence its membership provides to intercede on your behalf to achieve those ends with public and private bodies.

We can seek common ground with other employers and organisations to drive Glasgow's never ending reinvention.

Thank you for listening to me and I look forward to working with you all over the coming year and beyond.

The President intimated that, on the nomination of Council, Joanne Clark would be elected Deputy President.

Kieran Gallagher and Malcolm McCutcheon were elected as Vice Presidents.

The nominations for other Office Bearers were:

- Secretary - Ruth Murray
- Treasurer - Alan Blair
- Education Secretary - Martin McKenzie
- Membership Secretary - David Irvine
- Dinner Secretary – Gillian Rennie
- Careers Officer – Alan Kirkwood
- Communications Officer – Kulbir Gabba
- Charities Officer - Elaine McCrink
- Diversity Officer - Nick Smith

and they were duly elected.

The nominations for Council Members were :-

- George Maxwell - Sponsorship
- Alana Roche - Sports & Social, AIG
- Tracy Bissett – Chair of Club FS
- Dean Sloan – Co-Chair of Young Professionals
- Lynn Livesey - Co-Chair of Young Professionals
- Gordon Cameron - Chair of Professional Development Group
- Liz Dalton – Council Member
- Patrick Ring – Council Member
- Keli Lyttle - Council Member
- Raj Lavingia - Council Member
- Ashley Newton - Council Member
- Carol McIntosh - Council Member

AOCB

All were duly elected and the President confirmed that there were sufficient Senior Members on Council to satisfy the requirements of the Constitution and thanked the retiring members

There being no other business, the President closed the Annual General Meeting.