



The Insurance
Institute of London
Chartered Insurance Institute

Continuing Professional Development Certificate

Vulnerable customers - signposting to specialists

Date Monday 12 April 2021

Time 1.00pm - 1.30pm

Speakers Johnny Timpson, Cabinet Office Disability & Access Ambassador for the Insurance Industry & Profession and Nicola Macquire FCMI, Head of Commercial, BIBA

In this IIL inclusion and diversity webinar, Johnny Timpson and Nicola Maguire highlighted the regulatory and Government policy drivers that require us to act in the consumers best interest and consider signposting where appropriate. They also explored the BIBA Find Insurance Service and how to use it for client benefit. In addition, they discussed the new National Disability strategy.

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

- The need to work in the client's best interest
- The BIBA Find Insurance Service
- How to access it for customer benefit, particularly when clients are vulnerable or potentially so



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

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.