



The Insurance
Institute of
Ipswich, Suffolk
and North Essex
Chartered Insurance Institute



Well, I had a great summer - and I hope you did too. I may be looking back on it with slightly rose-tinted glasses, but to me it seemed like endless days of sunshine; a true summer of the 80s! Anyway, having just returned from holiday I feel refreshed, and keen to continue along the path I started out on in April, working on my two themes for the year - supporting women and young people in our industry - and making sure plans are on track.

By way of inspiration, I'm honoured to be able to share with you here our latest 60-second interview, with none other than Sian Fisher - CEO of the Chartered Insurance Institute and founding member, and Executive Chair, of the Insuring Women's Futures Initiative (you can read more about that [here](#)). Sian has been a great role model for me, and many others, and I hope you enjoy reading what she has to say at the end of this message.

The Norwich Institute annual dinner took place on Friday, 29th September; I was unable to attend, as I was on holiday, but Mark Harris kindly stepped in to represent our institute, and reported that it was a great event. Congratulations to Paul Roskilly, the Norwich President, on a very successful and enjoyable evening.

Ipswich Regional Conference



I am pleased to report that our first all-day conference, held on the 14th September, was a great success. We had a full house and from the feedback that I have received, I believe that it was an interesting and useful day for all. Our thanks go to Julie Hicks for the organisation of the event, and of course, to all of our engaging and thought-provoking speakers. We plan to repeat this event in the future - watch this space!



Annual Dinner – 20th April 2018: STOP PRESS!

I am excited and honoured to be able to announce here for the first time that Dame Inga Beale, President of the Chartered Insurance Institute, will be our guest for this event. In 2014 Inga was appointed the first female chief executive officer in the 328-year history of Lloyd's and she is an inspiration to many within our industry. I have heard and read so much about her this year and simply cannot wait to have the chance to talk to her in person; I am sure lots of you will feel the same!



Alongside your humble (and very excited) president, then, our top table currently consists of:

- **Dame Inga Beale** - CEO, Lloyd's and CII President
- **Benedict Burke** - Chief Client Officer, International Operations, Crawford & Company and Insurance Personality of the Year 2017
- **John Eves** – Managing Director, Thornton & Partners and President of the Chartered Institute of Loss Adjusters
- **Robert Heaton** – Trading Underwriter, Aviva and President of the Insurance Institute of Cambridge
- **Thomas Williams** – Motor Manager, Allianz Insurance and President of the Insurance Institute of Chelmsford and South Essex
- **Paul Roskilly** - Lead Portfolio Underwriter – Motor, Aviva and President of the Insurance Institute of Norwich
- **Phil Hayes** – Managing Director, 2direct Ltd and Vice President of the Insurance Institute of Peterborough

We are nearly at capacity but there are still a couple of tables left, so don't miss out! Email me at Johanna.mulley@crowco.co.uk if you would like to book tickets

DON'T FORGET...

Christmas Curry Night – Thursday 23rd November



Our Young Professionals and I would love you to join us for an evening of celebration and networking, along with curry and drinks of course! Our Young Professionals group is going from strength to strength and this will be an opportunity to reflect on what we have achieved so far and talk about ideas for the future. Everyone is welcome - and if you'd like to know more about the group, perhaps with a view to becoming involved, this lively and informal event would be a great place to start. To book your place, [click here](#).

To make sure you get to hear about this and other events follow us on our social media sites, Facebook, Instagram or Twitter; look for [@ipswichcii](#)

HOLD THE DATE – 22nd March 2017

My plans are coming together nicely for an afternoon of education and networking to round off my presidential year. The event will kick off with a panel session involving each of my '60-second interviewees' who have all kindly agreed to take part; this should be a lively and interactive debate, and will give you a chance to ask any burning questions you may have after reading their interviews throughout the year (if you have missed any they are all being posted on our website here). Several other sessions are in development at the moment, and I'll share the details of these as they are finalised. And naturally, we'll tie the afternoon up with drinks, nibbles and a chance to network!



**** JUST A MINUTE... ****



When Sian Fisher was appointed CEO of the CII at the start of 2016, she brought an impressive breadth of experience to the role; here, she talks about her career journey, the individuals who've inspired her along the way... and a guilty pleasure that might surprise a few of her colleagues!

Q What did you want to do when you were at school?

A Like lots of children, I probably wanted to be all kinds of different things when I was small – but when I was at senior school, I remember there was a programme on television called Crown Court. In the era of Charlie's Angels and the Dukes of Hazard, it was the first time I'd seen a series that showed professional ladies, doing serious things. As a result, I was quite taken with the idea of being a barrister.

I'm not a great academic, but I've always been interested in learning, and a curious person, so I'd never found school difficult – however, realising just what would be required of me to do a law degree definitely gave me additional focus. In the end, it was completing the degree that convinced me I didn't actually want to be a lawyer; but I'm still glad I did it, as it gave me an incredibly useful grounding for the career path I eventually followed.

Q What was your very first job?

A My mother worked as well as my father, so during the school holidays she used to 'employ' me and my brother, usually to do some horrible job like painting a fence or trimming hedges. We complained, of course – but in fact, it was a rather handy introduction to the idea of putting effort into something that isn't necessarily what you want to be doing, and getting rewarded for that.

Later on, I began earning money through babysitting – and after roping in a few friends I managed to build up quite a nice little business, acting as an agent, which I like to think of as an early example of my entrepreneurship!

My first 'real' job, though, was as a graduate trainee at what is now Marsh, but at the time was a British broker called Bowrings, which had just been taken over.

Q Who has inspired you along your journey so far?

A The person I usually say has been the most inspiring for me is my maternal grandmother, who died before I was born. She came from a very poor background, but managed to win a scholarship to the local grammar school. Before she could take it up, however, her father and oldest brother were injured at work, and so she had to leave school and go and earn a living in a shop. There was always a photo in our house of her and my mother, standing next to a university building, and I know she spoke often of how wonderful it would be to study somewhere like that. I was the first in my family to go to university; and in a way, it felt like I was doing it for her.

During the course of my career, I have worked with several inspiring individuals, including an impressive triumvirate at Hiscox, where I was lucky enough to be employed as the company was just starting out: Robert Hiscox, the owner; Bronek Masojada, the young South African he employed as CEO; and my first boss, Malcolm Beacham. All three made a great impression on me – Hiscox was founded on very ambitious plans, to build a UK insurance company based on solid ethics and a responsible approach to paying claims, which was actually a big differentiator at the time, and one that has led to the powerful position it holds in the market today.

I left Hiscox to start a new business, called Oxygen, with Nigel Barton. The company had a mixed outcome – but we pioneered a number of different things in the industry, not least the MGA sector, which was Nigel’s idea, and well ahead of its time.

Finally, I would like to mention my predecessor in the role I currently hold at the CII. Dr Alexander ‘Sandy’ Scott was a very rigorous professional; he was a medical doctor by background, and brought that kind of emphasis on meticulousness and ethics to the insurance sector. He believes and lives his values, and I really respect him for that.

Q What advice would you give to a young person considering a career in insurance?

A If I were a young person these days, I’d be looking for three things in a future career: that it be worthwhile – something that matters; that it should offer scope for variety and change; and that there should also be global opportunities – the chance to travel, and work across different cultures. Insurance is incredible for all those things. I am absolutely of the belief that insurance is a force for good in our society; if you think about the amount that is paid out every day in domestic claims alone – some £40million – you realise just how necessary it is. I’ve never felt the need to be embarrassed about what I do; I’ve been responsible for helping thousands of people in my career, and that’s without even taking into account the individuals I’ve employed, mentored and promoted. I’ve had the opportunity to try out all kinds of roles, including leading a start-up company; I’ve worked in two different countries... and let’s not forget, it’s an industry that involves hard work, but does actually pay well, too. It’s a great choice for young people.

Q What do you do to relax?

A I suppose I like three things: I love to travel, whether it’s for work or pleasure – I’m going to Antarctica in November, and I’m really looking forward to it; I enjoy visiting places – museums, art galleries, exhibitions, the theatre. And then there’s my guilty pleasure... I really like watching Eastenders, and catch up with it whenever I get the chance!

Q What has been the highlight of your career so far?

A This is a hard one, but I think, despite the fact that some bits of it didn’t work as well as others, I would still say that I am most proud to have been part of a flat start-up business with Oxygen. That ten-year entrepreneurial period was daunting, but I learnt more from it than anything else I’ve done, and I would recommend running your own business to anyone. Not everyone can end up as Bill Gates – but it’s always a worthwhile experience.

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