



WORKSHOP

Independent
Safeguarding
Service *CIC*

Working with Vulnerable People



A one - day workshop which will focus on increasing knowledge and understanding of this highly valuable but often misunderstood audience.

In collaboration with ISS (The Independent Safeguarding Service), this promises to be an informative day, leaving you better equipped and more knowledgeable about this complex area.

Commercial Insurance

Home Insurance

DATE AND TIME:

9th January 2018

10am - 3pm

VENUE:

Thinktank

Birmingham Science Museum,
Millennium Point, Curzon
Street, Birmingham, B4 7XC

SUITABLE FOR:

All individuals working within
the claims supply chain.

£150 + VAT

with refreshments and lunch provided



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better tomorrow through what we learn today

Why is it important to have an understanding of this group of individuals?

Within the industry it has been identified that there is a general lack of understanding of what is meant by a 'Vulnerable Person'. This means that these people may be experiencing a service that does not inadequately meet their needs.

Vulnerable people known to make up approximately 50 % of customers so this is a large group that needs an approach which is empathetic, understanding and tailored.

Workshop Content:

The workshop will include the below:

- Workshop Introduction - ILC and ISScic
- The FCA final approach to consumers 2018
- Your legal obligations and duty of care
- How the FCA can provide redress to vulnerable consumers
- The impact of failing to identify the drivers of vulnerability on your consumers
- Case studies –scenario evaluation and guidance on how situations can be better handled



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- Information surrounding how your organisation can create policies and deliver strategies to protect vulnerable consumers
- Networking opportunities with industry thought leaders and colleagues

Following the workshop attendees will have a more rounded and greater understanding of this group of individuals which will enable ongoing interaction with this audience to be more effective and relevant.

We look forward to welcoming you to the first of many of these educational workshops.

BOOK NOW

To book your ticket for this event please visit:

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For any additional information please contact:

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