

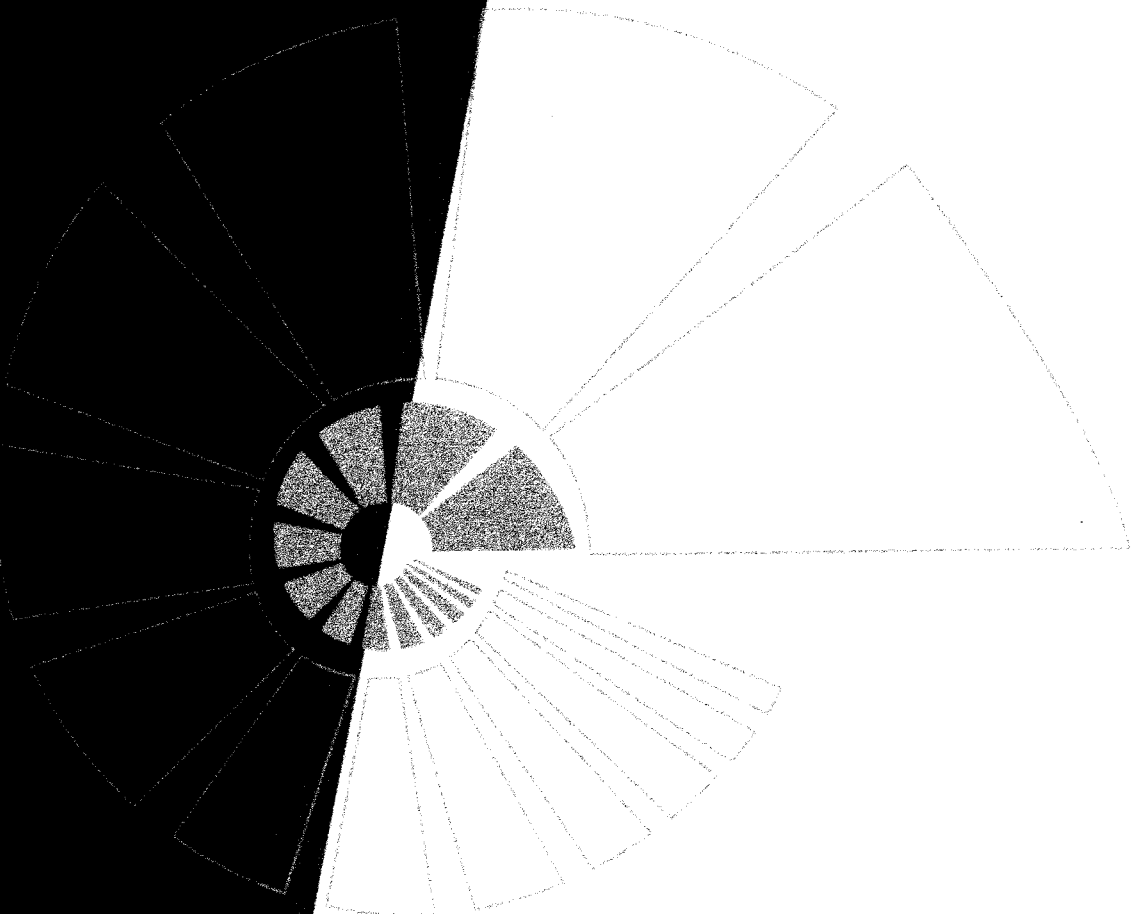
**FINANCIAL
SERVICES
BOARD**

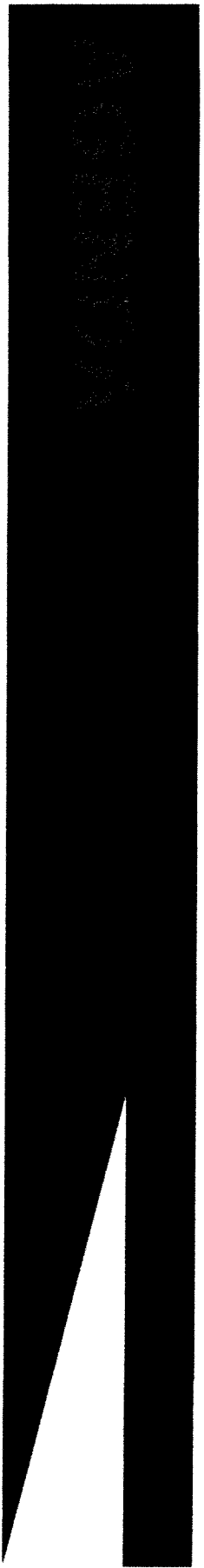
CONDUCT OF BUSINESS RETURNS (CBRS)

23 SEPTEMBER 2016

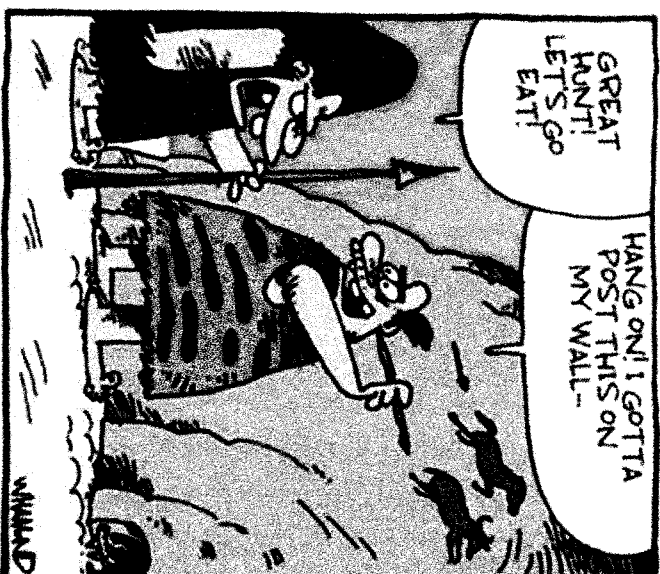
Presenter: *Juanita Smit*

*Manager: Insurance Compliance
(Conduct of Business Supervision)*



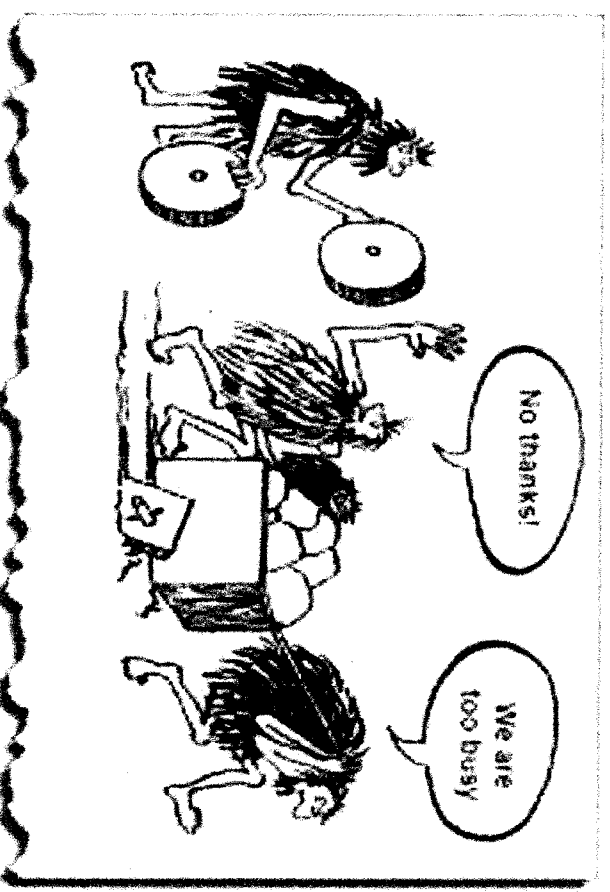
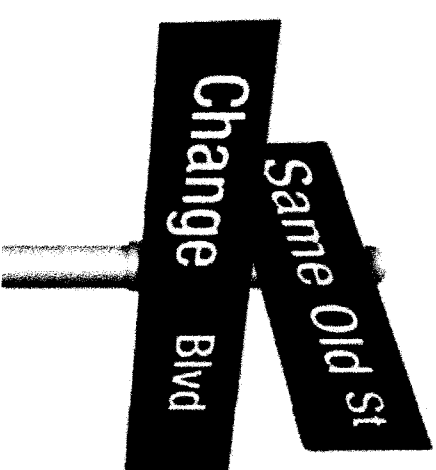


1. BACKGROUND
2. PURPOSE OF CBRS
3. SECTIONS IN THE CBR
4. IMPACT
5. QUESTIONS

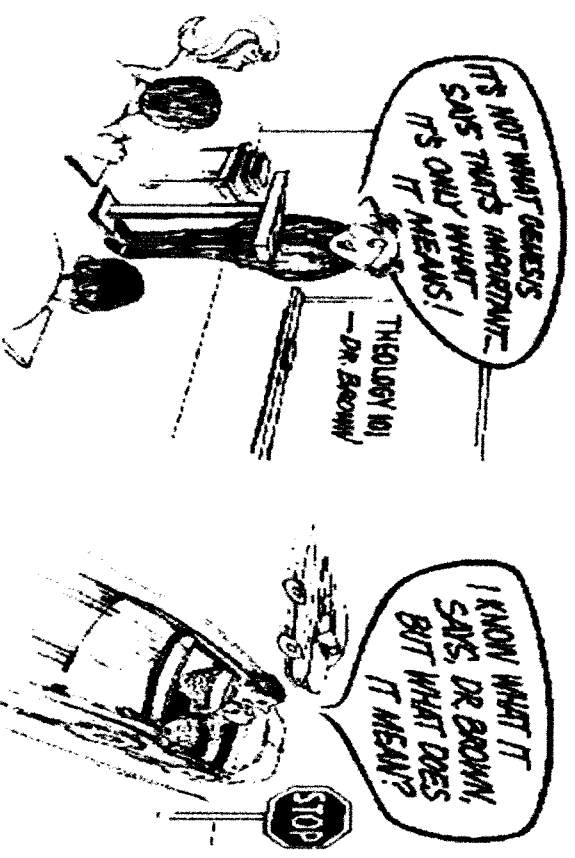


-Early Facebook-

- A long road – started 2012
- New set of market conduct returns
- Part of off-site supervision
- Complete by all – except reinsurers and captive insurers
- Phase in period over next 2 years – will become quarterly in 2018
- Calendar quarters
- Due 60 days after end of quarter



- Feed into overall risk-based supervision framework
 - identify market conduct risks
- More efficient supervision – monitoring on on-going basis
- Provide information regarding:
 - Possible mis-selling;
 - Growth in different distribution channels
 - Movement of policies
 - Different target markets
 - Expenditure in market
 - Reliance placed on third parties
 - Efficient and fair claims handling and Complaints management



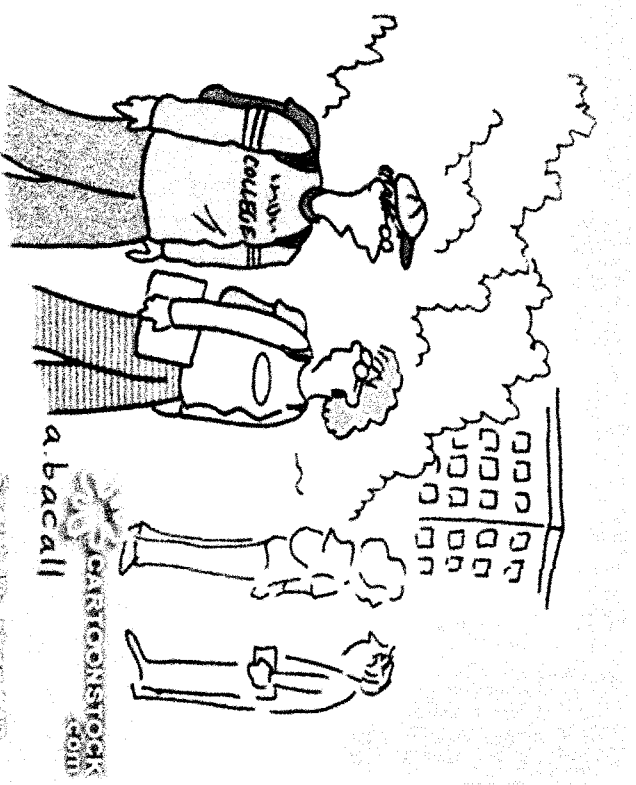
- Sections - Policy and Benefit level
- Classes – aligned to draft Insurance Bill
- Benefits – current high risk indicators
- **Business Composition**
 - Policies in force
 - New policies
 - NTU's
 - Cancelled
 - Lapsed
 - Policies transferred

- **Distribution and Binder Costs**
 - Commission
 - Binder fees
 - Profit Share
 - Aggregation fees
- **Other payments (policy level)**
 - Outsourcing fees
 - Advertising and marketing expenses
- **Claims**
 - Received
 - Paid
 - Repudiated
 - Outstanding



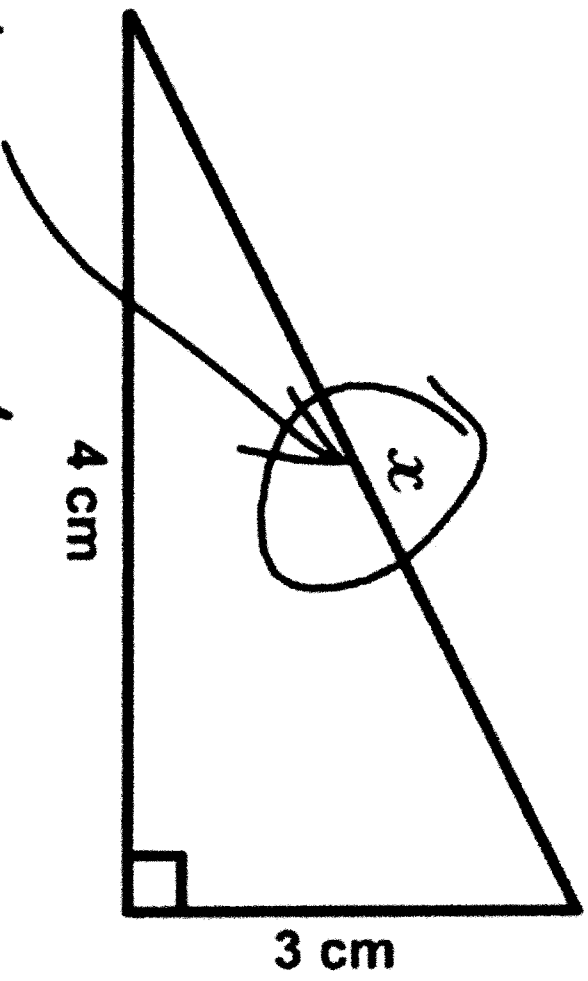
- **Complaints Handling**
 - No. of complaints
 - Link to TCF categories
- **Add-on Benefits (policy level)**
 - Indicate which benefits
 - No. of benefits

- Better analysis of data
- More accurate reporting and comparisons
- Advantage in competitive market
- **Data exchange**
 - Responsible outsourcing
 - Future binder agreements
 - FAIS Compliance Reports

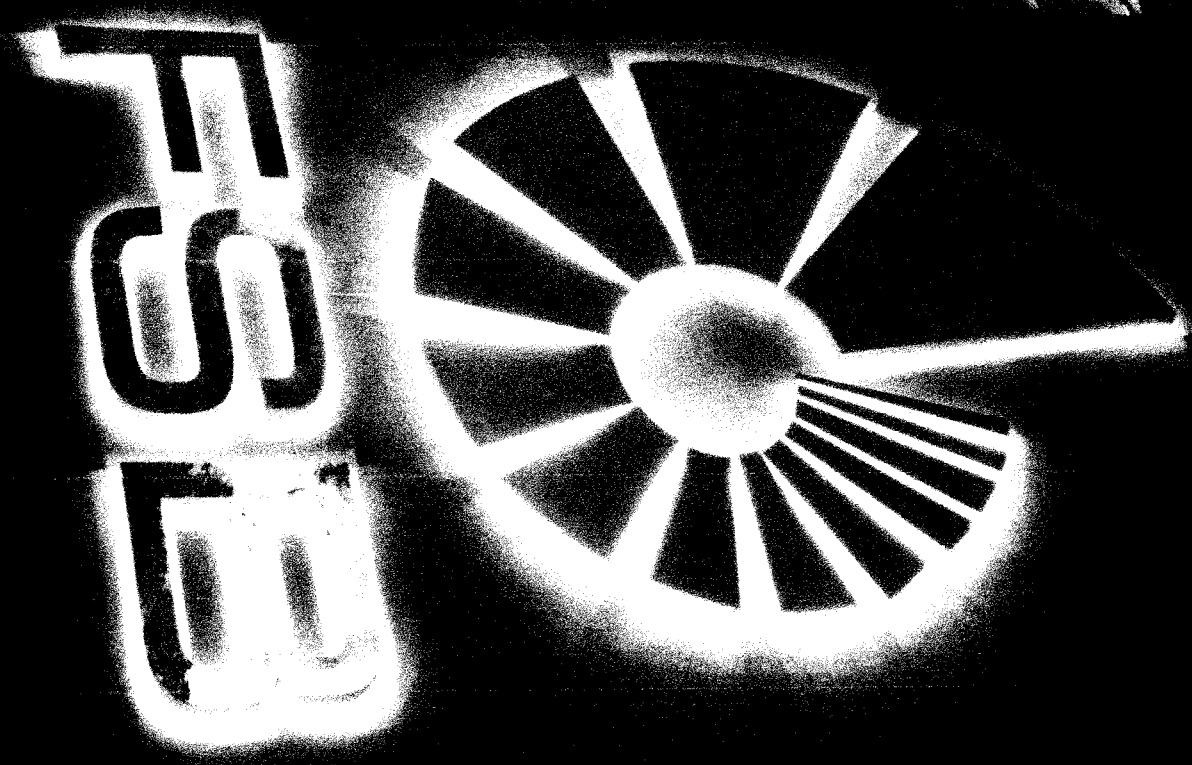


"Since all of my college books are electronic textbooks, my backpack weighs less now than it did when I was in elementary school."

3. Find x .



Here it is



THANK YOU