



## ETHICS & INTEGRITY IN INSURANCE



### ROB WHELAN

Director | RWW Consulting  
& Former CEO | Insurance Council of Australia (ICA)

Join **Rob Whelan** as he discusses the different management styles and strategies he has encountered in a career spanning over 40 years and six different industries. Rob will examine the good, the bad and the ugly, and discuss the benefits of putting the needs of the customer at the center of management decision making.

In the aftermath of the Financial Services Royal Commission, where the methods and motives of the insurance industry was subjected to forensic examination and found wanting, Rob maintains an example of a company that focussed its business model on a customer centric approach is illustrative of how the industry can reform, and by prioritising corporate values that drive a culture of ethical decision making, the false dichotomy between customer benefit and commercial gain can be successfully resolved

This live webinar will be chaired by

**CAMERON ROBERTS** | AILA National President & Partner, Thomson Geer

Wednesday  
31 March  
2021

**LIVE  
WEBINAR**  
4:00pm –  
5:00pm  
AEDST

Points:  
1 Ethics CPD  
1 ANZIIF  
1 NIBA

Members \$20  
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