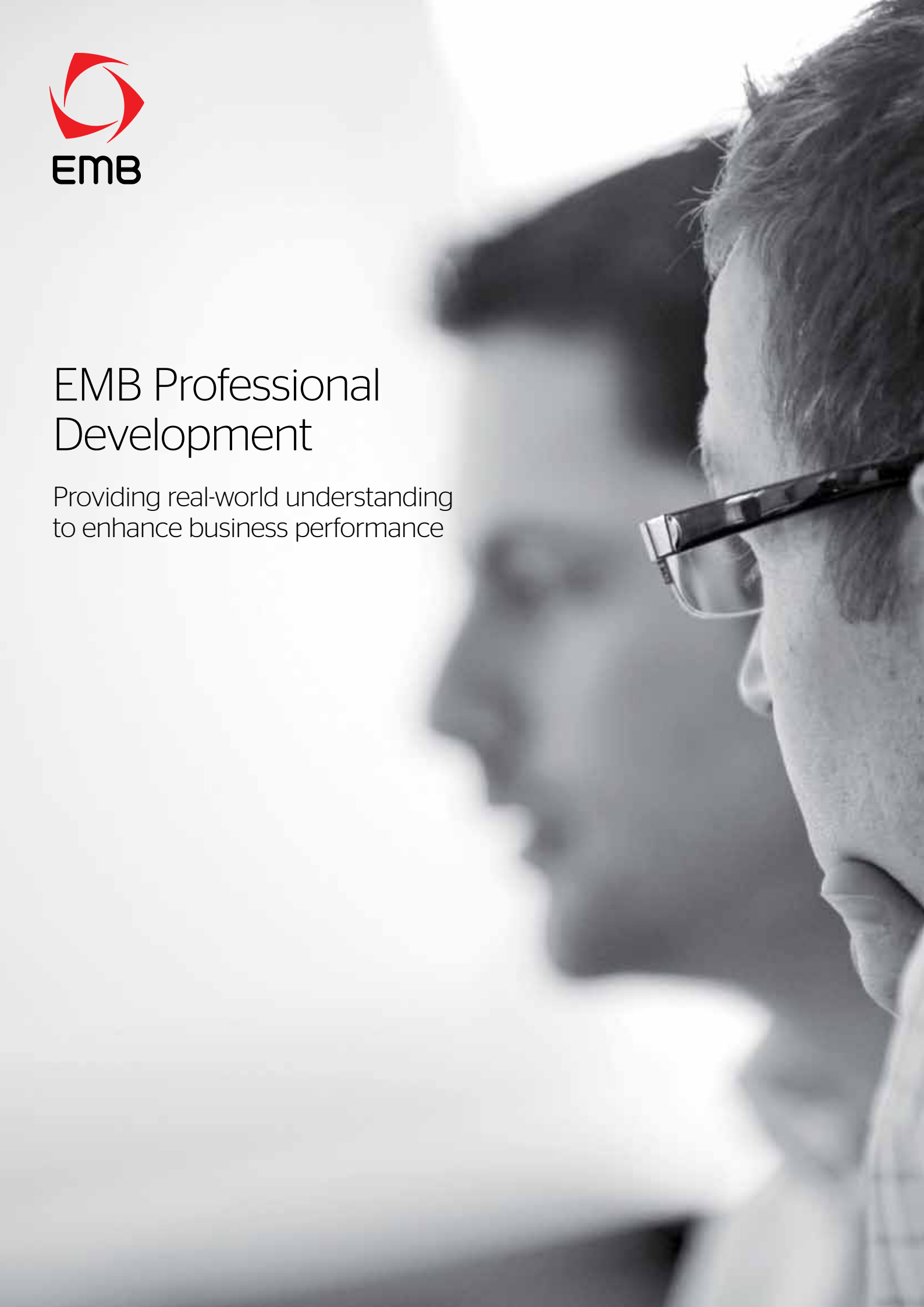




EMB Professional Development

Providing real-world understanding
to enhance business performance





“There has been a noticeable improvement in the pricing recommendations prepared by the team and their ability to work with different business areas.”

Head of Actuarial Department

Is your organisation ready to maximise the opportunities in today's marketplace?

Non-life insurance is being transformed. New requirements and new techniques are being introduced every year. New distribution channels, changing buyer behaviour and increased competition all demand constant innovation in your marketing and pricing. Regulatory changes require new approaches to risk and capital management and rapidly growing emerging markets call for operational effectiveness on an international scale.

Is your organisation well-equipped?

Whilst these changes present a big hurdle for organisations, there is also another key obstacle. In recent years we have seen that many companies are struggling to adapt because their culture is becoming restrictive. The drive to improve efficiency and effectiveness has often resulted in organisational silos with departments operating in isolation from each other. Processes are not fully understood or leveraged. Huge investment in systems over the past twenty years is not delivering the expected rewards. Strategy execution is below par and performance is sub-optimal.

What is the missing ingredient?

To compete and win today leading companies are working with us to re-examine their most fundamental asset - the collective knowledge base of their employees. They are investing in raising the skills and competence of their staff across the organisation - from the Board down - to develop a more cohesive and savvy culture. Through this process companies are reaping significant tangible and immediate benefits that are creating future value now.

EMB Professional Development

With around 100 modules, EMB offers an extensive range of courses for the non-life insurance market. The programmes cover all levels of experience and seniority, and, whilst written with a technical bias, cover all types of practitioner - from underwriters and claims handlers through to risk managers and reinsurance experts. From awareness-raising through to practical application and software training, our courses can help your organisation fulfil its responsibilities and realise its potential.

Our **Principles of Insurance** programme covers the full framework of the insurance life-cycle from start-up through to run-off. We place a particular focus on the interactions and relationships between the functions and processes central to an insurance operation.

Mastering EMB Software is a programme of training workshops in the use of EMB's wide range of software for reserving, pricing, financial modelling and reinsurance.

Our **Board Education** programme has been developed in response to our clients' requests to help their Boards improve their understanding and responses to key market and regulatory issues.

EMB - enabling experts in non-life insurance

EMB is the world's leading actuarial and business consultancy firm specialising in non-life insurance. With our holistic perspective and in-depth understanding, we help clients apply methods and strategies to their business to help them become more profitable, more secure and more capital efficient.

Our partners and consultants are recognised as thought-leaders in non-life insurance worldwide. We have a track record of innovation in actuarial techniques and award-winning software and many of our approaches are now accepted as the norm in the industry. This knowledge and insight is applied to everything we do, from software development to consultancy services to professional development.

Knowledge transfer has always been a key part of our client engagement process providing sustainable improvement beyond our specific projects. We actively help clients develop actuarial and business skills so they can make better-informed decisions. Our Professional Development programmes take this ethos further by providing a structured and complete education service for all your insurance professionals.

What could it do for you?

- Increase staff performance and improve efficiency
- Enable your organisation to gain competitive advantage
- Raise staff morale and enhance retention, motivation and development



EMB is an accredited Silver Partner with the Training Foundation

What Makes EMB Different?

We pride ourselves on providing professional development programmes that balance theory and practical application, delivered by industry experts who understand the intricacies of the non-life insurance industry.

Our courses utilise the latest accelerated learning techniques, embracing a variety of learning styles to enhance performance and knowledge retention.

Our comprehensive EMB Professional Development programmes also provide the framework for the continual development of our own consulting and non-consulting staff.

Business Simulation

We include business simulation in a number of our courses, bringing key concepts to life. We create a dynamic simulation of an insurance market in which delegates compete with each other to discover the impact on the business of changes in pricing, marketing, capital management, reserve management, asset management and business planning.

What's special?

- Business simulation
- Bias towards practical implementation
- Delivered by industry practitioners
- Covers the latest techniques and approaches
- Combines actuarial and management disciplines
- Tried and tested
- Can be delivered anywhere in the world
- Tailored courses available





Principles of Insurance

At EMB we understand that to ensure the most efficient use of your time and money, you need education programmes that are relevant, holistic and balanced.

Our courses encapsulate real-world experience and are delivered by market practitioners, so we accurately reflect the marketplace as it is today, not as portrayed in text books.

Pricing & Underwriting

Details the approaches to producing technical prices from both theoretical and practical perspectives, as well as the considerations in deciding the prices charged to customers, the terms and conditions of the contracts and the eligibility criteria of the products. Particular emphasis is given to asking the right questions, interpreting results and communicating with key stakeholders.

Claims & Reserving

Describes the management of claims and explores the production of reserve estimates from both theoretical and practical perspectives, paying particular attention to dealing with large claims and reinsurance as well as measuring claims uncertainty. Interpretation and communication with key stakeholders is emphasised.

Risk & Capital Management

Examines risk management, capital, solvency and the Risk Management and Financial Model. The course details the construction of the model from both theoretical and practical perspectives, as well as the considerations in capital setting and allocation. Particular emphasis is given to interpreting results, communicating with key stakeholders, and embedding the model within the business.

Measuring Performance

Explains the fundamentals of management information, performance measurement and reporting, and explores the use of external market information and benchmarks in day-to-day business activities and processes.

Marketing

Discusses marketing and marketing analytics, and explores the practical considerations and strategies for marketing non-life insurance.

Reinsurance

Focuses on the concepts of risk and risk transfer, and investigates reinsurance products from both theoretical and practical perspectives.

Legal & Regulatory Awareness

Explores the key organisations, legislation and regulation governing the environment in which the business operates, as well as the internal processes within the business.

Insurance Overview

Explores the fundamentals of risk and insurance, covering common insurance products, the insurance market, distribution and insurance life cycles.

Mastering EMB Software

EMB is the world's market leader in actuarial software.
Developed originally to support our own consulting business,
we now offer our software to clients for their own use.

Our courses enable delegates to get the most out of the EMB applications that support business processes, from using the software itself to selecting appropriate modelling approaches.

Pricing



EMB Emblem

Focuses on the implementation of generalised linear models in understanding underlying customer claims experience and business demand.



EMB Rate Assessor & EMB Optimiser

Explains the creation of a decision-support environment to assess the impact of alternative pricing strategies, enabling better informed commercial pricing decision-making. The course also discusses the production of optimised prices.



EMB Classifier

Discusses the analysis of geographical risk.



EMB Prism

Examines technical pricing in commercial insurance and reinsurance.

Financial Modelling



EMB Igloo

Covers all the stages of financial risk modelling, from implementing a preliminary model to focusing on specific areas such as reinsurance optimisation, risk management, and capital setting.

Reserving



EMB ResQ Professional

Describes the implementation of the reserving process.

Reinsurance



EMB RePro

Explores the analysis of outwards reinsurance programmes.

Board Education

One of the lessons learned from the current global economic situation is that Board level executives need to be capable of understanding and questioning management practices within their businesses. The arrival of Solvency II has brought this clearly into focus for senior management teams in the insurance industry.

In response, EMB has developed a range of professional development courses that deal specifically with key issues facing senior executives and non-executives. It also provides the additional benefit of demonstrating to regulators, the media and professional indemnity insurers that the whole Board is focused on risks and risk management.

A number of companies have already put their senior directors, executives and non-executive directors through the courses which aim to:

- Raise awareness within the Board of the current issues facing the insurance market
- Provide an understanding of the regulatory, legislative and other drivers of risk management
- Provide a practical understanding of the Board's role in ensuring issues are managed effectively
- Explain how the Board can assess the performance of their business in relation to the principles of good risk management practice
- Develop an ongoing framework for enabling all Board members to better understand and challenge key business drivers

The Board education modules can be tailored to meet specific business requirements. Examples of current modules include:

- Solvency II
- Principles of General Insurance
- Enterprise Risk Management
- Latest Market Developments
- Pricing & Underwriting Best Practice
- Claims & Reserving Best Practice

Courses are run by senior members of EMB who have a deep understanding of the issues facing senior executives and can be tailored to the needs of the business, including pitching them at the different levels of technical understanding and experience found in the structure of many Boards. Courses are intended to be highly interactive and cater for a range of Board and senior management profiles.



Leaders of EMB Professional Development



Richard Rodriguez
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Known in the industry as a leader in the field of financial modelling and the London Market.

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Karl Murphy
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Rory O'Brien
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Mike Wilkinson
EMB Director

Known as an industry expert in risk management and regulation (including Solvency II preparations).

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*"The best course
I have ever been on."*

Insurance Analyst

*"Extremely well run
and presented course."*

Senior Household Underwriter



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