



**EAA Webinar**  
**Operational Risk Management**  
**18<sup>th</sup> February 2010**  
**10.00 – 11.00 o'clock CET**

***Learn more about the role and business value of ORM!***

**Introduction**

Operational risk is a relatively new field in particular for Insurance. At the same time, the financial turmoil of recent years and past insurer insolvencies has shown that operational risk is a risk category that is easily underestimated. With implementing measures becoming clearer, Solvency II seems likely to further incentivise operational risk management and capital modelling.

What do you need to know to understand the operational risk management and capital modelling challenges for insurance companies? How to deal best with them to add value for the business and be ready for Solvency II? In this webinar you will learn about the role and business value of operational risk in insurance companies. Regarding operational risk management and capital modelling we will cover:

- Current best practice
- Lessons learned from Basel II
- The potential impact of the financial crisis
- Development options

**Participants and Maximum**

Due to technical and didactical reasons the number of participants will be restricted.

**Purpose and Nature**

You don't have to leave your daily business to follow this new *webinar*, developed for EAA. Just make sure to log-in on time and you can follow this class right away!

Once you have registered you will receive a log-in code to join the virtual webinar and an instruction.

## **Lecturer**

Remco Bloemkolk works at ING in corporate risk management. His first focus is on operational risk capital modelling for both Bank and Insurance. He has experience with supporting AMA applications and use tests in different jurisdictions. Prior to joining ING he worked at Ernst & Young Risk Advisory Services and at Swiss Re in London and Zurich. He is one of the lead authors of the CRO Forum ORM Best Practice publication of May 2009 and he has a book contribution in "Risk Management in Financial Institutions: formulating value propositions", forthcoming in January 2010.

## **Language**

The language of the webinar will be English.

## **Fees and Registration**

The fee is €50 per registered participant.

Please register for the webinar as soon as possible because of the expected demand. We recommend registration until 18th January 2010. If there are more persons interested in this event than places available we will give priority to the registrations having been first to arrive. Please send your registration as soon as possible by using our online registration form at [www.actuarial-academy.com](http://www.actuarial-academy.com).

Your registration is binding. Cancellation is only possibly up to 4 weeks before the first day of event. If you cancel at a later date, the full fee is due. You may appoint someone who takes your place, but must notify us in advance. EAA has the right to cancel the event if the minimum number of participants is not reached.

Please always give your invoice number when you effect payment. Bank charges are to be borne by the participant. We will send you an invoice, please allow a few days for handling.

## **Accreditation for CPD Points**

the Netherlands: One CPD-point is asked

Germany: One hour of formal CPD

## **You will need the following system specifications and items:**

- a Windows PC or a Mac. Your PC needs to be either a laptop or a regular PC with either Microsoft Windows XP, Windows Vista, Windows 2000 or 2003, Windows 98 or ME installed. The iClass does not work under Linux.

- A built-in audio-interface (a sound card) that allows you to plug in a headset with microphone.
- A working headset with microphone. Although it is possible to work with a microphone and speakers instead, we do not recommend this. It may cause echos and distractions during the lesson.
- A working Internet connection (preferably ADSL or cable internet. Although it is possible to work with a dialup connection we definitely do not recommend it).
- Your screen resolution needs to be a minimum of 800 x 600, 16-bit colours, and has video support.
- If this is not your own computer, you need to have the (administrator) rights to install software on this computer, and to change the audio settings if needed. If this is not the case, please ask your system administrator to assist you in this.
- Your web browser needs to be Internet Explorer version 4.0 or higher, although Safari, Mozilla Firefox and Google Chrome work as well.
- You will need the login and password that is given to you to log in to the class room.
- A webcam is optional, a live feed is an option if the lesson or session would require this. Most users choose to upload a picture in their profile, instead.