



EXPERIENCE MATTERS: Sharing what we know

MEDICAL PROTECTION AND DENTAL PROTECTION ROADSHOW

THURSDAY

14

FEBRUARY
2019

Atlantic Imbizo
3rd Level, Clock Tower Offices
Clock Tower Silo Centre
V&A Waterfront
Cape Town
18.00 – 21.00

PROGRAMME

Chair: **Dr Alasdair McKelvie**, Head of Dental Services for Southern Africa

18.00 – 18.30 **REGISTRATION AND REFRESHMENTS**

18.30 – 18.35 **WELCOME**

Simon Kayll, Chief Executive Officer (via video)

18.35 – 18.40 **LOCAL PERSPECTIVE: CURRENT CONTEXT, FUTURE RELEVANCE**

Margi van Gogh, Regional Director for Southern Africa

18.40 – 19.00 **CONSCIOUS, ETHICAL PROTECTION: WHAT HISTORY REVEALS**

Tim Jordan, Chief Actuary and Executive Director of Commercial Services

19.00 – 19.30 **CRITICAL INSIGHT: CLAIMS TRENDS AND RISK MITIGATION**

Dr Graham Howarth, Head of Medical Services for Southern Africa

19.30 – 19.50 **SUSTAINED PROTECTION: HOW WE RESERVE AND SET SUBSCRIPTIONS**

Howard Kew, Executive Director (via video)

19.50 – 20.10 **Q&As: YOUR QUESTIONS ANSWERED**

Facilitator: **Dr Alasdair McKelvie**, Head of Dental Services for Southern Africa

20.10 – 20.55 **OPEN DISCUSSION**

Facilitator: **Dr Graham Howarth**

20.55 – 21.00 **REFLECTION: PARTNERING FOR IMPROVED OUTCOMES**

Margi van Gogh, Regional Director for Southern Africa

21.00

CLOSE