



EXPERIENCE MATTERS: Sharing what we know

MEDICAL PROTECTION AND DENTAL PROTECTION ROADSHOW

<p>SATURDAY 9 FEBRUARY 2019</p>	<p>The Capital Menlyn Maine 194 Bancour Avenue Menlyn Pretoria</p> <p>07.30 – 10.00</p>
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PROGRAMME

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

07.30 – 08.00 **REGISTRATION AND REFRESHMENTS**

08.00 – 08.05 **WELCOME**
Simon Kayll, Chief Executive Officer (via video)

08.05 – 08.10 **LOCAL PERSPECTIVE: CURRENT CONTEXT, FUTURE RELEVANCE**
Margi van Gogh, Regional Director for Southern Africa

08.10 – 08.30 **CONSCIOUS, ETHICAL PROTECTION: WHAT HISTORY REVEALS**
Tim Jordan, Chief Actuary and Executive Director of Commercial Services

08.30 – 09.00 **CRITICAL INSIGHT: CLAIMS TRENDS AND RISK MITIGATION**
Dr Graham Howarth, Head of Medical Services for Southern Africa

09.00 – 09.10 **SUSTAINED PROTECTION: HOW WE RESERVE AND SET SUBSCRIPTIONS**
Howard Kew, Executive Director (via video)

09.10 – 09.30 **Q&As: YOUR QUESTIONS ANSWERED**
Facilitator: Dr Alasdair McKelvie, Head of Dental Services for Southern Africa

09.30 – 09.55 **OPEN DISCUSSION**
Facilitator: Dr Graham Howarth

09.55 – 10.00 **REFLECTION: PARTNERING FOR IMPROVED OUTCOMES**
Margi van Gogh, Regional Director for Southern Africa

10.00 **CLOSE**