

2018 Chairman's address

Welcome to UAC's annual general meeting. I'm your chairman, Lyndon Turner.

Thanks for attending today. I'd like to take you through just a few of the highlights of the year for your council.

During 2017, UAC continued to promote the underwriting agency sector, including members' products and services and their professional development, through a wide range of events.

This year we hosted 15 educational morning seminars in Melbourne and Sydney with the assistance of our partners, GD Law and Wotton + Kearney.

In 2018, we plan to expand our educational program by introducing a range of afternoon workshops with various partners.

While UAC members always have priority at our educational events, we welcome brokers and loss adjusters as well because this encourages interaction directly with our client base.

UAC plays an important role in assisting others within our industry to expand their knowledge.

We encourage members to invite your brokers to UAC events. They provide an opportunity for you to network with your clients and concurrently expand your professional education and gain CPD points.

During the year UAC organised, or participated in, a massive program of nine expos across Australia and New Zealand.

The New Zealand expos in Auckland and Wellington included seminars at which Paul Ash, Director of the New Zealand Government's National Cyber Policy Office, outlined New Zealand's approach to cyber security. Our thanks to Paul for an enlightening address.

The Wellington seminar and expo was a first and we hope to build exhibitor and broker numbers there for future events.

We returned to Newcastle for an expo after an absence of four years and received excellent feedback from Hunter region brokers.

At the expos we expanded our use of the UAC Events app which enables brokers to scan QR codes to get their CPD points at exhibitors' stands and gives exhibitors quick, simple access to contact details for brokers who visited them.

This year bookings for all UAC events and the expos we host moved fully online as our website's event management module was activated. This has streamlined booking and payment processes.

In 2017 UAC welcomed Claim Central as sponsor of the popular members' happy hour functions that precede UAC expos.

UAC was again a major exhibitor at the annual NIBA Convention in Sydney in September, with 39 members exhibiting through the pods. One lucky broker won \$5,000 of gold bullion and took part in a game of chance to potentially win a trip to San Francisco.

UAC's exhibition area, featuring a massive bridge to illustrate insurance bridging communities, was a landmark in the convention's Expo Hall.

The major UAC prize draw at the NIBA Convention is very popular with brokers and encourages them to visit our member exhibitors and have a chat about agencies' products and services.

The landmark event on the UAC calendar every year is the Sydney Underwriting Expo and plans are well advanced for the 19th annual event on Friday 9 March 2018 at the Sydney Hilton.

Every year the Sydney Expo gets bigger and bigger and we'll soon launch an exciting sponsorship package to increase exhibitors' exposure at the event.

UAC again sponsored the underwriting agency of the year award at the annual ANZIIF-*Asia Insurance Review* industry awards. This year's winner – for the first time – was CHU Underwriting Agencies.

The judges commended CHU's revised strategic direction, use of technology and new business growth. Congratulations to the CHU team.

During 2017 UAC continued to build on its affiliate partnerships with two equivalent bodies overseas, the Managing General Agents' Association in the UK and the American Association of Managing General Agents in the US.

These important international affiliations assist in bolstering recognition for UAC around the globe. They show that our council is part of an international partnership of like-minded industry people and there are valuable learnings we can share.

Throughout 2017, UAC has continued its advocacy role on members' behalf, working closely with ASIC, APRA, ICA and NIBA.

We have been working with Federal Treasury and ASIC for almost two years on the upcoming industry funding model for ASIC and APRA.

There is continuous interaction with NIBA across many fronts covering areas of industry impact.

Our strategic underwriting partnerships with Lloyd's and QBE continued strongly in 2017 and their assistance is very welcome to assist UAC in bolstering underwriting agencies' awareness, prestige and reputation in the market.

Another important partnership forged this year was with Corporate Traveller, which is now UAC's preferred travel supplier. There's more information on the UAC website in the members only area, accessible via your dashboard, to help you and your agency take advantage of Corporate Traveller's benefits.

You'll also find the results of this year's UAC CEO survey on the website.

Conducting the survey annually provides valuable year-on-year comparisons that assist agencies in planning and decision making.

The survey gives UAC access to information that assists the board with its ongoing commitment to providing and implementing worthwhile improvements for members. Thank you to Gratex International for assistance in compiling the survey responses.

UAC has continued investing in our website, adding greater functionality for members and brokers.

From January to the end of November, 183 hard-to-place risks were logged by brokers and disseminated to members via your dashboard access, our regular eNewsletters, and via automatic notifications for those members who have requested that function be activated.

Membership renewals and event bookings and payments are now conducted via the website and brokers can purchase the updated Member Directory every year.

UAC has continued its strategy of regular eNewsletter communications to members to keep you informed of UAC events and activities. This year more than 26 eNewsletters were delivered to the inboxes of our broad membership across agencies and Business Service members.

We also delivered specific newsletters to member principals on key issues, like your membership renewals, and regularly communicated with brokers across the states and territories to alert them to our events in their areas.

During November and December, we reinforced the functionality of the UAC website as THE Resource for brokers, by alerting all brokers on our geographic region broker databases to the varied ways in which they can use the site to better connect with our members and vice versa.

The response was excellent, with increased traffic on the website as brokers search for agencies that can write risks for them.

An important initiative UAC has just introduced is the UAC-Gold Seal Human Resources Service Centre, available via your member dashboard on the website.

The centre is specifically tailored to agencies' needs and available at discounted rates for our members.

This new member benefit will help you manage your team effectively and comply with ever-changing workplace legislation.

The service centre contains a comprehensive set of HR management resources. You can buy the full suite or specific products relevant to your needs.

This is another way in which UAC is fulfilling its strategic plan, by adding value for members.

UAC's Strategic Plan has four key goals to:

- Foster geographic growth
- Promote strong, resilient stakeholder relationships
- Maximise UAC's value to members
- Bolster UAC's viability through targeted resourcing.

Throughout the year, your board has continued to implement the strategic plan with a clear focus and strong attention. I look forward to that continuing as we head into 2018.

Our council's future is bright.

We have built a solid foundation on which to further expand. My goal is to see every eligible agency – in both Australia and New Zealand – join UAC and gain the many benefits that membership entails.

UAC's purpose is to:

- Assist underwriting agencies to grow and develop sound businesses
- Promote agencies as a vital profession and integral part of the insurance industry
- Foster a dynamic marketplace between underwriters and brokers
- Be the resource of choice for the industry.

Underwriting agencies are a vital element of the insurance industry and UAC, as your representative body, plays a core role in promoting the sector and advocating on our behalf.

In 2018 we will re-evaluate all programs and events to maximise the return on members' funds and ensure a continued focus on the agency sector's growth.

Our strength lies in unity – together we can achieve important milestones for agencies.

I encourage you to take the time to talk to agencies that are not UAC members and suggest they join us.

Use the 'A member of UAC' logo on your emails and all published material to enhance the brand and its strengths. Check the Brand Guidelines on the website that apply to use of the logo.

UAC's mandate is to be THE resource for our members and to enable our members to be THE resource for brokers. As your representative body, we will do everything we can to achieve that mandate.

As we near the end of the chairman's formalities, I'd like to thank my fellow directors. It has been a pleasure to work with you over the past year to implement our strategies and plans.

I would like to thank our powerhouse General Manager William Legge. His dedication to UAC and the superior effort, energy and passion he extends to the agency sector are unrivalled.

His heavy workload is lightened by his executive assistant Maria Dzajkovski, who provides much-needed administrative support. Thanks, Maria.

I would also like to recognise UAC's service providers. They are:

- WLM Financial for book keeping and accounting
- David Newey, from GD Law, our legal services provider
- Kate Tilley Journalism, for communications and website management, and
- Jason Cross and Bark Productions for the UAC website.

Thank you for allowing me to outline some of UAC's 2017 achievements.

If there are any questions, I'm happy to answer them.

If not, I'll move on to the next item on our agenda.