

# "Protecting the consumer - is there a need for insurance law reform?"



A one-day conference at  
 London Metropolitan University, 84 Moorgate, London, EC2M 6SQ  
 Monday 17 May 2004

## Programme

9.30am to 10.00am	Room 121	<b>Tea and Coffee</b>
10.00am to 10.15am	Upper Hall	<b>Introduction</b>
10.15am to 10.45am	Upper Hall	Pitfalls and partial solutions <b>Peter Tyldesley</b> Solicitor and Senior Lecturer London Metropolitan University
10.45am to 11.15am	Upper Hall	The insurers' perspective <b>Mark Allen</b> Manager, Legislation Association of British Insurers
11.15am to 11.30am	Room 121	<b>Tea and Coffee</b>
11.30am to Midday	Upper Hall	Insurance law - an Ombudsman's experience <b>Reidy Flynn</b> Ombudsman, Financial Ombudsman Service
Midday to 12.30pm	Upper Hall	A view from the courts <b>Alison Green</b> Barrister, 2 Temple Gardens Vice-President and former Chairman of BILA
12.30pm to 1.30pm	Room 121	<b>Lunch</b>
1.30pm to 2.00pm	Upper Hall	<b>Angela Darling</b> Head of Policy General Insurance Standards Council
2.00pm to 2.30pm	Upper Hall	Law reform - possible ways forward <b>John Birds</b> Professor of Commercial Law University of Sheffield
2.30pm to 2.45pm	Room 121	<b>Tea and Coffee</b>
2.45pm to 3.15pm	Upper Hall	Insurance law - what consumers need <b>Mick McAteer</b> Senior Policy Adviser Consumers' Association
3.15pm to close	Upper Hall	<b>Questions from the floor</b> <b>Questionnaire</b>