

THE YEAR IN REVIEW MIDDLE EAST 2021

A WELCOME FROM OUR REGIONAL DIRECTOR

A warm welcome to our “Year in Review” the first in a series of publications to keep you informed and updated about the CII’s activities. I am delighted to bring you a summary of highlights from 2021 and am excited to be introducing our plans for 2022.

As ever, the feedback and input of our stakeholders and members is essential in allowing us to shape our approach and execute a strategy which is continually relevant and effective. Our consultation exercise, “Shaping the Future Together” was launched this Autumn, and I encourage you to participate by visiting our website, [As 2022 beckons, we are ready to contribute to an exciting and evolving insurance/ financial planning landscape. We look forward to keeping you up to date with our news and with industry specific content, with more communications like this one, as well as through our website and social channels.](http://www.Home | Chartered Insurance Institute (CII) where you can provide feedback - your opinions and views are most appreciated.</p></div><div data-bbox=)

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*Wishing you seasons greetings,
and all the very best for 2022.*



Gaenor Jones
Regional Director
Middle East

As 2021 comes to a close, we can reflect on a year that brought change and innovation as we navigated the new working normal. Virtual webinars enabled us to collaborate with a wealth of stakeholders and partners, where we were able to keep the insurance and financial planning sectors informed and engaged on many salient topics, including CyberSecurity, Professionalism Building Public Trust, Post COVID Insurance Landscape, and the myriad benefits of CII membership.

We also forged official partnerships with some of the region’s most esteemed academic institutions, who continue to recognise the value of embedding CII qualifications into their learning development programmes. Working closely with regulators, to embrace their evolving agendas and support the implementation of minimum qualification levels has remained priority for us and will continue to do so.

OTHER ARTICLES IN THIS ISSUE

A New Office In Dubai International Financial Centre

A Boost to Our Team

Events that Engaged and Enlightened

Onboarding New Partners

Popular Study Units in the ME

A Supporting Role: Our Goodwill Ambassadors

Encouraging Words From The CEOs

A Host of Membership Benefits



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December special issue

A NEW OFFICE IN DUBAI INTERNATIONAL FINANCIAL CENTRE

We were delighted to be joining the vibrant thriving hub of Dubai International Finance Centre when we moved office here in the Spring. DIFC is a vibrant business ecosystem of over 27,942 professionals working across more than 3,292 active companies.

Our relocation here sees us positioned amongst some of the region’s most prominent financial institutions and leading influencers in the financial planning, banking and insurance sectors.



A BOOST TO OUR TEAM

Ben Cranwell joined the Middle East team as Business Development/ Project Manager, responsible for growing the CII footprint across the Middle East region. Ben is already settling in well, proving to be an asset to the team.

EVENTS THAT ENGAGED AND ENLIGHTENED

ANNUAL DIVE IN FESTIVAL

The theme for the ME session of the annual Dive In Festival, driven by Lloyds was “My Wellbeing Matters: Strategies to Improve and Thrive” with people development professional, Maya Mattar and Samantha Hayes of Mercer Marsh Benefits providing the keynote addresses on this salient theme of Mental Health.



DIFC ACADEMY PROGRAMME

We continue to work closely with DIFC Academy, delivering collaborative webinar programmes. Topics this year included “Directors’ and Officers’ Insurance” and “Cyberisks”, with the early part of next year set to deliver more informative topics.



INSURANCE FEDERATION OF EGYPT & OMAN INSURANCE ASSOCIATION

“How is professionalism expanding markets and building public trust” was the theme of two webinars that were executed in tandem with the Insurance Federation of Egypt and Oman Insurance Association with the support of Oman Re to their respective country’s insurance and financial planning sectors.



PANORAMA OF GCC HEALTH INSURANCE



Gaenor Jones moderated and provided opening and closing remarks at this leading Health Insurance virtual event, “Redefining the role of health insurers in the post-covid era”. A stellar line up of co speakers included, Emir Mudkic, Director/Lead Analyst Financial Services, S&P Global Ratings and Dr Nasser Aljehani - Acting Executive Director of Enablement and Supervision, The Counsel of Health Insurance, Saudi Arabia.

ONBOARDING NEW PARTNERS

2021 saw the CII Middle East cementing official agreements with a wealth of partners, and we are excited to be working with such esteemed organisations in their respective sectors.

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<p>Emirates Institute for Banking & Financial Studies will embed CII study units into their learning pathways</p>	<p>Higher Colleges of Technology, CERT department will incorporate CII content into their initiatives</p>	<p>The hosting of CII content within the highly prestigious Dubai International Financial Centre’s insurance association</p>	<p>Abu Dhabi Global Markets – the provision of an end to end service for students for insurance training</p>	<p>Supporting the Oman regulator in boosting awareness of the insurance sector to raise its profile globally</p>



POPULAR STUDY UNITS IN THE ME

"Our first ever Middle East graduation ceremony took place on 7th December, where we were delighted to officially recognise those who have attained awards and qualifications this year. Many congratulations to all of those celebrating exam successes. We look forward to making this an annual event."

We provide a comprehensive selection of study units specifically for the ME region.

For more information

[CLICK HERE](#)

A SUPPORTING ROLE: OUR GOODWILL AMBASSADORS

Our Goodwill Ambassadors are professionals who bring their own experience and expertise to our mission to help raise awareness of the CII by using their own networks and contacts to spread the word. Some have been with us since the CII Middle East office was established in 2020, while others, are more recent appointments.



UAE:
Andrew Woodward
Lloyds, Regional Head of Middle East & Turkey



UAE:
Suresh Nair
Gargash Insurance Services, Executive Director



KSA: Mohammad Al Marhoon
AON Reinsurance Solutions Saudi, Managing Director



Kuwait:
Abdullah Saleh
Kuwait Integrated Industries Company, Senior Insurance Analyst



And our latest Goodwill Ambassador... Introducing Bhaskar Rao Vedula, FCII

Bhaskar is the Head of Compliance & Risk Management at Medgulf Takaful in Bahrain and Qatar and boasts almost two decades of experience in the insurance industry. Bhaskar is a qualified management accountant holding various professional certifications, including FCII, Chartered FCSI, CPCU and ARM. As a subject matter expert for select professional training institutes, Bhaskar's contribution to our efforts will be highly valued.

ENCOURAGING WORDS FROM THE CEOS



Ilango T.
CEO of Qatar Insurance Company

The importance of having technically qualified professionals has always been recognized by Qatar Insurance Company and it has been the cornerstone of our vision and success for close to 60 years. The pursuit of professional qualifications by our personnel, from the Chartered Insurance Institute, has helped our company in many ways. Our qualified personnel are well placed to analyze and understand the insurance requirements of our valued clients and offer customized solutions. Our Reinsurers derive enhanced levels of confidence and comfort of dealing with a high-quality Insurer. This environment also helps us to attract and retain best talents.



Stuart McCulloch,
Dip PFS
Market Head of The Fry Group ME

CII Membership enables us to maintain consistent standards across the business globally. We chose to align ourselves with the CII because it is a highly respected examination and development body that is known across the industry. The Fry Group also continues to benefit hugely from the many seminars and training events the CII run to support our organisation and its individuals with any professional development requirements. The CII has a long-respected history of supporting finance professionals to become qualified, so I would expect many non-qualified individuals to see the CII as the go-to qualification body if it became mandatory.



Syed Asim, ACII
CEO of Orient UNB Takaful PJSC

A certified CII professional is undoubtedly an asset to a company, given the dynamic global market conditions, especially amidst the pandemic and various other recent regional catastrophes. Risks are continuously evolving thereby requiring budding insurance professionals to augment their market understanding and assessment criteria through professional certifications. Regulatory initiatives are easier to implement with a team of trained professionals thereby allowing for an easier transition.

A HOST OF MEMBERSHIP BENEFITS

Membership of the CII offers a wealth of benefits, including access to learning, content and events to facilitate Continuous Professional Development, the use of CII designations for those with CII qualifications, and commitment to a code of ethics that enhances a member's reputation. To find out more, visit:

www.ciigroup.org/me