

**MINUTES OF THE BORDER BRANCH ANNUAL GENERAL MEETING OF THE  
FINANCIAL INTERMEDIARIES ASSOCIATION OF SOUTHERN AFRICA (FIA)  
HELD ON THURSDAY THE 28<sup>TH</sup> OF FEBRUARY 2019 AT THE BUFFALO CLUB,  
EAST LONDON FROM 11:15 TO 13:15**

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**MINUTES**

**1. WELCOME BY MICHELLE WOLMARANS**

Michelle officially welcomed all the members to the Annual General Meeting of the Border Branch of the FIA. A special welcome to: Sandra Snowball – the Coastal Regional Manager and Peter Atkinson – FIA National Technical Portfolio Manager

**2. PRESENT**

Michelle Wolmarans, Michelle Amm, Melany Annandale, Claire Barnes, Joe Barry, Heather Barson, Debbie Bieskie, Marc Bradley, Richard Clarke, Chris Collins, Helena Dalbock, Franscois de Ridder, Pamela Francis, Mike Friend, Chairmane Gouws, Renate Kohlhofer, Tracey Lucietto Jennifer Grobbelaar, Tutani Luvo, Jenny-Ann Maguire, Josh Marais, Maureen Marais, Niall McDonald, Annamarie Mundell, Claudette Pape, Steven Pope, Debbie Pretorius, John Quinn, Ruth Roper, Adele Theron, Kristy Tubb, Vuyisile Vena, Mark Wiehahn, Peter Atkinson, Tessa Ogle, Christopher Woods, Gerrie Hatting and Sandra Snowball

**3. APOLOGIES**

Danielle Ettmayr; Hadine de Bloe, Debbie Sargent, Khutala Zantsi; Mark Cadle; Tessa Venter; Dirk Kotze; Andy Reeves, Ian Attree, Shantele Muller, Jotham Stone

**4. DECLARATION OF OTHER INTEREST**

None

**5. MINUTES OF PREVIOUS MEETING HELD**

Proposer – Jenny-Ann Maguire  
Seconder – Richard Clark

**6. MATTERS ARISING FROM PREVIOUS MINUTES**

None

**7. CHAIRLADY'S REPORT - MICHELLE WOLMARANS**

See the report at the end of these minutes.

**8. FEEDBACK FROM REGIONAL MANAGER – SANDRA SNOWBALL**

Sandra's more detailed notes are attached.

**9. ELECTIONS:**

Sandra Snowball handled the elections.  
Albe Edeling, Khuthala Zantsi and Mark Bradley were not standing again.

**2019:**

Chairperson – Debbie Sargent  
Vice Chairperson – Melany Annandale  
Treasurer - Jenny-Ann Maguire  
Secretary – Michelle Amm  
Committee – Michelle Wolmarans, Luvo Tutani and Tessa Ogle

**10. REGULATORY ROUNDUP – CPD PRESENTED BY PETER ATKINSON**

Accredited 1 Regulatory CPD Point

**11. NEXT MEETING**

To be confirmed.

**12. CLOSING**

The Chairperson adjourned the meeting.

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**Chairperson**

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**Date**

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**Secretary**

**Index of Reports:**

**1. Chairlady's report – Michelle Wolmarans**

**FIA AGM – 28 FEBRUARY 2019**

**Chair report**

Chair's report

The Border Branch currently has 190 individual members belonging to 32 FSP's. The number of FSP's has declined by 2 however the individual membership has increased by 35 in the last year. This increase in individual members is mainly due to the termination of historic special fee arrangements and CPD events only be made available to paid up members of the FIA.

The Border Branch continues to be dominated by members in the short term insurance fraternity and the current committee is made up solely of short term brokers with no representation from the other financial disciplines.

Meetings are held every 2 to 3 months and provide an opportunity for members to interact and discuss matters of relevance in our industry as well as earn CPD points. In 2018 the following meetings were held:

We kicked off the year with the Broker Power Session on **the 23<sup>rd</sup> of February** at East London Golf Club. This event was well attended and positive feedback was received from members particularly in respect of the inspiring presentation by Victor Vermeulen entitled The Power Within.

At our meeting on the **11<sup>th</sup> of April** the **CEO of the FIA Lizelle van der Merwe** gave an in depth presentation on the organisation – she reflected on the highlights of 2017, the focus areas for 2018 and the expected regulatory changes.

Lizelle unpacked the vision, mission and value proposition of the FIA and I would like to take this opportunity to revisit these:

FIA Vision – We promote and support the interests of the financial intermediated market – to be recognised by all stakeholders as a trusted and essential contributor to the SA economy.

FIA Mission – To be an effective voice of our members businesses in South Africa and abroad by promoting, developing, educating, supporting and protecting the rights of members.

FIA value proposition – 5 pillars which are

- Members – members are the core of everything we do
- Representation – representing members with government, regulators, labour and community
- Image – guarding the collective image of our members in their part of insurance delivery and fulfilment in South Africa.
- Industry Expert – knowledge and industry expertise
- Enabler – committed to building an environment for innovation, growth and development and meeting the challenges of an accelerated developing country

At our meeting on the **11<sup>th</sup> of July** **Jonathan Thompson from EnviroSure** presented to the members and Sandra Snowball discussed the mission critical factors identified by the coastal region.

Joe Kotze from the FIA and Candice Sutherland from ITOO were scheduled to present at our meeting on the **19<sup>th</sup> of September** which unfortunately had to be cancelled due to a taxi strike.

At our meeting on the **6<sup>th</sup> of November** Joe Kotze the FIA compliance manager presented on Fit and Proper Requirements A New Era.

With regards to financial management, we have been financially disciplined and operated within our allocated budget. We did not receive any sponsorships from outside parties and the funds for our meetings came solely from the budget allocated to us by the secretariat.

2018 has been a challenging year for our industry on all fronts – the constant changing regulatory environment continues to increase our costs and create additional demands on our time as we have to ensure the compliance of our practice and the staff we employ. The increase in the vat rate created its own unique set of challenges and the political and economic instability in our country over we have



no control continues to impact our businesses and clients. The cherry on the top has been the recent schedule 3 load shedding instituted by Eskom.

Despite the challenges history has shown that we are a resilient bunch and we will continue to fight for our clients and ensure that they receive the service and professional advice they deserve. We are ready for the next wave of challenges that will present themselves in 2019 and Peter is going to now enlighten us on a few of these.

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