



ASSOCIATION INTERNATIONALE DE L'ASSURANCE DE PROTECTION JURIDIQUE  
INTERNATIONALE VEREINIGUNG DER RECHTSSCHUTZ-VERSICHERUNG  
INTERNATIONAL ASSOCIATION OF LEGAL EXPENSES INSURANCE

**Workshop:**  
**What can Legal Protection Insurers do to serve their customers better – can a Trust Mark help to achieve this goal?**  
Brussels, 5 June 2009

Workshop venue:  
Martin's Central Park Hotel  
Boulevard Charlemagne 80, B-1000 Brussels - phone: +32 2 235 13 27 - fax: +32 2 230 56 35

**Program**

- 8.45** Registration and welcome coffee
- 9.00 – 9.20** Welcome by Eric POUW – RIAD, President  
Introduction by Antje FEDDERKE – RIAD, Secretary General
- 9.20 – 9.40** **Consumers' expectations and demands**  
Monique GOYENS – BEUC, Director General
- 9.40 – 10.00** **A legal way to meet consumers expectations: the UK "Treat Your Customers Fairly" Initiative** Paul TIMMINS – DAS UK, Head of Risk & HR
- 10.00 – 10.45** Panel discussion: **Consumers demands – Insurers responses: a flashpoint without detente?**
1. Monique GOYENS – BEUC, Director General
  2. Paul TIMMINS - DAS UK, Head of Risk & HR
  3. Karel VAN HULLE – EUROPEAN COMMISSION, DG Internal Market and Services, Head of Unit – Insurance and Pensions
  4. Wauthier ROBYNS de SCHNEIDAUER - ASSURALIA, Press & International Affairs Communications, Member of the European Economic and Social Committee
- 10.45 – 11.15** Coffee break
- 11.15 – 11.35** **An expert's view on workable solutions**  
Ton WAGEMANS – CONSIDERATI, Partner
- 11.35 – 12.30** Panel discussion: **The industry's experiences: different ways to meet different needs**
1. Ton WAGEMANS – CONSIDERATI, Partner
  2. Frédéric BACCELLI – PROTEXIA, Managing Director
  3. Alastair TEMPEST – FEDMA, Director General
  4. Bernard CASTELAIN – LEGIBEL, Director
- 12.30** Closing remarks by Eric POUW – RIAD President
- 13.00** Lunch – end of the Workshop

Simultaneous translation is provided in English, German and French.

Workshop moderated by Gustaaf Daemen – DAS Belgium, CEO.

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