



EDUCATION PROGRAMS 2009

Regulating the Private Health Insurance Industry

Session Program

8.30 – 9.00 am	Arrival tea & coffee	
9.00 – 9.15 am	Welcome and Introduction	James Dominguez CBE AM <i>Commissioner</i>
9.15 – 9.45 am	The Private Health Insurance Administration Council's regulatory approach	Shaun Gath <i>Chief Executive Officer</i>
9.45 – 10.30 am	Compliance	Hoa Nguyen <i>Director</i> <i>Industry Analysis and Compliance</i>
10.30 – 10.45 am	Morning tea	
10.45 – 11.30 am	Enforcement	Annemaree Gray <i>Acting General Manager</i> <i>Industry Operations</i>
11.30 – 12.30 pm	Panel session	James Dominguez, Shaun Gath, Annemaree Gray & Hoa Nguyen
12.30 – 1.30 pm	Lunch	
1.30 – 2.30 pm	Consumer issues and challenges in private health insurance	Samantha Gavel <i>Private Health Insurance Ombudsman</i>
2.30 – 2.45 pm	Afternoon tea	
2.45 – 3.45 pm	The Financial Standards	Paul Groenewegen <i>General Manager</i> <i>Prudential Supervision & Deputy Chief Executive Officer</i>
3.45 – 4.00 pm	Questions and close	