



## AGM MINUTES

59<sup>th</sup> ANNUAL GENERAL MEETING OF THE INSURANCE INSTITUTE OF NORTHERN GAUTENG  
HELD ON 20<sup>th</sup> FEBRUARY 2025 FROM 08H30 – 09H30 ONLINE ON MS TEAMS PLATFORM.

### 1. WELCOME

The president, Adele Cronje welcomed everybody to the 59<sup>th</sup> Annual General Meeting of the IING.

### 2. ATTENDANCE REGISTER

Attendance was confirmed. A quorum was reached for the meeting.

### 3. APOLOGIES AND PROXIES RECEIVED

None

### 4. CONFIRMATION AND ACCEPTANCE OF THE MINUTES ON THE 58<sup>th</sup> ANNUAL GENERAL MEETING WHICH WAS HELD ON 21<sup>st</sup> FEBRUARY 2024

Proposed acceptance of minutes: Shannel Visser  
Seconded by: Frik van Deventer

### 5. IING PRESIDENT'S REPORT

The IING Presidents' report was delivered by Adele Cronje:

#### ***What happened in the South African Insurance Industry in 2024***

*South Africa's Insurance Industry demonstrated resilience amidst a challenging environment in 2024.*

#### **Key developments included:**

##### **Market Dynamics**

##### **Rate Adjustments:**

*The hardening of insurance rates began to decelerate in 2024, correlating with a decline in inflation. This trend provided some relief to consumers facing affordability challenges.*

##### **Capacity Challenges:**

*Securing sufficient insurance capacity remained difficult, particularly for global programs and less-preferred risk types.*

##### **Technological Advancements**

##### **Digital Transformation**

*The rapid pace of digital change continued, with insurers integrating actuarial, accounting, and technology functions to enhance efficiency and better serve customers.*



### **Cybersecurity Focus**

*With the rise in cyber threats, insurers emphasized the need for comprehensive governance structures and timely reporting mechanisms to manage risks effectively.*

### **Climate and Infrastructure Risks**

#### **Climate Change Impact:**

*Insurers faced increased claims due to climate-related events, prompting a more scientific approach to underwriting, considering factors like flood lines and fire risks.*

#### **Infrastructure Challenges:**

*Ongoing issues with electricity and water supply led to discussions about potential exposures in liability products, with expectations of tighter policy exclusions.*

### **Financial Performance**

#### **Profit Growth**

*Our industry experienced a significant 50% increase in aggregate net profits for the 2023 financial year, as reported in the 2024 KPMG Insurance Industry Survey.*

*Overall, the South African short-term insurance industry in 2024 showcased adaptability and growth, navigating economic pressures, technological advancements, and environmental challenges.*

### **The Team:**

#### **2024 EXCO**

- *President – Adele Cronje (Natsure Underwriting Managers)*
- *Deputy President – Rozanne Knoesen (Indwe)*
- *Treasurer – Wynand Louw (Aquila Financial Solutions)*
- *Co-Treasurer – Frik van Deventer*
- *Secretary – Annelie Botha (Brolink)*

#### **2024 COMMITTEE**

- *Bianca Louw*
- *Kenny Honeyborne*
- *Danie Jansen van Vuuren*
- *Jean Coetzee*
- *Kyle Pillay*
- *Anton Minnie*
- *Betta Steenkamp*
- *Tumelo Stoffel*
- *Schaun van den Berg*
- *Gerrit Venter*
- *Shannel Visser*



**IING Achievements in 2024:**

**Marketing & Membership Committee:**

Our Social Media presence helped us to raise awareness, engage supporters and drive our actions. We shared our stories and increased awareness about our events and our Institute Membership

- Platinum 16
- Gold 4
- Silver 5
- Bronze 34

Our membership base continues to expand, a clear indication of the value that IING provides.

**Education Committee:**

Education remains a cornerstone of our mission. In 2024, we hosted 9 CPD-accredited events

Month	2023	2024
January	393	0
February	0	321
March	33	172
April	652	212
May	163	190
June	353	479
July	51	452
August	117	385
September	283	256
October	224	411
November	198	
December		
<b>Total</b>	<b>2 467</b>	<b>2 878</b>

A lot happens behind the scenes, we don't make use of a 3<sup>rd</sup> party to issue our CPD Certificates. Thank you to the Finance team for your kind assistance in issuing the certificates. Hats off to our Education team for sourcing content that was well received by our Members. I am sure they will strive to do the same this year, with our first session being next week.

**Social Committee**

Our Social Committee forms an essential part of our industry, strengthening connections among industry professionals while making the workplace and professional community more engaging.

They organized events and initiatives that bring members together in an informal setting, strengthening professional relationships while promoting a positive and inclusive environment. Events Hosted in 2024:

- Presidents Breakfast
- Bingo Night
- Ladies Day





- Year End Gala

### Sports Committee

The Sports Committee plays a crucial role in promoting the physical well-being, teamwork, and networking opportunities among insurance professionals.

Events hosted in 2024:

- Presidents Golf Day
- Padel Event
- Bowls Day

### **There was a combined Social – Sport Event in 2024**

We hosted our first Annual Potjiekos competition!

Through this well-organized event the committee not only enhanced competition but also strengthened relationships within the industry.

### Corporate Governance

This is the backbone of a stable and trustworthy Institute.

This refers to the system of rules, practices, and processes that guides management and operations.

It ensures **transparency, accountability, and ethical conduct.**

We are updating our Constitution as well as policies and procedures

Strong corporate governance is essential in maintaining trust, financial stability, and regulatory compliance within the industry.

### Finance Committee

The **Finance Committee** plays a critical role in overseeing the financial health, stability, and sustainability of our organization.

The IING remain in a stable financial position.

A detailed financial report will be presented by our Treasurer.

### Future Plans:

Expanding our educational offerings

Strengthening industry partnerships to provide more opportunities for members

Hosting flagship events that foster networking, knowledge sharing, and professional growth.

## 6. ACCEPTANCE OF THE FINANCIAL STATEMENTS FOR 2024

Financials were presented at the AGM by Wynand Louw - Treasurer.

Total net profit for 2024: R 140 211,00

Current assets: R505 536,00

Total liabilities: R0

All our SARS documentation and information is up to date.

Acceptance: Shannel Visser

Seconded by: Annelie Botha



## 7. REAPPOINTMENT OF AUDITORS FOR NEXT 12 MONTHS

Gideon Struwig Auditors was re-appointed as the IING Auditors for the IING term 2025/2026.

Acceptance: Shannel Visser  
Seconded by: Rozanne Knoesen

## 8. ELECTION / RE-ELECTION OF COUNCIL MEMBERS

Adele Cronje	Betta Steenkamp
Rozanne Knoesen	Tumelo Stoffel
Wynand Louw	Schaun van den Berg
Frik van Deventer	Gerrit Venter
Annelie Botha	Shannel Visser
Kenny Honeyborne	Jean Coetzee
Danie Jansen van Vuuren	Bianca Louw
Anton Minnie	Kyle Pillay

## 9. NOMINATIONS – COUNCIL FOR 2025-2026

Melani Brunetti (Bryte)  
Cathy Meintjies (Tial)

Acceptance: Rozanne Knoesen  
Seconded by: Wynand Louw

### Resignation 2024

- Sarvani Naiker

## 10. ANY ADDITIONAL POINTS TO BE RASIED:

Frik van Deventer: Frik unfortunately is not employed in the financial industry at present. The Constitution states that you need to work in the financial industry, but Frik is also a professional member of the Insurance Institute of South Africa. This needs to be a special vote, due to the fact that he is not employed in the financial industry.

Frik left the meeting and re-joined the meeting after the voting: 17 votes for Frik to remain in the committee. 17 out of 24 votes for Frik and Frik will remain on the committee.

## 11. CLOSURE AND FIRST COUNCIL MEETING

As we move ahead, let us remain committed to **collaboration, continuous learning, and industry transformation**. The future of our profession depends on how we embrace change, leverage opportunities, and work together for the greater good.

I encourage you all to continue engaging, supporting one another, and contributing to the development of this institute and the broader insurance industry.



INSURANCE INSTITUTE  
NORTHERN GAUTENG

The President, Adele Cronje, congratulated the elected members and thanked all who had attended the Annual General Meeting for their continuous support in helping the IING to achieve their goals.

The newly elected IING Council will hope to meet with all involved at the various IING functions / events during 2025 – 2026 and even beyond.

Kindly visit the IING Website, [www@iing.co.za](http://www@iing.co.za) for full details regarding the goals, activities and planned events/functions of the IING.

The President declared the Annual General Meeting adjourned.

**President:** Adele Cronje  
**Deputy President:** Rozanne Knoesen  
**Treasurer:** Wynand Louw  
**Co-Treasurer:** Frik van Deventer  
**Secretary:** Annelie Botha