

AGM MINUTES

**58th ANNUAL GENERAL MEETING OF THE INSURANCE INSTITUTE OF NORTHERN GAUTENG
HELD ON 21st FEBRUARY 2024 FROM 08H30 – 10H30 AT PSG CENTURION.**

1. WELCOME

The president, Adele Cronje welcomed everybody to the 58th Annual General Meeting of the IING.

2. ATTENDANCE REGISTER

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

3. APOLOGIES AND PROXIES RECEIVED

Rozanne Knoesen
Kenny Honeyborne
Ivan MacLean
Mike Pierce
Tumelo Stoffel

4. IING PRESIDENT'S REPORT

The IING Presidents' report was delivered by Adele Cronje as follow:

The IING is 70 years old this year. Was formed in 1954.

What happened in the world in 2023:

Global recovery from the pandemic Technological Advancements – with Artificial Intelligence and renewable energy Climate change awareness – look at alternative energy sources and implementing eco-friendly practices.

Geopolitical Shifts – Regional conflicts in Eastern Europe, Middle East and South China Sea
Economic Resilience – Global economy demonstrates resilience and adaptability.

Social & Cultural Trends – Society continues to grapple with issues as equity, diversity and inclusion.
Workforce transformation – Remote and flexible work arrangements also raises questions about job displacement, skills training and the future of work.

Cultural and Entertainment Trends – Continues to evolve with streaming platforms and virtual experiences.

Environmental Conservation – Communities and Governments prioritize environmental protection and mitigation of pollution.

What happened in the SA Insurance Industry in 2023:

Regulatory Changes

Technological Innovation – SA Insurers adopting improved technology to change underwriting processes, claims management and customer service.



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Climate change and natural disasters – Increased frequency and severity of natural disasters, insurers reassess their risk models and coverage offerings.

Customer Expectations – Insurers are investing in digital platforms, mobile apps and other customer-centric solutions to meet evolving expectations.

Cyber concerns – Insurers are investing more in cybersecurity measures to protect sensitive customer data and prevent cyber-attacks.

Partnerships and Collaborations – Insurers forming partnerships with tech companies to enhance their product offering and distribution channels.

Covid-19 Impact -SA Insurers and their Re-Insurers adapted policies, coverage options and business strategies in response to the ongoing effects of the pandemic.

2023 Exco

President -	Adèle Cronje (Natsure Underwriting Managers)
Deputy President -	Rozanne Knoesen (Indwe)
Treasurer -	Wynand Louw (Aquila Financial Solutions)
Co-Treasurer –	Frik van Deventer (AIG)
Secretary –	Rozanne Knoesen (Indwe)

2023 Committee Members

Annelie Botha
Kenny Honeyborne
Danie Jansen van Vuuren
Ocelia Khoza
Ivan Maclean
Anton Minnie
Sarvani Naiker
Mike Pierce
Betta Steenkamp
Tumelo Stoffel
Schaun van den Berg
Gerrit Venter
Shannel Visser

IING Achievements in 2023

Marketing & Membership

The IING needed a face-lift, and the Marketing-team revamped the general look and feel of our marketing material.

We started building a strong social media presence, by choosing platforms where our target audience is most active. Please follow us on our social media platforms.



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Training and Education

The IING hosted 10 online training sessions in 2023, with a total of 2 291 attendees. The IING issued 1 848 CPD Certificates.

Well done to our education team for sourcing content that was well received by our members and thank you to team-Wynand for your kind assistance in issuing the certificates.

We'll strive to do the same this year, with our first session being next week.

Social

It is known in the market that the IING is the "Social Bunch", and our events are always a sell-out.

The Bingo Night was an industry first, and we had numerous requests for a re-run.

The Ladies Day event was a lot of fun and the arty and not so arty got to show their talents.

The Social team opted for a different look and feel for our Year-End Party, with a Mardi Gras Street Party Theme.

We received an overwhelming positive response, and everyone attending the function had a lot of fun.

Sport

This is the Committee that bring in the money. Obviously, they budget best and ensure that our Treasurer has got a reason to smile.

The Presidents Golf Day was a huge success, and no one left Wingate with empty hands.

For those who thought Bowls was for the old folks, re-think and get your team together for 2024.

In Conclusion

We remain committed to our mission of providing an exciting and successful networking environment for the employees, intermediaries, and suppliers of the insurance industry in our area of jurisdiction. I believe in collaboration with our business partners, and I am eager to expand our relationships with the various stakeholders.

In addition, we must continue to prioritize diversity, equity and inclusion within our organizations and the industry. By fostering a more inclusive and welcoming environment, we can attract and retain a wider range of talent and perspectives, ultimately leading to better outcomes for our members.

It is important to promote the growth and development of the members of the insurance industry, whilst also ensuring that it operates in a manner that is ethical, transparent, and accountable.

In a rapidly evolving landscape marked by technological advancements, regulatory shifts and changing consumer behaviors, our institute has remained steadfast in its commitment to innovation, education, and service to our industry.

- Enhance Professional Development
- Fostering Industry Collaboration
- Promoting Ethical Standards

I extend my gratitude to the dedicated team, members and partners who have contributed to the success of the IING under my presidency.

Together we have laid a solid foundation for continued growth, impact, and excellence in 2024.

I am confident with our shared commitment and collective efforts, the IING will continue to thrive within our industry.

5. CONFIRMATION AND ACCEPTANCE OF THE MINUTES ON THE 58th ANNUAL GENERAL MEETING WHICH WAS HELD ON 21st FEBRUARY 2023

Proposed acceptance of minutes: Wynand Louw
Seconded by: Shannel Visser

6. ACCEPTANCE OF THE FINANCIAL STATEMENTS FOR 2023

Total net profit for 2023:	R 91 731.00
Current assets:	R 258 801.00
Total liabilities:	R 24 901.00

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

The IING received confirmation from SARS that our application for Tax Exemptions was successful and that we are exempt effective 20 February 2023.

Acceptance: Gerrit Venter
Seconded by: Betta Steenkamp

7. REAPPOINTMENT OF AUDITORS FOR NEXT 12 MONTHS

Gideon Struwig Auditors was re-appointed as the IING Auditors for the IING term 2024 /2025.

Acceptance: Adele Cronje
Seconded by: Gerrit Venter

8. NOMINATIONS – COUNCIL FOR 2024-2025

Bianca Louw (Invirosure)
Jean Coetzee (Simah)

Acceptance: Anton Minnie
Seconded by: Shannel Visser

9. ELECTION / RE-ELECTION OF COUNCIL MEMBERS & PRESIDENT

Existing members that stay on for a next term: 2024 – 2025

Adele Cronje
Rozanne Knoesen
Wynand Louw
Frik van Deventer
Annelie Botha
Kenny Honeyborne
Danie Jansen van Vuuren
Ivan Maclean
Anton Minnie
Sarvani Naicker
Betta Steenkamp
Tumelo Stoffel
Schaun van den Berg
Gerrit Venter
Shannel Visser

Resignation

Mike Pierce
Ocelia Khoza

10. CLOSURE AND FIRST COUNCIL MEETING

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 2024 – 2025 and beyond.

Kindly visit the IING Website, 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
Secretary: Annelie Botha
Co-secretary: Vacant