

Responding To Risk

Enterprise Risk Management Seminar

Wednesday 13 September 2017

Actuaries Institute • Sydney





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Conduct risk

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Wells Fargo



\$1.5 million

Unauthorised deposit accounts



500,000

Unauthorised credit card applications



\$2.6 million

Fees for Wells Fargo



Consumer credit insurance



\$10 million

CommBank to refund for mis-sold consumer credit insurance

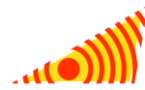


\$15.9 million

QBE to refund in add-on insurance premiums



New Consumer Credit Insurance Working Group established



Conduct risk survey

- Strategy and risk appetite
- Governance and supervisory stakeholders
- Performance and remuneration frameworks
- Material conduct risk takers
- Disciplinary frameworks



Sound remuneration practices

- Determine whether practices are consistent with the requirements of the European Banking Authority, other regulators and policy groups
- Compare practices of domestic banks with the local operations of international banks
- Identify gaps
- Identify areas of improvement



What is ASIC doing?

- Mortgage broker remuneration
- Wholesale spot FX market

What's next?

- Sale of direct life insurance
- Breach reporting practices