

Evaluation Summary
FSA Seminar for the Association of Friendly Society Members
6 May 2008

Delegates rated each category on a scale of 1-6, where 1 = poor and 6= very good.

Overall Assessment

	Average score	% rating
What was your overall assessment of FSA Seminar for the Association of Friendly Society Members?	4.8	80

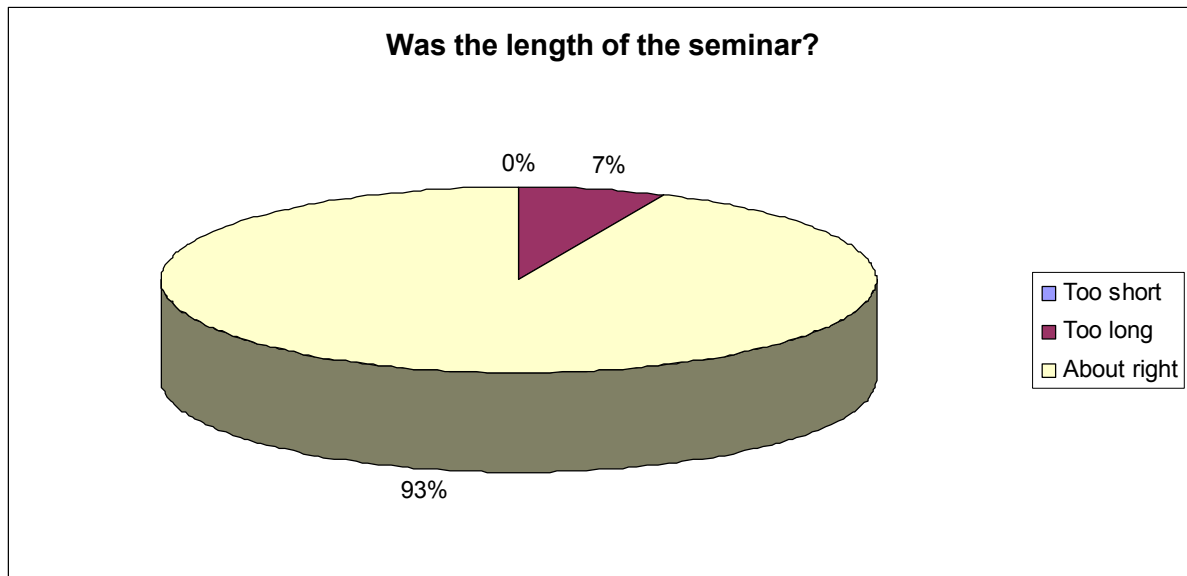
Evaluation of sessions

	Average score	% rating
Introduction <i>Lucy McClements</i>	4.9	81
Introduction <i>Martin Shaw</i>	4.9	82
ICAS & looking ahead to Solvency II <i>Stuart Hicks & Patrick Cleary</i>	4.1	69
FSA Friendly Societies Project <i>Serena Shaw</i>	4.7	78
TCF – the practicalities <i>Martin Jenkins</i>	4.7	79
Clear communications: the quality of post-sale communications in the life sector <i>Lucy McClements</i>	4.8	79
Clear communications: good & poor practice in Key Features Documents <i>David Geale and Alan Middleditch</i>	4.9	82

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Format, style and content of the seminar

Was the length of the seminar?



Materials, seminar organisation, and venue and catering

	Average score	% rating
Materials	4.5	76
Pre-event organisation	4.4	73
Venue	4.7	78

Comments

- Excellent, relaxed and honest approach from presenters.
- Particularly valued presenters with "hand on industry experience" prior to joining FSA.
- Useful day.
- Please avoid dates following a bank holiday.
- Lunch was nice.
- Biscuits with morning coffee would help! Also coffee after lunch and an afternoon break x3
- Open, good, relaxed seminar – worth coming along.
- Good day. Very informative, in particular the hints and tips provided by Martin Jenkins on TCF.
- Sorry Lucy – if I'd known what an MVR free date was, I would have been able to give you some good examples! I'm afraid that bit was double-dutch to me!
- Looking ahead to Solvency II was disappointing because of the presenters skills. I found it difficult to hear clearly.
- While the seminar may not have been directed at NEDs I found it to be very useful. It will give me areas to challenge at Board meetings.

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- Stuart's quiet, thoughtful, slow delivery was not perhaps the best for what is a pretty dull subject!
- Congratulations to all. Thought provoking and well put together.
- The event was put together in a very professional manner. It was encouraging that all of the questions from the floor were met with a considered response.
- Both the FSA and the AFS should be applauded for their time and effort in staging a well thought through event.
- It was good to be able to put faces to some of the FSA staff who we have dealt with over the years.
- Thank you very much for your hospitality.