Financial Intermediaries Association of Southern Africa

FIA TYGERBERG BRANCH
ANNUAL GENERAL MEETING

To be held on **Thursday, 20 February 2020**
from **10:00 to 13:15**
at **Room 102, Van den Horst Building, USB, Bellville**

09:30	Arrival tea and coffee	Everyone
10:00	**FIA Annual General Meeting** ✓ **Opening & welcome** **Present & apologies** ✓ **Conflict of Interest** ✓ **Approval of the Minutes of the AGM held on 21 February 2019.** ✓ **Chairman's report** ✓ **Treasurer's report** ✓ **Election** ✓ **FIA matters:** • **Membership value survey** • **General feedback**	**JJ van der Spuy** **Sandra Snowball**
10:45	**Feedback from the Regional Director**	**Leon Swart**
11:00	Tea, Coffee break and signing in for CPD	Everyone
11:15	**CPD – Principles of Management (2 HOURS)** "***A brief look at the classical business management teaching, looking at ways in which this thinking can better be built into the operation of a typical small to medium-sized insurance broking business to increase operational effectiveness (and hence profitability/ sustainability). "***	**Peter Atkinson**
13:15	Meeting adjourns and signing out for CPD Lunch served	Everyone