

**ECA 2016**

Based on the responses to the survey (see Annex 2) and on the feedback we received the ECA2016 was a very successful event. The preparations for the congress started two years ago and in April 2015 the Education Committee started with inviting speakers for the congress.

The downside was that the number of participants (157 against 280 budgeted) was lower than expected and certainly much lower than the overall ECA2012 attendance of almost 400.

We do not have a simple explanation for this low attendance. It could be that the events in Brussels (December 2015 and March 2016) had a negative influence. But we are not certain as during the last weeks before the congress we still received some 20 registrations. It was disappointing to notice that only a few AAE Member Associations (MAs) have assisted us with some additional local marketing (directly to members and through their website), although some of these efforts only started less than a month before the start of the congress. We have sent quite a few messages to the MAs but we simply cannot oversee whether these messages have been forwarded to the individual members of these associations.

As a direct consequence of the low attendance the congress resulted in a financial loss of EUR 53,591.

Financial overview (*all amounts in euros*).

<b>Activity</b>	<b>Budget</b>	<b>Actual</b>
	<i>(280 reg.)</i>	<i>(157 reg.)</i>
Venue	64,000	66,560
Dinner	26,000	21,885
Organisation	62,000	55,315
<b>Total costs</b>	<b>150,000</b>	<b>143,760</b>
Donations	-	10,405
Registration fees	150,000	79,764
<b>Total income</b>	<b>150,000</b>	<b>90,169</b>
<b>Grand total</b>	<b>0</b>	<b>53,591</b>

**Registrations**

In total we had 204 participants of which

Registrations	157
Speakers	35
Officers	8
Organisation	4
<b>Total</b>	<b>204</b>

## **Member Associations**

The AAE consists of 36 Member Associations of which 32 are Full Member Associations (FMA) and 4 are Observer Member Associations (OMA). Actuaries of 23 MAs (22 FMAs and 1 OMA) registered for the congress.

Only 5 FMAs were represented by their President (none of the OMAs were represented by their Presidents).

The highest representation<sup>1</sup> came from the Icelandic association (77.8%: 7 out of 9 actuaries) and the lowest from the Institute and Faculty of Actuaries (0.15%: 12 out of 7.981 actuaries). Also the representation from the General Assembly delegates was very low.

In Annex 1 you will find an overview of the registrations per country in numbers and in percentages.

**Mark Stocker**  
**Chair of Education Committee**  
**September 2016**

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<sup>1</sup> *Number of actuaries registered for the congress as percentage of the total number of fully qualified actuaries per member association.*

## Annex 1

Overview of registrations per country and as percentage of total local membership

Austria	2	0,71%
Belgium	25	6,02%
Bulgaria	0	0,00%
Channel Islands	0	0,00%
Croatia	0	0,00%
Cyprus	0	0,00%
Czech Republic	2	2,15%
Denmark	10	5,65%
Estonia	0	0,00%
Finland	6	6,19%
France	15	0,75%
Germany	17	0,41%
Greece	0	0,00%
Hungary	1	1,30%
Iceland	7	77,78%
Ireland	2	0,27%
Italy ISOA	22	2,41%
Latvia	1	7,14%
Lithuania	1	3,57%
Luxembourg	1	0,53%
<i>Malta</i>	2	20,00%
The Netherlands	19	1,81%
Norway	0	0,00%
Poland	1	0,56%
Portugal	3	2,80%
Romania	0	0,00%
<i>Serbia</i>	0	0,00%
Slovakia	0	0,00%
Slovenia	1	1,47%
Spain	3	0,19%
Sweden	1	0,54%
Switzerland	3	0,40%
<i>Turkey</i>	0	0,00%
UK	12	0,15%
<i>Ukraine</i>	0	0,00%

*In italics: Observer Member Associations*



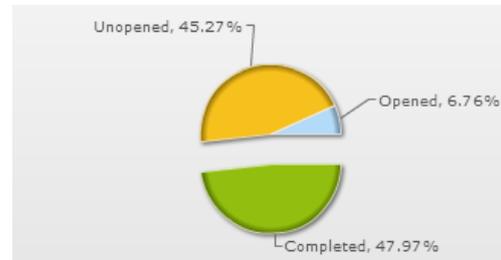
## ECA 2016

### Evaluation results

#### Response:

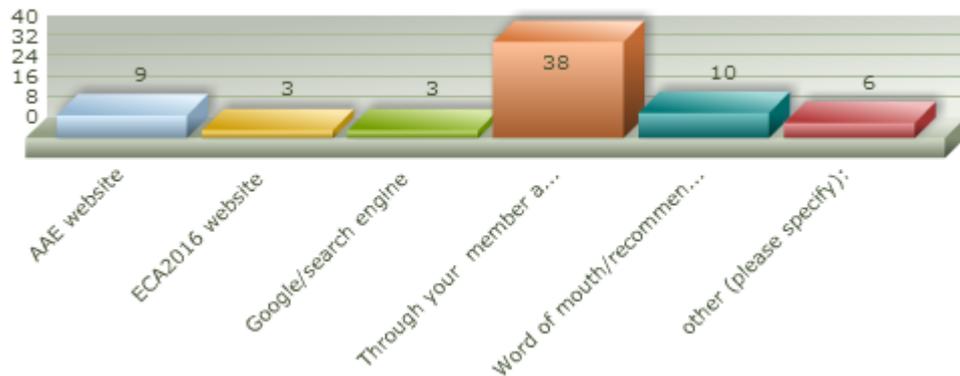
##### Response:

Total surveys send	149	
Bounced	1	
<b>Net surveys send</b>	<b>148</b>	<b>100%</b>
Completed	71	
Opened -> useable	0	
<b>Total response</b>	<b>71</b>	<b>48%</b>



#### Results:

##### 1. How did you learn about ECA 2016?



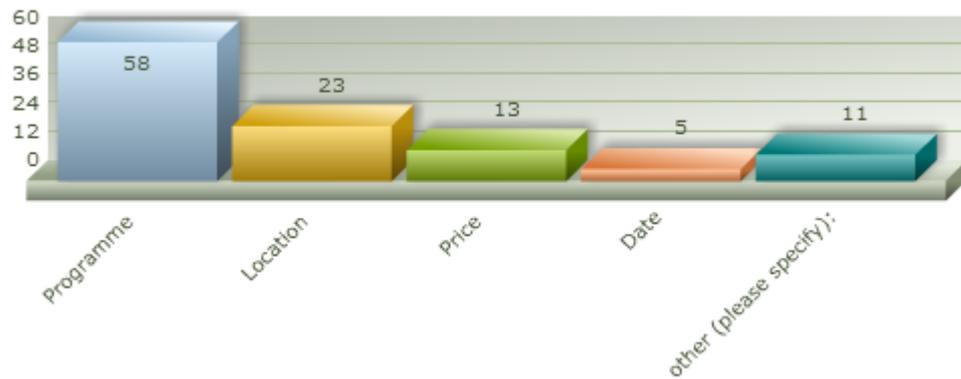
##### Comment 'other':

- AAE meetings before the event
- from colleague
- I think because AAE sends me emails with upcoming events
- IABE
- Invitation
- On my job



## 2. What triggered you to participate?

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### Comment 'other':

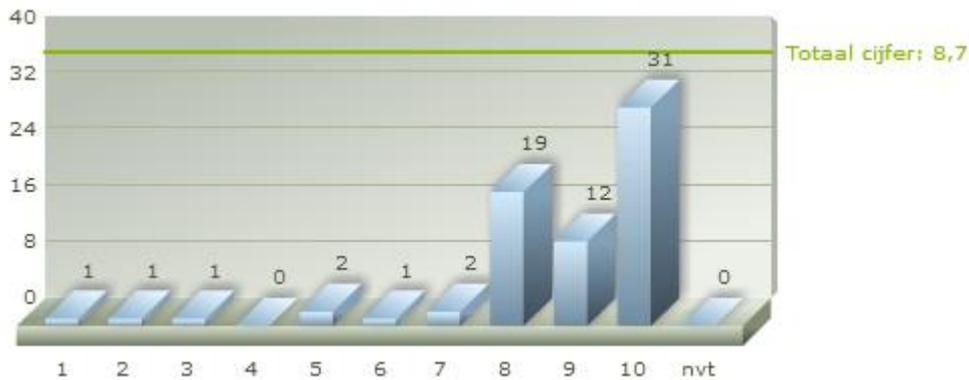
- 2012 was good.. so was immediately positive about going again
  - A superior suggested to go instead of him
  - AAE officer
  - curiosity
  - Earning points
  - Interested in AAE activities
  - Invitation
  - marketing for ica 2018
  - Meeting actuaries from many european countries
  - Opportunity to network with colleagues from my home country (as I'm currently working in another country)
  - Ron Hersmis wanted the CGA to have a presence.
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## Speakers & Sessions

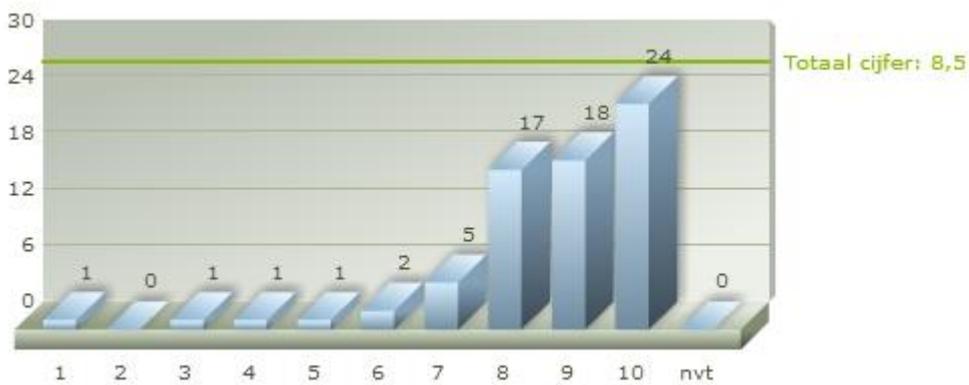
3. How do you rate the added value of Rens de Jong as Moderator?

8,7



4. How do you rate BuzzMaster, the event tool?

8,5



5. How do you rate the Plenary sessions?

8,0





## 6. Were you particularly impressed by any of the speakers in the plenary sessions? And why?

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- all interesting because communication was light
- Fons Trompenaar had a very strong communicative power.
- Fons Trompenaars
- Fons Trompenaars - A very engaging speaker talking about an important question that should be considered by everyone
- Fons Trompenaars (very good Speaker, interesting theme - not only when you meet People from other countries)
- Fons Trompenaars because he caught people's attention.
- Fons Trompenaars- he had a great presentation skills and it felt like a bit like stand up comedy than a presentation, great!
- Fons Trompenaars Very good speaker
- Fons Trompenaars - presentation style, topic, and content. A brilliant speaker, attract the audience's attention.
- Fons Trompenaars - very good, very interesting, although it wasn't an actuarial topic.
- I liked Fons Trompenaars presentation.
- I was impressed by Karel Van Hulle and Fons Trompenaars for their charisma and preparation.
- IBM guy was very good.
- Karel Verhulle left a solid impression, has a lot of background to share.
- KPMG guy, good insights and really funny
- Mick McAteer
- Mick McAteer - good speaker - interesting topic
- Mick McAteer had some valuable personal insights.
- Mick McAteer. I pretty much like his message, the way he thinks and how he developed and presented his point of view.
- Nathalie Berger ==> very useful to hear directly from a person so closely involved in Solvency II regulation process
- Nicky Hackster: very good business case nicely presented. Fons Trompenaars: amazing speaker, interesting topic Panel discussion on Solvency II: very interesting chat with intelligible parties.
- Nicky Hekster
- Nicky Hekster, Fons Trompenaars
- no
- Not particularly; I found them all equally well speakers. Although.. Fons Trompenaars was one of a kind (and very good)
- not really impressed
- Speech of Fons Trompenaars was quite amusing a well tailored for Friday afternoon.
- The intervention of Mr Trompenaars was very entertaining and rich of insights
- The last. Motivating
- The speakers during the plenary sessions were interesting but I wasn't particularly impressed by any of them.
- Thomas Behar
- Unfortunately I had to leave early on Friday afternoon due to the problems at Brussels airport (my flight was changed to Charleroi), so I missed several of the plenary sessions. However, I was there for Mick McAteer's session, which was excellent - comprehensive, balanced, knowledgeable, clear.
- Yes, the closing speech of Fons Trompenaars was very inspiring and energetic (and with a lot of humour). I was impressed by this.

## 7. Parallel sessions – kindly let us have your overall opinion

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- 3, 6, 8, 10, 14, 17, 21, 22
- A good mix of topics, mostly well enough presented to keep non-actuaries engaged.
- Between average and quite well
- Could have been more technical for me. Aside of that, my feeling is overall quite good.
- Decent, would have liked more quantitative content. Also, the slides of one session were still in Spanish which was not appreciated.
- Generally good quality. Some were not to the standard that the rest were.
- generally less interesting because less communication
- good
- Good, balanced program
- I regret I couldn't participate in all of the parallel sessions.
- In general good. As usual the level of individual sessions varied. I found the sessions on the non-actuarial topics (for example on nuclear waste or airline) most interesting. In general I enjoyed the broad variety of topics.
- It was interesting
- It's nice to have the choice between different subject
- Majority Interesting but a few still only academic.



- Mixed (as usual), some people just like speaking at conferences.
- Mixed. Some speakers were pretty good, none really impressing while some were really not good (e.g. just reading the script or not really being able to speak English)
- Most presentations really high level, not much new Input.
- ok
- ok
- overall fairly good
- Overall good, although I sometimes missed a bit more deep dive. As we all chose the topics in advance, some pre-reading would have been acceptable in order to get into more details.
- Parallel sessions were on average good but some of them did not meet my expectations and on the other side some of them were really interesting. The quality of parallel sessions strongly depend on speakers...
- Quite good
- Quite good overall. Some speakers are more used to speaking in front of larger audiences than others, but almost all of the sessions that I chose were worthwhile.
- Some good some less so
- Some good, some bit less. But nice variety in topics and speakers.
- Some were very interesting, others not relevant for actuaries.
- Sometimes it was a bit difficult to choose between the offers as I wanted to attend different ones at the same time.
- Sometimes the themes were not very in-depth
- The high speed programm with 5 min between sessions is super.. If one session is not what you expected..you know the next one can be. Some moderators need to monitor time more. And some actuaries that ask questions should not keep a monologue of 5 minutes
- The parallel sessions were rather interesting with some innovative ideas.
- The parallel sessions were very interesting and covered a wide range of topics
- The quality of the parallel session were lower than those of the plenary sessions. In general the speakers were not really good presenters, even if the topic was very interesting, they quite often lost me along the way because of the poor presentation skills. E.g. slides with too much text, no flow of the presentation.
- Time limitations- it is understandable that limitations should be defined; however, in some of modules introduction part took too long time and then on findings/ solutions- quick run through slides...
- Too many were not well prepared.
- various
- Very good!
- Very interesting
- Very interesting and diverse topics, excellent speakers Sessions might have been 15-20 min longer to allow a bit more elaboration of the themes discussed
- Very interesting sessions
- very interesting, it allow us to see the range of domain where actuaries can play roles
- Very nice approach. a lot of topics to choose from and a lot of good speakers.
- While registering for the congress, I would welcome at least short abstract so that I can choose more appropriately. This way, it was little bit of blind shooting. Quality of speakers was kind of volatile. I would recommend to select speakers also with regard to their speaker's ability, not just professional background. Some speakers were excelent and have very well structured presentation, others were little bit boring and their presentation was blurred, without clear point.

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#### 8. Were you particularly impressed by any of the speakers in the parallel sessions? And why?

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- -
- Chris Daykin. As usual he was very clear and he focused on important topics of the actuarial role
- Colm Fitzgerald Very good speaker. He gives us interest on what he's saying
- Colm Fitzgerald. I thought the approach to behavioural economics he presented was very innovative and a better foundation to understand decision making in the economic environment
- Colm's Fitzgerald's session was very good: He presented a very fresh angle to behavioural modelling and knew his classics very well.
- Daniel Smith- clear message in the same time very inspiring
- difficult to choose one.
- Good example of the parallel sections is Daniel Smith, who was very intelligible, fairly dynamic, clear in his speaking. A very bad example would be Klaus Mattar & Ron Hersmis, talking about education and CERA. None of my questions were answered during the presentation, it was not designed for the audience at all.
- GSII very relevant
- I really liked Jochen Russ' presentation on Behavioral Economics and Daniel Smith's presentation on actuaries vs. airlines
- I was a bit disappointed on the content and depth of the sessions that should relate to Big Data.

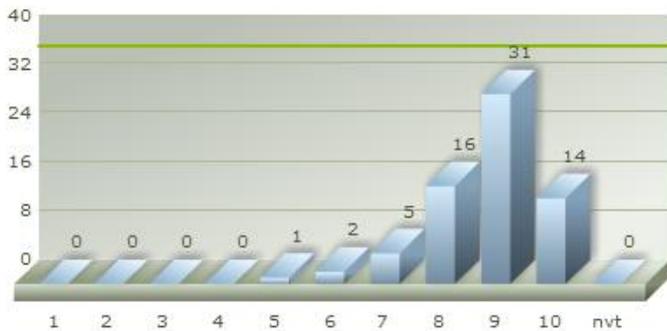


- Irene Paterson was very engaging and it was good to see her incorporate BuzzMaster into her talk.
  - Janne Kaipio, Mika Naatula: good counterpoint to the only general promise of IBM Watson about big data
  - Jochem Russ..talks enthusiastically about this topic ! Other good ones Stefan Nortemann because of content and examples at the end and Daniel Smith as it was refreshing to hear about actuaries valuing frequent flyers
  - Jochen Rub. His presentation was remarkable, full of interesting information and his conclusions were quite relevant.
  - Jochen Ruß
  - Jochen Ruß had a very impressive presentation - well structured, connected to actuarial work and one could really feel his passion about the topic.
  - Jochen Russ: Excellent speaker & very useful overview of some interesting behavioral economics models & research; useful for product development
  - Jochen Russ: Interesting lecture, lots of examples, can be used in practice.
  - Kurt Lambrechts - clear and interesting talk on something novel but using standard actuarial techniques
  - Kurt Lambrechts Jules Gribble James McIntyre + Charlie Ullman These were the standout sessions. Good speakers, interesting topics, with well thought out presentations.
  - Marco WUTRICH
  - Mario Wüthrich explained very complex theory very understandable
  - Mario Wüthrich, Ullrich Stellmann
  - n/a
  - no
  - None in particular
  - not really impressed
  - overall fairly good
  - Raimond Maurer, Ullrich Stellman : their subjects and approach
  - Raimond Maurer. He presented a model outside the box
  - Session about the airlines. Well presented and really interesting development.
  - The speaker from Taylor Fry made the best impression. Why? He showed me the possibilities for actuaries outside our traditional working area.
  - The speakers during the plenary sessions were interesting but I wasn't particularly impressed by any of them.
  - Yes I was impressed by S. Nortemann [session 3], J. Russ[session 8] and T. Behar [session 24]
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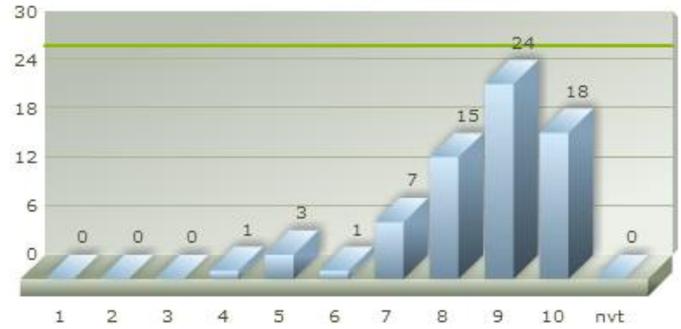


## Radisson Blue

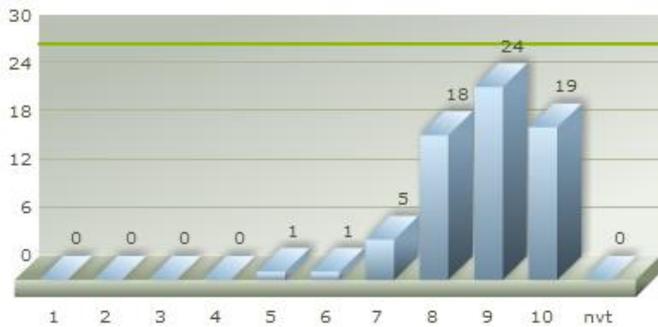
### 9. Meeting Rooms: 8,7



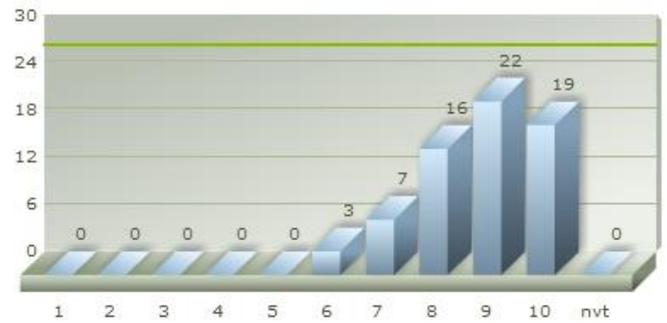
### 10. Catering: 8,6



### 11. Audio Visual: 8,8



### 12. Overall: 8,7



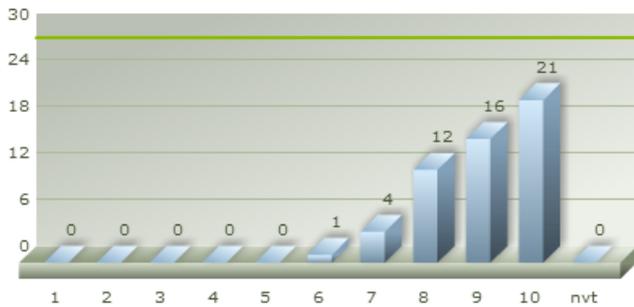
### 13. Do you have any other comments?

- excellent location (close to brussel central station)
- Good venue but expensive
- Great venue
- I may have preferred a smaller budget for a less 'overkill' event place.
- It's functional
- keep up the good work
- No
- no
- No comment
- Only the first lunch was not so good.
- Was ok

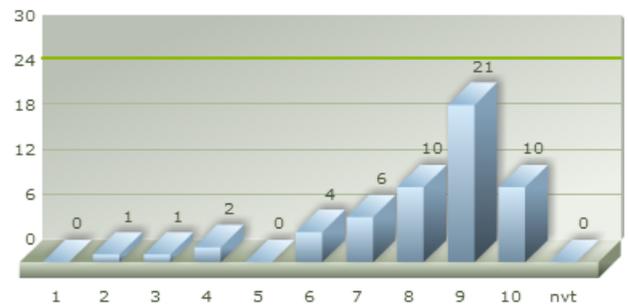


## Dinner Arrangements

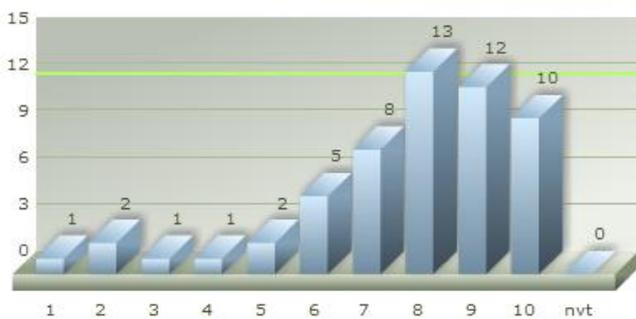
### 14. Transport: 9,0



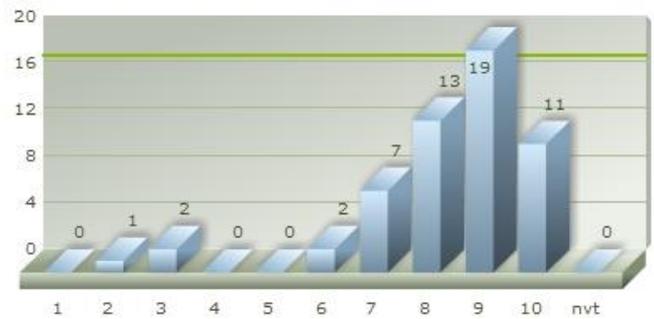
### 15. Location 8,1



### 16. Dinner: 7,6



### 17. Staff : 8,3



### 18. Opinion of dinner arrangements: Do you have any other comments?

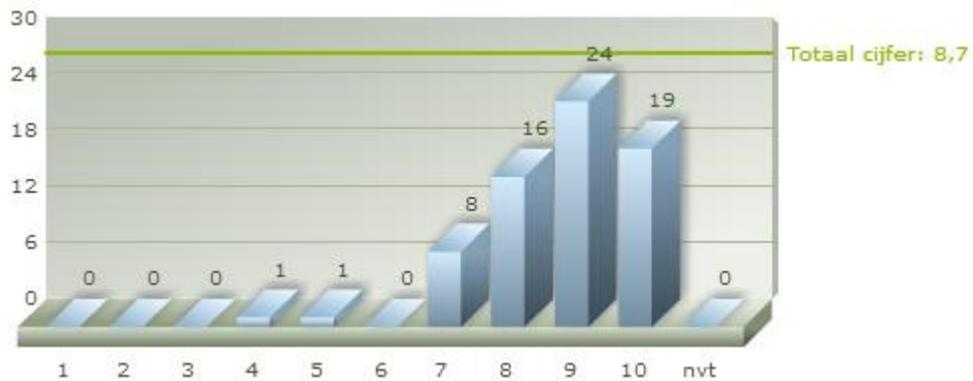
- I didn't like the place
- I liked the jazz music.
- It was a nice venue, but maybe a different place next time, for variety?
- It was quite noisy/echoing
- Lack of drink options - no Belgium beer in Brussels!
- More illumination during the meal.
- No comment
- The cellars were very noisy and it was difficult to have a discussion even around one round table of 8 people. We could hardly hear each other.
- The drinks reception went on for quite a long time - I would have liked to have eaten a little earlier.
- The meal was not hot enough. The Quality of the food was medium to low.
- The music was a bit loud when the ceilings were so low, but overall - a great evening :-)
- The music was good, but the dinner nothing special.
- The quality of the three courses was quite low (e.g. lunches at Radisson were much higher), The main was salty and very dry. Further the wine was not very enjoyable (and I am nowhere near a wine snob).
- too noise
- truly a great dinner and superb location
- Was a nice weather but we were only indoors
- wine was poor



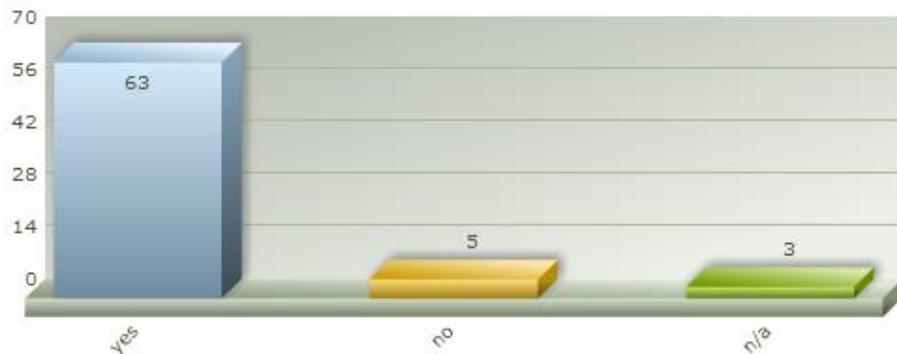
## Organisation & Information

### 19. Opinion of Congress organisation

8,7



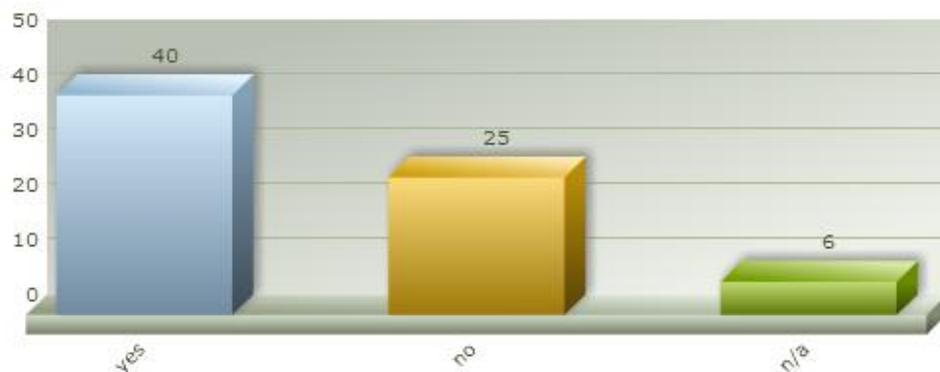
### 20. Was information prior to Congress satisfactory?



#### Comments:

- I like to make notes during presentations. Copy of presentations in advance might be helpfull.
- Received after the event despite booking months earlier
- Same as above - while registering for the congress, I would welcome at least short abstract so that I can choose more appropriately.
- The networking as well as many of the sessions were very interesting.
- you could give more info about the content of the sessions

### 21. Did you check the ECA2016 website regularly for updates, news, faq's etc.? If yes; was the website satisfactory; if no: why not.



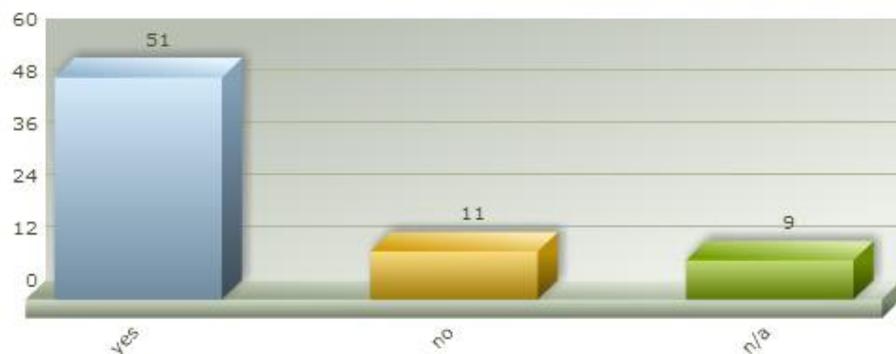
#### Comments:

- i checked once after brussels attack to see if the congress would be maintained



- I didnt get notice when website contained new info. For instance I was not aware a participants list had been published. Also early birds noticed Radission was booked and chose other hotel. Due to terror..Radission had annulments..ECA could have informed that booking at Radission was then possible again
- I do not check regularly.
- I would like more frequent updates
- No need.
- No to the first question. I didn't check regularly. Would have expected a notification in case of important changes after the registration.
- not really new news
- The website was well arranged for me.
- Updates and news were satisfactory.
- was satisfactory
- website was satisfactory
- Yes

## 22. Was website registration easy?



### Comments:

- I originally tried to "early register", but was a few hours too late... and no option anymore for the early registration fee
- I recall having some challenges, I believe it was due to the format of my passport (proof of age). Also I was confused by which address to put - personal or company
- Include the indication for payments by bank transfer
- It was lengthy and required a direct online payment of which the customer was not informed in advance. Hence people registered by their companies could face some difficulties with this.
- It was pretty difficult to let my employer pay for the event. Lots of information were needed that are usually not.
- It would have been better if I would have been able to pay though my company, as we don't have a company card.
- obligation to use credit card, no possibility of expost via invoice
- Payment was difficult.
- Payment was tather difficult (credit card)
- problems with acceptance of credit card
- Required early decision on parallel sessions at this stage was disconcerting

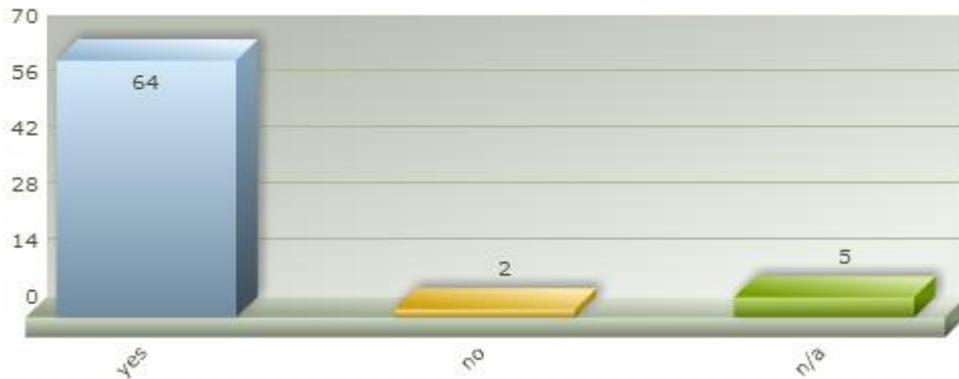
## 23. Do you have any additional comments?

- Alleen die bordjes met zaalnamen..hahaha.
- Brussel down in tourism because of terror attacks. Actuaries need to profile them selves. ECA has considered to contact Brussel tourism organisation to let the world know that about 200 riskmanagers took the risk and let their congress in Brussel continue? Msaybe a silly idea but keep to know what ECA thinks of this idea
- I really liked the social dimension of the event - most participants were open to have a talk during breaks.
- It would have been good to have the full programme at an earlier date - people were being encouraged to sign up for the congress without knowing the programme.
- Lack of networking time. The theme wasn't very useful - there's enough going on in life insurance (etc) without talking about airlines.
- The overall organisation was really good. Just two tiny details: - the badge arrived quite late (the day before the congress) so I was unable to collect it on time - the indication for the rooms (where the sessions were taking place) was not very clear
- The room that each session is in should be communicated at some point.



## Overall

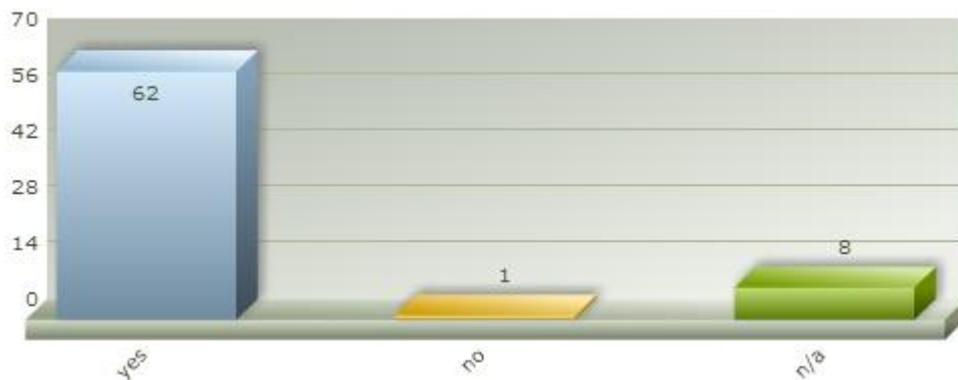
### 24. Did the Congress meet your expectations?



Comments:

- Good plenary sessions, nice atmosphere, but only few new Input from parallel sessions
- I expected more of parallel sessions, maybe because I had only names of the sessions prior to the congress.
- several lectures were on a too high level, not usable in practice
- Too many sessions of low quality

### 25. Would you recommend colleagues to attend ECA2020?



Comments:

- 2020 is a long way off... seems odd to have once every four years when CPD is an annual requirement
- Depending on expectations and content
- Maybe. Depends on programme.



## 26. May we ask you for a quote which describes your experience with ECA2016?

- "culture is like an onion: if you want to peel it, it just makes you cry" "competitors typically do not have professional standards to comply with, unlike actuaries"
- #DeJongForEveryCongress
- 8
- A modern and vivid actuarial congress.
- a perfect opportunity to broaden your professional horizon
- A varied seminar with very good topics.
- An enriching experience
- Both updates on European Actuarial development and possibilities for networking were great
- Dynamic congress with high interaction between professionals . Rens de Jong deserves big complement because it is not easy to make a room of 200 actuaries laugh , relax and participate actively..
- Excellent opportunity to meet colleagues from all over Europe. I especially enjoyed the diverse programme offering the opportunity to learn e.g. how actuaries contribute to nuclear waste issues or engage themselves in climate change activities.
- Glimmer of an actuarial future.
- Great opportunity to meet other actuaries and to do networking
- Inspiring
- It broadened my view on my future possibilities as an actuarial professional
- It was fun, but could have been better.
- It was the first time I took part in an international congress of actuaries and a quite good experience: My English seems to be good enough to follow the speeches.
- Meet actuaries coming from other countries to share experiences and knowledge
- Smart, interesting and stimulating
- the congress was interesting, allow us to meet new people and discover new area where actuaries can spread their wings.
- The ECA2016 was very well organized and the topics were highly relevant, with lots of different speakers to choose from. The atmosphere among participants was open and relaxed and I met a lot of interesting people.
- The future
- Very interesting
- well organized, good selection of moderator and certain speakers. topics chosen are spot on for the trend actuaries are going through.

## 27. Do we have your permission to use your quote for future use?

