

## **Claims Management: Reimbursement to Insured Depositors**

### **25 - 27 August 2009, Istanbul**

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#### **Tuesday 25 August**

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- 09:00 Welcome and Introductions**  
*Ridvan Cabukel, Vice President, Savings Deposit Insurance Fund of Turkey*  
*Gail Verley, Senior Advisor, Office of International Affairs, Federal Deposit Insurance Corporation*
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- 09:45 IADI Claims and Recoveries Paper – Overview**  
*Rose Kushmeider, Financial Economist, Division of Insurance and Research, Federal Deposit Insurance Corporation*
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- 10:30 Break**
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- 11:00 Federal Deposit Insurance Corporation Experience (USA)**  
*Shilpa Shah, Financial Analyst, Office of International Affairs*
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- 12:00 Federal Deposit Insurance Corporation Panel**  
*Rose Kushmeider, Financial Economist, Division of Insurance and Research*  
*Shilpa Shah, Financial Analyst, Office of International Affairs*  
*Gail Verley, Senior Advisor, Office of International Affairs*
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- 12:30 Lunch**
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- 13:30 Case Study: Savings Deposit Insurance Fund of Turkey**  
*Burcu Gür, Specialist, Department of Asset Management*
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- 14:30 Break**
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- 15:00 Panel - Developing Effective Automation**  
*Key Presentation: Gail Verley, Senior Advisor, Office of International Affairs, Federal Deposit Insurance Corporation (USA)*  
*Panel Members: Alexander Chumaev, Deputy Director, Deposit Insurance Department, Deposit Insurance Agency (Russia)*  
*Jan Nolte, Bundesverband deutscher Banken (Germany)*  
*Sophie Schuil-Brewer, Claims Manager, Financial Services Compensation Scheme (UK)*  
*Lorenzo Meade, Director, Deposit Insurance Department*  
*Carin Silfverhielm Bauer, Riksgalden (Sweden)*  
*Moderator: Don Insoe, Secretary General, International Association of Deposit Insurers*
- Automation Topics**
- Automation vs. Manual Manipulation of Data
  - Volume and Time Concerns
  - Technology Infrastructure: Resource Associated with System Development and Maintenance
  - Accuracy and Completeness of Data and Information
  - Account Ownership Clarification for Various Account Types/Products
  - Depositor Information: Same Names/Different Owners or Individuals
  - Cross-Referencing and Aggregating Depositors
  - Partial Payments for Insured vs. Un-Insured Balances
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- 16:30 60 Minutes Video - Federal Deposit Insurance Corporation Bank Closing**
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- 17:00 End of Day One**
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#### **Wednesday 26 August**

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- 09:00 Panel - Customer Communication**  
*Moderator: Don Insoe, Secretary General, International Association of Deposit Insurers*  
*Key Presentation – Karen Gibbons, CEO Associate, Financial Services Compensation Scheme (UK)*  
*Panel Members: Scott Hayes, Director, Risk Assessment and Intervention, Canada Deposit Insurance Corporation*  
*Burcu Gür, Specialist, Strategic Development, Savings Deposit Fund of Turkey*  
*Linda Hobbelt, De Nederlandsche Bank, Netherlands*
- Customer Communication Topics**
- Public Awareness and Transparency
  - Public Awareness Upon Failure
  - What are Depositor Expectations?
  - What Information Needs to be Provided?
  - How to Provide It —Written, Electronic, Media?
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- 10:30 Break**
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## Wednesday 26 August (continued)

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11:00 **Canada Deposit Insurance Corporation Experience**  
*Scott Hayes, Director, Risk Assessment and Intervention*

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12:00 **Lunch**

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13:00 **Case Study: Bundesverband deutscher Banken (Association of German Banks), Germany**  
*Jan Nolte*

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14:00 **Institute for the Protection of Banking Savings Experience (Mexico)**  
*Lorenzo Meade, Director, Deposit Insurance Department*

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15:00 **Break**

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15:30 **Case Study: De Nederlandsche Bank, Netherlands**  
*Linda Hobbelt*

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16:30 **End of Day Two**

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## Thursday 27 August

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09:00 **Financial Services Compensation Scheme Experience (UK)**  
*Sophie Schuil-Brewer, Claims Manager*

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10:00 **Break**

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10:30 **Deposit Insurance Agency Experience (Russia)**  
*Alexander Chumaev, Deputy Director, Deposit Insurance Department*

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11:30 **Case Study: Riksgalden (Sweden)**  
*Carin Silfverhielm Bauer*

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12:30 **Lunch**

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13:00 **Development and Implementation of a Claims Management Strategic Plan**  
*Judy Dupre, Senior Policy Analyst, Office of International Affairs*

- Powers and Authorities for Intervention
- Legal Protection for the Organization in Claims Process
- Monitoring Process and Triggers for Action and Intervention
- Pre-Closing, Closing, and Post-Closing Process and Activities
- Standard Operating Procedures for Various Scenarios
- Contingency Planning for Various Scenarios
- Resource Management: Staffing, Information, and Technology Management

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15:00 **Break**

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15:30 **Panel - Questions for Small Groups**  
*Moderator: Don Inscoc, Secretary General, International Association of Deposit Insurers*  
*Panel Members: Canada, Germany, Mexico, Netherlands, Russia, Sweden, Turkey, United Kingdom, United States*

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16:00 **End of Day Three**

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