

# ***Changes in Financial protection:***

## **How do they affect me?**

Thursday 02 November 2006

Venue: ABTA, 68-71 Newman Street, London, W1

This seminar, has been specifically designed for staff in the Credit Control and Account Department's and will cover issues such as the ABTA Financial protection changes, standard credit control procedures and will explore the issue of 'top-up' insurance.

### **The Programme...**

14:30 **Registration**

15:00 **Welcome**

Keith Richards, Head of ABTA  
Consumer Affairs

15:05 **Changes to ABTA Criteria – What does it mean to my business**

Mike Monk, Head of ABTA Financial  
Services

- Why have we introduced the financial changes and introduction of caps
- Does this affect my ABTA membership
- Top Up insurance benefits and costs
- Insurance suppliers

15:40 **Claims basics**

Keith Richards, Head of ABTA  
Consumer Affairs

- Regulatory Issues
- Requirements & options on consumer protection

**Claims basics (cont)**

Paula MacFarlane, ABTA Legal  
Advisor

- Code of Conduct issues

16:10 **Coffee**

16:20 **The tour operators role in credit control**

Christine Nourse, Credit Controller, Kuoni  
Ltd

- Chasing payments
- Submitting claims
- How the rules and changes will affect your credit control department

16:50 **Question and Answer**

17:00 **Network zone**

Relax and Discuss specific technical  
Issues that are individual to your needs  
with speakers and other attendees.

17:30 **Close**



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**Company name**.....

**Full company address**.....

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**Delegate names**

**Job title**

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**Contact number**.....

**ABTA number**..... **e-mail address**.....

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**Cost to non members:**

£120.00 +VAT (£141.00)

ABTA Member [ ]

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If you don't want us to pass on your contact details to the speakers or sponsors of this event, please tick this box

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