

# Media release

Tuesday 25 June 2019

## **ANZIIF Chief Executive Officer Prue Willsford presents exclusive Lifelong Learning research to insurance leaders in South East Asia**

Senior Leaders from insurance companies in South East Asia had the unique opportunity to gain exclusive industry insights from ANZIIF CEO Prue Willsford at the ANZIIF Industry Learning Seminars in Jakarta and Bangkok.

ANZIIF hosted the respective learning forums in collaboration with partners AHLIASURANSI Learning Center (AALC- Indonesia) and Thailand Insurance Institute (TII- Thailand).

Prue discussed the significance of lifelong learning and its connection to employee retention in the insurance industry. ANZIIF's research revealed a significant proportion of younger employees had left their company due to lack of learning and development opportunities.

'Insurance companies worldwide have placed major emphasis on customer service and engagement as a result of the rapid growth in technology and consumer demand for excellence,' says Prue Willsford.

'It is imperative that companies invest in developing their own talent and empowering them with the skills to deliver services to the highest standard and ethics.

'The insurance industry in the South-East Asia region has seen significant growth in the last 12 months and ANZIIF is committed to continue supporting professional excellence and enhancing standards across the region.'



If you would like to know more about ANZIIF membership, visit <http://www.anziif.com>



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#### **ABOUT ANZIIF**

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) is the leading membership body and provider of education, training and professional development services to the insurance industry in Australia, New Zealand and the Asia-Pacific region.

Established in 1884, ANZIIF has more than 18,000 members in over 50 countries. With offices in Australia, New Zealand and China, ANZIIF works to promote and support lifelong learning through education, thought leadership, professional development events and ANZIIF's publication, *The Journal*.

Through our activities, we aim to help members achieve their career and corporate aspirations and to contribute to the success of the insurance and financial services industries.

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