

# 2024 F&I Industry Virtual Summit



Time	Topic	Speaker
08h30 - 09h00	Registration	
09h00 - 09h05	Opening and welcome	Ryan Hogarth - Programme Director
09h05 - 09h20	Conference opening	Collin Molepe - Absa Insurance Company
09h20 - 09h50	<b>An overview on the 2023 performance of the retail motor dealer network and an economic outlook for the industry in 2024</b>	Ipeleng Mabusela - CEO, RMI
	This session provides a comprehensive overview of the retail motor dealer network's performance in 2023, examining key trends, challenges, and successes. Attendees will gain valuable insights into sales figures, market share dynamics, customer preferences, and operational efficiencies within the industry. Additionally, this session will offer an economic outlook for 2024, highlighting anticipated trends, potential disruptors, and growth opportunities. From shifting consumer behaviors to regulatory changes and economic indicators, participants will receive actionable intelligence to inform strategic decision-making and drive business success in the year ahead.	
09h50 - 10h20	<b>Exploring emerging trends and innovations in the automotive Finance and Insurance Industry: Navigating the digital transformation, personalization strategies, and regulatory landscape.</b>	Lee Naik - CEO, TransUnion
	The automotive F&I industry is evolving rapidly, driven by technological advancements, regulatory changes, and shifting consumer preferences. By staying informed and proactive, F&I professionals can capitalize on emerging opportunities and navigate challenges effectively in this dynamic landscape.	
10h20 - 10h50	<b>Economic outlook and how to navigate them as an F&amp;I for your customers.</b>	Brandon Cohen - Chairperson, NADA
	Navigating economic outlooks as a Finance and Insurance (F&I) professional involves understanding the broader economic trends and their potential impacts on your customers' financial situations. By staying informed, assessing risks, providing education and guidance, offering flexible solutions, and building strong relationships, you can navigate economic outlooks effectively as an F&I professional and support your customers in achieving their financial goals.	
10h50 - 11h35	<b>F&amp;I Industry adapting to economic flux: Analyzing borrower dynamics amidst interest rate hikes and consumer debt in South Africa</b>	Panel discussion facilitated by Tony van Niekerk
	This topic presents a thorough exploration of the dynamic landscape of the F&I sector in South Africa, particularly in light of escalating interest rates and burgeoning consumer debt. Attendees will gain a deep understanding of borrower behaviour in response to these economic shifts, offering actionable insights for F&I practitioners and policymakers alike. Through case studies, data analysis, and expert perspectives, this session aims to equip participants with the knowledge and strategies needed to navigate challenges and seize opportunities in the evolving economic climate.	<ol style="list-style-type: none"> <li><b>Jabulani Khumalo</b> - Data Analyst, FinMark Trust</li> <li><b>Henk Geldenhuys</b> - Financial Manager, Moonstone Information Refinery</li> </ol>
11h35 - 11h45	Break	
11h45 - 12h15	<b>Mitigating motor finance and insurance fraud risks in 2024: Strategies for detecting and preventing fraudulent clients</b>	Phiwo Sithole - Compliance Manager, ACM Risk Consultants
	This session delves into the emerging landscape of motor finance and insurance fraud in 2024, addressing the increasing prevalence of fraudulent clients within the industry. Participants will explore innovative approaches and advanced technologies for identifying and mitigating fraud risks effectively. From leveraging data analytics and machine learning algorithms to implementing robust authentication protocols, attendees will gain practical insights and best practices for safeguarding against fraudulent activities. Stay ahead of the curve and protect your organization from financial losses and reputational damage.	
12h15 - 13h00	<b>Legislation and compliance refresher session</b>	Panel discussion facilitated by Tony van Niekerk
	In this session, participants will delve into crucial legislative frameworks such as the Financial Intelligence Centre Act (FIC), Financial Intelligence Centre Amendment Act (FICA), Financial Advisory and Intermediary Services Act (FAIS), and the National Credit Act (NCA). Experts will provide an overview of recent legislative updates and discuss their implications for both buyers and sellers in the automotive industry. Attendees will gain valuable insights into compliance requirements and best practices to navigate regulatory challenges effectively while maintaining trust and integrity in sales transactions.	<ol style="list-style-type: none"> <li><b>Yolandi de Weerd</b> - Managing Director - RLP Training</li> <li><b>Christo Claasen</b> - Managing Director, VAPS Consultancy</li> <li><b>Juanette Richardson</b> - MD, ACM Risk Consultant</li> </ol>
13h00 - 13h15	<b>POPIA: Understanding the Implications for F&amp;I Professionals in the Automotive Industry</b>	Inge Labuschagne - Director, LM Incorporated
	As the Protection of Personal Information Act (POPIA) has come into effect, it is poised to reshape the automotive industry's approach to data management and customer privacy. This session aims to equip F&I professionals with essential knowledge and practical insights to navigate the regulatory landscape effectively. Attendees will gain a comprehensive understanding of POPIA's requirements, implications for data handling practices, and strategies for ensuring compliance within the F&I function.	
13h15 - 13h30	<b>The important role of the South African Fraud Prevention Service (SAFPS) in F&amp;I operations</b>	Daniel Robus - Chief Revenue Officer, Contactable
	This session highlights the critical importance of the South African Fraud Prevention Service (SAFPS) for professionals in the Finance and Insurance (F&I) sector. Attendees will gain a comprehensive understanding of how SAFPS operates as a collaborative platform to combat fraud within the industry. By attending this session, F&I professionals will gain actionable insights and strategies for leveraging SAFPS resources to enhance fraud prevention efforts, safeguard their organizations, and maintain trust with customers and stakeholders.	
13h30 - 14h00	Break	
14h00 - 14h15	<b>Maximizing VAPS (Vehicle Add-On Products and Services) sales: Effective objection handling strategies.</b>	Sheraz Patel - Executive Head, Motorvaps
	This session is designed to equip F&I professionals with the skills and techniques needed to overcome objections and increase sales of VAPS. Attendees will learn proven strategies for addressing common objections raised by customers during the F&I process.	
14h15 - 14h30	<b>Unlocking competitive advantage: Harnessing business intelligence and performance benchmarking</b>	Anri Carney - Sales Marketing Manager
	Discover how to gain a competitive edge by leveraging business intelligence (BI) and performance benchmarking in today's ever-changing industry landscape. This session explores practical strategies for gathering insights, tracking performance, and adapting to industry standards through data-driven decision-making. Join us to learn how to use BI tools and benchmarking methodologies to drive business success and stay ahead of the competition.	
14h30 - 15h00	<b>Revving up your compliance engine: Harnessing synergy between risk and performance in the motor industry</b>	Esmari Marais - Group Compliance Manager, Hatfield Motor Group
	Explore the dynamic relationship between risk management and performance optimization in the motor industry's compliance landscape. This session delves into strategies for aligning regulatory compliance efforts with business performance goals, ensuring both efficiency and effectiveness. Join us to discover how to navigate regulatory challenges, mitigate risks, and drive success in today's competitive automotive market.	
15h00 - 15h20	<b>Case Study: Elevating marketing strategies to reach potential customers</b>	Koketso Molebale - Marketing Manager, Digidcars Group
	This case study explores the art of marketing and reaching potential customers through innovative strategies. By combining effective marketing tactics with personalized assistance from banking consultants, the brand successfully brought its offerings directly to customers. This approach not only increased brand visibility but also facilitated test drives and provided specialized financing options, enhancing the overall customer experience and driving sales success. Join us as we dissect this case study to uncover valuable insights and best practices for elevating your marketing efforts and engaging with potential customers effectively.	
15h20 - 16h00	<b>Driving success with data: Leveraging consumer insights and predictive analytics in dealership and F&amp;I services.</b>	Panel discussion facilitated by Leo Kok
	Unlock the power of data-driven strategies to transform dealership and F&I services, meeting the ever-changing needs and preferences of customers. This session provides valuable insights into harnessing predictive analytics for hyper-personalization, from targeted marketing to tailored offers and enhanced customer experiences. Explore innovative approaches that are reshaping the competitive F&I landscape and learn how to stay ahead in an era of heightened customer expectations.	<ol style="list-style-type: none"> <li><b>Prof. Mpho Primus</b> - Founder, Primus Technology Hub, Co-Director &amp; Associate Professor: Institute for Intelligent Systems, University of Johannesburg</li> <li><b>Chantalle ten Napel Wilson</b> - CEO, Virtual Drive</li> <li><b>Mark Ridgeway</b> - CTO, Getworth</li> </ol>
16h00 - 16h15	Break	
16h15 - 16h45	<b>Understanding the impact of Asian vehicles on the South African automotive market.</b>	Panel discussion facilitated by Leo Kok
	The implications of the rising influx of Asian vehicles into the South African automotive market. Explore the factors driving this trend, its effects on local dealerships, quality implications, resale value and customer implications. Gain insights into strategies for adaptation, potential challenges, and opportunities arising from the increasing presence of Asian new and used vehicles in South Africa.	<ol style="list-style-type: none"> <li><b>Mikel Mabasa</b> - CEO, NAAMSA</li> <li><b>Henry Botha</b> - Head Strategy and Business Analytics Vehicle Finance, Absa</li> <li><b>TBC</b></li> </ol>
16h15 - 16h45	<b>Electric Vehicles: Navigating the shift in F&amp;I practices</b>	Tarina Vlok - Managing Director, Elite Risk
	Explore the arrival and impact of electric vehicles (EVs) on Finance and Insurance (F&I) practices in South Africa. This session delves into the challenges and opportunities facing F&I professionals in financing, insuring, and servicing EVs. Gain insights into consumer perceptions, regulatory considerations, and strategies for adapting F&I offerings to meet the growing demand for electric mobility. This session uncovers the evolving landscape of EVs and discuss how F&I professionals can navigate this transformative shift in the automotive industry.	
16h45 - 17h15	<b>Elevating customer experience: Leveraging technology in automotive retail</b>	TBC
	Discover how technology can transform customer service in automotive retail, particularly during periods of decreased car sales. This session explores innovative ways to utilize technology to enhance customer experience, drive engagement, and boost satisfaction. Join us as we uncover strategies for leveraging cutting-edge technologies to revitalize customer service and maintain competitiveness in challenging market conditions.	
17h15 - 17h45	<b>Revolutionizing automotive retail: Exploring cryptocurrency car sales with 6DOT50 and its Implications for F&amp;Is</b>	Warren Venter - Director, 6DOT50
	Delve into the groundbreaking world of cryptocurrency car sales facilitated by platforms like 6DOT50 and its profound implications for Finance and Insurance (F&I) practices. This session explores the dynamics of purchasing vehicles with cryptocurrency and the unique challenges and opportunities it presents for F&I professionals. Gain insights into navigating regulatory considerations, assessing risks, and capitalizing on this emerging trend to stay ahead in the automotive retail landscape. Uncover the intersection of cryptocurrency, car sales, and F&I strategies in the digital age.	
17h45 - 18h00	<b>Driving operational efficiency in F&amp;I - meeting sales targets through collaboration</b>	Liesel Strydom - Seriti Solutions
	Explore the crucial link between operational efficiency in Finance and Insurance (F&I) departments and meeting sales targets in automotive retail. This session emphasizes the importance of synergy between sales and F&I teams in driving overall success. Discover strategies for optimizing F&I processes, enhancing collaboration between departments, and achieving sales targets efficiently. Join us to unlock the potential of streamlined operations and seamless coordination for sustainable sales growth in the automotive industry.	
18h00 - 18h30	<b>Professional job growth and F&amp;I manager health: Prioritizing mental, physical, and professional well-being</b>	Annemarie Lombard - Founder, Sensory Intelligence Consulting
	The demanding nature of the F&I profession, with its high-pressure sales environment and regulatory responsibilities, can take a toll on emotional well-being. This session will explore practical strategies to support balance and resilience in the demanding world of automotive finance. From establishing boundaries and stress management techniques to seeking support and celebrating successes, attendees will gain valuable insights and actionable tips for nurturing emotional health in the F&I role. Don't miss this opportunity to prioritize well-being and enhance performance in your F&I career.	
18h30 - 18h45	Closing	Ryan Hogarth - Programme Director



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