

Friday July 21, 2017

## Insurance Council appoints Fiona Cameron as General Manager Policy, Consumer Outcomes

The Insurance Council of Australia (ICA) today announced the appointment of Fiona Cameron as General Manager Policy, Consumer Outcomes, effective immediately.

Ms Cameron was previously the ICA's Senior Manager Government and Industry Relations. Her appointment follows an extensive and highly competitive recruitment process.

ICA CEO Rob Whelan said: "I am delighted to promote Fiona to this executive position. Fiona has served the ICA diligently since January 2010 in consumer relations, regulatory and government relations roles. She has a first-rate understanding of the key issues facing the industry.

"Her new role focuses on developing and implementing the ICA's policies in relation to consumer outcomes. It includes responsibility for the industry's Consumer Liaison Forum, the General Insurance Code of Practice, statutory schemes and the ICA's consumer referral service.

"I would like to extend the ICA's appreciation to Sarah Phillips, who has served in an acting capacity since last December and will work closely with Fiona as she transitions into the role."

Ms Cameron said: "Working with member companies to continue the ICA's work in enhancing consumer outcomes is an exciting challenge, especially with the intense focus on the industry from governments, regulators and other key stakeholders.

"The industry's Code of Practice is currently under review and I'm delighted the Consumer Outcomes team will play a role in finalising this project in 2017 and 2018. The new Code will inspire and guide insurers into the future, above and beyond their legal requirements."

Ms Cameron, who has a Arts/Law degree from UNSW, has worked for the NSW Department of Premier and Cabinet, the then-Liquor Hospitality and Miscellaneous Workers' Union and the NSW Attorney General's Department. She has held senior roles in research, policy, stakeholder relations, regulation and law across a broad range of industries.

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