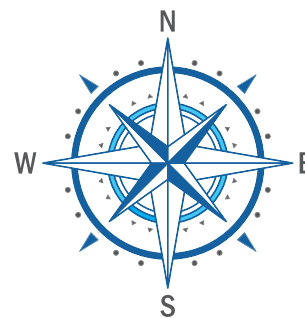


# Navigating Change

## NATIONAL CONFERENCE

Hilton Hotel, Auckland • 7–8 September 2017



**UP TO 10 CPD HOURS  
AVAILABLE**

**10** CELEBRATING  
**YEARS**  
OF KIWISAVER

Workplace  
Savings **NZ**  
Te māngai penapena ā-mahi

**FinancialServicesCouncil**  
growing and protecting the wealth of New Zealanders



## Welcome

Welcome to the inaugural Financial Services Council and Workplace Savings New Zealand National Conference.

The national conference is the event of the year for the financial services and retirement savings industry. This full two-day programme aims to inspire and ignite great leadership, challenge the industry's thinking and build the resilience, motivation and knowledge we need to navigate change within the industry. We'd like to share our reasons for attending the conference:

- It provides **a great platform to communicate** with industry leaders and keep up to date with what is happening in the industry, Government and the world around us.
- There's a great **community vibe** at the conference. You'll be surprised by what ideas and strategies others are willing to share with you!
- The format includes **thought-provoking keynote sessions** and topic-specific parallel sessions (such as workshops and masterclasses), along with less formal networking events.
- It aims to challenge the status quo, **explore emerging trends** and also look outside the industry for fresh inspiration.

The national conference is like no other – you're sure to be challenged, informed and inspired throughout the two days. We invite you to join us for what is shaping up to be a landmark, inaugural FSC / WSNZ National Conference.

We look forward to seeing you in Auckland.



David Biegel  
Chairman  
Workplace Savings NZ



Rob Flannagan  
Chairman  
Financial Services Council



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NATIONAL CONFERENCE

## Sponsors and Partners

We thank our sponsors for their generous support and we would like to acknowledge their contribution below.

### Platinum Sponsors



### Gold Sponsors



### Silver Sponsors



### Gala Dinner Sponsor



### Workplace Savings Awards



### Media Partners



### Breakfast Masterclass 'Women in Super'



In association with



### Breakfast Masterclass 'Portfolio Construction'



In association  
with







## Our Strategy

The mission of both the Financial Services Council and Workplace Savings NZ is to be the **'the voice of the industry'**.



### Policy and Advocacy

Aim: To be the trusted voice of the financial services sector for the benefit of all New Zealanders.



### Industry Best Practice

Aim: Showcasing industry excellence in understanding, growing and protecting New Zealanders' wealth.



### Developing a Sustainable Business

Aim: A sustainable business model delivering an effective and efficient industry body.



### Industry Leadership and Insight

Aim: Bringing the industry together with knowledge and insight for the benefit of all New Zealanders.



### Community of Professionals

Aim: A community developing itself to better understand and serve the needs of New Zealanders.





# Navigating Change



NATIONAL CONFERENCE

## Why Attend?

The financial services and retirement savings industry is undergoing a significant period of change. The 2017 conference programme will allow delegates to learn about global political changes, technological changes and regulatory changes from high profile and quality keynote speakers, whilst learning best practice from existing members.

The national conference is the event of the year for the sector, bringing together financial services business heads and strategy, operations and technology leaders.



### Professional Development and Learning

Great professional development content  
Gain CPD points  
Attend sessions targeted to your profession  
Hear from industry leaders on leading-edge topics  
Learn and network with peers



### Connect with Your Community

Meet your colleagues, clients, suppliers, regulators and community leaders  
Plenty of social and networking opportunities



### Showcasing Excellence

The exhibition centre will showcase best-of-breed suppliers  
Grow your business  
Learn from insightful leaders



### Industry Marketplace

Recognise excellence at the Awards Dinner  
Introducing new innovative awards this year



### Celebrate

Reflect on the continued success of the industry  
Join your colleagues and celebrate  
Social and networking programme

### Conference Academic Programme

The 2017 conference will consist of a two-day, cutting-edge programme designed to inspire and educate delegates across the financial services industry.

### Main Platform Plenaries



The draft programme allows for seven main plenary sessions, including the big speakers, panel debates, political insight and global challenges. We aim to attract a range of big name speakers, both local and international, as well as thought-provoking industry panels.

### Workshop Streams

There will be four workshop sessions, consisting of three workshop streams:



**Stream A – Investments**  
KiwiSaver / workplace savings and super



**Stream B – Insurance**  
Insurance themes and trends



**Stream C – Fintech / InsureTech**  
and big trends



"This is  
the event  
of the year  
for the  
industry."

## Why Attend?

Feedback from 2016

“The keynote speakers were motivating and very good.”

**100%**  
of last year's  
attendees said  
they would  
attend again



The format allowed for plenty of networking  
time with others in the industry.”

**97%**  
of attendees said  
the speakers  
from last year's  
event were  
engaging

### Who Should Attend

Participants at the conference will come from all elements of the financial services industry, including:

- Trustees
- Business leaders
- KiwiSaver providers
- Insurance providers
- Fund managers
- Advisers and key dealer groups
- Senior product managers
- Service providers to the industry
- Fintech and insurtech providers
- Licensed Independent Trustees



## Main Platform Programme Highlights

Industry leaders will explore key topics in the industry including financial services regulation, global politics, a changing client base, consumer technology, customer engagement and privacy, as well as fintech.

### Keynote Speakers



Minister Jacqui Dean

Waitaki MP Jacqui Dean is the Minister of Commerce and Consumer Affairs, Minister for Small Business, Associate Minister for ACC, and Associate Minister of Local Government.

#### Lisa King

Founder of Eat My Lunch and winner of Woman of Influence – Business and Enterprise 2016, Lisa King talks about what inspired her to launch her amazing initiative and how she sees the future of business in New Zealand.



#### Murray Thom

Murray Thom left school at 15 with no qualifications. By the age of 23 he was Managing Director of CBS Records NZ, but left the corporate life 30 years ago. He has a compelling desire to achieve more, live life to the fullest and to never give up.



Sponsored by:



### Panel 1



#### The Future of Work, Super and KiwiSaver

Session facilitator,  
Diana Clement



Experts explore the future of super and KiwiSaver in the financial services industry, covering the following:

- KiwiSaver is 10 years old – where to from here?
- Contribution levels
- The nature of work
- Investing for the long-term
- Investment strategy
- State and self funding
- \$40bn and counting...

Panellists to be confirmed.

### Panel 2

#### The Consumer of the Future – Growing the Insurance Market in New Zealand

Session facilitator,  
Russell Hutchinson



To better meet consumer needs and to overcome low growth in the NZ life insurance industry, experts will consider issues including:

- How do we help New Zealanders better manage risk?
- How do we grow the life insurance market in New Zealand?
- What do we know about the consumer of the future?

Panellists to be confirmed.

### Panel 3

#### Culture, Conduct and Consumers – Navigating Change in Financial Services

Session facilitator,  
Mike Woodbury



Enhancing consumer outcomes and trust in the industry has never been more important. Experts discuss significant changes and enhancements including:

- FMA's Guide to Conduct
- Financial Advice Regime and the Code of Conduct
- Development of an Industry Code

Panellists to be confirmed.





## Concurrent Workshop Streams

Delegates can choose their topics from three different workstreams all covering important issues surrounding our industry.



### Investments

KiwiSaver/Workplace Schemes  
Superannuation



### Insurance



### Fintech + Insurtech + Big Trends

#### Session 1

##### Workplace schemes

Managing the key issues facing restricted schemes in a post-FMCA world.

- Restricted schemes
- Key issues facing restricted schemes post-FMCA implementation

#### Session 2

##### Driving member engagement in KiwiSaver - What does great look like?

#### Session 3

##### Constructing portfolios in the new world order with global volatility -

The new normal in an uncertain world.

In assoc. with  **HEATHCOTE**  
INVESTMENT PARTNERS

#### Session 4

##### Fund Trustees and LIT's

##### Session 2 - 'Best of board worlds'

Best practice and best outcomes in running the board.

#### Session 1

##### Medical Technology and Life Insurance

The impact of medical technology on the future of insurance.

- Trends such as wearables, screening and testing, genetics
- Changing customer attitudes
- How insurers need to adapt

#### Session 2

##### Insurance - the future of distribution in a post-FMCA world

- How will the market respond to the proposed changes
- Challenges and opportunities for distribution

#### Session 3

##### Building Sustainability -

Explore this issue with a number of key industry experts.

- The numbers
- Innovation and change in the sector
- The future of advice, products and meeting customer needs
- Insights from the market place

#### Session 4

##### The Changing Environment of Underwriting and Claims -

A look at global and local trends and the future of underwriting and claims.

#### Session 1

##### The Art of the Possible

- Current developments globally
- How does the future look?
- How will AI impact financial services?

#### Session 2

##### Technology doesn't innovate, people do

- How can a corporation encourage and enable a culture of innovation?
- How does a disciplined innovation structure look, and who is involved?
- How are ideas developed and selected, and how do they link to corporate strategy?

#### Session 3

##### Data, fraud and cyber security

- What can we learn from Wannacry?
- How is cyber security changing?
- Where are the risks to NZ financial institutions?

#### Session 4





##### Data are coming, are actuaries ready?

- Future sources of customer data
- AI and other data analytics
- How insurers could use these data to understand risk
- What challenges must insurers overcome to use it?














## Thursday 7 September

TIME	SESSION TOPIC	SESSION DETAILS
7.30 – 9.00am	Expo opens and registration	Hilton Hotel
9.00 – 9.30am	Opening ceremony and welcome	
9.30 – 10.15am	 <b>MAIN PLATFORM</b> 'Political and Policy Update'	<b>Speaker:</b> Hon. Steven Joyce
10.15 – 11.15am	 <b>MAIN PLATFORM</b> <b>Panel 1</b> KiwiSaver – Ten years on 'The future of KiwiSaver, super and work.'	Panel discussion <b>Led by:</b> Richard Klipin
11.15 – 11.45am	Morning Tea	
11.45 – 11.50am	 <b>SPOTLIGHT SERIES</b> Spotlight on Investment Risk	<b>Speaker:</b> Bernard Del Rey, Capital Preferences
11.50 – 12.45pm	 <b>MAIN PLATFORM</b> <b>Panel 2</b> 'Consumer of the future – How do we grow the insurance market in NZ?'	Panel discussion <b>Led by:</b> Russell Hutchinson
12.45 – 1.30pm	Lunch	
1.30 – 2.25pm	<b>Workshop – Session 1 – Investment</b> 'Workplace Schemes – Managing the key issues facing restricted schemes in a post-FMCA world.'	Panel discussion <b>Led by:</b> Tim McGuinness
1.30 – 2.25pm	<b>Workshop – Session 1 – Insurance</b> 'The impact of medical technology on the future of insurance.'	Panel discussion <b>Led by:</b> Mark Daniels
1.30 – 2.25pm	<b>Workshop – Session 1 – Fintech</b> 'The art of the possible – The big themes in Fintech & Insurtech.'	Panel discussion <b>Led by:</b> Darren Stevens













## Thursday 7 September

TIME	SESSION TOPIC	SESSION DETAILS
2.30 – 3.30pm	<b>Workshop – Session 2 – Investment</b> 'Driving member engagement in KiwiSaver – What does great look like?' 	Panel discussion <b>Led by:</b> Sharon Mackay
2.30 – 3.30pm	<b>Workshop – Session 2 – Insurance</b> 'The future of distribution in a post-FAA world.' 	Panel discussion <b>Led by:</b> Kristy Redfern
2.30 – 3.30pm	<b>Workshop – Session 2 – Fintech</b> 'Technology doesn't innovate, people do – Best practice innovation across the country.' 	Panel discussion <b>Led by:</b> Hayden Jonas
3.30 – 4.00pm	Afternoon Tea	
4.00 – 4.05pm	 <b>SPOTLIGHT SERIES</b> Spotlight on Innovation	<b>Speaker:</b> Louise Webster Innovation Council
4.05 – 4.50pm	 <b>MAIN PLATFORM – Guest speaker</b> 'Eat my Lunch – Lessons and insights from the front line of business.'	<b>Speaker:</b> Lisa King Founder of Eat My Lunch 
4.50 – 5pm	Day One closing remarks	
6.30 – 7.00pm	Pre-Dinner drinks at Exhibition Lounge, Hilton Hotel	
7 – midnight	 <b>GALA AWARDS DINNER</b> Showcasing the 1920s! <div>             Sponsored by  <b>CHAPMAN TRIPP</b>  </div>	



## Friday 8 September

TIME	SESSION TOPIC	SESSION DETAILS
	 <b>BREAKFAST MASTERCLASSES</b>	
7.15 – 8.45am	<b>Breakfast Masterclass #1 – From Wellington to Washington and Pyongyang – What the @!#! is going on?</b>  	Panel discussion <b>Led by:</b> Trish Sherson
	<b>Breakfast Masterclass #2 – 'What the next NZ government should do'</b>  	Panel discussion <b>Led by:</b> Graham Rich
8.45 – 9.00am	Day two welcome	
9.00 – 10.00am	<b>Workshop – Session 3 – Investment</b> 'Where to from here?' As many investment markets reach new highs, some investors remain enthusiastic whilst others are nervous. 	Panel discussion <b>Led by:</b> Clayton Coplestone
9.15 – 10.00am	<b>Workshop – Session 3 – Insurance</b> 'Building sustainability in a changing world.' 	Panel discussion <b>Led by:</b> Richard Klipin
9.15 – 10.00am	<b>Workshop – Session 3 – Fintech</b> 'Lessons to be learnt and the state of security after WannaCry – Data, fraud and analytics.' 	Panel discussion <b>Led by:</b> Ian Pollard
10.00 – 10.20am	Morning Tea	
10.20 – 11.15am	<b>Meet the politician</b> – Grant Robertson 'Political and Policy Update'	
11.15 – 11.20am	 <b>SPOTLIGHT SERIES</b> Spotlight on Cyber Security	<b>Speaker:</b> Ian Fletcher InPhysec
11.20 – 12.20pm	 <b>MAIN PLATFORM</b> <b>Panel 3</b> 'Culture, Conduct and Consumers – Navigating change in financial services.'	Panel discussion <b>Led by:</b> Mike Woodbury





## Friday 8 September

TIME	SESSION TOPIC	SESSION DETAILS
12.20 – 1.15pm	Lunch	
1.15 – 2.15pm	<b>Workshop – Session 4 – Investment</b> 'Fund trustees and LIT's Session 2 – Best of board worlds. Best practice and best outcomes in running the board.' 	Panel discussion <b>Led by:</b> Tracey Cross
1.15 – 2.15pm	<b>Workshop – Session 4 – Insurance</b> 'The changing environment of underwriting and claims trends – A look at both global and local trends.' 	Panel discussion <b>Led by:</b> David Drillien
1.15 – 2.15pm	<b>Workshop – Session 4 – Fintech</b> 'Data are coming – Are actuaries ready?' 	Panel discussion <b>Led by:</b> Mark Banicevich
2.15 – 3.15pm	 <b>MAIN PLATFORM – Guest speaker</b> 'Navigating Change in Turbulent Times'	<b>Speaker:</b> Murray Thom <b>Sponsored by:</b> 
3.15 – 3.30pm	End of conference closing remarks	



**Navigating  
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NATIONAL CONFERENCE

## Social Programme

For Delegates and Partners

Wednesday 6 September

12pm – 6pm

### Conference Golf Day Waitemata Golf Course

Join us for our annual golf day and connect with your colleagues before the conference.



Wednesday 6 September

5.30pm – 6.30pm

### Cocktails @ Bellini, Hilton

Board and Council cocktail function.  
Invite only.



Thursday 7 September

6.30pm – 12am

### Gala Awards Dinner

Join us for our inaugural 1920s themed Gala Awards Dinner where we will recognise those doing excellent things within the industry.

Sponsored by:



## Breakfast Masterclasses

Friday 8 September 7.15am – 8.45am

The 2017 national conference plays host to a cutting-edge programme designed to inspire and educate delegates across the financial services industry.

### Breakfast Masterclass 1

From Wellington to Washington & PyongYang...  
What the @!#! is going on?

Panel discussion led by Trish Sherson, Sherson Willis  
with Heather du Plessis-Allan, Journalist  
and Kirk Hope, BusinessNZ



**Presenter:**  
Trish Sherson



**Presenter:**  
Heather du Plessis-Allan



**Presenter:**  
Kirk Hope

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### Breakfast Masterclass 2

What the next NZ government should do

Panel discussion led by Graham Rich, Portfolio Construction Forum  
with Andrew Bascand, Harbour Asset Management  
and Dr Oliver Hartwich, The New Zealand Initiative



**Presenter:**  
Graham Rich



**Presenter:**  
Andrew Bascand



**Presenter:**  
Dr Oliver Hartwich

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**Financial Services Council**  
growing and protecting the wealth of New Zealanders

# NEW! LAUNCHING THE FSC AWARDS

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NATIONAL CONFERENCE

## The 2017 Awards

Celebrating success in the financial services industry, we're excited to bring you the **new FSC Awards**. Launched on Thursday 15 June, the inaugural awards showcase individuals who are truly making a difference for the financial services industry and the broader NZ community.

### Financial Services Council Awards

NEW!

#### Rising Star Award



For an individual who has shown tangible growth and development over the previous 12 months, making a real difference to the industry while early in their career.

#### Innovation Award



For an individual who has proactively taken the initiative to lift professionalism in the industry by addressing a big industry issue or industry challenge.

#### Shaping the Future Award



For an individual who has consistently demonstrated industry leadership, proactively advocating for market change and a future focus.

#### Diversity Award



For an individual who walks the talk when it comes to diversity. A person who is passionate about making a difference on any aspect of diversity both within and beyond the workplace.

The Excellence in Communication Awards celebrate and showcase excellence within the financial services industry. This is an opportunity for our members to learn and hear from each other and recognise those who are leaders in our changing industry.

### Workplace Savings NZ Awards

#### Product Disclosure Statement (PDS) of the Year

- a) Corporate, master trust or industry super schemes; and
- b) KiwiSaver schemes.

Best product disclosure statement.

Sponsored by:



#### Most Innovative Communication

For the most inspiring communication in 2016/2017. A change that has made a true difference to consumers and the industry.

Sponsored by:



#### Best Overall KiwiSaver Member Experience

For the best consumer experience on a KiwiSaver product, communication or service.

Sponsored by:



#### Workplace Savings Excellence in Communication

Overall winner demonstrating simple, easy-to-read, consumer-focused communication.

Sponsored by:



Workplace  
Savings NZ

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Financial Services Council  
growing and protecting the wealth of New Zealanders





## AWARDS DINNER

A themed Awards Dinner will take place on the evening of Thursday 7 September, which will recognise those doing excellent things within the industry, and allow them to receive national exposure and recognition from their peers.

**Gala Dinner sponsored by**



This year's theme for the Awards Dinner is the 1920s. Incorporating everything from the infamous flappers, prohibition, to the gangster era of America.

Join your colleagues and clients for an unforgettable evening where we celebrate the industry, showcasing excellence and connecting with the wider workplace savings community.

**WHEN:** 6.30pm onwards, Thursday 7 September

**WHERE:** Conference Hall, Hilton Hotel, Auckland

**DRESS CODE:** Showcase the 1920s!

Think flappers, gangsters, The Great Gatsby, Oxford bags and the Eton crop...



## Accommodation

### The Hilton Hotel

The Hilton Hotel is situated at the end of Princes Wharf overlooking the Waitemata Harbour. Auckland's vibrant Viaduct and Britomart precincts are just moments away. This stylish waterfront hotel offers stunning views, sophisticated event venues, and an array of thoughtful amenities sure to impress.

Hilton Hotel, 147 Quay Street, Auckland, 1010.

#### Accommodation Rates

Room type	Room rate per night
Hilton Guest Room	NZ \$270
Deluxe Harbour View	NZ \$345
Deluxe Harbour View Twin	NZ \$345

*Limited rooms available at these prices.*

### Guest information

#### PARKING

Limited Valet Parking is available at the hotel subject to availability at the following rates:

0–2 hours = \$25.00

2 hours plus = \$45.00

Overnight = \$45.00

Alternatively, all-day public parking is available at the Viaduct and Downtown Carparks, or via Wilson Parking on Princes Wharf.

Early bird and casual rates available.

#### TRANSFERS FROM AIRPORT

You will be required to make your own way from the airport to the hotel. You can book this through Corporate Cabs – 09 377 0773.

#### GETTING AROUND AUCKLAND CITY

The Hilton Hotel is located on Auckland's waterfront, close to the CBD. The ferry terminal is just a few minutes walk away, as are all major bus routes.

#### EXTENDING YOUR STAY

The Hilton Hotel will provide all conference delegates with the conference room rate if they wish to extend their stay. Please contact the Hilton Hotel direct to arrange or extend your booking.





**WE ARE  
NOW SOLD  
OUT!**

**Navigating  
Change**



NATIONAL CONFERENCE

## Registration

This year you can register online with us.  
We look forward to seeing you at the conference.



**REGISTER ONLINE @ [www.navigatingchange.co.nz](http://www.navigatingchange.co.nz)**

Follow the prompts to the online registration.

Please contact us if you have any questions or require any assistance.

### Registration Fees

**Full Registration Fee includes:** admission to all conference sessions, access to the exhibition centre, choice of Breakfast Masterclass, all morning/afternoon teas and the Awards Dinner.

**Day Registration Fee includes:**

Admission to all conference sessions, access to the exhibition centre, choice of Breakfast Masterclass (Friday only), all morning/afternoon teas and lunches.

**Group Registration Fee includes:**

Five or more members from the same organisation earn a discount off full registration fees.

- A minimum of 5 registrations must be received at one time from the same organisation
- Payment must be made by a single organisation cheque or credit card\*
- Full payment of the registration fees must be submitted with the registration form

\*Only VISA & Mastercard accepted

	Registration Fees \$ (GST inclusive)
Early-bird Member	\$1,325
Early-bird non-Member	\$1,605
One Day	\$1,025
Dinner only	\$265
Dinner – table of x10	\$2,645
<b>Group registration</b> x 5-9 people	Save 5%
x10 people or more	Buy 9, get 1 free

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**Cancellation Policy:** A refund of registration fees, less an administrative charge of \$150.00 (including GST) will only be available if written notification of your cancellation is received prior to 31 July 2017. No refunds after this date. Substitutions may be made at any time with written notice.





## Conference Team

An event like this is only possible with the hard work and effort of a team.  
We thank the following people for their invaluable contribution in  
bringing the national conference to life.



Rob Flannagan



David Biegel



Noah Schiltknecht



Ana-Marie Lockyer



Tim McGuinness



Mike Woodbury



Yvonne Davie



Mark Daniels



Mark Banicevich



Rachel Douglas



Haydee Stroud



Richard Klipin

**REGISTER NOW!**  
**ONLY 30 SPACES STILL AVAILABLE.**

**For Conference or Membership enquiries:**

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[www.navigatingchange.co.nz](http://www.navigatingchange.co.nz)

**UP TO 10 CPD HOURS  
AVAILABLE**

The conference has been assessed  
for CPD accreditation.