

IFSO Scheme Conference

Look back, move forward

Making better business decisions with lessons from the past

Wednesday, 20 September, 2017

Langham Hotel, 83 Symonds Street, Auckland

PROGRAMME

9.30am	Registration
10.00am	Introduction Insurance & Financial Services Ombudsman, Karen Stevens
10.15am	Setting the scene: Managing client dissatisfaction IFSO Scheme Business Development Manager, Virginia Douglas
10.30am	IFSO Scheme case study workshops IFSO Scheme case managers & guest facilitator Lyn McMorran, Executive Director, <i>Financial Services Federation</i>
12.15pm	Lunch
1.00pm	The journey to business success: Understanding clients, goal-based planning and a better investment experience Laetitia Peterson & Nick Crawford <i>The Private Office</i>
1.30pm	Communicators' Panel: In the Public Eye: Managing Reputation Tineke Bright, Digital Engagement Manager, <i>IAG</i> Tony Reid, Manager, Branded Content & Stakeholder Relations, <i>Suncorp NZ</i> Paul Carle, Head of Customer Relations, <i>ANZ</i>
2.00pm	The consumer voice - telling the story, insights for industry Garth Bray & Hannah Wallis, Journalists, <i>TVNZ Fair Go</i>
2.25pm	Methamphetamine in NZ: implications for the insurance industry Miles Stratford, CEO, <i>Meth Solutions</i>
2.50pm	What natural disasters are telling us about how the insurance industry should operate Peter Leman, Partner, <i>DLA Piper</i>
3.15pm	Afternoon tea
3.45pm	Workshop: Managing client dissatisfaction IFSO Scheme Business Development Manager, Virginia Douglas
4.30pm	Annual Meeting
5.00pm	Cocktail function