



## IFSO Scheme Conference 2019

Supporting change, Sharing solutions

8 – 9 May, Four Points by Sheraton, Auckland

### Forum: Responding to consumer vulnerabilities—8 May 2019

12midday	Registration
12.15pm	Virginia Douglas, IFSO Scheme <i>Responding to Consumer Vulnerabilities</i>
12.45pm	Dr Grant Lester <i>Mental health – how it affects people; how to recognise and respond appropriately</i>
2.15pm	Community sector presentations <i>Identifying and effectively responding to consumer vulnerabilities</i>
2.45pm	Afternoon tea
3.00pm	Community sector presentations <i>Identifying and effectively responding to consumer vulnerabilities</i>
3.30pm	Dr Grant Lester <i>Strategies to manage anger, threats and other behaviours</i>
5.00pm	Drinks and refreshments

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### Conference: Supporting Change, Sharing Solutions 9 May 2019

9.00am	Registration
9.30am	Karen Stevens, Insurance & Financial Services Ombudsman <i>Introduction</i>
9.40am	Liam Mason, Director of Regulation, FMA <i>Where to from here, FMA-RBNZ report on life insurer conduct and culture</i>
10.25am	Morning Tea
10.50am	Sue Suckling, IFSO Scheme Commission Chair <i>Introduction</i>
11.00am	Tim Barnett, CEO, FinCap <i>What does consumer-driven really mean?</i>
11.45	Panel – chaired by Katrina Shanks, CEO, Financial Advice NZ Camilla Gribble, IKONIK; Tim Fairbrother, Rival Wealth <i>The future of financial adviser businesses</i>
12.30	Lunch
1.30pm	Virginia Douglas, IFSO Scheme <i>Consumer vulnerabilities – sharing solutions, creating change</i>
2pm	Peter Leman, Partner DLA Piper <i>Insurance law update</i>
2.30pm	IFSO Scheme case managers <i>Complaint case study workshops</i>
3.15pm	Afternoon tea
3.30pm	IFSO Scheme case managers <i>Complaint case study workshops</i>
4.15pm	Karen Stevens, Insurance & Financial Services Ombudsman <i>Conference Wrap Up</i>
4.30pm	Conference close