



# IFSO Scheme Conference 2019

## Supporting change, Sharing solutions

8 – 9 May, Four Points by Sheraton, Auckland



**8 May 2019**

**Forum: Responding to consumer vulnerabilities**

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12midday	<b>Registration and working lunch</b>
12.15pm	<i>Responding to Consumer Vulnerabilities</i> Michael Hewes, Manager Supervision, FMA Virginia Douglas, Business Development Manger, IFSO Scheme
12.45pm	<i>Mental health – how it affects people; how to recognise and respond appropriately</i> Dr Grant Lester, Consultant Forensic Psychiatrist, Victorian Institute of Forensic Mental Health
2.15pm	<i>Identifying and effectively responding to consumer vulnerabilities</i> Alistair Burry, Acting CEO and Michelle Gundersen-Reid, Manager Supportive Care, Cancer Society Age Concern
2.45pm	<b>Afternoon tea</b>
3.00pm	<i>Identifying and effectively responding to consumer vulnerabilities</i> Pete Davis, National Business Development Manager, Literacy Aoteroa FinCap
3.30pm	<i>Strategies to manage anger, threats and other behaviours</i> Dr Grant Lester
5.00pm	<b>Drinks and refreshments</b>

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

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