

FINANCIAL ADVICE NEW ZEALAND CONFERENCE

22 - 23 August 2019
SkyCity Auckland Convention Centre

Conference Programme

BE BRAVE
BE BOLD



Programme

WEDNESDAY 21ST AUGUST

2.00pm Annual General Meeting

THURSDAY 22ND AUGUST

7.00am Exhibition room and Registration opens

7.45am Light breakfast Exhibition Hall

8.30am Conference Opening and Q&A - Hon. Kris Faafoi NZ 1&2
Conference MC – Andrew Patterson

9.00am **Being brave and bold in an uncertain world** NZ 1&2
Hagai Segal
Thanked by Platinum Sponsor 

9.45am **Economic update** - Dominick Stephens

10.15am MORNING TEA Sponsored by  Exhibition Hall

10.45am Chairperson & CEO Report NZ 1&2

11.00am **An insider's view of the Hayne Royal Commission**
Adele Ferguson, AM

12.00pm LUNCH Exhibition Hall

1.00pm **Change and disruption - the opportunity to be Brave and Bold** NZ 1&2
Brett Roberts

2.30pm AFTERNOON TEA Exhibition Hall

3.00pm Icehouse Training – Four Concurrent Sessions

Robust Business Growth - It Starts with You Liz Wotherspoon	Customer-led Growth is Driven by You Derek Young	Don't Worry About the Robots Jo Cribb	Building resilience - A Practical Approach Brad Hook	New Advisers Bootcamp Stuart Donaldson Thanked by Gold Sponsor 
NZ 3	NZ 4	Epsom 1	NZ 1&2	Marlborough 1&2

5.00pm Day Closes

7.00pm Conference Awards Dinner with Awards presented by NZ 1&2
Hon. Paul Goldsmith
After Dinner Speaker: Mark Sorenson

Extra Events

7.45am Fireplace Discussion with FMA licencing team Auckland Rooms
Update on transitional licencing & preparing for the new regime

12.00pm Regional Leaders Lunch - invite only Boardroom

1.30 - 3pm Mortgage Forum - invite only Boardroom

FRIDAY 23RD AUGUST

7.30am Exhibition room and Registration opens

8.00am Light breakfast

Exhibition Hall

9.00am **Concurrent Advice Workshops**
See pages 39-45 for more details

Playing the Lending Long Game Stuart Donaldson	Redefining Risk Management Scott Fitzpatrick, CFP® Thanked by Gold Sponsor 	ESG Investing, Analytics vs Hype Clayton Coplestone, Matt Mimms, John Berry and Alister van der Maas Thanked by Gold Sponsor 	Tax Matters Home and Abroad Terry Baucher, Kirk Hope, Iain Craig and Sandy Lau
NZ 4	NZ 2	NZ 1	NZ 3

10.30am MORNING TEA

Exhibition Hall

11.00am **Concurrent Business Sessions**
See pages 47-55 for more details

Great Expectations Sue Brown, Karen Stevens, Sir Bruce Robertson, Rob Everett and Marisa Broome, CFP® Thanked by Gold Sponsor 	Effective Governance for SMEs Jeremy Muir	Successful Conversations with Vulnerable Clients Dianne Adamson	Law and Modern Families Stephanie Paxton-Penman	Systems and Stories of Success Andrew Gunn, Angi Mann, Mark Banicevich, Leigh Hodgetts, Toni Dodds and Amanda Wolt	Finding Fintech Marc Grigg
NZ 1	Marlborough 3	NZ 2	NZ 4	NZ 3	Marlborough 1&2

12.00pm LUNCH

Exhibition Hall

1.00pm **NEXT: Thriving in the decade of disruption**
Matt Church

NZ 1&2

2.05pm **Courageous leadership in time of change**
Matina Jewell

NZ 1&2

3.05pm Presentations

3.25pm Close

Extra Events

7.30am MAC - Financial Planning CFP Breakfast Meeting

Marlborough 1&2

12.00pm Member Advisory Committee Lunch - invite only

Boardroom

8.15am Fireside Discussions with Sharon Corbett, Principal Policy Advisor, MBIE
Update on Options Paper – Conduct of Financial Institutions

Auckland Rooms

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Hagai Segal

Thursday 22 August at 9am

Being brave and bold in an uncertain world

We are living in a dramatic - and seemingly chaotic - era in global politics, with increasing impacts on the global economy and individual businesses. Many feel helpless, believing these geopolitical risks to be random and outside their influence, but geopolitical authority Hagai M. Segal will explain how, by being brave and bold, you can actually take control of the impacts of this risk.

Hagai will analyse the global and interconnected nature of geopolitical risk, and how the political and the economic are increasingly intertwined; how, with simple and inexpensive action, you can better understand, and even foresee, geopolitical developments and their consequences for your work; and how this knowledge can help you make more informed decisions, in relation to the advice you give, your investments and the resilience of your/our business.

Hagai is an award-winning academic, consultant and analyst, specialising in Middle Eastern affairs, geopolitical and geostrategic risk, and modern terrorism. Segal lectures at New York University London, and works globally with numerous companies/corporations, banks, investors, police and counter-terror agencies, business groups and politicians. A UN-recognised expert, he served on the London First Security and Resilience Advisory Board for the whole of its 10-year tenure. Segal is also a much-sought-after keynote speaker for a variety of industry and corporate conferences and events, addressing geostrategic and economic risk, global terrorism, the Middle East, oil & gas security, and trends in US foreign policy. A regular guest on national and international television and radio stations/channels, Segal also writes for a number of newspapers and publications around the world.

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Dominick Stephens



Thursday 22 August at 9.45am

Economic Update

Dominick will discuss his latest thoughts on the New Zealand and global economies. Interest rates are plunging and Dominick's view is that the consequence will be higher asset prices. But first we have to navigate low confidence locally and trade tensions globally.

Dominick joined Westpac as a Senior Economist in 2006, and became Chief Economist in 2011. His most well-known research concerns the roles of taxation, interest rates and inflation on the New Zealand housing market. He has also published research on the exchange rate, New Zealand's labour market, and macroeconomic modelling.

Dominick started his career at the Reserve Bank of New Zealand. He was closely involved in forecasting and interest rate decisions as second-in-charge of the RBNZ's forecasting team. He is from Christchurch, and graduated from the University of Canterbury with a Bachelor of Science with 1st Class Honours in Economics.

His travels include crossing Mongolia on horseback, riding 1000 miles down the Peruvian Andes, and a year spent in the Amazon jungle.



Adele Ferguson

Member of the Order of Australia (AM)

Thursday 22 August at 11am

An insider's view of the Hayne Royal Commission

Multi-award-winning investigative journalist for The ABC, The Age, The Sydney Morning Herald and the Australian Financial Review, Adele's investigations into the Australian financial services sector helped bring about The Hayne Royal Commission on 2017.

A series that spanned the five years leading up to the Royal Commission, Adele uncovered a long list of issues that once in the open brought about a dramatic loss of consumer confidence in the Australian financial sector. How did they get there? What are the lessons for both Australia and New Zealand? And what is being done to fix it? Don't miss this powerful insider's view to the Hayne Royal Commission.

In 2019 Adele Ferguson was awarded a Member of the Order of Australia (AM) for significant service to the print and broadcast media and a journalist and business commentator.

Adele is a multi-award-winning investigative journalist for leading Australian newspapers The Age, The Sydney Morning Herald and the Australian Financial Review. Adele is a regular guest reporter on ABC's Four Corners and 7:30. Adele also has published works including Gina Rinehart: The Untold Story of the Richest Woman in the World. Adele's other professional awards include the Gold Walkley Award for her Four Corners program 'Banking Bad', two Gold Quills, two Gold Kennedy Awards, a Logie and the Graham Perkin Journalist of the Year. Adele attained Bachelor of Economics and Arts degrees from Adelaide University.





Brett Roberts

Thursday 22 August at 1.00pm

Change and disruption - the opportunity to be Brave and Bold

Brett will share his experience, insights and passion for utilising disruptive technologies to transform customer experiences and drive innovation and change in business. He will give examples of the impact that the constantly changing digital world is already having on the world of business and beyond and challenge the audience to think about what this means for their customers, colleagues, workplaces and the global environment. He will get the audience asking, and starting to answer, the critical questions about how they can be Brave and Bold and use opportunities from disruptive technology to create the future business, customers and environment that they want.

Brett loves to provoke thought about disruptive technologies and their impact on your business. He is passionate about utilising digital technologies to transform customer experiences and drive innovation and change. He will provoke you to think about the impact our constantly changing digital world is already having on the world of business and beyond. What might this mean for your business – customers, colleagues, workplaces and global environment? How can you seize the opportunity and leverage this change?

Brett is an entrepreneurial and innovative individual with a knack for 'joining the dots' to provide insight, identify opportunities and deal with challenges. He believes in the importance of a clear future vision, amazing customer experiences and that an organisation's people, culture and agility are its only real, long-term competitive advantages. He has 20+ years in a wide variety of tech sector roles including digital agency CEO, CTO and Director of Innovation for Microsoft NZ, consulting, enterprise and SME sales, customer experience transformation, marketing, commercialisation, government relations, PR & communications and advising start-up companies.



Matt Church



Friday 23 August at 1pm

NEXT: Thriving in the decade of disruption

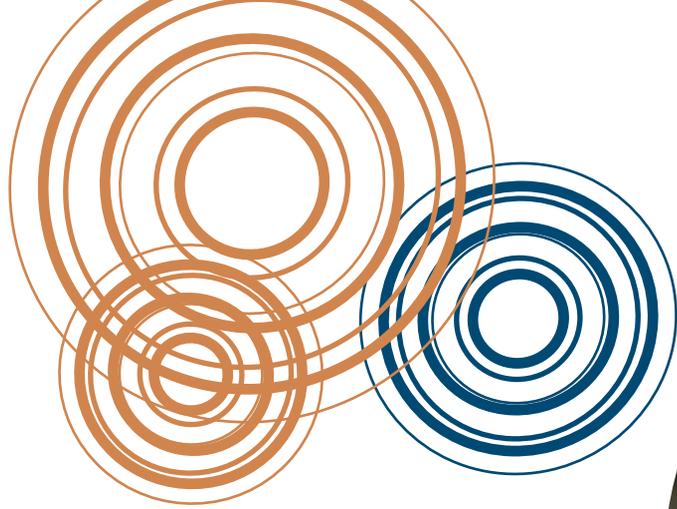
The simple fact is that the world is changing at an ever increasing rate. Technological advances are creating shifting paradigms in every industry across the globe, and it's a trend we need to stand up and take notice of.

This session sets the groundwork for leadership in a time of great volatility, uncertainty, complexity and ambiguity. Matt's sessions are high energy, interactive and top-rated at each and every event.

Matt Church, leadership expert, founder of Thought Leaders and author of ten leadership books so far, draws on material from his latest book – Next: ideas for tomorrow you can talk about today to help us thrive in the decade of disruption.

While many are painting a scary view of the future Matt sees one full of potential. Whether it's what he writes, his direct advice to thought leaders or his conference presentations delivered to audiences around the world, Matt communicates with deep focus, commercial clarity and a razor sharp wit on three things: removing fear and replacing it with confidence, removing confusion and replacing with certainty and mobilising people in pursuit of a better future.

Matt blends inspiration, education and entertainment to create world class conference presentations. He will bring insight, challenge and hope to almost any conference agenda. His ability to take a brief, and craft a compelling message that serves a meeting agenda is second to none. Smart, funny and thought provoking.



Matina Jewell

Friday 23 August at 2.05pm

Courageous leadership in time of change

Through courageous decision making, Matina shares how she overcame almost inconceivable life and death situations, often in some of the harshest environments on earth. Always drawing out the learning, Matina shares how resilient organisations can be better equipped for everyday challenges and major disruption, all while protecting our most valuable asset, our people.

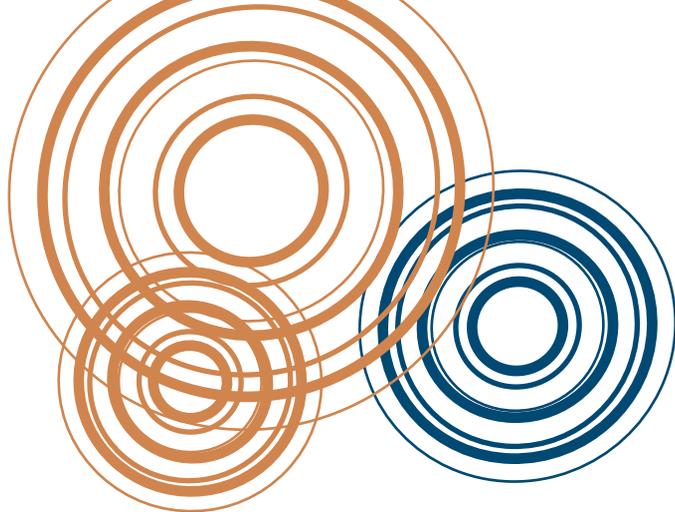
Matina is a transformative leader providing life-changing perspective from the front-line of leadership, resilience and change.

Matina earned military accolades in some of the toughest environments on earth and her courageous decision making, values-based leadership and vision for empowering teams continue to transform organisations globally.

More than just another incredible life story, Matina's lessons on leadership, resilience and seeing change as opportunity have transformed some of our largest organisations. Her message of courage continues to empower leaders and transform mindsets from all walks of life.

With enthralling footage that she shot on-the-front-line, stories of hardship and invaluable learning from her life-threatening missions, Matina will take you on a journey that will affect long lasting positive impact in your leaders, teams and organisations for years to come.

Leave – and lead – with a renewed sense of purpose, passion and perspective to thrive through change. Major Matina Jewell (Retired) CSP is leadership in action.



Andrew Patterson

Conference MC

Andrew is a passionate business champion, an experienced speaker, MC and freelance business writer and correspondent.

Andrew has previously worked in media roles in New Zealand for the National Business Review and also Mediaworks as well as in Australia as part of the Australian Broadcasting Corporation's continuous news network, ABC NewsRadio.

During the course of his media career Andrew has travelled to 55 countries and interviewed more than 1,000 business leaders and other high profile guests including authors Malcolm Gladwell and Simon Sinek, Nobel Peace Prize Winner Muhammad Yunus, New York Times columnist and author Thomas Friedman and renowned economic historian Niall Ferguson.

A voracious reader and a close observer of business and technology trends, Andrew can always be relied upon to be thought provoking and keep any audience fully engaged. He has a particular interest in disruptive innovation, technology, entrepreneurship, future trends, youth engagement, education and the future of work.

Completing a Master's degree in Business Commercialisation and Entrepreneurship at the University of Auckland Business School in 2014, an experience Andrew describes as "... a long overdue mental workout," he also holds a Bachelor of Commerce degree majoring in Business Strategy and Economic History.

Thursday 22nd August
3pm Icehouse Training (Four concurrent sessions)

We're very excited to bring this new concept to conference. ICEHOUSE™ has the vision of unlocking the potential of New Zealand business owners and entrepreneurs. We believe their skills and knowledge can unleash your potential and lift the capabilities and aspirations of advisers and owners. Be brave be bold!



Robust Business Growth - It Starts with You

Liz Wotherspoon

Liz is Director of Growth at the Icehouse and the driving-force behind our work helping established businesses succeed and grow. Sometimes business owners can find it hard to take a big picture perspective and identify areas of their business that could be targeted to improve performance. The Business of International Quality barometer will be completed in advance by participants in this session – it is an easy to use online tool designed to help you identify your business strengths and opportunities for improvement. The outcome is real and practical advice they can use as a guide to accelerate business growth, whilst avoiding the costs of making the mistakes of those who have gone before. The session will include interactive discussion and facilitated groups of BIQ results and the areas of focus to work in the businesses.

Over the last 16 years Liz has played a role in develop capability for thousands of businesses. She provides a broad range of consulting services to clients including facilitation, organisation design and structure, training, role and competency profiling, performance management, capability needs analysis, management coaching, and change management.

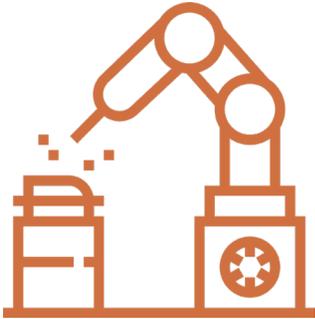


Customer-led Growth is Driven by You

Derek Young

Derek is an Icehouse Business coach who will facilitate a session around building the platform for sales growth and maximising the long-term value of the business. He will share the value of attention to fundamentals, good decision-making processes, and clear sales strategy. He will also challenge the participants to think about next-level customer experience – a balance of human and digital.

Derek is an innovative business leader and coach with more than 15 years' experience in senior roles at GM and CEO level. He has vast experience in developing and implementing strategic plans; building high performing cultures; developing sales and leadership teams. He has also led large-scale business and change leadership projects. Derek is passionate about customer experience and working with business owners to develop a laser focus on their goals and identifying the key enablers to achieve these goals. He has worked across a wide range of industries, including several years in the finance sector.



Don't worry about the robots

Jo Cribb

Jo has researched, written and worked with groups on the changing world of work, the impact of technology and what that may mean for workplaces and individuals in the future. She will facilitate an interactive session sharing insights on the future of work from her research with successful business leaders. She will challenge the participants to think about their "digital future" and share key principles of how to survive and thrive in uncertainty.

Jo has a track record of developing and executing strategy, influencing decision makers and finding solutions to complex policy and organisational challenges. She is an experienced Chief Executive, board director, strategist, gender and policy expert. She is regularly invited to speak at conferences, after dinner and at leadership events on issues of gender, diversity, the future of work, career advancement, leadership and governance. Jo is also the co-author of the book "Don't worry about the robots – How to survive in the New World of Work."



Building resilience - A Practical Approach

Brad Hook from The Resilience Institute

In today's high pressure, fast-paced, disrupted, world individuals and businesses need to work proactively to manage the pressure – performance curve. Resilience is an evidence-based, integral and practical solution to the human dimension of work. Building resilience mitigates problems like depression, distress and illness. It liberates the potential in our people to be well, effective and whole. This session will introduce techniques to help you bounce back from adversity, thrive on challenges, reach full potential and have a positive impact on others.

The Resilience Institute was founded in 2002. Its mission is to deliver high impact, practical, evidence-based and integrated Resilience training by bringing together modern preventative medicine, positive psychology, emotional intelligence, cognitive behaviour therapy (CBT) and neuroscience. Sven Hansen, Declan Scott or Bradley will facilitate this session.



Thursday 22nd August
3pm Bootcamp

Bootcamp for New Advisers

Hosted by Stuart Donaldson

Are you an aspiring, new to the industry adviser? This practical session will outline what new advisers can expect in the foundation years and equip you with the fundamentals to steer a pathway to a successful, sustainable and valuable business. Bootcamp will cover; building business muscle, critical challenges and success factors, productivity, sales and marketing goal setting, sources of growth, how to 'fast track' and the challenges of expansion.

You will gain practical insights into what actions others have taken, and what is the path of least resistance to deliver you the best outcomes.

Thanked by Gold Sponsor **OnePath**



Stuart Donaldson
Banyon Co, Sydney

Stuart is an advocate for business owners. As a former banking and finance executive, Stuart is a powerful communicator and renowned presenter of financial disciplines. As a facilitator and keynote speaker, Stuart has crafted a style that resonates and engages and is built around his own real-world experiences and observations.

Stuart has conducted the highly-acclaimed SME Broker Bootcamps for the Mortgage & Finance Association of Australia (MFAA). As a frequent Aussie surfer Stuart appreciates that wipe outs can occur in business too. With structure and discipline these can be avoided and businesses can thrive.

As a standout in the world of business presentations, Stuart is in demand across Australia, New Zealand, The Pacific, Singapore and the USA. He has worked alongside scores of small business owners, franchise groups, industry associations and professionals and has earned an enviable reputation. Evidenced by consistently receiving outstanding feedback scores.

Stuart has a Bachelor of Business (Accounting) degree and Advanced Diploma in Financial Services.

Friday 23rd August
9am Advice Workshops (Four concurrent sessions)

We've four advice disciplines across our membership – and we've been scanning the financial services sector and asking the Lending, Insurance, Investment and Financial Planning Member Advisory Committees what subjects are relevant and topical this year. We pleased to bring you these ninety-minute advice workshops and panels.



Lending Advice Workshop - Playing the lending

Hosted by Stuart Donaldson

Playing the Long Game is an interactive workshop that will provide clear guidance and a pathway to build your enterprise value, increase profitability and establish your point of difference in a crowded market.

This is a 'must attend' event that will be facilitated by Stuart Donaldson. Drawing from his own experience Stuart will share knowledge of how successful mortgage brokers have prevailed in the Australian environment post the Royal Commission and what action they took in advance to bullet proof their business. This is a high-touch, hands on workshop that will explore the business model of the future, one that is profitable, highly productive, with a loyal client base and a diverse offering.



Insurance Advice Workshop - Redefining risk management

Hosted by Scott Fitzpatrick CFP®

Scott Fitzpatrick CFP® provides an overview of the rapidly changing insurance sector and provides a personal story of moving from the industry's sales culture to the context of professional risk advisory.

Scott's goal for his clients is simple – get them to their goals with the highest degree of probability with the least amount of risk.

Scott will demonstrate how to build a risk management business, how to avoid some of the rabbit-holes and position yourself as your client's 'risk manager'. Scott describes about how to 'sit on the family board' to manage the families' wider risk needs and get them financially well organised – and provide a viable pathway to future-proof your business and get remunerated accordingly.

Thanked by Gold Sponsor **FidelityLife**



Investment Advice Workshop - ESG (Environment social and governance) investing, analytics vs hype

Facilitated by Clayton Coplestone with panel members, Matt Mimms, John Berry, Alister van der Maas, Simon O'Connor, Kate Turner and Nigel Stewart

The global ESG movement seeks a corporate world economy that is more just and sustainable. Responsible investing has become main stream as consumers and investment institutions have recognized the importance of taking a more responsible approach.

The panel covers responsible investing and ESG funds, enhancing portfolio returns through ESG, options in New Zealand and a practical guide as to how advisers can incorporate RI into the advice process and client portfolios. The panel aims to cut through hype to really understand responsible investments, recognising that investment decisions – socially responsible or otherwise – need to be based on sound analytics.

Thanked by Gold Sponsor

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Financial Planning Advice Workshop - Tax matters home and abroad

Facilitated by Terry Baucher with panel members, Kirk Hope, Iain Craig and Sandy Lau

Terry Baucher tax consultant, takes advisers on a world tour of tax issues that may surprise and catch out your clients, including the potentially long reach of the United Kingdom's Inheritance Tax and the dangers of selling offshore property.

Terry then leads a team of tax specialists and commentators in a discussion about the future of tax after the Tax Working Group's report. As the Baby Boomers retire the panel considers how to fund the growing cost of New Zealand Superannuation and healthcare for this demographic. Capital Gains Tax might be dead but what's next for investors and other asset classes? Join us in this interactive session and informed debate and hear the experts view on the future tax landscape.

Friday 23rd August
11am Business Sessions (Six concurrent sessions)

We're excited to bring you six business sessions with very diverse topics and speakers, two high-level conversations on conduct and client-care and governance, and two practical sessions on the know-how of implementing systems for the new regime and applications in fintech. We've two sessions on building your skills and knowledge when dealing with modern families and vulnerable clients – enjoy.



Conduct & Client Care - Great Expectations

Facilitated by Sue Brown with panel members, Hon Sir Bruce Robertson, KNZM, VGSM, Karen Stevens, Rob Everett and Marisa Broome CFP®

Our panel will reflect and comment on the outcomes and recommendations of the Australian Royal Commission, the recent FMA and NZ Reserve Bank reports and reviews – and discuss the enduring and emerging expectations for financial advisers and their conduct and client-care and what really matters.

Thanked by Gold Sponsor  **MARSH**

Governance - Effective governance for SMEs

Jeremy Muir



Recent FMA and Reserve Bank reports highlight the need for good governance across the financial services sector. Governance can be an area that small and mid-sized advice businesses struggle to effectively implement. Our presenter will discuss director's duties under the new financial markets legislation and outline the requirements for governance leadership especially for SME's in the financial services sector.

Communication Skills - Successful conversations with vulnerable clients

Dianne Adamson



Advisers are in privileged positions of trust and are well placed to assist clients in major life decisions. The impact of vulnerability is strong and many people are trying to cope with difficult situations and limited resources, energy and time. Stress can affect our state of mind and ability to manage effectively. In this session the presenter explores communication strategies that allow you to achieve the best possible outcome for the client by connecting with them in ways that uncovers the core issues. Case studies will be used to explore skills you may employ to build your confidence in meeting the needs of these clients.



Estate Planning - Law and modern families

Stephanie Paxton-Penman

In this session Stephanie Paxton-Penman identifies key client needs and risks to negotiate the waters of modern relationships and blended families. Like you the adviser, Stephanie helps people navigate the storms of being a grown up and reaching calmer waters – whether this is in their personal or business lives. Stephanie is passionate about the law and will discuss the vital aspects of estate planning structures as they relate to modern families and how to ensure the best solutions for your clients.



Compliance - Systems and stories of success

Facilitated by Andrew Gunn with panel members, Angi Mann, Amanda Wolt, Mark Banicevich, Leigh Hodgetts and Toni Dodds

The new licenced regime is coming! Come and hear what sector players have done (or have planned) to implement new and compliant advice-processes that meet the requirements of the legislative reforms and licenced regime. The assembled panel reflects the diversity of contributors in the compliance sector; system designers and compliance personnel from larger corporates, financial advice support firms, people within integrated-advice companies with branch networks and compliance experts for single-adviser practices.



Technology - Finding Fintech

Marc Grigg

Small to medium sized businesses across the globe are faced with the challenge of finding and implementing efficient and affordable technology solutions. In 2019 the use of digital technologies is now the norm, and together with regulatory and market changes, it's creating a revolution!

Marc provides a scan of the rapidly evolving fintech environment and what is relevant here in New Zealand and coming from abroad.

Marc will demonstrate some personal technology assists and efficiency-hacks that are currently available and importantly, provide you with more digital support for your client interactions and advice processes.

Registration

Standard

From 23 July

Member \$1,075

Non-member \$1,215

Awards dinner \$138

Please register at www.financialadvice.nz/conference-registration. All fees are GST inclusive.

Included: The full registration fee includes attendance to the conference programme. The Financial Advice NZ Awards Dinner is optional and not included. If you would like to attend the Awards Dinner the cost is \$138 and includes your dinner, beverage and entertainment, please select these options when registering for Conference.

Group discount: For every 10 full paying registrations, you will receive one complimentary registration (excludes Awards dinner). Please contact Joanne@conferenceteam.co.nz for the group discount.

Venue

All sessions and keynote speakers for the Financial Advice New Zealand Conference will be held at SkyCity Convention Centre. Located at 88 Federal Street, Auckland CBD. Specific rooms for sessions and key note speakers will be advised closer to the conference start date on the conference website, www.financialadvice.nz/conference-home.

Accommodation

Accommodation is available at Auckland CBD hotels and can be booked at the same time as you register online for Conference. It is necessary to prepay one night to guarantee your reservation. Visit www.financialadvice.nz/conference-general-info to find out room rates and terms and conditions.

Continuing Professional Development

Up to 10 CPD hours are available to attendees. Structured hours are able to be claimed where the session attended relates to an identified learning objective in your 2019 Professional Development Plan.

Cancellations & Refund Policy

All cancellations must be in writing to The Conference Team - marg@conferenceteam.co.nz. If, following your registration, you are unable to attend please notify the organiser as soon as possible to arrange a transfer of registration or a partial refund. Notification received by 22 July 2019 will incur a NZ\$100 administration fee. For cancellations notified after 22 July 2019, refunds will be made at the discretion of the organising committee and paid at the conclusion of the conference. There will be no refunds made for late arrival or early departure from the conference.

Insurance

All insurance is the responsibility of the registrants. Financial Advice New Zealand, The Conference Organising Committee, The Conference Team and SkyCity Convention Centre accept no liability for death or illness or injury/accident to or financial loss by any person attending the conference, whatever the cause. Registration of the delegate will indicate acceptance of these terms.

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riskinfoNZ



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