



INSURANCE & FINANCIAL SERVICES
OMBUDSMAN

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, Financial Services Federation
12.15pm	Lunch
1.00pm	The journey to business success: Understanding clients, goal-based planning and a better investment experience Laetitia Peterson, Authorised Financial Adviser, CEO & Founder <i>The Private Office</i> and <i>Liontamer</i>
1.30pm	Communicators' Panel: In the Public Eye: Managing Reputation Social media, media, risk & opportunity IAG, Suncorp NZ, ANZ
2.00pm	The consumer voice - telling the story, industry insights Garth Bray & Hannah Wallis, Journalists, TVNZ Fair Go
2.25pm	Methamphetamine issues and the new Standard Miles Stratford, CEO, Meth Solutions
2.50pm	Insurance law update Peter Leman, Partner, DLA Piper
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