



# FINANCIAL SERVICES FEDERATION CONFERENCE 2021

20 OCTOBER 2021 | THE HILTON | AUCKLAND

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## PROGRAMME

**8.15am Registration Opens**

**9am Conference Opening**

Join as we set the scene for the day with broadcaster Grant Walker, MC; and Lyn McMorran, Financial Services Federation Executive Director.

MC sponsored by [Centrix](#)

**9.15am Minister of Commerce & Consumer Affairs, David Clark**

The Minister will provide delegates with an update on his Commerce and Consumer Affairs portfolio and plans and priorities on the horizon regarding credit contracts and consumer finance. The Minister will also address how the Ministry of Business, Innovation and Employment aims to empower the financial services sector's innovation efforts.

**9.30am Sharon Zollner, ANZ Chief Economist**

Experience the brilliant Sharon Zollner as she provides her observations on New Zealand's current and predicted economic situation, how we're tracking with the rest of the world, and what implications could be in store for the financial services sector.

Sponsored by [Go Car Finance](#)

**10.10am Watch this space...**

**10.40am NETWORKING & MORNING TEA (30 minutes)**

<b>11.10am</b>	<b>Navigating Fintech</b> The use of digital technologies is now the norm, but with it comes the challenge of finding and implementing efficient and affordable technology solutions. This session will provide a scan of the rapidly evolving fintech environment, with takeaways for navigating it.
<b>11.50pm</b>	<b>Christopher Laing, Director of AI and Data Science, Qrious</b> A look to the future and opportunities of artificial intelligence in banking and finance in New Zealand, and what this means for your company now. Session sponsored by <a href="#">Illion</a>
<b>12.15pm</b>	<b>Key drivers affecting your business' future - Diane Tate, CEO, AFIA</b> What are the top drivers influencing lending and lending businesses in the next 12-24 months? Over from across the Tasman, the CEO of the Australian Finance Industry Association will share what's at the top of her members' lists. Session sponsored by <a href="#">Instant Finance</a>
<b>12.55pm</b>	<b>NETWORKING &amp; LUNCH (50 minutes)</b> Lunch sponsored by <a href="#">Latitude Financial</a>
<b>1.45pm</b>	<b>Let's beat that post-lunch sluggishness – watch this space!</b>
<b>2.05pm</b>	<b>One company's lightbulb moment - Helen Tua, Community Liaison Manager, Mercury NZ</b> Helen will tell the story of Mercury's conduct and culture journey, the poignant moment that sparked the company to rethink its culture and conduct, and ways it innovated to empower this new way of thinking.
<b>2.30pm</b>	<b>Panel Discussion: How to build strong personal relationships with borrowers in the digital and automated financial services era?</b> Human interaction has historically been a key role in banking and finance, but how do we establish a rapport with customers in an environment of decreased face-to-face interaction? High profile panellists will discuss building a strong customer experience across the digital customer journey, connecting customers with company culture, empowering employees with technology, and whether technology or people-driven businesses respond more accurately to customer needs.
<b>3.10pm</b>	<b>NETWORKING &amp; AFTERNOON TEA (20 minutes)</b>
<b>3.30pm</b>	<b>Watch this space...</b>

**4pm**

**Keynote Michelle Dickinson, Nanogirl Founder**

The sought-after nanotechnologist and passionate teacher and television personality will join us for a "see it to believe it" session on curiosity, how we lost it and why it's so important, and the top lessons she has collected for how to innovate.

Session sponsored by [Finzsoft](#)

**4.50pm**

**Conference Wrap-Up**

**5pm**

**AVANTI FINANCE NETWORKING DRINKS**

**6.15pm**

**CREDITING EXCELLENCE AWARDS AND GALA DINNER**

Dinner sponsored by [Equifax](#)

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