



FINANCIAL SERVICES FEDERATION

I.C.E

innovation
conduct
empowerment

FSF CONFERENCE & AWARDS 2022

16 November 2022 - The Hilton Hotel - Auckland

PLATINUM SPONSOR



Programme

[REGISTER HERE](#)

8.15am

Registration opens

8.45am

Welcome!



We set the scene for the day with FSF's Executive Director, Lyn McMorran, and MC, Broadcaster Grant Walker.

MC sponsored by [Centrix](#)



9am

Hon David Clark, Commerce & Consumer Affairs Minister



The Minister will provide delegates with an update on his Commerce and Consumer Affairs portfolio and plans and priorities in the pipeline. The Minister will also discuss how the Ministry of Business, Innovation and Employment plans to support innovation particularly in the financial services sector.

9.20am

It's a busy time for a Chief Economist...



Hear from ANZ's Chief Economist Sharon Zollner as she provides her observations on New Zealand's economic situation, how we're tracking against the rest of the world, and what implications could be in store for the financial services sector.

Sponsored by [Go Car Finance](#)

10.00am

Who is your customer? The changing face of New Zealand



When making business innovation decisions, who is today's "average consumer" that we need to keep in mind, equally as important, who is tomorrow's? Demographics specialist Professor Paul Spoonley discusses the changing face of NZ.

10.40am

NETWORKING & MORNING TEA (30 minutes)



Programme

[REGISTER HERE](#)

11.10am



Navigating the world of FinTech

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. Presented by Andrew Dentice, Hudson Gavin Martin Partner - Tech Media & IP.

Session sponsored by [Illion](#)

11.50am



The role of the regulator

How does the important role of the regulator fit with the need for future-thinking, risk, and innovation? Louise Unger, General Manager - Credit, Commerce Commission will discuss.

12.20pm



Key drivers affecting your business' future

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, Diane Tate shares her top three issues to watch.

Session sponsored by [Instant Finance](#)

1pm

LUNCH (45 minutes)

Sponsored by [Latitude Financial](#)

1.45pm

Andrew Bayly, National Party Spokesperson for Commerce

The opposition spokesperson for Commerce, Consumer Affairs, and Small Business joins us to discuss what National believes needs to happen to empower small businesses in New Zealand to thrive.



2.05pm



One company's lightbulb moment

Helen Tua, Community Liaison Manager at Mercury NZ, tells 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 customers and staff with this new approach.

2.30pm



Customer rapport in a digital world - panel discussion

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? Panelists 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. Featuring Angus Luffman, Managing Director at Equifax NZ, and Adrienne Begbie, Managing Director, Prospa NZ.



FINANCIAL SERVICES FEDERATION
CONFERENCE 2022

I.C.E conduct
innovation
empowerment

16 November 2022 - Hilton Hotel Auckland

Programme

[REGISTER HERE](#)

3pm

AFTERNOON TEA (20 minutes)

3.20pm

What's possible with virtual reality?



As a young child, Dan Browne had dreams of being a wizard. As an adult, he realised through his love of innovation and technology he could help organisations all over the world inject magic into their strategic objectives through the use of VR. A dedicated filmmaker since 2008, Dan is also the founder, owner, and director of Indelible Creative Studio, and will show us what's possible through this innovative medium.

4pm

Interactive session

Attendees will be asked to work together at their tables, facilitated by MC Grant Walker.

4.25pm

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 why it's so important, and the top lessons she has collected for how to innovate.

Session sponsored by [Finzsoft](#)

5.10pm

Conference wrap-up

5.15pm

Avanti Finance Networking Drinks

6.30pm
- 9.30pm

Crediting Excellence Gala Dinner & Awards

PLATINUM SPONSOR: **EQUIFAX**

[ENTER FOR THE AWARDS HERE](#)