

8th ANNUAL

FINANCIAL SERVICES COMPLIANCE

BOOK EARLY & SAVE UP TO \$550!

Strengthening systems and processes to meet regulatory developments

25th – 27th October, 2010 • The Grace Hotel Sydney

HEAR FROM LEADING EXPERTS:

- **Katrina Squires**, Senior Manager, Diversified Institutions Division, APRA
- **Senior Credit Representative**, ASIC
- **Guy Boyd**, Head AML & Sanctions, ANZ
- **Tony Byrne**, Group Head of AML/CTF & Sanctions, Commonwealth Bank of Australia
- **Gavin Coles**, Head of AML & Sanctions, Compliance, National Australia Bank
- **Stephen Blood**, Head of Operational Risk & Compliance, St George
- **Deborah Nutting**, Senior Manager, Group AML & Sanctions, Westpac
- **Susan Cretan**, Senior Manager Group Regulatory Compliance, Bendigo & Adelaide Bank
- **Anatoly Kirievsky**, Senior Compliance Manager, HSBC
- **Jane Couchman**, Division Director in Risk Management, Macquarie Private Wealth & Direct, Macquarie Bank
- **Paul Muir**, Executive Manager Risk & Compliance, General Insurance, Suncorp
- **Maria Ugov**, Risk & Compliance Executive, Commonwealth Bank of Australia
- **James Walker**, Head of Compliance, Institutional Clients Group, Australia & Head of Markets Surveillance, Asia-Pacific, Citi
- **Joe Garbutt**, Director Policy, Institute of Internal Auditors (Australia)
- **Tim Donahoo**, Compliance & Corporate Standards Manager, Mortgage Choice
- **Tony Coburn**, Partner, Freehills
- **Stephan Kasanczuk**, Executive Manager Risk Management & Compliance, Arab Bank Australia
- **Fiona Bourdot-Clayton**, Head of Personal Banking and Group Business Services Compliance, National Australia Bank
- **Brian Pollock**, National Compliance Manager, BT Financial
- **David East**, Partner, DLA Phillips Fox
- **Peter Faludi**, Special Counsel, DLA Phillips Fox
- **Dr Ulysses Chioatto**, Director, SSAMM Management Consulting & Facilitator, Responsible Officers Forum

KEY BENEFITS OF ATTENDING:

- ➔ Gain advice and guidance from **ASIC** on how to practically implement **National Consumer Credit Protection** reforms
- ➔ Prepare for the impact of the **Ripoll** and **Cooper Reviews** by considering the **threats** and **opportunities** for financial advisers
- ➔ Learn where **NAB, Westpac, CBA** and **ANZ** see the future challenges for **Anti-Money Laundering (AML)** compliance in Australia
- ➔ Moving compliance out of the ivory tower: Take home key tips to build a strong **compliance culture** and use it to gain a **competitive advantage**
- ➔ Strengthen your compliance framework by improving your **three lines of defence** and your **surveillance** systems

PLUS: PRACTICAL POST-CONFERENCE WORKSHOPS:

Workshop A

Managing Conflicts Of Interest Effectively And Strategically

Led by: **Philippa Marshall**, Head of Legal, Risk & Compliance and Company Secretary, Equipsuper;
James Walker, Head of Compliance, Institutional Clients Group, Australia & Head of Markets Surveillance, Asia-Pacific, Citi;
Garth Jackson, Managing Director, Forseti Consulting and former Head of Risk & Compliance, Corporate Banking, Asia Pacific, Allied Irish Banks

Workshop B

Building A Compliance Culture: Steering Clear Of Compliance Pitfalls

Led by: **Dr Ulysses Chioatto**, Director, SSAMM Management Consulting & Facilitator, Responsible Officers Forum

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8th ANNUAL FINANCIAL SERVICES

CONFERENCE DAY ONE Monday 25th October, 2010

8:30 Registration And Coffee

9:00 Opening Remarks From The Chair
Tim Donahoo, *Compliance and Corporate Standards Manager, Mortgage Choice*

9.10 **How To Survive In An Ever Changing Regulatory Landscape**

- Preparing your organisation for upcoming legislation: Examples of short-selling, margin lending changes and their implementation
 - Minimising the administrative burden and compliance process overlap of various legislations
 - Working in grey areas: What to do when regulation hasn't caught up to developments in technology
 - How to deal with third parties, including intermediaries and alliance partners
- Anatoly Kirievsky**, *Senior Compliance Manager, HSBC*

9.50 **APRA And Global Banking Regulation Reforms**

- Discussing the regulatory reform agenda currently flowing through APRA
 - The implications of global regulatory reform: G20 and the outcomes for financial services in Australia
 - Reviewing the impacts on capital and liquidity, the Financial Stability Board and the Basel Committee
- Katrina Squires**, *Senior Manager, Diversified Institutions Division, APRA*

10:30 Morning Tea & Networking

NATIONAL CONSUMER CREDIT PROTECTION (NCCP) CHANGES

11:00 **NCCP Reforms: Turning Policy To Practice**

- Guidance on how to turn the regulatory guides into practice
 - Examining current issues for credit providers
 - Extended Q & A Time
- Senior Credit Representative, ASIC**
(Name to be confirmed, please visit: www.finservicescompliance.com)

12:00 **Licensing Applications: The Next Step**

- Lessons learned from experiences registering by 1st July 2010
 - Practical tips to assist in applying for a license by 31st December 2010: Considering time allowed to conduct background and criminal history checks for Directors
 - How should licensing be monitored, including licensing of third parties?
- Susan Cretan**, *Senior Manager Group Regulatory Compliance, Bendigo & Adelaide Bank*

12.40 Lunch

1.40 **Responsible Lending: Legal Requirements And Impacts**

- Understanding who is responsible for verification and to what extent they are responsible
 - How to determine that a loan is not unsuitable
 - Discussing potential impacts on product offerings and practices such as credit card lending and low doc lending
 - The role of compliance in responsible lending: Building relationships across the business to support and amalgamate staff
- Fiona Bourdot-Clayton**, *Head of Personal Banking and Group Business Services Compliance, National Australia Bank*

ENHANCING COMPLIANCE FRAMEWORKS

2.20 **Utilising The Three Lines Of Defence For Organisational Compliance**

- Examining the roles and responsibilities of the three lines of defence: Front line staff, compliance and internal auditing
 - How to conduct a strategic review of compliance: Where to start and how to demonstrate value for the organisation
 - Discussing best practice examples of compliance programs
- Stephen Blood**, *Head of Operational Risk & Compliance, St George*

3:00 Afternoon Tea & Networking

3:30 **The Role Of Surveillance In Achieving Compliance Across The Business**

- Delivering guidance on embedding surveillance in your compliance program
 - How to conduct a business risk analysis to allocate resources
 - Surveillance versus reviews: What's the difference?
 - Surveillance & "compliance culture": Are they mutually exclusive?
- James Walker**, *Head of Compliance, Institutional Clients Group, Australia & Head of Markets Surveillance, Asia-Pacific, Citi*

4:10 **Unfair Contract Terms And The Implications For Financial Services**

- Considering ASIC's policy for unfair contract terms for financial services and comparing it to aspects of the ACCC's guide to the unfair contract terms laws for other markets
 - Examining when the legitimate interests of a financial services provider may justify inclusion of a particular term in a contract
 - Practical tips to test concepts for "fairness" when drafting a contract
 - Understanding the consequences of a term being characterised as "unfair"
- Tony Coburn**, *Partner, Freehills*

4:50 Closing Remarks From The Chair

5:00 End of Day One

CONFERENCE DAY TWO Tuesday, 26th October, 2010

8:30 Registration & Coffee

9:00 Opening Remarks From The Chair
Tim Donahoo, *Compliance and Corporate Standards Manager, Mortgage Choice*

ANTI-MONEY LAUNDERING (AML)

9:10 **Post-Implementation Of AML Regulation: Continuing Improvement For Compliance**

- Reviewing current AML systems: Are they up to scratch and where can improvements be made?
 - Getting to know your customer and managing the relationship through client monitoring systems
- Deborah Nutting**, *Senior Manager, Group AML & Sanctions, Westpac*

9:50 **AML In Australia: Ongoing Challenges For Financial Services**

- Complying with AUSTRAC's regulations: Where have difficulties arisen?
 - Addressing industry challenges of customer identification and relationship management
 - Considering how to maintain a momentum of change when implementing a risk-based approach to AML
 - Discussing the potential for further AML reforms on the horizon
- Panelists:**
Guy Boyd, *Head of AML & Sanctions, ANZ;*
Deborah Nutting, *Senior Manager, Group AML & Sanctions, Westpac;*
Tony Byrne, *Group Head of AML/CTF & Sanctions, Commonwealth Bank of Australia;*
Gavin Coles, *Head of AML & Sanctions, Compliance, National Australia Bank*

10:30 Morning Tea & Networking

11:00 **Examining The Role of Internal Auditing In AML Compliance**

- The role of internal audit in a three lines of defence model
 - Internal audit as a key stakeholder in AML compliance: Relationships with the business, the AML/CTF Compliance Officer, the Audit Committee and the Regulator
 - Case study material: measuring compliance and regulatory interfaces
- Joe Garbutt**, *Director Policy, Institute of Internal Auditors (Australia)*

CHANGES ON THE HORIZON

- 11:40 **Changes To The Privacy Act And Implications On Financial Services**
- Reviewing the status of privacy law reforms and what the changes mean: Moving from a negative reporting regime to a positive reporting regime and the impact on organisational resources
 - Managing disclosure and due diligence requirements whilst also leveraging services and maintaining cash flow
- Maria Ugov, Risk & Compliance Executive, Commonwealth Bank of Australia**
- 12:20 Lunch
- 1:20 **Personal Property Securities Registration: Where Are We At Now?**
- Discussing how the new legislation will impact business processes
 - Analysing the types of securities impacted by PPS rules
 - Amending documents and procedures in line with new regulations: When should a security interest be registered?
- David East, Partner, DLA Phillips Fox;**
Peter Faludi, Special Counsel, DLA Phillips Fox

ACCOUNTABILITY & CONDUCT

- 2:00 **Conflicts Of Interest: The Fundamentals For Compliance**
- What does 'fairly, efficiently and honestly' actually mean in a practical sense?
 - Ensuring the compliance department is aware of the actions of the entire business: Implementing alert strategies to avoid conflicts of interest
- Paul Muir, Executive Manager Risk & Compliance, General Insurance, Suncorp**

- 2:40 **Dispute Resolution: Strategies To Avoid Escalation**
- Exploration and discussion on the reporting obligations for dispute resolution
 - What does the number of complaints say about a company? Using information on transparency to drive competitive advantage
 - How to manage disputes internally to avoid escalation to external dispute resolution
- Brian Pollock, National Compliance Manager, BT Financial**

3:20 Afternoon Tea & Networking

WEALTH MANAGEMENT

- 3:40 **The Future of Financial Advice: Preparing For The Impact Of The Ripoll And Cooper Reviews**
- Analysing the changes for financial advisers: Threats and opportunities
 - Discussing the upcoming changes to remuneration models
 - Ensuring compliance with proposed regulations
- Jane Couchman, Division Director in Risk Management, Macquarie Private Wealth & Direct, Macquarie Bank**
- 4:20 **Compliance As A Competitive Advantage**
- How to market the benefits of compliance to clients and customers
 - Understanding compliance as part of the equation; not the answer: Thinking outside the box and taking a whole-of-business approach to compliance
 - Being proactive pays dividends: Taking action on what you need to do not just what you have to do to save time and money
- Stephan Kasanczuk, Executive Manager Risk Management & Compliance, Arab Bank Australia**
- 5:00 Closing Remarks From The Chair
- 5:10 Close Of Conference

POST-CONFERENCE WORKSHOP DAY - Wednesday, 27th October, 2010

WORKSHOP A

9.00-12.30

Managing Conflicts of Interest Effectively And Strategically

Conflicts of interest are a constant challenge for the financial services industry. The ability to recognise a conflict or a potential conflict when it arises, particularly between research and investment banking divisions, is an ongoing challenge.

This workshop is designed to assist those organisations that continue to struggle at effectively managing these conflicts of interest. In an interactive setting, participants will be able to provide questions and situations to discuss with their peers, and hear best practice solutions.

Workshop highlights include:

- Examining executive strategies to manage conflicts of interest: Discussing workable and best practice methods
- Case study examples: How were they handled? What was the impact on the business/regulators/compliance?
- Group Exercise: Using hypothetical examples of conflicts of interest to discuss and debate different methods of approach

Led by:

Philippa Marshall, Head of Legal, Risk & Compliance and Company Secretary, Equisuper;

James Walker, Head of Compliance, Institutional Clients Group, Australia & Head of Markets Surveillance, Asia-Pacific, Citi;

Garth Jackson, Managing Director, Forseti Consulting and former Head of Risk & Compliance, Corporate Banking, Asia Pacific, Allied Irish Banks

WORKSHOP B

1:30 - 5:00

Building A Compliance Culture: Steering Clear Of Compliance Pitfalls

Awareness is a crucial component of compliance within an organisation. Ensuring employees are on board with the battle against compliance is the simple, most effective way of reducing breaches. Yet, expensive training programs, monitoring systems and processes are failing to achieve this result.

This workshop will tackle the difficult task of building a compliance culture, and in particular, how to do it on a tightened budget. By attending, participants will walk away with practical tips to strengthen compliance across the organisation, as well as advice on demonstrating the value of compliance to senior executives.

Key benefits of attending include:

- Moving compliance out of the ivory tower and onto the ground: Avoid being the office 'policeman'
- Conducting a culture survey and maintaining buy-in throughout the survey process
- Avoiding the resistance and costs associated with new systems and compliance frameworks: Understanding and demonstrating the ROI of a strong compliance culture

Led by:

Dr Ulysses Chioatto, Director, SSAMM Management Consulting & Facilitator, Responsible Officers Forum

SPONSORSHIP OPPORTUNITIES

Tonkin Corporation's 8th Annual Financial Services Compliance Conference will be attended by senior compliance decision-makers from across financial services, providing the perfect opportunity to build new relationships between buyers and sellers. Sponsorship opportunities are extensive and can be tailored according to your needs.

Please call 61 2 9224 6000 or email sponsorship@TonkinCorporation.com for more details about sponsoring this event.

The RO Forum is a not-for-profit volunteer endeavour, helping RO & RM in the Financial Services sector better understand their roles, responsibilities and liabilities within a regulatory framework. The Forum has over 500 individual members attending from over 100 major Australian Financial Services Licensees (AFSL).

