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professional
PLANNER

Advice Forum

Turning industry change
into business growth 2010



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It's been a rollercoaster ride!



Restoring trust is critical...

Regulators to target quality of investment advice

Heat on super commissions increases

Probe into conflicts of interest that cost small investors billions

Financial adviser crackdown

Investors still in dark about super risks

Dunstan
Barrie Dunstan

Disclosure is not enough: regulator

...at a time when trust in the industry is low

Our Industry

Rapid consolidation



JBWere



Our Environment

After the storm...



Inquiries are running hot as part of the clean up...

- PJC
- Cooper
- Henry



Trust and transparency – it's all about the customer



**Superannuation
Member Charter:**
A New Commitment to
Superannuation
Members



Remuneration Policy

What does it all mean?



The 'industrial revolution' ends...

The consumer revolution begins!

**Trust, future proofing and transparency become the keys to success –
and all of a sudden this becomes conventional wisdom!**

Charles Darwin was right!

"In the struggle for survival, the **fittest win** out at the expense of their **rivals** because they succeed in **adapting** themselves best to their environment."

