



BANGKOK

2019 Annual Partner Summit

Annual Partner Summit 2019

Program



Annual Summit
Theme

Embrace...
Evolve...
Empower...

Leading in the
new world of
advice

Welcome Note

Welcome to the Bangkok 2019 Annual Partner Summit program.

This year's theme **'Embrace, Evolve, Empower – leading in the new world of advice'** has been designed to challenge and inspire you to embrace change and future-proof your business.

Throughout the program you will hear from world-class keynote speakers and thought leaders on ways to empower your people and your firm to grow, working with your clients and community to co-create the future. Across the agenda you will be asked to step outside your comfort zone to uncover ways to build resilience and focus in an uncertain landscape and develop certainty about your future as an adviser.

Networking with industry leaders and entrepreneurs, you will learn key approaches and insights to help you and your business thrive in the new advice landscape. Through workshops, keynotes and specialist streams, you will discover how your business can evolve using technology and advice strategies to achieve success in the financial services industry of the future.

I am excited that we will be coming together, not only to explore the future of the financial services industry, but to spend time with each other and our families, who are an important part of our adviser community.



Thank you for investing your time to attend. Spending time sharing ideas and insights is a huge part of what makes Centrepont and the Annual Partner Summit such a great experience.

Angus Benbow
Chief Executive Officer

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You're Invited **Welcome Dinner**

The Welcome Dinner is an opportunity for you to catch up with familiar faces and meet some new ones! Your fellow delegates and Centrepoint Alliance representatives will join you for a night filled with local culture and cuisine.

All delegates, registered partners and accompanying children are invited to join us.

Location

The Garden at Queen's Park, Level 9

Date

Tuesday, 1 October 2019

Time

7.00 pm Drinks | 7.30 pm Dinner

Dress

**Smart casual – dress for outside
humid warm temperatures**

Seating

Free Seating

An aerial night photograph of a city skyline, likely Tokyo, featuring a river, numerous illuminated skyscrapers, and a highway bridge. A large, semi-transparent blue circle is centered over the image, containing white text.

Day One

Wednesday,
2 October 2019

Day One

Wednesday, 2 October 2019

From 6.00 am	Breakfast	Goji Kitchen
8.10 am	Assemble for opening	
8.25 am	Welcome and opening Angus Benbow	
8.40 am	Master of ceremony David Penglase	The Great Hall
8.50 am	Leading Growth and Transformation: Turning Challenge into Opportunity and Change into Competitive Advantage Peter Sheahan	
10.15 am	Morning tea Networking areas 1. David Spiteri, 2. Marty Carne, 3. Mark Teale, 4. Peter Kelly	The Great Hall Foyer
10.55 am	Opening Keynote cont. Peter Sheahan	
11.50 am	Introduce summit charity and fine masters Mark Teale and David Spiteri	The Great Hall
11.55 am	Work group introductions David Penglase	
12.05 pm	Stream sessions one	Events rooms
12.55 pm	Lunch	Goji Kitchen
1.50 pm	Stream Sessions two	Events rooms
2.40 pm	Stream Sessions three	Events rooms
3.30 pm	Afternoon tea Networking areas Patrick Jackson, Paul Cullen, Cameron Cogle, Jason McArthur	Pre-function
4.00 pm	Living Together in a World Transformed by Tech Jamie Susskind	
5.00 pm	Keynote Q&A Angus Benbow	The Great Hall
5.30 pm	My ideas and day one evaluation	
5.40 pm	Summary and close	
6.45 pm	Transfer to The Glass House	Hotel Lobby
7.00 pm	Pre-dinner drinks	
7.45 pm	The Secret Garden dinner	The Glass House
10.00 pm	Transfers to hotel	



As founder and Group CEO of Karrikins Group, Peter Sheahan is known internationally as a top-rated keynote speaker, innovative business thinker and thought leader. With staff in more than 23 cities across seven countries, he knows firsthand the challenges of growing a business in these rapidly changing times. Peter has delivered more than 2,500 presentations and keynotes to over 500,000 people in 20 different countries, and he has been named one of the 25 Most Influential Speakers in the World by the National Speakers Association and is the youngest person ever to be inducted into their industry Hall of Fame.

Leading Growth and Transformation: Turning Challenge into Opportunity and Change into Competitive Advantage

As financial advisers in Australia face unprecedented change, it is critical that leading advisers move toward disruption, not away from it. In this engaging, case-study rich session, Peter unpacks what it takes to transform your business and accelerate growth in uncertain times.

Colonial First State

The Great Hall

Digital Rising - Rise of digital advice in the financial advice industry.

Sam Harrison, BDM, Retail Distribution, Colonial First State

Advancements in technology, client expectations and regulatory reform are all driving innovation in financial advice and pushing the industry towards a digital future. Is this a good development, or does it spell doom for an industry that is based on understanding clients' needs and providing a highly personalised service?

In this presentation we discuss what digital is to financial advice, how it works, and how it could benefit your advice business.

Lastly, we look at what we can expect to happen in Australia over the coming years and provide some tips on how to position your advice business for the future.

OnePath

Meeting Room 4

Know thy client – 5 Step market research framework

Mark Neil, National Risk Specialist, OnePath

This session is about helping you understand the importance of, and learning methods to, obtain client information to help you facilitate more informed business decisions. Using a 5 steps of market research framework, we will arm you with the methods and tools to develop a research plan that will help you create a more customer-centric business model.

Zurich

Meeting Room 5

Supersized Protection - Navigating your way through insurance in super

Adam Crabbe, Zurich Risk Strategy Specialist, Zurich

This session will focus on key aspects of insurance held via superannuation along with some important considerations across past and present legislative changes. It will also touch on opportunities to introduce new ways of thinking you can apply when reviewing clients' insurances.

MLC Life Insurance

Meeting Room 6

Family Protection Strategies – Understanding the unknown

Mark Selth, Senior Distribution Manager, MLC Life Insurance

We help advisers uncover the greater opportunity in providing insurance to the whole family unit. This is a step by step presentation which is formulated with Centrepont Alliance specific client data to help you move from needs analysis to positioning the need, including how to structure a family protection package and ultimately future-proof their advice.

Praemium

The Great Hall

Why choosing a platform is more of a strategic business decision post the Royal Commission.

Mat Walker, Chief Commercial Officer, Praemium

Post Royal Commission, most advice businesses have been re-evaluating what's important to their clients and their future business success. This session examines changing expectations, the next phase of platform evolution and why choosing a platform in future will be more of a strategic business decision incorporating a few key considerations.

CommInsure

Meeting Room 4

Importance of wealth protection - most of us think 'it won't happen to me'

Dianna Goss, State Manager, CommInsure

This session discusses the need for insurance and people's attitude towards wealth protection. The session highlights other insurance options such as insurance through superannuation, workers compensation and private health insurance. Learn how to address affordability concerns and providing options. Importantly, you will learn some of the key mortality and morbidity statistics to support your wealth protection advice.

AIA

Meeting Room 5

All things about life insurance inside SMSFs

Justine Marquet, Senior Technical Manager, AIA

As the SMSF sector continues to grow, there has never been a more important time for trustees to consider life insurance as part of their investment strategy.

In this session we focus on the practical insurance tips and traps that advice providers need to look out for when helping clients establish their SMSF, from structuring insurance inside the fund to paying out benefits.

MLC Wealth

Meeting Room 6

Practical Innovation

Geoff Rogers, General Manager, MLC Wealth Distribution

This presentation examines the future of financial advice and how the Royal Commission and FASEA will impact profit drivers for advisers and their practices. Drawing on the extensive diagnostic data from leading financial services consultancy, Business Health, MLC considers the demand for advice, the business practices and the impact of these on business profitability, providing insights into what the changes and opportunities mean for advisers and their practises

TAL

The Great Hall

Weighing the options- Group vs Retail cover

Chris Murphy, Sales Development Manager, TAL

"I've got insurance through my super; isn't that enough?" If that question rings a bell, this presentation is for you.

We'll take you through the nitty gritty of industry super fund insurance, equipping you with a thorough understanding of the key differences between Group and Retail products and claims. Learn about the sorts of scenarios that might not suit industry fund insurance, and set yourself up with a practical toolkit for answering all your clients' insurance and industry fund FAQs.

Allianz Retire Plus

Meeting Room 4

Constructing innovative retirement portfolios

Lydia Kapterian, Head of Technical Product, Allianz Retire Plus

In this session we will discuss the challenges in creating retirement income solutions, and the commitment required to make it happen. We will outline what drives success in this space, looking at why our industry needs to step up and champion change – innovation in product design, understanding the real concerns of retirees (outliving retirement funds and/or being negatively impacted by stock market shifts) - and by doing so will emphasise the value of advice and the need for specialist retirement advice. This session includes interactive activities to demonstrate how to advise in certain scenarios.

Russell Investments

Meeting Room 5

The value of an adviser

Neil Rogan, Head of wholesale partnerships, Russell Investments

With growing regulatory attention on advisory fees and consumer scepticism about delivered value, it is a challenging time for advisers.

Fees are top-of-mind for many investors, but advisers often struggle to clearly articulate the value they deliver and unfortunately, not all clients understand or value the behind-the-scenes work that goes into preparing, delivering and implementing advice. Let's make that easier.

Our Value of an Adviser report is designed to quantify the contribution, the technical and emotional guidance a trusted human adviser can offer. By demonstrating to clients how an adviser's value greatly exceeds the fee charged, clients no longer need to ask, "Why would I choose you?"

APN Group

Meeting Room 6

Turning sceptics into supporters - rebuilding trust in the wake of the Royal Commission

Simone Newman, Head of Distribution and Marketing, APN Group

The Royal Commission has eroded consumer trust in financial services. How can you stop it?

APN will explain how you can confront this issue, with actionable strategies to regain trust and deepen client relationships, covering:

- How the Royal Commission has changed perception (fairly or not)
- Client mindset
- Adviser mindset
- How to take ownership and lead
- The mindset and characteristics of rebuilding trust
- Communicating these characteristics



Jamie is an author, speaker, and practising barrister. A past Fellow of Harvard University's Berkman Klein Center for Internet and Society, he studied history and politics at Magdalen College, Oxford, graduating first in his year before turning to the law. Jamie writes and speaks about technology - from AI to Blockchain, Robotics, and Virtual Reality - and politics.

Living Together In A World Transformed By Tech

How is technology changing the way we live together? How can we preserve democracy, freedom, and justice in a world that is increasingly uncertain and chaotic? In his keynote address, Jamie Susskind will draw on the ideas and insights in his award-winning bestseller *Future Politics: Living Together in a World Transformed by Tech* to offer a vision of the future that can inspire hope and optimism.'

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You're Invited
**The Secret
Garden Dinner**

We invite you to join us for an exclusive cultural dining experience in the Secret Garden of Bangkok!

One of Bangkok's best kept secrets, The Glasshouse at Nai Lert Park, brings this historical site to life, showcasing its enchanting, manicured gardens from a stunning glass structure where starry nights are always in your sight.

All delegates, registered partners and accompanying children are invited to join us.

Location

The Glass House, Park of Nai Lert
Witthayu Road, Lumpini,
Pathum Wan District, Bangkok

Date

Wednesday, 2 October 2019

Time

6.45 pm Transfer | 7.00pm Welcome Drinks
7.45pm Dinner

Dress

Smart casual – dress for outside
humid warm temperatures

Seating

Please sit at your allocated table
with your social group

A golden Buddha statue stands on a platform, viewed through a blue circular overlay. The statue is flanked by ornate golden railings and is set against a backdrop of a sunset sky. The foreground shows a set of stone steps leading up to the platform.

Day Two

Thursday,
3 October 2019

Day Two

Thursday, 3 October 2019

From 6.00 am	Breakfast	Goji Kitchen
7.30 am	Housekeeping and fines	
7.40 am	Adding value to the complex client: Case study Peter Kelly, Mark Teale, David Spiteri and Marty Carne	The Great Hall
9.45 am	Centrepont Alliance update Angus Benbow	
10.45 am	Morning tea Networking areas 1. David Spiteri, 2. Marty Carne, 3. Mark Teale, 4. Peter Kelly	The Great Hall Foyer
11.25 am	Peer Knowledge Exchange Panel Jason McArthur and Cameron Cogle	The Great Hall
1.15 pm	My ideas and day two evaluation	
1.25 pm	Summary and close	
1.30 pm	Day Concludes	
Afternoon	Free evening	

One of the many benefits of attending a conference in Bangkok is, well... being in Bangkok! Which is why we made Thursday an early start to get our six hours of learning (required by FOFA) before exploring the vibrant city.

Adding Value To The Complex Client Case Study

Day Two
7.40 am

Everyday the staff from Centrepont interact with dozens of advice firms around Australia, addressing a wide range of issues that affect their businesses and the advice they deliver to their clients.

In this session, the Tech Team, ably supported by Chief Legal Officer, Marty Carne, will introduce a client scenario for delegates to workshop followed by technical commentary on the various aspects affecting our clients' circumstances including insurance, social security, aged care, and superannuation. Marty will address aspects of the advice process to ensure compliance with all regulatory obligations.



Peter Kelly

Retirement Strategies
and Solutions



Mark Teale

Retirement Strategies
and Solutions



David Spiteri

Life Insurance Specialist



Marty Carne

General Counsel,
Executive

Peer Knowledge Exchange Panel

Day Two
11.25 am

Peer sessions are always filled with practical ideas, insights and inspiration. You will have an opportunity to hear from a panel of your peers and exchange ideas in a highly collaborative learning environment. This session will allow you to explore ways to take your business to the next level with time proven ideas.



Jason McArthur
Head of Advice (North)



Cameron Cogle
Head of Advice (South)

Your Panel



Rodney Crouch
NKL Financial Planning



Darren Smith
Financial Advice Matters



Tricia Peters
Peters McKeown

The sights you cannot miss

1. Temple of Dawn (Wat Arun)



Wat Arun, locally known as Wat Chaeng, is situated on the west (Thonburi) bank of the Chao Phraya River. It is easily one of the most stunning temples in Bangkok, not only because of its riverside location, but also because the design is very different to the other temples you can visit in Bangkok. Wat Arun (or temple of the dawn) is partly made up of colourfully decorated spires and stands majestically over the water.

Opening Hours: Daily 08:30 am – 05:30 pm

Location: 158 Wang Doem Road, Wat Arun, Bang Kok Yai

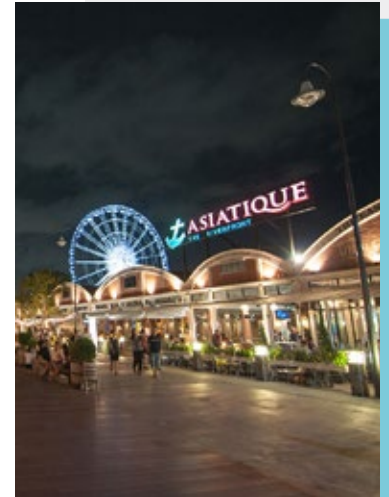
2. Asiatique The Riverfront

Back in the year 1884, during the reign of King Chulalongkorn That, Asian countries are under threat of aggression from European powers. King Chulalongkorn has the initiative to raise Siam to reach the world's leading countries, establishing a relationship with Denmark. This included construction of the port belonging to East Asia Boutique Company, a business dedicated to the export of teak, with Mr. Hans Nille Anderson, a Danish national.

This port was a sign of the beginning of international trade between the Kingdom of Thailand and European countries, and is the key to Siam's continued sovereignty and independence.

Opening Hours: Daily 04:00 pm – 12:00 am

Location: 2194 Charoen Krung Road Wat Phraya Krai, Bang Kho



3. Ananta Samakhom Throne Hall



The centrepiece of Bangkok's own Champs Elysees, this impressive two-storey white marble palace sits at the end of Dusit's long, wide Royal Plaza, a leafy ceremonial boulevard that's often the focus of regal pomp and ceremony during royal celebrations. Ordered by King Rama V in 1907 and finished in the reign of King Rama VI, its neo-classical Renaissance architecture - particularly its central dome - dominate the scene just as Italian architects Mario Tamango and Annibale Rigotti intended. Following the 1932 coup it housed the first Thai parliament, but today its ornate interiors serve as a prestigious locale in which to court visiting dignitaries, hold state council meetings and royal occasions.

Opening Hours: Tuesday – Sun 09:30 am – 05:00 pm

Location: U-Thong Nai Road, Dusit. THB: 50

The sights you cannot miss

4. Sea Life Ocean World

More than just an underwater experience, SEA LIFE Bangkok Ocean World is home to a range of special activities. The choice is yours - enjoyment and wonder awaits at every depth of the sea. And you will be impressed with the variety of ocean adventures they have to offer!

Opening Hours: Daily 10:00 am - 09:00 pm Location: B1-B2 Floor, Siam Paragon, 991 Rama 1 Road, Pathu. THB 1690 (child) – 1890 (adult)



5. Grand Palace



If there is one must-see sight that no visit to Bangkok would be complete without, it's the dazzling, spectacular Grand Palace, undoubtedly the city's most famous landmark. Built in 1782 - and for 150 years the home of the Thai King, the Royal court and the administrative seat of government - the Grand Palace of Bangkok is a grand old dame indeed, that continues to have visitors in awe with its beautiful architecture and intricate detail, all of which is a proud salute to the creativity and craftsmanship of Thai people.

Within its walls were also the Thai war ministry, state departments, and even the mint. Today, the complex remains the spiritual heart of the Thai Kingdom.

Opening Hours: Daily 08:30 am - 3:30 pm

Location: Na Phra Lan Road, Phra Nakorn. THB 500.

Please wear long pants and sleeved shirts / dresses.

6. Wat Pho

Wat Pho (the Temple of the Reclining Buddha), is located behind the Temple of the Emerald Buddha and a must-do for any visitor in Bangkok. It's one of the largest temple complexes in the city and famed for its giant reclining Buddha that measures 46 metres long and is covered in gold leaf.

It's an easy ten-minute walk between here and the Grand Palace, and we recommend coming to Wat Pho second, because even though the golden Buddha here is just as popular many people don't take the time to wander around the rest of the complex so the experience tends to be far more relaxing. This is also a great place to get a traditional Thai massage. Wat Pho is often considered the leading school of massage in Thailand, so you really are in good hands here.

Opening Hours: Daily 08:00 am – 05:00 pm Location: 2 Sanamchai Road, Grand Palace Subdistrict, Pranakorn District, Bangkok. THB 100



The sights you cannot miss

7. EmQuartier

EmQuartier Bangkok opened in March 2015 and is part of The Mall Group's multi-billion-baht 'EM District' project to transform Phrom Phong into one of the biggest retail hubs of the city.

Expect to find a long list of designer brands at the new EmQuartier Bangkok, as well as a distinctly futuristic design with dozens of restaurants, offices, event halls and a cool atrium garden – complete with a waterfall.

Opening Hours: Daily 10:00 am – 10:00 pm Location: 693 Sukhumvit Rd, Khlong Toei Nuea, Khet Watthana, Krung Thep Maha Nakhon



8.



Muang Kaew Golf Course

Conditioning is always top quality, established by the joint Western and Thai Managers to USGA standard. The greens of the latest Tiff-Eagle variety give smooth and fast putting surfaces.

The short game practice facilities feature two tiff eagle putting greens, chipping area and practice bunker. The course operates a small warm-up practice tee in the mornings and afternoons.

Location: 52 Moo 8 Bangna-Trad Highway KM 7.7 Bangkaew, Bangplee Samutprakarn 10540 Thailand

VISITOR		OTHER FEES	18 Holes	9 Holes
WEEKDAY (18H)	3,200 THB	CADDIE FEE	400 THB	200 THB
WEEKEND & PUBLIC HOLIDAY (18H)	4,200 THB	GOLF CART FEE	750 THB	400 THB



Day Three

Friday,
4 October 2019

Day Three

Friday, 4 October 2019

From 6.00 am	Breakfast	Goji Kitchen
7.20 am	Optional session Leadership and resilience Angus Benbow	
8.20 am	Compulsory program resumes	
8.30 am	The New Age Of Influence Julie Masters	The Great Hall
9.30 am	Keynote questions	
9.40 am	The Influencer Code Keynote Workshop Julie Masters	
10.40 am	Morning tea Networking areas 1. Rodney Crouch, 2. Darren Smith, 3. Tricia Peters, 4. Anthony Collins	The Great Hall Foyer
11.25 am	Practical Positive Psychology For Advisers And Their Clients David Penglase	The Great Hall
12.25 pm	Keynote questions	
12.35 pm	Lunch	The Sala Thai Ballroom
1.35 pm	Summit ideas and key takeaways David Penglase	
2.25 pm	Combining Passion, Purpose And Process For Ultimate Outcomes Samantha Gash	The Great Hall
3.25 pm	Keynote questions	
3.35 pm	Summary and close	
3.45 pm	Group photo	The Garden at Queens Park
7.00 pm	Pre-dinner drinks	The Great Hall Foyer
7.30 pm	Gala dinner One Night In Bangkok Movies	The Great Hall

Leadership And Resilience

Join Angus for breakfast where he will be discussing Leadership and Resilience.





Julie Masters has spent a career decoding influence. Co-Founder of ODE Management, the world's largest dedicated speaker management agency with offices in Australia and the USA. She is now the Founder and CEO of Influence Nation, working with business leaders and organisations on amplifying their influence through thought leadership. In addition to hosting the newly launch podcast Inside Influence that dives into the nuts and bolts of how to own your voice – and then use it to drive a movement, a conversation, an industry or a Nation.

The New Age Of Influence

There's no denying we've entered a new age of influence. The rise of digital and the sheer volume of online platforms has changed the game of attention. All eyes are now on those that own the conversation, stand out as an authority, track the horizon for trends and translate them for their networks. So how do you harness this new age of influence to stand out as a financial advisor? This highly interactive presentation will leave you with practical tools to become the 'go to' authority in your space. Then amplify that impact to stand out in a crowded marketplace.

- How to identify your unique space and become the trusted authority
- How to 'out-contribute' rather than 'out-spend' your competitors
- How to stop collecting and start engaging your network
- How to harness the power of epic storytelling
- How to develop the systems and strategies to consistently stand out



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The Influencer Code | Keynote Workshop

In the workshop the intention is all about momentum. Focusing on developing concrete plans around your influencer strategy. A highly interactive session – you will leave with the tools needed to cut through the noise and create real engagement within your target market. This includes practical systems to immediately stand out as the trusted authority in your space. In addition to the keys to long term consistency for even the busiest teams.



Academically, David is a behavioural scientist. For most of his adult life, he has been fascinated by what causes people to think, feel and act the way they do. His ground-breaking research linking employee intention, trust and self-determination provides insights to practical strategies and a blueprint for corporations to build collaborative trust relationships that are good for employees, customers and the bottom line.

Practical Positive Psychology For Advisers And Their Clients

In this practical, high energy, entertaining and high content presentation, behavioural scientist David Penglase will provide you with the latest in evidence-based research, tips and resources proven to help you flourish in your professional and personal life. Importantly, David will show you how you can easily adopt these tips and resources into your practical advice and lifestyle coaching, so you can provide further meaningful value to help your clients challenge their thinking about how to live an even more happy, flourishing and prosperous life.



Samantha has learnt how crucial it is to continually work on strategies that allow her to cope with stress as well as enhance resilience. Both of which are needed if you seek personal fulfilment, want to be an effective team member and work towards big goals - personally and professional. Learn the ultimate lessons on leading (and following) in chaos whilst discovering techniques to create an emotional state of wellbeing and joy!

Combining Passion, Purpose And Process For Ultimate Outcomes

Whether on a business, personal or community level, this inspirational address will bring you the essentials on how to find purpose and focus. Discover how you can bring meaning and positivity to your life – and realise your dreams.

Like many young people her age, Samantha Gash had a desire to challenge herself and to make a difference in the world. Ambitious, determined, naïve and stubborn Samantha couldn't have imagined her journey would take her to the four corners of the earth and impact so many lives. Samantha's experience has made her an inspiring communicator with a unique ability to inspire people to push through their limitations. This presentation will show you how can you link something you are passionate about for a purpose outside of yourself through a process of focus, leadership and collaboration.

- Learn Samantha's methodology in being able to push her body and mind through some of the most extreme environments – and how you can apply this to a challenge of your own
- How to develop motivation and create wins
- Focusing on the bigger picture – identifying and remembering the purpose of your mission
- Retaining composure and resilience under stress – Samantha's formulae for maintaining clear goals in extreme, and sometimes dangerous settings

Spouse/Partners are invited to attend



You're Invited

**2019 ANNUAL ★★
PARTNER SUMMIT**

Gala Dinner

THEME: One Night in Bangkok - Movies



Friday, 4 October 2019

Location: The Great Hall Foyer and The Great Hall

7:00 PM - Pre-dinner drinks

7:30 PM - Dinner

Band: The Party Republic

Come dressed as your favourite movie character.

Prizes to be won for best dressed
female, male and group.

*Accompanying spouse/partners
and children must be registered to
attend the Gala Dinner. If you are
unsure, please check your
confirmation for ticket information
or email Conferences@cpal.com.au



Our Summit Charities

Centrepoint Alliance proudly supports Black Dog Institute and Hands Across The Water as our 2019 Annual Partner Summit charities.

To make a donation, visit the charities section in your Summit App or visit the Centrepoint Registration desk.



**Black Dog
Institute**



**HANDS
ACROSS THE WATER**

Thank you to our Summit Partners



CommInsure



LIFE INSURANCE



OnePath



præmium

TAL

VENTURA FM



Thank you to our Summit Partners



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APN | Property Group

 **Russell
Investments**

AberdeenStandard
Investments

 **Breeze**
Underwriting

Charter Hall 

Colonial
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PAN-Tribal 
Asset Management

Perpetual 



Who will focus on the best health outcome for my clients?

BT Life Insurance is here when your clients need it most. Award-winning* health support and a dedicated claims consultant are just two of the ways we can help.
bt.com.au/professional

SMART MOVE 

*AFA/Beddoes Consumer Choice Awards 2018 Winner: Claimant Choice - Best in Return to Health and Wellness and Best Focus on Early Intervention

BT Protection Plans are issued by Westpac Life Insurance Services Limited ABN 31 003 149 157 (WLISL), except for Term Life as Superannuation and Income Protection as Superannuation which are issued by Westpac Securities Administration Limited ABN 77 000 049 472 (WSAL) as trustee of the Westpac MasterTrust ABN 81 236 903 448. WLISL and WSAL are wholly owned subsidiaries of Westpac Banking Corporation ABN 33 007 457 141 (the Bank). The Bank does not guarantee the insurance.



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WE WORK HARD FOR YOU

This isn't an ad.

It's a pledge. To strive to offer you the same level of service and support that you strive to provide for your clients.

It's a commitment that says the best investment we can make isn't just in our award-winning platforms or best-in-class investment options. It's spending time with you.

In an increasingly technology driven world, it's taking the time to listen and respond to what matters most. It's anticipating and evolving with your needs.

It's giving you access to our national BDM network, to our specialist support teams, to FirstTech and the breadth and depth of technical expertise that comes with it all.

It's arming you with the latest information, tools and support to keep you and your clients moving forward.

Today we pledge to continue working as hard for you, as you do for your clients.

It's personal service and support to keep you ahead.

Visit colonialfirststate.com.au/service for more information and to get in touch with our National BDM network and support team.

Colonial
First State

FAST-TRACK LIFE WITH ALTERNATIVE TERMS.

MyApply's market leading technology now means you'll be able to offer more of your clients on-the-spot cover. Underwriting rules capture more of the right client information upfront, resulting in faster applications, including same-day cover with either standard or Alternative Terms.

Not only will you be able to give your clients peace of mind sooner, you'll also spend less time following up applications so you can focus on building stronger relationships with your clients.

To learn more about MyApply, visit comminsureadviser.com.au/smarterapply



Important information: This was prepared by The Colonial Mutual Life Assurance Society Limited (CMLA). Please visit comminsureadviser.com.au/smarterapply for more information.



PROTECTION IS OUR PROMISE.

We've been there from the beginning, right alongside you and your customers, protecting Australians. We've spoken with advisers and customers around Australia about what matters most and we're already making changes.

We've enhanced our policy terms and medical definitions.

We're caring for customers' well-being and their mental health in new ways.

We're investing \$500 million on upgrading our technology to provide better experiences for you and your customers.

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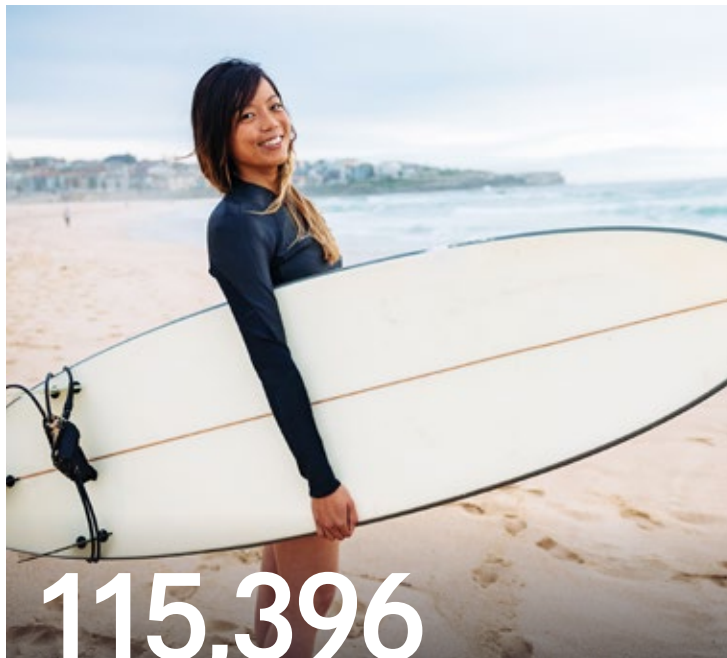


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Shelby M.C. Davis
Legendary investor and founder of Davis Advisors

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Paul Skamvougeras
 Head of Equities

WHY IT PAYS TO NEVER FALL IN LOVE

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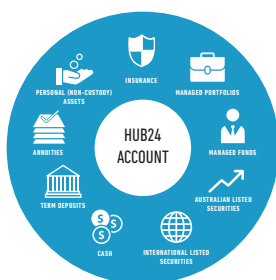
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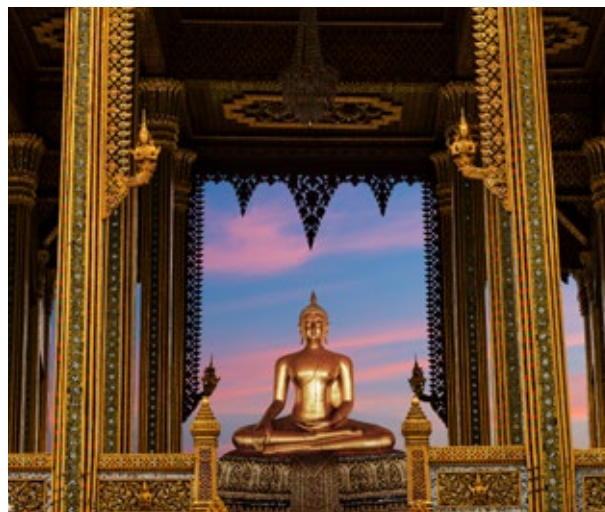
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Social Program

Tuesday 1 October

Evening: Welcome dinner

This dinner is an opportunity for you to catch up with familiar faces and meet some new ones! Your fellow delegates and Centrepoint Alliance representatives will join you for a night filled with local culture and cuisine. All delegates, registered partners and accompanying children are invited to join us.



Wednesday 2 October

Day: Recreational activity options

Registered Spouse, Partners and Children will be exploring two of Bangkok's most admired temples. Following this, the group will be escorted through Bangkok's lively city streets in a convoy of tuk tuk's to an idyllic riverside restaurant. Finishing off with a private rice barge and cruise the canals, enjoying the scenery with a cold beverage among friends.

Evening: Official 'Secret Garden of Bangkok' off-site dinner

Join us in thanking our official Summit Partners for their ongoing support at this wonderful event.

Thursday 3 October

Afternoon: Free afternoon and evening

Take some time out from the official summit program to soak up your surroundings and spend time with old friends and new acquaintances. Whether you prefer to go out and explore, or simply relax, this is your time to discover Bangkok and all its ancient wonders for yourself!

Friday 4 October

Afternoon: Partner Summit concluding address. Accompanying partners and children are welcome to join all delegates for the final keynote presentation and conference group photo.

Evening: Annual Gala Dinner.

Local Guide



Bangkok certainly lives up to its reputation as a travel hot spot in Southeast Asia. The 'City of Angels' has funky markets, upmarket malls, a riverside full of surprises, a vibrant nightlife scene, many fabulous sights and attractions that reflect its unique heritage, and much, much more... Say goodbye to traffic jams – thanks to the city's modern skytrain and underground systems that cover a large area. Or explore the riverside area by a long-tail speedboat or river taxi. Whether your trip is for business or pleasure, Bangkok bursts with exciting opportunities.



Getting around

Yes, Bangkok's traffic is notorious - with good reason. It's very easy to get caught up in gridlock traffic any time of the day or night and waste a lot of valuable time in the process. However, with excellent and modern public transport systems in place, Bangkok is surprisingly easy to navigate your way around. The Skytrain (BTS) and underground (MRT) rail systems connect the main shopping, entertainment and business areas of the city, while river taxis and express boats can be used to explore many historic sites and attractions at the riverside. Taxis are cheap and appear on virtually every corner at almost any time. Tuk-tuks, once a big Bangkok attraction, are slowly disappearing in favour of more comfortable transport, but are still worth a ride at least once. For more information on public transport [click here](#).

Shopping

Shopping in Bangkok is an experience to thrill and delight the most discerning of shoppers - whatever it is you're looking for. From the gleaming chrome and towering size of modern, air-conditioned malls, to the hustle and bustle of its famously buzzing street markets, Bangkok has all kinds of places to blow your baht. With everything from antiques and the latest pair of trainers to designer jewellery available, Bangkok has an equally exhaustive, and potentially exhausting, variety of things to buy.

For more information on shopping in Bangkok please [click here](#).



Local Guide

Tipping

Tipping is not customary in Thailand, there is absolutely no mandatory requirement to tip anyone, but small gratuities for great service are very much appreciated. Unlike some other parts of the world, you will never see a Thai service provider with his hand out waiting for a tip.

All public taxi rates are metered, and both Thais and local ex-pats commonly round up the fare (i.e. 51 baht fare rounded up to 60 baht). Most restaurants and hotels include a ten percent service charge in the bill. This surcharge already serves as a tip of sorts. It's combined and shared among all employees at the end of the month in addition to their monthly salary.

Tipping in hotels is not expected, but again is always appreciated, for instance 20 - 50 baht for the porter that carried your bags up to your room, or 20 baht left under your pillow for the cleaner



What Should I Expect?

Bangkok is the capital of Thailand and its biggest city by far. It's a top tourist destination which is consistently ranked among the world's most visited cities. In fact, so popular and beloved is Bangkok that it was voted the "World's Best City" by Travel + Leisure magazine readers for four consecutive years.

Bangkok's myriad attractions make it appealing to a diverse demographic of tourists. There are plenty of markets and shopping malls like Chatuchak Market and Siam Square to keep you busy. Then spend the day exploring the Old City and its must-see sights like the Grand Royal Palace and Wat Pho. If good food is your thing, then you'll be pleased to know that CNN declared Bangkok as the world's best street food city. And don't let budget concerns scare you away either. You can thrive on Khaosan Road, the backpacking capital of the universe, for as little as USD 10-15 a day.

In short, Bangkok has something for everyone. It's an exciting, affordable city that's much more than your gateway into Thailand. For many travelers, it's the destination.

For more information regarding the hotel or local surroundings, please visit the hotel concierge or Centrepont registration desk.

Handy Hints

Climate averages in October

High | 33

Low | 25

Humidity | 80%

Number of wet days | 15

Currency

The name of the currency in Bangkok and Thailand is Thai Baht (THB)

\$1.00 AUD = 20.80 THB (Last updated 23 Aug 2019)

Dress

Smart-casual wear is appropriate for some restaurants, hotels, and the theatre. Bring comfortable walking/hiking shoes if you plan to explore Bangkok and make sure you are well-armed with strong sunscreen!

Electrical appliances

Bangkok | 220v We encourage you to bring an adapter and power board.

Flying time

Depending on your departure city, the flight time from Australia to Bangkok is approximately 9 hours and 30 minutes direct. (Based on Sydney departure)

Hotel check in and check out times

- Check in time: 3.00 pm
- Check out time: 12.00 pm

Medical

The main public hospitals in Bangkok are:

- Central General Hospital (public)
- Bangkok Hospital (public)
- Bumrungrad International Hospital (private)

Telephone

When calling Thailand from Australia dial 0011 66 followed by the area code and telephone number:

- 0011 is the international prefix used to dial somewhere outside of Australia.
- 66 – Thailand country code for inbound calls.

When calling Australia from Thailand, dial 001 61 and your state's area code followed by the telephone number:

- 001 is the international prefix used to dial somewhere outside of Thailand.
- 61 is the international code used to dial to Australia.

Time difference

Australian Eastern Standard Time (AEST) is three hours ahead of Bangkok, Thailand.

Tipping

Tipping the bellmen or the housekeepers is not compulsory like it is in some other countries, and it all depends on the quality of the accommodation service. The suitable tips for hotel staff are around one or two dollars, and you can give the money to them directly or put it on the desk in your room before leaving.

Useful/Emergency Numbers

- Ambulance and rescue 1554
- Australian Embassy 02-344-6300
- Taxi service centre 1681, 1661, 1668, 1545
- Police 191
- Tourist Assistance 1337 ext 9

Personal expenses

Meals not stated in the Summit program will be at the delegate's own expense. Laundry, mini-bars, telephone calls, and personal beverages from your hotel room are at your own expense.

Conference Contacts



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Lanyard Key



Delegates



Summit
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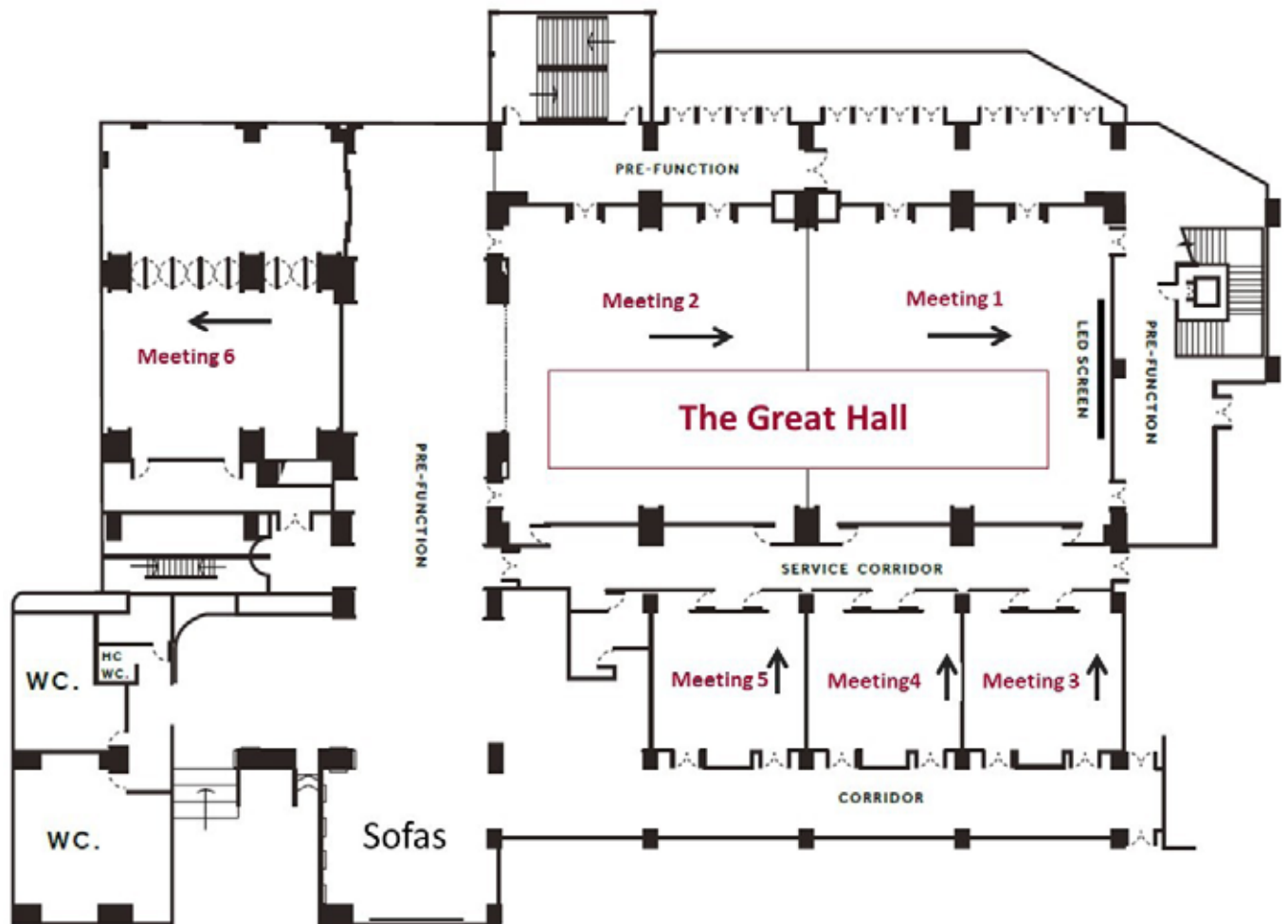
Spouse/
Partners



Staff

Venue Map

7th Floor



Delegate List

Adam Mackenzie	Hilton Woolf	Paul Cullen
Adam Muston	Jason McArthur	Peter Kelly
Adam Crabbe	Jennifer Burrows	PJ Patterson
Adem Becirevic	Jessica Trembath	Rachael Harney
Adrian Milham	Joanna Myers	Rebecca Warneford
Alan Fisher	John Kerrisk	Richard Latham
Andrew Wescott	John Whiting	Rick Williams
Angela Vincent	Jonathon Martino	Rob O'Donnell
Angus Benbow	Josh Eisemann	Robert Koschel
Anthony Mirandilla	Justine Marquet	Rodney Crouch
Anthony Collins	Karen Walmsley	Rosa Velkovski
Bas Jammal	Karl Linder	Ross Maclean
Belinda Rayment	Kevin Canning	Sally Portley
Ben Latham	Lauren Jackson	Sam Harrison
Benjamin Jessop	Leigh Quade	Sarah Hurley
Bernie Ryan	Luke Bertherlsen	Shauna Rose
Caitlin Gardiner	Madeleine Scott	Shaylee Crisp
Cameron Cogle	Maggie Tagg	Sheila Cabacungan
Christy Elliott	Mark Lapedus	Simon Dowd
Claudio Orrico	Mark Selth	Simon Green
Craig Peterson	Mark Teale	Simone Richardson
Damian Knoblanche	Martial Peter	Simone Newman
Darren Smith	Martin Craig	Steven Skoglund
David Withers	Martin Pretty	Stuart Iles
David Spiteri	Marty Carne	Sunil Gupta
Di Bland	Mat Walker	Tom Wilkinson
Di Toll	Matthew Scherhag	Tom Momsen
Dianna Goss	Matthew Drennan	Tom Ryan
Don Ricci	Melissa Lamb	Tony Moro
Elizabeth Scott	Michael Goodwin	Tony Harte
Ferdi Kayakesen	Michael Zammit	Tricia Peters
Francis Rigby	Michael Calam	Will Pham
Geoffrey Rogers	Michael Watts	
Georg Chmiel	Murray Wilkinson	
Graeme Matthews	Nathan Cain	
Graham McIntyre	Neil Rogan	
Greg Stephens	Nicky Gardner	
Helen Durnford	Paul Wright	



BANGKOK

2019 Annual Partner Summit