

Compliance Culture & Conduct Risk

In Financial Services Forum 2017

Conference Overview

Identifying, assessing and reporting risk to achieve optimal return outcomes

Compliance, culture & conduct risk in financial services forum 2017

*27th-29th March 2017
Grace Hotel Sydney*

It is now more important than ever for banks, hedge funds, insurance companies and pension funds to stay on top of industry developments and ensure they comply with fast-changing regulation on capital, credit and market risk, liquidity and conduct risk. The COMPLIANCE, CULTURE & CONDUCT RISK in FINANCIAL SERVICES FORUM 2017 provides platform for leading risk professionals to discuss mitigating investment risks in a volatile market, enhancing risk management strategies across credit, market, liquidity, and regulatory risks.

The COMPLIANCE, CULTURE & CONDUCT RISK in FINANCIAL SERVICES FORUM 2017 to be held on 27-29 March 2017 AT THE REX HOTEL SYDNEY will bring together senior executives from banks and financial institutions, as well as their regulators, risk consultants and advisors focused on how to maintain and strengthen a robust ERM framework under heightened regulatory scrutiny while effectively quantifying difficult to measure risk. The COMPLIANCE, CULTURE & CONDUCT RISK in FINANCIAL SERVICES FORUM 2017 is for risk practitioners and investment professionals to share best practices in financial risk management.

Confront the challenges of an increasingly complex risk and compliance landscape. To combat these challenges, innovation and agility are essential to enhance risk management strategies across credit, market, liquidity and regulatory risks. It is now more important than ever for banks, superannuation and investment, insurance companies, financial planning and other financial firms stay on top of industry developments and ensure they comply with fast-changing regulation on capital, credit and market risk, liquidity and conduct risk. The COMPLIANCE, CULTURE & CONDUCT RISK in FINANCIAL SERVICES FORUM 2017 provides platform for leading risk professionals to discuss mitigating investment risks in a volatile market, enhancing risk management strategies across credit, market, liquidity, and regulatory risks. Addressing Key Implementation Challenges and Regulatory Uncertainty Impacting Finance and Credit Risk Professionals

Do you want to:

- Understand what a good and bad risk culture looks like
- Identify factors that influence a positive culture
- Understand the importance of leadership and change management
- Influence senior managers
- Be agile to adjust to recent regulation shifts?
- Apply a practical approach to assessing, monitoring and managing Financial Services risk
- Be updated on the responsibilities for financial risk and regulatory requirements
- Develop risk control framework to manage both financial and operational risks
- Embed good conduct across all operations and levels of seniority to secure a consistent approach

Topics at a Glance

- Conduct Risk
- Risk culture
- Risk appetite
- Risk framework
- Reporting and statement
- Managing Credit Risk
- Cyber Risk for financial services
- Financial Fraud
- Liquidity Risk
- Mortgage Risk
- Credit Risk Management
- Treasury Risk and Corporate Finance Risk
- Financial Crime Risk
- Operational Risk

DAY THREE WORKSHOPS: CONDUCT RISK

Who Should Attend

This industry event will bring together Chief Risk Officers, Credit Managers, Regulatory Reporting Officers, Enterprise Risk Management, Internal Audit; Model Validation, GRC (governance, risk management and compliance) professionals from financial services and banks as well as government agencies ASIC and APRA and solution and service providers including Technology & Software, Lawyers, Consultants and Risk Management consultants

Sponsorship & Exhibition Opportunities

The COMPLIANCE, CULTURE & CONDUCT RISK in FINANCIAL SERVICES FORUM 2017 offers sponsors an excellent opportunity to demonstrate thought-leadership and leverage networking opportunities to build brand-value. If you would like to know more about sponsorship, exhibition and business development opportunities please just get in touch with us sponsorship@ibrc.com.au

Compliance Culture & Conduct Risk

In Financial Services Forum 2017

day one
monday

27th March 2017

Identifying, assessing and reporting risk to achieve optimal return outcomes

8.30 Registration and Networking

9:00 Opening remarks from the Chair



Bryan Whitefield

9.10 **ETHICAL CULTURE**
ETHICAL BEHAVIOR AND CULTURE IN FINANCIAL SERVICES

- What is ethical culture and how does it reduce misconduct?
- How might you reform your organisational culture?
- The role of education, codes/policies and leaders.
- Research evidence on ethical culture/behavior



Elizabeth Sheedy, Associate Professor and Program Director
Risk Management Stream, Macquarie Applied Finance Centre

9.50 **THE ROLE OF RISK MANAGEMENT IN DRIVING ORGANISATIONAL CHANGE**

- Examining key attributes to an effective Risk Management function
- What are the key challenges you face in Risk Management?
- Leading organisational change in culture
- Challenges in meeting stakeholder expectations in conduct and risk culture



Peter Deans, Chief Risk Officer, Bank of Queensland

10:30 Morning Refreshment

11:00 ASIC Presentation

11.40 **AUSTRAC'S ROLE IN THE RAPIDLY EVOLVING FINANCIAL SECTOR**

- Intelligence - the primary source for financial intelligence in Australia
- Regulation - to keep the financial system free of criminal abuse
- The future - looking forward to new frontiers



Tony Prior, Director, AUSTRAC

12:00 Lunch

1.20 **INFLUENCING IN COMPLEX ENVIRONMENTS**

As the world and organisations become more complex and volatile, the expectations on the Risk professional continues to increase. To thrive in this environment it is essential that the Risk professional knows how to influence senior stakeholders so they can get buy-in and traction for initiatives. An inability to build influence means their voice goes unheard, with an impact not only on outcomes, but their career progression. In this session, you will learn the 7 core ingredients of influence and understand the important role you can play in influencing those around you.



Michelle Gibbings, Researcher, Author And Presenter And
Founder Of Consulting Firm, Change Meridian

2.00 **HOW CULTURE AND BOARD LEADERSHIP AFFECT CONDUCT RISK**

- The Board role
- What shapes culture
- Culture and conduct risk; cause and effect; vicious or virtuous
- Board insights, conclusions and recommendations



Sean McGing, Director, McGing Advisory & Actuarial

2:40 Refreshment and Networking

3.10 **UNDERSTANDING AND CONTROLLING FRAUD AND CORRUPTION RISKS**

- Is corruption really the problem we think it is? Key facts and figures
- Emerging trends and growing issues around fraud and corruption prevention
- Key tools in tackling and controlling fraud and corruption risks
- The main reasons why anti-corruption efforts fail



Jeremy Sandbrook, CEO / Principal, Integritas360

3.50 **ADDRESSING CAPITAL REQUIREMENTS**

- Gain an understanding of the capital requirements and how they will impact your risk strategies.
- Addressing the uncertainty on how much capital is required to hold
- Analysing capital flooring and the implications it poses
- Establishing how the changes will impact mortgages lenders and tier 2 banks
- Addressing the spiral effect in a competitive environment



Peter Urmoneit, Market Risk Expert

4:30 Closing Remarks From The Chair

4:45 Close of Day One



Compliance Culture & Conduct Risk

In Financial Services Forum 2017

day two
tuesday

28th March 2017

Identifying, assessing and reporting risk to achieve optimal return outcomes

8.30 Registration and Networking

9:00 Opening remarks from the Chair



Richard Walker, Director, Luxford Partners

9.10 KEY REGULATION CHALLENGES - HOW TO COMPLY AND PRIORITISE WITHIN YOUR FRAMEWORK

- What are the best strategies for prioritising regulatory changes?
- How do the regulatory changes challenge you?
- Discussing key regulation changes and how you are prioritising and working with them



Sean Hughes, Chief Risk & Legal Officer, UniSuper Management Pty Ltd

9.50 LEGAL OBLIGATIONS & RISK

- Case study covering cyber risk and cyber security controls



Paul Derham, Partner, Holley Nethercote



Zoe Higgins, Senior Lawyer – Financial Services, Consumer Credit, Regulatory Liaison, Compact

10:30 Refreshment and Networking

11.00 CREATING GREATER TRANSPARENCY AND IMPROVING STANDARDS IN WEALTH MANAGEMENT

- Balancing business and client needs
- The role of R&C
- Ways to move forward



Connuil McEvedy, Head of Risk & Compliance, Crestone Wealth Management

11.40 ECONOMIC AND GEOPOLITICAL OUTLOOK AND RISKS



Peter Jolly, Global Head of Research, NAB

12:20 Lunch And Networking

1.20 CRIME RISK

- Managing Fraud and Crime Risk in Financial Organisations
- Creating a robust risk management system to protect your organisation
- Highlighting the best practice techniques to manage your risk program
- Outlining the requirements for your assessment plan to be as up to date as possible



Paul Hurrell, Australasian Zone Manager, Anti-Fraud and Investigations - Global Investigative Services Group, AIG

2.00 FINANCIAL CRIME RISK AND MISCONDUCT THREATS



Terri Clementson, Director, Financial Crime Strategy - Deloitte S.E Asian FinCrime Strategic Response Network, Deloitte

2.40 Refreshments and Networking

3.10 MITIGATING COUNTERPARTY CREDIT RISK

Topic 7

Banks have always faced challenges in how to effectively manage their credit risk. However when considering the credit impact from a derivative portfolio this becomes even more challenging as it gives rise to counterparty credit risk.

- Introduction to Counterparty Credit Risk
- Why Counterparty credit is significantly different in nature to regular credit risk
- Strategies to mitigate risk



Ben Watson, CEO, Maroon Analytics

3.50 BACK TO THE FUTURE: 2017 - THE BIG C'S OF RISK RETURN WITH A TWIST

- How to successfully manage risk in real world environments
- Risk management is a team sport so what can Risk Managers do to continuously perform well
- Embracing Total Risk Management as a way to integrate defensive and forward looking risk cultures



Nick Stavrou PhD, Managing Partner, Blackhall & Pearl

4.40 Closing Remarks From The Chair

5.00 Close of Day Two



Compliance Culture & Conduct Risk

In Financial Services Forum 2017

Post Conference Workshop

Identifying, assessing and reporting risk to achieve optimal return outcomes

Post Conference Workshop

Conduct Risk Workshop

Susan Campbell, Consultant, Argyll Financial & Treasury Consultants

29 March 2017
Grace Hotel Sydney

Conduct Risk Workshop Overview

Over the past few years, losses associated with conduct risk around the world have far exceeded credit risk and market risk losses. This one day workshop on Conduct Risk explores the nature and incidence of this risk category.

The workshop will examine the evolving risk management practices in financial markets and analyse case studies to highlight the lessons we can learn from the recent past. The workshop will discuss ASIC's definition of conduct risk and statements about it and compare these with the approach taken by APRA and the UK's Financial Conduct Authority.

Who should attend

This workshop is ideal for individuals working in financial services organisations who need a understanding of the cause and nature of conduct risk in financial markets. After attending the workshop, you should be able to relate the information you have learned back to your own workplace, with greater understanding of the responsibilities and risks associated with your role. The workshop assumes that attendees have basic pre-existing knowledge of financial markets and risk management.

Who Should Attend: Chief Risk Officers, Risk Managers, Financial Controllers, Internal and External Auditors, Risk Advisors and Consultants, Product designers , marketers , directors Regulators in Financial Services

WORKSHOP DETAILS

DATE 29th March 2017 | LOCATION Sydney Grace Hotel Sydney
DURATION One Day, 9.00-4.00 PM

What will you learn?

By the end of this workshop, you should be able to explain:

- where conduct risk fits in the risk framework
- the three main drivers of conduct risk
- the four foundation elements of a good conduct risk culture
- good practice action points for managing conduct risk
- conduct risk in the product development process

REGISTER NOW

Numbers are limited and we advise delegates who are particularly seeking individual support in their risk and compliance to book early

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WEB: www.ibrc.com.au

SUSAN CAMPBELL, Director Argyll Financial & Treasury Consultants



Susan Campbell has worked for many years in the finance industry with major banks in Melbourne and London as a treasury advisor to Australian and international firms. Susan subsequently became the Treasurer for Sussan Corporation, a large Australian property and retail group. For the last 20 years, Susan has run a successful consulting business, ARGYLL, specialising in treasury operations, governance and policy , risk management and internal controls. Susan also consults and presents on finance and treasury policy to various professional bodies and banking organisations in Australia and Asia. Susan is a non-executive director of Heritage Bank and member of the Board Risk Committee. Heritage is Australia's largest member-owned bank, giving Susan direct experience and insight into the role of good risk management in surviving major financial stresses.

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Speakers Panel

Identifying, assessing and reporting risk to achieve optimal return outcomes



Nick Stavrou, BSc(Hons), MAppFin, PhD, Managing Partner, Blackhall & Pearl

Nick has had a diverse career in finance through senior positions with Goldman Sachs JBWere, ANZ, NAB, University of Melbourne and Monash University.

Following his role as an Executive Director with Goldman Sachs JBWere, Nick joined NAB and eventually become the Head of Global Credit Models responsible for model development, validation, monitoring and implementation. Nick then founded a successful quantitative consulting firm in 2010 that provided expert advice and strategy to banks in the Asia Pacific region, which subsequently merged with Blackhall & Pearl in 2016.



Peter Deans, Chief Risk Officer, Bank of Queensland

Peter Deans was appointed Chief Risk Officer at BOQ in March 2012. Peter has driven fundamental change in the Bank's risk management frameworks, processes and culture. As part of the Executive team, he has also played a key role in reshaping both the business and risk management strategies at BOQ. Peter was awarded Australian Banking & Finance Chief Risk Officer of the Year in 2014 and 2015, and again in 2016.

Peter has over 29 years of experience across retail, business and institutional banking. Peter held senior risk management roles with the Commonwealth Bank of Australia's commercial and institutional banking businesses between 1999 and 2010. In 2008, following the acquisition of Bankwest by CBA, Peter was appointed CRO of Bankwest.



Peter Urmoneit, Market Risk Expert

Peter Urmoneit has over 36 years of experience in banking and the financial markets. He is currently Head of Market Risk and Liquidity Oversight with Bendigo and Adelaide Bank. Prior to this, Peter has held several senior executive positions across risk, finance and treasury functions in leading institutions including: Suncorp, Westpac, National Mutual Royal Bank and Credit Union. Peter holds a Bachelors of Economics at ANU and an MBA from Rochester NY.



Michelle Gibbings, Researcher, Author And Presenter And Founder Of Consulting Firm, Change Meridian

Michelle is a leadership and change expert, and the author of "Step Up: How to build your influence at work". She works with executives and global organisations to help them make better and faster progress in complex environments. With more than twenty years' experience in leading and guiding people through change in the public, private and not for profit sectors she knows how to make change work in different personal and organisational contexts. Her expertise is underpinned by experience in designing and leading large scale organisational change having worked in senior leadership positions at some of Australia's largest organisations.



Elizabeth Sheedy, Associate Professor and Program Director Risk Management Stream, Macquarie Applied Finance Centre

Elizabeth Sheedy is a financial risk expert. Prior to joining the university she worked for Macquarie Bank and Westpac where she worked in derivatives. She now teaches courses in Financial Risk Management and Modelling Prices and Risk in the Master of Applied Finance program. She is responsible for all courses in the Risk Management specialisation and has been teaching in Singapore and Australia for more than 20 years. In that role she has gained a broad knowledge of all aspects of risk (credit, operational, liquidity, market). Dr Sheedy has enjoyed a long association with PRMIA (Professional Risk Managers' International Association) and co-edited The Professional Risk Managers' Handbook. In previous years her research focussed on quantitative risk modelling. More recently her research focus has shifted to the role of governance and culture in determining outcomes for banks.



Ben Watson, CEO, Maroon Analytics

Ben Watson, Australia CEO, has also been the APAC regional head of Quantitative Analytics for the Royal Bank of Scotland (RBS).. Ben has over 17 years experience as a Quantitative Analyst with RBS, ABN Amro, Citigroup, Salomon Smith Barney and Natwest Markets. Ben has also worked as an analyst with Gas and Grain trading companies. Ben has a MSc. In Decision Sciences (with Distinction) from the University of Westminster London in the UK and a B Com in Accountancy and Finance from the University of Tasmania.



Jeremy Sandbrook, CEO / Principal, Integritas360

A finalist in Pro-bono Australia's 2015 Impact 25, recognising the most influential people in Australia's social sector, Jeremy is an internationally recognised anti-corruption and governance expert. Specialising in the emerging market and international development sectors, Jeremy has conducted fraud and corruption prevention work throughout the world. Formerly the head of integrity and anti-corruption for SOS Children's Villages, he led the international aid organisation's efforts to tackle fraud and corruption across its 134 operating countries, 35,000+ staff, and €1.1+ billion annual budget.

A Chartered Accountant by profession, Jeremy is one of only a handful of people with direct, first-hand anti-corruption experience at all levels. This ranges from uncovering, managing and investigating fraud and corruption within developing countries (including Somalia), to creating

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anti-corruption training programmes, policy setting, and designing and implementing global integrity and anti-corruption frameworks.

Jeremy is a member of the Advisory Council of the Association of Certified Fraud Examiners (ACFE) and a Senate Member of the Corruption Prevention Network. He also lectures on the topic at the University of Sydney's Centre for Continuing Education.



Sean Hughes, *Chief Risk & Legal Officer, UniSuper Management Pty Ltd*

Sean joined UniSuper in July 2014 and is responsible for the leadership of Risk and Legal Services to all of UniSuper's operating units. Sean's role also includes oversight of the Company Secretariat and independent risk assurance functions as well as our political relationships in Canberra. He is a senior lawyer and risk professional with over 25 years' experience across the financial services, superannuation, insurance, regulators, government and professional services industries. He was most recently the inaugural Chief Executive Officer of the Financial Markets Authority in New Zealand from 2010.

Previously he held senior executive, senior legal counsel and general manager roles at ASIC, National Australia Bank and ANZ. Sean has a Masters of Law (First) from Cambridge University, Bachelor degrees in Law (Honours) and Arts from the University of Canterbury in Christchurch, New Zealand, and a Graduate Diploma from the Australian Institute of Company Directors. He is the non-executive Chair of the Comcare Audit & Risk Committee, having first been appointed a non-executive member in 2010. He was also appointed non-executive Chair of the Comcare Strategic Consultative Forum in September 2015.



Richard Walker, *Director, Luxford Partners*

Richard Walker has worked in financial markets for in excess of twenty-five years and is currently a Director of Luxford Partners, providing consulting services to financial market participants. Prior to his current role Richard's experience includes trading, structuring, and risk management positions at institutions including UBS Australia, AOT Australia, Commonwealth Bank, and National Australia Bank Limited. Richard holds a Bachelor of Economics from the University of Sydney, is a Master Stockbroker of the Stockbrokers Association of Australia and a Graduate of the Australian Institute of Company Directors.



Terri Clementson, *Director, Financial Crime Strategy - Deloitte S.E Asian FinCrime Strategic Response Network, Deloitte*

Terri works in financial crime strategy, risk mitigation effectiveness & operations performance across emerging markets - primarily with Australian Banks and multinationals. Her strategy specialisation is corporate fraud; money laundering; economic sanctions; bribery & corruption and controls subversion. Prior to this role, Terri was seconded to Deloitte New York (2011-13) to accelerate the use of data analytics in Brazil, SE Asia, Japan, Turkey, Spain, Germany, the Netherlands, China, India & Korea - for which she was recognised & nominated for Deloitte's 2013 Business Woman of the year.



Tony Prior, *Director, AUSTRAC*

Tony is a senior fraud and financial crime compliance specialist, currently at AUSTRAC supervising various regulated sectors.

Tony's expertise includes reviewing, designing and implementing financial crime strategies and corollary operating models. He has had international exposure to several markets in Asia, Europe and the Middle East.

Prior to AUSTRAC, Tony had financial crime compliance and risk roles at AMP and EY. Tony is the President of the Sydney Chapter of the Association of Certified Fraud Examiners (ACFE), a Certified Anti Money Laundering Specialist (CAMS), and a lecturer in forensic accounting at Macquarie University



Paul Hurrell, *Australasian Zone Manager, Anti-Fraud and Investigations - Global Investigative Services Group, AIG*

Paul Hurrell is an operational risk management specialist with expertise in financial crime risk management. Paul's passion is providing financial crime prevention strategies, enabling his clients to greatly reduce or eliminate their risks in this important area of any business. Having worked for more than thirty years in the Asia Pacific region, Paul has completed fraud prevention programs for some of the Top 50 companies on the NYSE; ASX and NZSX. However Paul sees a greater need for the SME businesses to have the same opportunities as their corporate brothers and sisters. A certified fraud examiner and a Fellow of ANZIIF, Paul creates and delivers end to end financial crime risk and investigation management strategies



Peter Jolly, *Global Head of Research, NAB*

Peter is currently Global Head of Research and Managing Director for National Australia Bank in Sydney. Peter has been in this role since 2000, growing the team in Australia, London, and NZ to cover research disciplines including macroeconomics, credit research and financial market strategies. Peter is also a Honorary Fellow (Economics of financial markets) at Macquarie Applied Finance Centre.



Connuil McEvedy, *Head of Risk & Compliance, Crestone Wealth Management*

Over 20 years' experience in financial services, gaming, telecommunications, technology and professional services in both public and private sectors with strong record of managing risks in a commercial, pragmatic and compliant manner with a focus on establishing and improving individual and organisational decision making and resiliency across the region and around the world. Connuil currently the Head of Risk & Compliance at Crestone Wealth Management and was previously the Chief Risk Officer of Magellan Financial Group. He regularly speaks at public conferences and private events around Asia.

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Connuil holds the post-graduate qualifications of a Masters of Business Technology, a Graduate Diploma of Risk Management, a Graduate Diploma in Applied Corporate Governance and a Graduate Certificate in Security Risk Engineering. He is a Chartered Company Secretary admitted in the United Kingdom and Australia as well as a Certified Compliance Professional, Internationally Certified Compliance Professional, Certified Business Continuity Professional and a Certified Practising Risk Fellow.



Sean McGing, Director, McGing Advisory & Actuarial

Sean McGing is the Director of McGing Advisory & Actuarial. He is an actuary and a Fellow of the Australian Institute of Company Directors. Sean provides enterprise risk management, investment and actuarial advice to financial services entities and other boards and management



Paul Derham, FinTech, Financial Advisory, Derivatives, FX, Licensing lawyer, Holley Nethercote

Paul assists participants in the financial services industry in complying with their legal and compliance obligations under the Financial Services Reform regime. Paul regularly assists businesses in acquiring their Australian Financial Services licences (AFSL), as well as providing assistance to licensees in their ongoing compliance obligations. These businesses include large insurers, robo advisers, dealer groups, global foreign exchange companies and online platforms. He is also involved in litigation and other general commercial law-related matters.

Paul began working for Compact in 2001. Paul completed his Arts/Law degree with honours in law in 2004, and became a solicitor in 2005. He also holds a Diploma of Financial Planning. Paul also chairs the CFD Compliance Forum and Money Remitters Compliance Forum every quarter in both Melbourne and Sydney.



Zoe Higgins, Senior Lawyer – Financial Services, Consumer Credit, Regulatory Liaison, Compact

Zoe joined the Compact Sydney office in July 2016, and has ten years' experience in the areas of financial services law, consumer credit law, alternative dispute resolution and regulatory matters. Zoe previously led the systemic issue investigation function of the Credit & Investments Ombudsman, and has also held roles at ASIC and with a major financial institution.



Bryan Whitefield

Bryan runs a consulting practice covering risk, strategic and agile leadership. He held the position of President and Chairman of the Board of the Risk Management Institution of Australasia (RMIA) from 2012 to 2015. He is the author of DECIDE: How to Manage the Risk in Your Decision Making, published in November 2015

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