

EFFECTIVE COMPLIANCE MEANS BUSINESS!

- Bridging the Compliance-Complacency Gap

Gain a competitive edge today!

Reap the long-term benefits of implementing a successful operational risk and compliance framework that works!

11 APRIL 2006, 9 AM - 6 PM

NOVOTEL CLARK QUAY

177A RIVER VALLEY ROAD SINGAPORE 179031

Brought to you by:



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WHO MUST ATTEND:

Especially suited for:

- Senior management
- Corporate/in-house counsel
- Compliance officers
- Training managers
- Front-end operatives

From the financial services industry, including:

- Banks
- Financial Advisers
- Life Insurance Advisers
- Wealth Management Advisors

PREAPPROVED FOR SDF FUNDING SUPPORT

Up to \$5 per training hour support for SMEs (eligibility criteria apply).

Subsidised rates can only be enjoyed if at least 75% attendance is attained. Otherwise, participant will have to reimburse remaining course fees to Intellitrain Pte Ltd.

FOR QUERIES, CONTACT JUNE OR GABRIEL AT:

Tel: 65572750

Fax: 65572751

Email:

customerservice@intellitrain.biz

ABOUT THIS WORKSHOP

Much has been said and taught about compliance in the financial services industry. Yet, many institutions and organisations in Asia still regard compliance as a necessary business expense to satisfy regulatory requirements. According to a 2005 survey by LAWLEX and Operational Risk magazine, *financial services firms on a global scale are looking "beyond the costs" and regard an effective operational risk programme as a worthy investment for improved business benefits.*

Despite increasing recognition of these benefits of compliance, 60% of respondents surveyed rated the creation of a compliance culture as the most difficult obstacle in the next 18 months.

Training is essential in a change program, especially where there is complexity in understanding operational risk management and compliance obligations.

This comprehensive change and risk management Workshop is taught by compliance specialists from Australia and Singapore using lectures on the substantive aspects and group discussions, case studies dramas and/or role-plays, to reinforce learning and the practical implementation of issues discussed. **LIMITED PLACES ONLY!**

Enjoy A Complimentary Compliance IQ Assessment!

Each Workshop participant will be offered the opportunity to undertake a *strictly confidential* assessment of your knowledge by Knowledge Platform of corporate compliance issues and best practices by taking a quick online assessment.

WORKSHOP OBJECTIVES

At the end of this Workshop, you will be able to identify and put in place ways to:

- Change your adviser force from a "sales" model to a "professional advice" model
- Change your organisational culture to be more accepting of regulatory compliance, thus complementing the role of the internal compliance team.
- Improve legal risk management.
- Ultimately, enhance the value of your business.

All participants will have the opportunity to complete a pre-course questionnaire so that we are able to customize the programme based on the most relevant issues identified by participants.

WORKSHOP OUTLINE

1. Opening Remarks & Introductions

2. Lecture: Primer On Compliance In The Financial Services Industry

- Compliance system per se is not sufficient (it's both a moral and legal obligation)
- Due to the onerous legal obligations, compliance system must be robust to protect both the FA and its representatives
- Compliance system must be incorporated into the culture of the organization to ensure effectiveness

3. Lecture: Overview Of The Relevant Legislation

- Financial Advisers Act (FAA)
- Various specific compliance obligations under the FAA
- Various Guidelines, Notices, etc

4. Workshop: Overcoming Specific Practical Challenges And Risks

- Proper KYC and needs analysis versus product pushing
- Time lapses between needs analysis and recommendations
- Literacy and language problems
- Competence and skill
- Confidentiality (even within the organization)
- Authority of client to execute documents on behalf of other adult family members (where advice is rendered on a "family basis")
- Clear and adequate communication with clients
- Management Issues:
 - Remuneration structures & their impact on compliance
 - Role of supervisors
 - Span of control of supervisors & managers
 - Training & development
 - Recruitment strategies

5. Q&A Session/Panel Discussion

**INTERESTED IN
CONDUCTING THIS
PROGRAMME INHOUSE?**

Are you facing specific issues in your organization? Or are certain aspects of this workshop more relevant to you than others? Are there real scenarios that you wish to learn how to manage? We can design a session just for your staff or team and conduct it in the comfort and privacy of your workplace. Contact June or Gabriel at 65572750 or email customerservice@intellitrain.biz for a no-obligation discussion now!

ABOUT YOUR WORKSHOP LEADERS

Dr. Angelo Venardos

Dr Angelo Venardos is a banker by training with many years of experience in corporate and offshore banking. He holds degrees in Economics, Marketing, MBA, M.Juris (Corp & Com Law), and a Doctorate of Legal Science from Bond University, School of Law. Angelo developed an expertise in compliance and money-laundering issues as part of compliance requirements of Heritage's business dealings with high network individuals originating from all around the world. As a director he is acutely aware of KYC and the need to write quality business in the competitive financial services sector. Angelo is a Permanent Resident of Singapore where he founded Heritage Fiduciary Services, and often speaks at industry forums and contributes articles to magazines and journals.

Mr. James Huan Nam Guan

Singapore. He has been quoted in the local press, Channel NewsAsia, as well as various financial magazines for his expert opinion on estate planning matters. James has also co-authored two books. He is one of the authors for the "Singapore Master Financial Planning Guide" published by CCH Asia Pte Ltd, as well as the co-author of "Estate Planning Made Easy" published by Sweet & Maxwell. The first book is currently being used as a master guide by the various players in the financial advisory industry, while the second book has been well received as a helpful guide to the lay person. James is in a unique position as he is one of the few lawyers who is also licensed as a financial adviser representative by the Monetary Authority of Singapore under the Financial Advisers Act. James is concurrently a consultant with Providend Pte Ltd, Singapore's first fee-only financial advisory company.

Mr. Grant Holley

Grant was a member of the Victorian Bar between 1986 and commencing the law practice of Holley Nethercote in March 1995. Grant's practice has been predominantly in commercial law. He has represented many medium to large-sized corporations in courts and tribunals at all levels. Grant holds degrees in economics and law from Monash University and a Master of Laws from the University of Melbourne. He is a fellow of the Institute of Arbitrators and Mediators Australia and a graded arbitrator and accredited mediator. He has been a contributing author to a number of legal publications and journals. Grant Holley and Tim Nethercote established Compact - Compliance and Corporate Training in 1995 to help keep their clients out of court through developing compliance and risk management systems and appropriate training. They work with banks, insurance companies, financial services providers and regulators in Australia and New Zealand.

**REGISTRATION, CANCELLATION
& REFUND POLICY**

- Registrations will be confirmed upon receipt of full payment accompanied by a duly completed registration form.
- The Organisers will send email confirmations to all registrants whose payments have been received at least 3 working days before the event date.
- The Organisers reserve the right to refuse to register or admit any participant, and to cancel or postpone the course.
- Substitute delegates are welcomed, subject to the Organisers being notified at least 2 working days before the course of the details of the substitute delegate
- The Organisers will not entertain any request for a refund of fees made. However a confirmed registrant who has paid in full the course fees but does not turn up for the course will be entitled to collect a set of the materials provided.

REGISTRATION FORM

As all registrations will be confirmed only by email, please provide email addresses at which you can be reached directly during office hours. If you have no email address, please indicate N/A so we can fax your confirmation.

1st Delegate: Name: Mr/Mrs/Ms/Dr. _____

Designation: _____

Email: _____

2nd Delegate:

Name: Mr/Mrs/Ms/Dr. _____

Designation: _____

Email: _____

3rd Delegate:

Name: Mr/Mrs/Ms/Dr. _____

Designation: _____

Email: _____

Organisation: _____

Address: _____

Telephone: _____ Fax: _____

Payment (please circle as appropriate) Mode: Company cheque/Personal cheque. Fees include refreshments and seminar handouts.	NORMAL RATES	WITH SDF GRANT	GROUP DISCOUNTS (for 3 or more registrants from same organisation)
Members of Law Society, FPAS and SCCA	\$799.00	N/A	\$719.00 each
SMEs (as defined by WDA)	\$899.00	\$859.00 (\$40 borne by SDF Grant)	\$799.00 each
Others	\$899.00	N/A	\$799.00 each

Cheque payments should be made payable to "INTELLITRAIN PTE LTD" & arrive at 11 COLLYER QUAY #06-02 THE ARCADE SINGAPORE 049317 with your completed registration form by the closing date, Tuesday, 4 April 2006.