

Lender Webinar 2020

Friday 16 October, 9am – 1pm



Session 1: Confirmed start of 9.00am

9.00am	Introduction	MC: Gordon Harcourt
9.05am	Opening remarks	Anna Rawlings <i>Chair</i>
9.15am (approx)	Overview of CCCF Act changes	Dot Benson <i>Deputy General Counsel, Credit Legal</i>
9.45am	Short break and Meet the Speakers Session : Antonia Horrocks and Dot Benson	

Session 2: Confirmed start of 10.00am

10.00am	Complaints and Priorities	Carissa Baker <i>Manager, Intelligence, Advocacy and Enquiries</i>
10.15am (approx)	Investigations Process	John Lyall <i>Credit Manager</i>
10.30am (approx)	Advertising	Rose Scott <i>Senior Legal Counsel</i>
10.45am	Short break and Meet the Speakers Session : Carissa Baker and John Lyall	

Session 3: Confirmed start of 11.00am

11.00am	Affordability and Suitability Assessments	Mark Atwell <i>Principal Investigator</i>
11.40am	Short break and Meet the Speakers Session : Mark Atwell and Rose Scott	

Session 4: Confirmed start of 11.55am

11.55am	CFFC presentation: Financial Impact of COVID on New Zealand consumers	Celestyna Galicki
12.25pm (approx)	Varying contracts when a Borrower's situation changes	Dot Benson <i>Deputy General Counsel, Credit Legal</i>
12.40pm (approx)	Q&A Panel	<i>Panel Chair:</i> Antonia Horrocks <i>Panel Members:</i> Dot Benson; Carissa Baker; John Lyall; Mark Atwell
12.55pm	Closing remarks	Antonia Horrocks <i>General Manager</i>