

SUMMARY RECORD

NZ-OECD High-level Global Symposium on Financial Education

12-13 October 2016

ANZ Viaduct Events Centre



Introduction and Background

The NZ-OECD Global Symposium “Today Vs Tomorrow?”, addressing the global policy priority of financial resilience, was held at ANZ Viaduct Events Centre in Auckland, New Zealand, on 12-13 October 2016. This high-level event was co-organised by the Organisation for Economic Co-operation and Development ([OECD](#)) and the Commission for Financial Capability (CFFC) of New Zealand.

Following a Māori welcome by members of Ngāti Whātua, the symposium was officially opened by **Ms. Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, New Zealand**, and **Mr. André Laboul, Special Financial Advisor to the G20 Sherpa, and Senior Counsellor to the Directorate for Financial and Enterprise Affairs, OECD, and Chair of the OECD International Network on Financial Education (OECD/INFE)**. It included insights from a wide range of high-level speakers and specialists on topics relating to the current behaviours of young people and adults and the need to encourage more people to save and take into account their future financial needs, regardless of their age, gender or cultural heritage.

The symposium was attended by more than 300 high-level participants from almost 50 countries including officials and experts from ministries of finance and education, central banks, regulatory and supervisory authorities, government, international organisations, the academic community, the private sector and NGOs. It was held back-to-back with the 6th Technical Committee meeting of the OECD International Network on Financial Education (INFE) and its working group and Advisory Board meetings (10-11 October).

Day 1

Welcome and opening remarks

The symposium was officially opened by Diane Maxwell Retirement Commissioner, Commission for Financial Capability, New Zealand, and Mr. André Laboul, Special Financial Advisor to the G20 Sherpa, and Senior Counsellor to the Directorate for Financial and Enterprise Affairs, OECD, and Chair of the OECD/INFE, who noted the relevance of the conference to global policy improvements and its importance as a complement to the previous OECD/INFE global conference on resilience, held in Amsterdam, the Netherlands.

Mr. Laboul discussed the transfer of longevity risk to individuals, and the subsequent need for financial education and financial consumer protection. He stressed the importance of supporting vulnerable socio-demographic groups, and highlighted in particular the challenges faced by women. He also highlighted the current and future work of the OECD/INFE, including work on the challenges and opportunities created by the digitalisation of financial services for the G20 and APEC, and a new project on effective implementation of financial education initiatives.

Keynote: Financial security in an age of volatility

Ms. Ida Rademacher, Executive Director, Financial Security Program, The Aspen Institute, USA, addressed the question of how to shift today's thinking and convince a generation who 'want it now' to save, and how to do this on a grand scale. She noted that many changes have already been made in the health domain, including indoor smoking bans in many countries. However, she believes that we need to further explore the reasons behind people's behaviour, using tools such as diaries to see how they deal with a variety of issues including income volatility.

Ms. Rademacher also noted that it is difficult for some people to take risks in a financial context because they have a lack of basic financial security or safety net, noting that it is important to address the way in which people save for the short-term before they can invest for longer-term needs.

When discussing ways of changing behaviour, she discussed better design of products and social insurances, the need for simple savings accounts that can be accessed immediately and without penalty, and automatic retirement savings products that people can opt-out of.

In the Chair: The drive to buy at any cost

Dr. Jane Horan, Economic Anthropologist, Auckland, New Zealand, was interviewed by Mr. Simon Dallow, a New Zealand Journalist about the reasons people buy things that we don't really need, using money they don't really have. She showed the power of social consumerism –people buying something to show it off, or because someone else has it, rather than because of simple need, and irrespective of affordability. She suggested that one approach might be to think of financial literacy as about learning to live with what they have.

Keynote: The implications of Fin-Tech on today and tomorrow

Mr. S.S. Mundra, Deputy Governor, Reserve Bank of India and Vice-Chair of the OECD/INFE, discussed the emergence of financial technology, or so-called 'fin-tech'. This is seen as an important tool in the drive to increase access to financial services, but it is widely recognised that consumers

need support to negotiate this new landscape. Mr. Mundra was upbeat about the role of fin-tech. He noted that innovation and technology themselves are not new concepts, and that the financial landscape has always been evolving, with the cashpoint (ATM) still considered to be the most important banking innovation in the last 20 years. He also pointed out that even if bank branches become less important, banking will still have a role to play and will have much more data about their clients; which can potentially be used to track behaviour and understand consumer needs better.

Mr. Mundra had a word of caution in regards to the potential job losses in traditional financial services (including the advice sector) caused by such innovation, and the demand for people with digital skills, noting that this may create new pockets of vulnerability and exclusion.

Panel discussion: Democratising access – the Fin-Tech revolution

Following Mr Mundra's presentation, a panel discussion moderated by Simon Dallow provided symposium participants with the opportunity to hear more about the experiences and impressions of the fin-tech revolution in various different countries. Four panellists spoke in this session:

- **Mr. Shamubeel Eaqub**, New Zealand Economist
- **Ms. Maria Lucia Leitao**, Head of the Conduct Supervision Department, Bank of Portugal
- **Mr. Johnny Noe Ravalo**, Assistant Governor Financial Supervision Research and Consumer Protection Sub-sector, Bank of the Philippines
- **Ms. Cheryl Parker Rose**, Assistant Director, Office of Intergovernmental Affairs, Consumer Financial Protection Bureau, United States

Speakers concurred that modernisation is inevitable, and posited that in some countries the youth of today may never use a bank branch or handle large sums of cash. However, whilst digital financial services bring potential benefits in terms of time saving and increased security of money, they are also being used to provide products that carry many risks, such as payday loans. The challenges for regulators include knowing how consumers will react or behave when offered a new product and knowing when to intervene without discouraging development and innovation. Furthermore, they need to be given the powers to regulate these new forms of financial service-some of which are currently the responsibility of other authorities.

This session also reiterated the concern that a new vulnerable group will be created through the development of fin-tech, of people who do not have the digital skills and confidence necessary to use new forms of technology competently and safely. Panellists agreed that financial education was part of the solution, but that it would not be sufficient on its own to protect the vulnerable.

Research insights: Understanding consumer behaviour and promoting positive actions

Ms. Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, summarised recent research insights from New Zealand, indicating the reasons that people save too little, too late, for their retirement.

Ms. Maxwell noted that she didn't believe that people need to be entirely protected, as some level of risk is normal in life. She prefers an approach that gives people choices and the information, skills, desire and confidence to manage their financial decisions.

In this regard, the Commission has developed a framework to understand the motivators and context for changing financial behaviours. Discussing adults as in 'intensive care' 'on the ward' or making 'GP visits' to explain the different levels, Ms Maxwell indicated that 21% of the New Zealand population are in poor financial health- they are financially stressed. Using a range of case studies, the Commission has been able to better understand the lives of people at different levels of financial health and understand the drivers of their current situation.

The findings of this qualitative research showed clear patterns. For example, they indicated that some people were in denial or had false optimism, some simply 'accept' that they are spenders, and others are motivated to save and look to the future.

The research has been used to identify an approach to change behaviours, incorporating approaches to trigger change, providing help where needed and appropriate forms of communication.

In the Chair: Financial decisions and lifestyle choices

Mrs. Jane Rooney, Financial Literacy Leader, Canada, was interviewed by Mr Simon Dallow about young people's attitudes to spending and saving.

Mrs. Rooney argued that financial education should start at school, whilst also recognising the important role of parents. She stressed the need to build positive financial attitudes towards saving and encourage budgeting through clear messages delivered in youth friendly formats, to shift behaviour over time. Research in Canada shows that just one-third of 18 to 24 year olds have a budget. Almost all of these young people (91%) stay within their budget most of the time. Such young people are also more likely to avoid heavy student loans, manage debt effectively and use their credit card wisely, indicating a strong correlation between budgeting and other beneficial financial behaviours.

There are some worrying trends in financial behaviour in Canada, as elsewhere in the world, with people saving a smaller proportion of their income than in the past. Furthermore, 42 percent of 35-44 years olds are struggling to keep up with their bills and payments, suggesting high-levels of financial pressure.

Mrs. Rooney discussed several pilot projects been run in Canada to incentivise positive financial behaviours, including two innovative mobile phone applications designed to provide regular messages and feedback to consumers. She believes that this kind of delivery method holds a great deal of promise when targeting younger generations.

Keynote and interview: Financial knowledge, behaviour and attitudes: Results of the OECD/INFE survey on financial literacy and financial inclusion

Ms. Flore-Anne Messy, Head of the Financial Affairs Division, Directorate for Financial and Enterprise Affairs, OECD, and Executive Secretary of the OECD/INFE, gave a presentation on levels of financial literacy vary around the world, followed by an 'in the chair' interview by Simon Dallow.

Ms. Messy's presentation drew on a new OECD publication, the [OECD/INFE International Survey of Adult Financial Literacy Competencies](#). This includes data from over 50,000 adults across 30 countries and economies, and show that levels of financial literacy have room for improvement in every country.

The survey looks at financial knowledge, behaviours and attitudes of adults aged 18 -79, and reports the proportion of the population reaching a minimum target level on each of these three aspects of financial literacy. On average across participating countries, only 56% of the population reached this target score on financial knowledge, 51% reach the target for financial knowledge, and 50% have financial attitudes that tend towards a preference for the longer term.

Ms. Messy argued that the results confirm the need for policy efforts to provide financial education from a young age, whilst also targeting adults to provide relevant information and skills so that they can more effectively build their own financial resilience and make smart financial product choices.

Panel discussion: The power and limitations of defaults to change a nation's savings behaviour

The ease and simplicity of a default mechanism is considered to be a powerful tool in overcoming public inertia around saving for the future. Four panellists, moderated by **Mr Bernard Hickey, Financial journalist and publisher of Hive News, New Zealand**, discussed this issue:

- **Prof. Hazel Bateman**, University of Queensland
- **Mr. David Boyle**, Group Manager, Investor Education, Commission for Financial Capability
- **Mr. Liam Mason**, Director of Regulation, Financial Markets Authority, New Zealand
- **Mrs. Sue Lewis**, Chair, Financial Services Consumer Panel, Financial Conduct Authority, United Kingdom

Panellists discussed how defaults have vastly increased the number of people saving, but do not incentivise people to connect with their provider, monitor their investment portfolio or look for better deals. It was noted that defaults are often conservative, may have low contribution rates, and are often designed as a temporary measure, meaning that people need to know how to move on to more rewarding forms of investing in order to secure their financial future and need to understand the need for saving a larger proportion of their income. It was also noted that defaults typically work best for consumers in traditional, formal employment. Other policies are needed to protect consumers outside of this category, such as those in temporary work, the self-employed or those with several part time jobs as well as adults who are unable to work or caring for family members.

Discussion also focused on the decisions that people are able to make for themselves in some countries, such as where to save, what to do with their lump-sum on retirement and whether to see their property and other assets as part of their long-term savings strategy. Where these are not being addressed through defaults, it is necessary to provide free, impartial guidance to consumers at key life-stages.

Day 1 Closing Remarks

Hon. Paul Goldsmith, Minister of Commerce and Consumer Affairs, discussed the benefit and challenges of the universal pension system in New Zealand. He commented that such a system may make people less likely to save more for their own retirement. He feels that financial education is essential to address this issue, along with a robust financial services sector. New Zealand has committed considerable resources to financial education, and in 2015 a statement was released confirming a whole of government approach to building levels of financial literacy. He indicated three key areas for the government to address: 1) invest in research and education, 2) implement approaches to establish retirement planning and savings behaviour, and 3) get the regulatory aspects right to build trust in financial markets.

Day 2

Welcome remarks and highlights of day 1

The second day of the symposium was opened with a short video showing highlights from day 1.

Keynote: What the public and policy makers should know about pensions, pension systems and reforms

Prof. Elsa Fornero, Chair of Economics, University of Turin, gave a keynote speech on the reform of pension systems. She reminded the audience of the shifting demographics of most developed economies, but also noted that longevity is not the only pressure on pension systems. The number of economically active people is an important factor in determining whether a pension system is able to provide adequate retirement income to individuals in old age.

Professor Fornero had several suggestions for reform. Of particular note she indicated the need to increase statutory retirement ages – linking retirement to longevity. She elaborated that this would require new employment opportunities for older workers and a reduction in early-retirement options. She also noted that policy makers need to address the specific needs of women and other vulnerable groups, and that financial education is a viable alternative to paternalism only if there is sufficient investment in such education.

Panel discussion: Pension reform and the strategies used to inform/educate the public

Following Professor Fornero's keynote speech, a panel discussion provided participants with an opportunity to hear more about practical ways in which authorities are informing and educating their population about ongoing pension reforms. **Mr. André Laboul, Special Financial Advisor to the G20 Sherpa, and Senior Counsellor to the Directorate for Financial and Enterprise Affairs, OECD, and Chair of the OECD/INFE**, moderated the panel of experts:

- **Mr. Olaf Simonse**, Head of the Money Wise Platform, Ministry of Finance, the Netherlands
- **Ms. Rose Kwena**, Head of Corporate Communications, Retirement Benefits Authority, Kenya
- **Prof. Elsa Fornero**, Chair of Economics, University of Turin, Italy
- **Ms. Diane Maxwell**, Retirement Commissioner, Commission for Financial Capability, New Zealand

Participants discussed the role of the media in giving clear information to the public; noting that there is considerable advantage to providing journalists with training so that they understand the issues themselves, and accurately deliver their message. Such training sessions can also provide policy makers/educators with the opportunity to better understand and address any misconceptions or mistrust among this important group.

It was noted that even nationwide awareness campaigns and simple online tools do not succeed in making everyone aware of their pension, and so combined approaches, with targeted provision are necessary. These approaches should use a variety of different terms, and may need to avoid the use of the word retirement completely.

In the Chair: When I'm 64: how the finance industry and its regulators could help you talk to your 'future self'

Mr. Rob Everett, Chief Executive at the New Zealand Financial Markets Authority, discussed the role of the financial industry and regulators in changing behaviour with **Ms. Jane Luscombe, External Relations Manager, Commission for Financial Capability, New Zealand**. Ms Luscombe started by asking about trust in financial services, and Mr Everett responded that there have been many reasons for consumers to lose trust in the financial services sector. New Zealand has addressed this through a change in supervision and regulation and a new licencing regime, and the recognising that regulators need to work with both providers and consumers to rebuild trust.

He commented that investment decisions are incredibly complex, and in terms of financial literacy, he would like to encourage people to take more time to plan their investments and retirements, just as they spend time researching large purchases such as TVs or cars. At the same time, they should know that if bad-practices occur on the supply side someone is watching and will take action. He commented that the changes that are needed will not be encouraged by regulators alone, but will require a whole of government approach. He also stressed that New Zealand is a small, cosmopolitan nation that values the opportunity to learn from the experience of other countries and draw on best practices to create a tailor-made approach.

Panel discussion: Culture and Money

Mr. Peter Cordtz, Group Manager Community and Education, Commission for Financial Capability, New Zealand, moderated an insightful discussion around different cultural perceptions of money and wealth and successful approaches at tailoring financial education and information to make it relevant, meaningful and useful to target different audiences. Panellists from Australia, New Zealand and South Africa shared their thoughts and experiences:

- **Ms. Pushpa Wood**, Director - Financial Education and Research Centre, Massey Business School, New Zealand
- **Mr. Lyndwill Clarke**, Head of Department Consumer Education at Financial Services Board of South Africa
- **Mr. Miles Larbey**, Senior Executive Leader - Financial Literacy, Australian Securities and Investments Commission
- **Mr. Alfred Ngaro**, Member of Parliament, New Zealand

Mr Cordtz started the session by noting that culture impacts every aspect of the discussions included in the Symposium. Discussion then went on to highlight important considerations when developing culturally relevant financial education:

- People from some cultures may have different life expectancy, which in turn impacts on their view of the future
- People are diverse, and an approach that builds on their strengths is important, whilst also recognising and supporting individuals' dreams and ambitions.
- Different cultures have different views of money and wealth: wealth may refer to wellbeing, to family or to possessions and the notion of investment may be energy and support given to future generations. Poverty is seen as a lack of community in some cultures and a lack of basic resources in others.
- Different cultures have different approaches to risk sharing and the use of credit.
- Reckless consumerism and the pressure to spend in excess of earning can be a huge challenge for some groups

- Some cultures expect individuals to find large sums of money to be paid in dowries, spent on specific celebrations or funerals, paid to religious groups or used to support family members. These expectations can cause huge financial pressures on vulnerable groups.
- Gender roles can be very ingrained.

Speakers stressed that appropriate, targeted financial education needs to use to target skills and behaviours in a sensitive way, and use language and images that encourages participation (one example given was to take into account that ‘piggy’ banks may not be the most appropriate choice for people of certain religions).

Panel discussion: The specific needs of women and how they can be addressed

Following the discussion on culture, during which it was noted that there can be significant differences in the ways in which men and women behave and the cultural expectations that they have, a second panel discussed the specific needs of women in terms of financial education and financial planning. Moderator **Ms. Ida Rademacher, Executive Director, Financial Security Program, The Aspen Institute, United States**, discussed with three panellists drawn from academia and the not-for-profit sector:

- **Prof. Jennifer Curtin**, University of Auckland
- **Ms Terry Shubkin**, Young Enterprise Trust, New Zealand
- **Prof. Paul Gerrans**, University of Western Australia

On average, women spend fewer years in the labour force, earn lower incomes and live longer than their male peers. Evidence also suggests that they have lower levels of financial knowledge than men and less confidence in their own abilities. Data on retirement savings show that women typically have lower levels of retirement savings and are more risk averse. Women are also more likely to start their own business out of necessity than men and may do so at an older age.

Panellists stressed the importance of having data disaggregated by gender but also looking at intra household decisions and wealth and understanding the ways in which tasks, income and wealth are shared between partners.

The panellists felt that it is important to design policies from the start with both men and women in mind, and not to treat problems that primarily affect women as lower priority. However, they also recognised that sometimes it is necessary to focus specifically on tailoring approaches to the needs of women, just as the previous panel had indicated the need to be culturally sensitive.

Around the world in 60 minutes: Success stories from around the globe

As an inspiration to policy-makers everywhere, speakers in this final session shared their best practices and intentions of the future. The panel, moderated by **Mr. David Kneebone, General Manager of the Investor Education Centre, Hong Kong, China**, consisted of:

- **Ms. Dubis Correal**, Senior Program and Policy Advisor, Office of Financial Education, Consumer Financial Protection Bureau (CFPB), United States
- **Mrs. Kusumaningtuti Soetiono**, Member of the Board of Commissioners, Indonesia Financial Services Authority (OJK)
- **Mr. Nick Watkins**, Head of Insight and Evaluation, Money Advice Service (MAS), United Kingdom

- **Ms. Anna Zelentsova**, Project coordinator, National Financial Education and Financial Literacy Project, Ministry of Finance of the Russian Federation
- **Mr. João Evangelista de Sousa Filho**, Analyst, Financial Education Department, Central Bank of Brazil

Ms. Correia presented the role of the CFPB to deliver financial education, support consumers and undertake research. The CFPB is undertaking work on financial education for youth, and have developed tools to train teachers after identifying a lack of confidence among teachers to cover financial literacy.

Ms. Soetionono described the ways in which OJK has built an infrastructure on financial consumer care, including websites, and simplified complaints procedures, including through a dedicated telephone number. Ms Soetionono also highlighted various practical resources developed to teach financial education to various ages of children and young people.

Mr. Watkins focused on the newly launched UK financial capability strategy. The MAS has engaged with a wide range of stakeholders to develop this strategy. It has developed a financial capability model and pays particular attention to the encouragement and dissemination of evaluation.

Ms. Zelentsova commented on the specific challenges of developing financial literacy skills in Russia, and the importance of financial education in a rapidly developing financial market. She presented Your Friendly Finances, and project run by the Russian Ministry of Finance and the World Bank. The project includes a strategic approach to capacity building by developing and implementing teacher training and consumer education programmes along with efforts to strengthen financial consumer protection.

Mr. de Sousa highlighted efforts in Brazil to train trainers to work with adults in order to reach even remote communities and provide important financial education messages. Modules cover topics such as prioritising expenditures, indebtedness, consumption and aiming for your dreams. He stressed that the approach is not designed to change people but to give them the tools to change themselves.

Wrap-up and closing remarks

Ms. Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, New Zealand, noting the value of having government support for financial education, introduced the **Prime Minister of New Zealand, John Key**, who gave the closing remarks.

John Key, PM noted that in politics, as in financial literacy, it is important to find out what people know, as it is often less than we assume. He commented that has learnt to speak without acronyms, and to rely on plain language – a useful lesson for the financial services industry.

The Prime Minister also stressed the importance of understanding the full situation of people struggling to make ends meet, using several examples from discussions with New Zealanders. He discussed the fact that different households have widely different outcomes on the same income- which may partly be related to lack of understanding but is also related to existing debt which is sometimes owed to illegal lenders or very high-cost credit providers. In conclusion he stated that financial education should be about helping people to help themselves, and could usefully be incorporated in schools.

Programme

Day 1

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| 08:15 - 09:15 | REGISTRATION |
| 09:15 - 09:20 | MIHI AND WAIATA (<i>Customary Māori welcome</i>) |
| 09:20 - 09:40 | WELCOME AND OPENING REMARKS Ms. Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, New Zealand Mr. André Laboul, Deputy Director for Financial and Enterprise Affairs, OECD and Chair of the OECD International Network on Financial Education (OECD/INFE) |
| 09:40-10:30 | KEYNOTE: <i>Financial security in an age of volatility</i> <i>How we shift today's thinking and convince a generation who 'want it now' to save</i> <i>How to achieve behaviour change on a grand scale.</i> Ms. Ida Rademacher, Executive Director, Financial Security Program, The Aspen Institute, United States |
| 10:30 - 10:50 | IN THE CHAIR: <i>The drive to buy at any cost</i> <i>Why are we driven to keep buying things that we don't really need, using money we don't really have? Consumer debt has become a cultural norm in many countries in less than two generations. What is driving this and how do we move away from rampant consumerism to focus less on today and more on tomorrow?</i> Mr. Simon Dallow Interviews Dr. Jane Horan, Economic Anthropologist, Auckland, New Zealand |
| 10:50 - 11:20 | BREAK |
| 11:20 - 11:40 | KEYNOTE: <i>The implications of Fin-Tech on today and tomorrow</i> <i>So-called 'fin-tech' is seen as an important tool in the drive to increase access to financial services. Are consumers fully benefiting from digital innovations in financial products and services today and, if so, will this improve their prospects in the future? Can technology also help consumers to behave in more financially literate ways?</i> Mr. S.S. Mundra, Deputy Governor, Reserve Bank of India and Vice-Chair of the OECD/INFE |

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| 11:40 - 12:30 | <p>PANEL DISCUSSION: <i>Democratising access – the Fin-Tech revolution</i></p> <p><i>As opportunities arise from the growth of Fin-Tech, what is being done to handle the challenges it brings, including rapid access to online credit and innovations such as peer-to-peer platforms? And what steps can be taken to educate and protect the more vulnerable consumers in an increasingly digitalised world?</i></p> <p>Moderator: Mr. Simon Dallow</p> <p>Panel:</p> <ul style="list-style-type: none"> - Mr. Shamubeel Eaquib, Economist, New Zealand - Ms. Maria Lucia Leltau, Head of the Conduct Supervision Department, Bank of Portugal - Mr. Johnny Noe Ravalo, Assistant Governor, Financial Supervision Research and Consumer Protection Sub-sector, Central Bank of the Philippines - Ms. Cheryl Parker Rose, Assistant Director, Office of Intergovernmental Affairs, Consumer Financial Protection Bureau, United States |
| 12:30 - 13:00 | <p>RESEARCH INSIGHTS: <i>Understanding consumer behaviour and promoting positive actions</i></p> <p><i>Research shows that many people are ill-prepared for retirement. The factors include living in denial, false optimism and using what New Zealand researchers refer to as 'psychic maths', which prevents them from preparing for tomorrow.</i></p> <p>Ms. Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, New Zealand</p> |
| 13:00 - 14:00 | LUNCH BREAK |
| 14:00 - 14:20 | <p>IN THE CHAIR: <i>Financial decisions and lifestyle choices</i></p> <p><i>A generation has grown up immersed in an environment where credit is readily-available and 'buy now, pay later' is almost a mantra. How has this shaped young people's attitudes to spending and what can be done to make saving cool? Is it time for a backlash from millennials to their parents' consumerism?</i></p> <p>Mr. Simon Dallow interviews Mrs. Jane Rooney, Financial Consumer Agency of Canada</p> |
| 14:20 - 14:50 | <p>KEYNOTE: <i>Financial knowledge, behaviour and attitudes: Results of the OECD/INFE survey on financial literacy and financial inclusion.</i></p> <p><i>To what extent do levels of financial literacy vary around the world and what does this mean for international policy guidance and national strategies for financial education?</i></p> <p>Presentation and In the Chair discussion: Ms. Flore-Anne Messy, Head of the Financial Affairs Division, Directorate for Financial and Enterprise Affairs, OECD, and Executive Secretary of the OECD/INFE</p> |

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| 14:50 - 15:10 | BREAK |
| 15:10 - 16:00 | <p>PANEL DISCUSSION: <i>The power and limitations of defaults to change a nation's savings behaviour</i></p> <p><i>The ease and simplicity of a default mechanism is a powerful tool in overcoming public inertia around saving for the future. But once they're in, what next? The panel discusses what has worked, what hasn't, and why consumer education and engagement is crucial.</i></p> <p>Moderator: Mr. Bernard Hickey, Financial Journalist and publisher of Hive News, New Zealand</p> <p>Panel:</p> <ul style="list-style-type: none"> - Prof. Hazel Bateman, Head of School, Risk and Actuarial Studies, University of New South Wales Business School, Australia - Mr. David Boyle, Group Manager, Investor Education, Commission for Financial Capability, New Zealand - Mr. Liam Mason, Director of Regulation, Financial Markets Authority, New Zealand - Ms. Sue Lewis, Chair, Financial Services Consumer Panel, Financial Conduct Authority, United Kingdom |
| 16:00 - 16:30 | <p>DAY 1 CLOSING REMARKS</p> <p>Hon. Paul Goldsmith, Minister of Commerce and Consumer Affairs, New Zealand</p> <p>Ms. Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, New Zealand</p> |
| 17:30 - 19:30 | <p>COCKTAIL FUNCTION</p> <p>Participants are invited to take a short break before the cocktail function, which will be held in the conference venue</p> |

09:30 - 09:40 **WELCOME REMARKS AND HIGHLIGHTS OF DAY 1**

9:40 - 10:10 **KEYNOTE:**
What the public and policy makers should know about pensions, pension systems and reforms

Financial security in old age is one of the most important achievements of our time, but also one very much at risk. Population ageing, weak economic growth and political "short-termism" have created complex problems of financial, economic and social sustainability. A sustainable reform strategy is possible, but how?

Prof. Elsa Fornero, Chair of Economics, University of Turin, Italy

10:10 - 11:05 **PANEL DISCUSSION:**
Pension reform and the strategies used to inform/educate the public

Around half of OECD countries have made changes to their pension systems in the past three years. One of the most important steps in the process is to get informed public support. The panel looks at why; successful ways to do this; and the impact it can have on implementing reform.

Moderator: Mr. André Laboul, Deputy Director, Directorate for Financial and Enterprise Affairs, OECD and Chair of the OECD/INFE

Panel:

- Mr. Olaf Simonse, Head of the Money Wise Platform, Ministry of Finance, Netherlands
- Ms. Rose Kwena, Head of Corporate Communications, Retirement Benefits Authority, Kenya
- Prof. Elsa Fornero, Chair of Economics, University of Turin, Italy
- Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, New Zealand

11:05 - 11:25 **BREAK**

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| 11:25 - 11:45 | <p>IN THE CHAIR: <i>When I'm 64: how the finance industry and its regulators could help you talk to your 'future self'</i></p> <p><i>Interview exploring ways of balancing today's demands and financial needs with achieving sustainable behaviour change to improve financial wellbeing tomorrow.</i></p> <p>Ms. Jane Luscombe Interviews Mr. Rob Everett, Chief Executive at the New Zealand Financial Markets Authority, New Zealand</p> |
| 11:45 - 12:40 | <p>PANEL DISCUSSION: <i>Culture and Money</i></p> <p><i>A discussion around different cultural perceptions of money and wealth and successful approaches at tailoring financial education and information to make it relevant, meaningful and useful to target different audiences</i></p> <p>Moderator: Mr. Peter Cordtz, Group Manager Community and Education, Commission for Financial Capability, New Zealand</p> <p>Panel:</p> <ul style="list-style-type: none"> - Ms. Pushpa Wood, Director, Westpac Massey Fin-Ed Centre, New Zealand - Mr. Lyndwill Clarke, Head of Consumer Education, Financial Services Board of South Africa - Mr. Miles Larbey, Senior Executive Leader - Financial Literacy, Australian Securities and Investments Commission - Mr. Alfred Ngaro, Member of Parliament, New Zealand TBC |
| 12:40 - 13:40 | LUNCH BREAK |
| 13:40 - 14:40 | <p>VIDEO: <i>Women, know your limits</i></p> <p>PANEL DISCUSSION: <i>The specific needs of women and how they can be addressed</i></p> <p><i>On average, women spend fewer years in the labour force, earn lower incomes and live longer than their male peers. Evidence also suggests that they have lower levels of financial knowledge than men and less confidence in their own abilities. The panel considers what is being done, what could be done and what should be done to afford them a fairer future.</i></p> <p>Moderator: Ms. Ida Rademacher, Executive Director, Financial Security Program, The Aspen Institute, United States</p> <p>Panel:</p> <ul style="list-style-type: none"> - Prof. Jennifer Curtin, Associate Professor, Politics and International Relations, University of Auckland, New Zealand - Ms. Terry Shubkin, Chief Executive, Young Enterprise Trust, New Zealand - Prof. Paul Gerrans, Accounting and Finance, University of Western Australia |
| 14:40 - 15:00 | BREAK |

15:00 - 16:00

AROUND THE WORLD IN 60 MINUTES:

Success stories from around the globe

As an inspiration to policy-makers everywhere, this session will include five quick-fire presentations on effective financial education initiatives that could be adapted for use elsewhere.

Moderator:

Mr. David Kneebone, General Manager of the Investor Education Centre, Hong Kong, China

Panel:

- Ms. Dubis Correal, Senior Program and Policy Advisor, Office of Financial Education, Consumer Financial Protection Bureau, United States

- Mrs. Kusumaningtuti Soetiono, Member of the Board of Commissioners, Indonesia Financial Services Authority

- Mr. Nick Watkins, Head of Insight and Evaluation, Money Advice Service, United Kingdom

- Ms. Anna Zelentsova, Project coordinator, National Financial Education and Financial Literacy Project, Ministry of Finance of the Russian Federation

- Mr. João Evangelista de Sousa Filho, Analyst, Financial Education Department, Central Bank of Brazil

16:00 - 16:10

DAY 2 WRAP UP AND CLOSING REMARKS

Ms. Diane Maxwell, Retirement Commissioner, Commission for Financial Capability, New Zealand

List of Participants

| Country | Last name | First name | Organisation |
|----------------|------------------|----------------------------|---|
| Australia | Bateman | Hazel | UNSW |
| Australia | Drake | Robert | Financial Literacy Australia |
| Australia | Gerrans | Paul | The University of Western Australia |
| Australia | Larbey | Miles | Australian Securities and Investment Commission |
| Australia | Rizk | Lena | Australian Bankers' Association |
| Australia | Russell | Roslyn | RMIT University |
| Australia | Thelosen | Sophie | Developing Markets Associates |
| Brazil | Cavalcanti Vasco | José Alexandre | Securities and Exchange Commission of Brazil |
| Brazil | de Sousa Filho | João Evangelista | Banco Central do Brasil |
| Brazil | Martins | Lavinia | LM Financial Planning & Education |
| Brazil | Torres | Marise | Securities and Exchange Commission of Brazil |
| Cambodia | But | Vanny | Ministry of Economy and Finance |
| Cambodia | Shhun | Vattana | National Bank of Cambodia |
| Canada | Hauser | Julie | Financial Consumer Agency of Canada |
| Canada | Rabbior | Gary | Canadian Foundation for Economic Education |
| Canada | Rooney | Jane | Financial Consumer Agency of Canada |
| Canada | Wilson | Cairine | Chartered professional Accountants of Canada |
| Chile | Bustos Muñoz | Paula | Banco Central de Chile |
| Chile | Varela | Claudia | Central Bank of Chile |
| China | Tian | Xinkuan | China Banking Regulatory Commission |
| China | Wang | Rong | Peking University |
| China | Zhang | Xuan | People's Bank of China |
| Côte d'Ivoire | Diai | Jean-Baptiste | Ministry of Finance |
| Czech Republic | Hlavicova | Michaela | Ministry of Finance |
| Ecuador | de Jesus | Bernardo LM | Banco Central de Timor-Leste (BCTL) |
| Egypt | Selim | Eman | Tanta University |
| Fiji | Marovia | Sitiveni | ANZ Bank Fiji |
| Germany | Schmidt | Philipp | BaFin |
| Germany | Schneemann | Moritz | Deutsche Bundesbank |
| Hong Kong | Kneebone | David | Investor Education Centre |
| Hong Kong | Tam | Vera | Hong Kong Consumer Council |
| India | Anand | Binod | CNRI |
| India | Garg | Girraj Prasad | National Institute of Securities Markets |
| India | Ghose | Sandip | National Institute of Securities Markets |
| India | Mundra | Subhash | Reserve Bank of India |
| India | Naik | T.S. | Insurance Regulatory Development Authority |
| India | Neelakanta Iyer | Hariharan | Securities and Exchange Board of India |
| India | Rajan Raman | Sundar | Securities and Exchange Board of India |
| India | Somasundaram | Subramanian | Reserve Bank of India |
| India | Srinivasan | Krishnamurthy | Reserve Bank of India |
| Indonesia | Prastiani | Ria | Indonesia Financial Services Authority (OJK) |
| Indonesia | Setiawan | Cecep | Indonesia Financial Services Authority |
| Indonesia | Soetiono | Kusumaningtuti Sandriharmy | Indonesia Financial Services Authority |
| Indonesia | Yusuf | Adrian | Indonesia FSA (OJK) |

| Country | Last name | First name | Organisation |
|--------------|-----------------|----------------|--|
| Italy | Deaglio | Mario | Università di Torino |
| Italy | Fornero | Elsa Maria | University of Turin |
| Italy | Nanula | Roberta | Bank of Italy |
| Japan | Ohata | Hiroshi | Financial Services Agency |
| Japan | Okazaki | Ryoko | Bank of Japan |
| Kenya | Kwena | Rose | Retirement Benefits Authority |
| Kenya | Maina | Brian | Child and Youth Finance International |
| Korea, South | Choi | Ji Eun | Financial Services Commission |
| Korea, South | Hai Ju | Jeong | Ministry of Strategy and Finance |
| Korea, South | Han | Jonggun | Ministry of Strategy and Finance |
| Korea, South | Jung | Joon | Bank of Korea |
| Korea, South | Kang | Hyun Jeong | Ministry of Strategy and Finance |
| Laos | Chandara | Phetsamone | Bank of the Lao PDR |
| Laos | Keola | Niphananh | GIZ project - Access to Finance for the Poor |
| Latvia | Upleja | Ieva | Financial and Capital Market Commission (FCMC) |
| Lesotho | Lekholoane | Maseeiso | Ministry of Finance |
| Malaysia | Ariff | Arlina | Bank Negara Malaysia |
| Malaysia | Daud | Khairul Izran | Bank Negara Malaysia |
| Malaysia | Jamaldin | Mohamad Khalil | AKPK |
| Malaysia | Ngah Tasir | Azaddin | Credit Counselling and Debt Management Agency |
| Malaysia | Othman | Shahariah | Bank Negara Malaysia |
| Mexico | Garza López | Pedro | Banco de Mexico |
| Mexico | Torres Gongora | Leonardo Jorge | CONDUSEF |
| Mongolia | Bayarsaikhan | D | Financial Regulatory Commission |
| Nepal | Sop | Shrabana Kumar | Disaster Reduction Nepal (DRN) |
| Nepal | Wagle | Achyut | Institute for Financial Education -IFEC Nepal |
| Netherlands | Simonse | Olaf | Ministry of Finance |
| New Zealand | Abba | Laura | ANZ |
| New Zealand | Andrews | Telea | Ministry of Business Innovation and Employment |
| New Zealand | Ashton | Nicky | Kiwibank |
| New Zealand | Auld | Stuart | Aon Hewitt |
| New Zealand | Balderston | Hazel | Independent Contractor |
| New Zealand | Baldwin | Suzanne | ImPower Limited |
| New Zealand | Beattie | David | Booster Financial Services |
| New Zealand | Beaumont | Roger | ASB |
| New Zealand | Beeslaar | Amanda | Aon New Zealand |
| New Zealand | Bentham | Rod | New Zealand Qualifications Authority |
| New Zealand | Bidois | Tania | Waikato Tainui |
| New Zealand | Bowden | Sylvia | Silbo Systems |
| New Zealand | Boyd | Adam | ASB Bank |
| New Zealand | Boyes | Gillian | Financial Markets Authority |
| New Zealand | Boyle | David | Commission for Financial Capability |
| New Zealand | Bradley | John | BNZ |
| New Zealand | Buick-Constable | Antony | NZ Bankers' Association |
| New Zealand | Bunny | Chris | MBIE |
| New Zealand | Burns | Ian | Gareth Morgan Investments |
| New Zealand | Burton | Kathryn | Waahi Whaanui Trust |
| New Zealand | Cameron-Turner | Rebecca | Commission for Financial Capability |
| New Zealand | Campbell | Murray | Baseline Consultancy |

| Country | Last name | First name | Organisation |
|-------------|--------------|------------|---|
| New Zealand | Carter | George | Nikko AM |
| New Zealand | Caverhill | Diana | Mercer NZ |
| New Zealand | Churton | Troy | Commission for Financial Capability |
| New Zealand | Claire Dale | Margaret | University of Auckland |
| New Zealand | Clancy | Paul | Gareth Morgan Investments |
| New Zealand | Clayton | Roger | ASB Bank |
| New Zealand | Clemens | Angela | Commission for Financial Capability |
| New Zealand | Collis | Stephanie | Commission for Financial Capability |
| New Zealand | Cordtz | Peter | Commission for Financial Capability |
| New Zealand | Cornish | Katherine | BNZ |
| New Zealand | Crossan | Diana | Financial Education Centre, Massey University |
| New Zealand | Dallow | Simon | TVNZ |
| New Zealand | Dam | Lisbet | Victoria University of Wellington |
| New Zealand | de Blaauw | Julia | ANZ |
| New Zealand | De Marco | Alyson | Tamaki Budgeting |
| New Zealand | Doak | Philip | NZ Funds Management |
| New Zealand | Dodds | Fred | Institute of Financial Advisers |
| New Zealand | Donovan | Sean | Milford Asset Management |
| New Zealand | Drew | Marion | The Skills Organisation |
| New Zealand | Dudson | Lisa | Acumen |
| New Zealand | Dyson | Tracy | Westpac |
| New Zealand | Eaqub | Shamubeel | Sense. Partners |
| New Zealand | Edel | Dennis | Sw Morris |
| New Zealand | Exton | John | Kingdom Resources |
| New Zealand | Fariu | Geoff | Avail Financial Services |
| New Zealand | Farquhar | Fionna | Commission for Financial Capability |
| New Zealand | Fletcher | Andrew | Aon Hewitt |
| New Zealand | Flutey | Kendall | Banquer |
| New Zealand | Foley | Sue | Westpac New Zealand Limited |
| New Zealand | Fontein | Matt | Commission for Financial Capability |
| New Zealand | Forryan | Robyn | Commission For Financial Capability |
| New Zealand | Forster | Michelle | Staples Rodway Asset Management Ltd |
| New Zealand | Frijns | Bart | Auckland University of Technology |
| New Zealand | Gabites | Kim | Caliber Group |
| New Zealand | Gaukrodger | Andrew | ANZ NZ |
| New Zealand | Gautier | Lee | Gareth Morgan Investments |
| New Zealand | Gibbs | Lezanne | Commerce Commission |
| New Zealand | Gilbert | Alan | Gareth Morgan Investments |
| New Zealand | Gill | Jennifer | Foundation North (NZ) |
| New Zealand | Godinet | Sue | Commission for Financial Capability |
| New Zealand | Goh | Esther | CFFC |
| New Zealand | Gould | Martin | Bravura Solutions |
| New Zealand | Grams | Mark | Ministry of Education |
| New Zealand | Grant | Steve | Melville Jessup Weaver |
| New Zealand | Gregory | Paul | Financial Markets Authority |
| New Zealand | Gunn | Claudia | Commission for Financial Capability |
| New Zealand | Halsey | Matt | Good Shepherd New Zealand |
| New Zealand | Harris | Murray | Milford Asset Management |
| New Zealand | Hartles | Rodney | Accordia |
| New Zealand | Hartmann | Tom | Commission for Financial Capability |
| New Zealand | Hassan | Simon | Hassan & Associates |
| New Zealand | Hassell | Grant | AMP Capital |
| New Zealand | Hayward-Ryan | Miles | Invespectra NZ |

| Country | Last name | First name | Organisation |
|-------------|----------------|------------|---|
| New Zealand | Hazlewood | Kathryn | Tertiary Education Commission |
| New Zealand | Hildreth | Glen | Ministry of Business, Innovation & Employment |
| New Zealand | Holm | Mary | NZ Herald |
| New Zealand | Horan | Jane | University of Auckland |
| New Zealand | Houghton-Brown | Philip | Mercer (N.Z.) Ltd |
| New Zealand | Ireland | David | Kensington Swan |
| New Zealand | Jackson | Julia | Westpac |
| New Zealand | Jackson | Nigel | Westpac New Zealand |
| New Zealand | James | Richard | NZ Funds |
| New Zealand | Johnson | Malcolm | NZ Police and UniSaver Superannuation Schemes |
| New Zealand | Kaur | Gurpreet | Manurewa High School |
| New Zealand | Kavanagh | Lloyd | Minter Ellison Rudd Watts |
| New Zealand | Klee | Aaron | AMP Financial Services |
| New Zealand | Knox | Debra | Solutions in Action Ltd |
| New Zealand | Knox | Sarah | Insurance Council of New Zealand |
| New Zealand | Kohere-Soutar | Kristen | Te Runanga o Ngai Tahu |
| New Zealand | Koprivicic | Harry | Guardian Trust |
| New Zealand | Kulwant | Roshen | Commission for Financial Capability |
| New Zealand | Lam Sam | Pelenatete | Developing Markets Associates Pty |
| New Zealand | Lameko | Mata | Manukau Institute of Technology |
| New Zealand | Lawlor | Maurice | Inland Revenue |
| New Zealand | LeLievre | Estelle | Inland Revenue |
| New Zealand | Lewington | Martin | Mercer (N.Z.) Limited |
| New Zealand | Liava'a | Issac | The Skills Organisation |
| New Zealand | Lintott | Fiona | Russell Investments |
| New Zealand | Lockyer | Ana-Marie | ANZ Bank New Zealand Limited |
| New Zealand | Ludlow | Clementine | Commission for Financial Capability |
| New Zealand | Luscombe | Jane | Commission for Financial Capability |
| New Zealand | Lynch | Henry | Co-op Money NZ |
| New Zealand | MacDonald | Jill | Hobsonville Point Secondary School |
| New Zealand | Mackay | Sharon | BNZ |
| New Zealand | MacKenzie | Hamish | Commission for Financial Capability |
| New Zealand | Macleod | Rory | ANZ |
| New Zealand | Malolo | Tevita | Tamaki Regeneration Company |
| New Zealand | Mamanu | Vea | AUT University |
| New Zealand | Manley | Craig | Guardian Trust |
| New Zealand | Marshall | Chrissy | The Finance Marshall |
| New Zealand | Martin | Glenn | Commission for Financial Capability |
| New Zealand | Matthews | Claire | Massey University |
| New Zealand | Maxwell | Diane | Commission for Financial Capability |
| New Zealand | Mccullagh | Ally | McCullagh Consulting |
| New Zealand | McFarlane | Justine | Ministry of Social Development |
| New Zealand | McKenzie | Alex | Ministry of Social Development |
| New Zealand | McKenzie | Helen | First State Investments NZ |
| New Zealand | McManus | Annemarie | New Zealand Qualifications Authority |
| New Zealand | McMorran | Lyn | Financial Services Federation |
| New Zealand | McMurray | Scott | Commission for Financial Capability |
| New Zealand | McPherson | Stewart | Gareth Morgan Investments |
| New Zealand | Mes | Tatiana | Mercer |
| New Zealand | Mills | Julie | Core Education |
| New Zealand | Moffat | Craig | BNZ |
| New Zealand | Naran | Ramesh | Gareth Morgan Investments |

| Country | Last name | First name | Organisation |
|-------------|----------------|------------|---|
| New Zealand | Nel | Louis | BNZ |
| New Zealand | Newland | Ngairé | Be More Now |
| New Zealand | Newland | Shula | FULL Balance Financial Coaching |
| New Zealand | Nicolof | Donna | Bank of New Zealand |
| New Zealand | Nunn | Melanie | Financial Markets Authority |
| New Zealand | Ormrod | Christine | New Zealand Society of Actuaries / PwC |
| New Zealand | O'Sullivan | Melanie | Mangere budgeting services |
| New Zealand | Park | Andrew | FMA |
| New Zealand | Parker | TaMs.yn | NZME |
| New Zealand | Parkes | Bonnie | Cole Murray |
| New Zealand | Paul | Binu | SavvyKiwi |
| New Zealand | Peacock | Kevin | Bank of New Zealand |
| New Zealand | Pepper | Trish | Good Shepherd New Zealand |
| New Zealand | Phillips | Andrew | Gareth Morgan Investments |
| New Zealand | Pink | Douglas | Ministry of Business, Innovation and Employment |
| New Zealand | Pivac Solomon | Justine | Ms.D |
| New Zealand | Priestley | Zoe | Insurance & Financial Services Ombudsman Scheme |
| New Zealand | Prince | Brendan | Police and Families Credit Union |
| New Zealand | Puka | Fale | Counties Manukau District Health Board |
| New Zealand | Purvis | Rachael | Commission for Financial Capability |
| New Zealand | Remmerswaal | Lucas | Success for Students Charitable Trust |
| New Zealand | Robinson | Donna | MoneySense |
| New Zealand | Rosario | Yolande | Young Enterprise Trust |
| New Zealand | Scott | Robyn | Ministry of Social Development |
| New Zealand | Severn | Rod | Professional Advisers association |
| New Zealand | Sharma Vij | Nivedita | CFFC |
| New Zealand | Shepherd | Simon | Newshub |
| New Zealand | Shubkin | Terry | Young Enterprise Trust |
| New Zealand | Skellon | Ana | Akoranga O Ltd |
| New Zealand | Sladden | Nicola | Banking Ombudsman Scheme |
| New Zealand | St John | Susan | Auckland Business School |
| New Zealand | Stangl | Jeffrey | Massey University |
| New Zealand | Stevens | Alexander | Commission for Financial Capability |
| New Zealand | Stewart | Alistair | Ministry of Social Development |
| New Zealand | Stojkov | Katarina | The Treasury - Kaitohutohu Kaupapa Rawa |
| New Zealand | Stubbs | Sam | Simplicity NZ Ltd |
| New Zealand | Swann | Tim | Commission for Financial Capability |
| New Zealand | Temu | Dion | Budgeting & Family Support Services |
| New Zealand | Tepania-Ashton | Teresa | Māori Womens Development Inc |
| New Zealand | Theobald | Loren | Inland Revenue |
| New Zealand | Tibshraeny | Jeneé | Interest.co.nz |
| New Zealand | Tikao | David | Te Runanga o Ngai Tahu |
| New Zealand | Todd | Mark | Various |
| New Zealand | Turner | Ashleigh | Waikato Raupatu River Trust |
| New Zealand | Turner | Melanie | Commission for Financial Capability |
| New Zealand | Twose | Helen | NZ Herald |
| New Zealand | Van der Maas | Alister | Russell Investments |
| New Zealand | van Santen | Jo | Commission for Financial Capability |
| New Zealand | Varney | Helen | Target Road School |
| New Zealand | Veer | Unicia | Independent Contractor |
| New Zealand | Veldsman | Wade | Commission for Financial Capability |
| New Zealand | Vossen-Chong | Bonar | BNZ |

| Country | Last name | First name | Organisation |
|--------------------|-----------------------|-------------------------|---|
| New Zealand | Walker | Tony | ImPower Ltd |
| New Zealand | Wallace | David | AMP Financial Services |
| New Zealand | Ward | Brad | Ministry of Business Innovation and Employment |
| New Zealand | Ward | Christina | CORE Education |
| New Zealand | Watson | Jane | Young Enterprise Trust |
| New Zealand | Watts | Mark | Bank of New Zealand |
| New Zealand | Weatherston | Murray | Financial Focus (New Zealand) Ltd |
| New Zealand | Wesley | James | Nikko AM |
| New Zealand | Weston | Kelly | Kiwibank |
| New Zealand | White | Natalie | Commission for Financial Capability |
| New Zealand | Wilson | Julian | Karrikins Group |
| New Zealand | Wong | Jasmine | Westpac NZ |
| New Zealand | Wood | Pushpa | Westpac Massey Fin-Ed Centre |
| New Zealand | Wymer | Lucy | Young Enterprise Trust |
| New Zealand | Yap | Rex | New Zealand Home Loans - Northcote |
| New Zealand | Yeo | Allan | Grosvenor Financial Services Group Limited |
| New Zealand | Young | David | Maritime Retirement Scheme |
| Oost-Timor | De Vasconcelos | Abraao F. | Banco Central de Timor-Leste |
| Pakistan | Hasnain | Syed Samar | State Bank of Pakistan |
| Philippines | Bernas | Dottie M. | Bangko Sentral ng Pilipinas |
| Philippines | Ravalo | Johnny Noe | Bangko Sentral ng Pilipinas |
| Portugal | Fidalgo | Rui Manuel | Insurance and Pension Funds Supervisory Authority |
| Portugal | Leitão | Maria Lúcia | Banco de Portugal |
| Russian Federation | Barannikov | Andrey | SPN Communications |
| Russian Federation | Ilina | Elena | Ministry of Finance |
| Russian Federation | Vasin | Vladimir | NGO People's Initiative |
| Russian Federation | Zelentsova | Anna | Ministry of Finance |
| Singapore | Huey Min | Tan | Credit Counselling Singapore |
| Singapore | LIM | Winnie | Monetary Authority of Singapore |
| Singapore | Tan | Yi Liang | Monetary Authority of Singapore |
| Slovakia | Dvoracek | Vladimir | National Bank of Slovakia |
| Solomon Islands | Simbe | Gane | Central Bank of Solomon Islands |
| South Africa | Clarke | Lyndwill | Financial Services Board |
| South Africa | Tlaba-Mokoena | Thabo | The Banking Association South Africa |
| South Africa | van Nieuwenhuyzen | Bernard Jansen | Stellenbosch University |
| Spain | Caballero | Gloria | Comisión Nacional del Mercado de Valores |
| Spain | Gil | Julio | Banco de España |
| Spain | Somoano Eyaralar | Paula | Ministry of Economy |
| Sri Lanka | Dissanayake Mudiyanse | Lalith Ivan Dissanayake | Department of Inland Revenue |
| Sri Lanka | Nadun Guruge | Asoka | Department of Inland Revenue |
| Sri Lanka | Shelton De Zoysa | Edirimuni | Department of Inland Revenue |
| Taiwan | Chang | Kuan-Chun | Financial Ombudsman Institute |
| Tanzania | Kwimbere | David | Bank of Tanzania |
| Thailand | Jariyawiroj | Chanatip | Bank of Thailand |
| Thailand | Puaratana-aroonkorn | Chantida | Bank of Thailand |

| Country | Last name | First name | Organisation |
|----------------------|----------------|------------|--------------------------------------|
| Turkey | Hasirci | Kazim | Habitat Association |
| Turkey | Hazir | Sezai | Habitat Association |
| Turkey | Pinar Kurtulan | Neziha | Undersecretariat of Treasury |
| Turkey | Saral | Başak | HABITAT Association |
| Ukraine | Lozytska | Natalia | Center for Responsible Finance |
| United Arab Emirates | Al Abdouli | Ali | Securities & Commodities Authority |
| United Kingdom | Haigh | David | Money Advice Service |
| United Kingdom | Lewis | Sue | Financial Conduct Authority |
| United Kingdom | Watkins | Nick | Money Advice Service |
| United States | Correal | Dubis | Consumer Financial Protection Bureau |
| United States | Parker Rose | Cheryl | Consumer Financial Protection Bureau |
| United States | Rademacher | Ida | Aspen Institute |
| United States | Sillin | Nathaniel | Visa Inc. |
| Vanuatu | Merakali | Peter Tari | Reserve Bank of Vanuatu |
| OECD | Atkinson | Adele | OECD |
| OECD | Laboul | André | OECD |
| OECD | Messy | Flore-Anne | OECD |