

# IMAP 2020 VIRTUAL INVESTTECH

## SPOILT FOR CHOICE - BESET BY RISK

Session 3

- Role of the Licensee in Technology
- What do the Robos know that you don't

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# Type in your Question and Quiz instructions





# Role of the Licensee in Technology

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Tanya Seale – LaVista part of the  
Clearview/Matrix group of Licensees



## Role of the Licensee in technology

Tanya Seale

Chief Operating Officer, Licensee Solutions



Agenda

Legal obligations

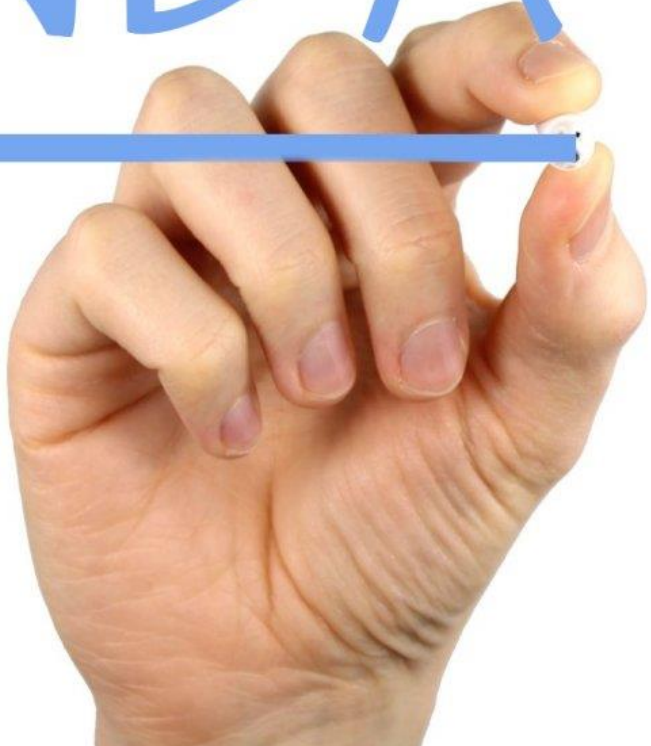
Benefits

Our approach

Our tech stack

Real time supervision monitoring

AGENDA



## Corporations Act s912A

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All things necessary to ensure that the financial services covered by the licence are provided **efficiently, honestly and fairly**

Take reasonable steps to ensure that its **representatives comply** with the financial services laws

Adequate resources (including financial, **technological** and human resources) to provide the financial services and to carry out **supervisory arrangements**

## Licensee benefits

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Scalability

Record keeping

Data/ Document consistency and version control

Practice efficiency

Reporting capabilities for Licensee and Practices

Customised to our needs and our compliance requirements

Remote audits

Improved privacy and security

Recruitment and retention



## Practice/adviser benefits

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Compliant through process

Task completion/ bottlenecks tracking

Revenue per client/ segmentation

FDS/Opt In monitoring and provision

Alert reporting to issues before they become a problem

Improved practice valuations – data/ electronic

Due diligence and ongoing monitoring completed by Licensee

Trial/testing/development/maintenance completed by Licensee

Our approach



# In house support and development



**Software functions**

Advice document production

Data collection

Modelling

Workflow

Investment feeds

Diary

Client engagement tools

Monitoring and supervision

CRM

Reviews

Risk profiling

Email

Quoting

Product database

Client Portal

Audits

Digital signatures

Cash flow tracking

Record keeping

Reporting

SMS

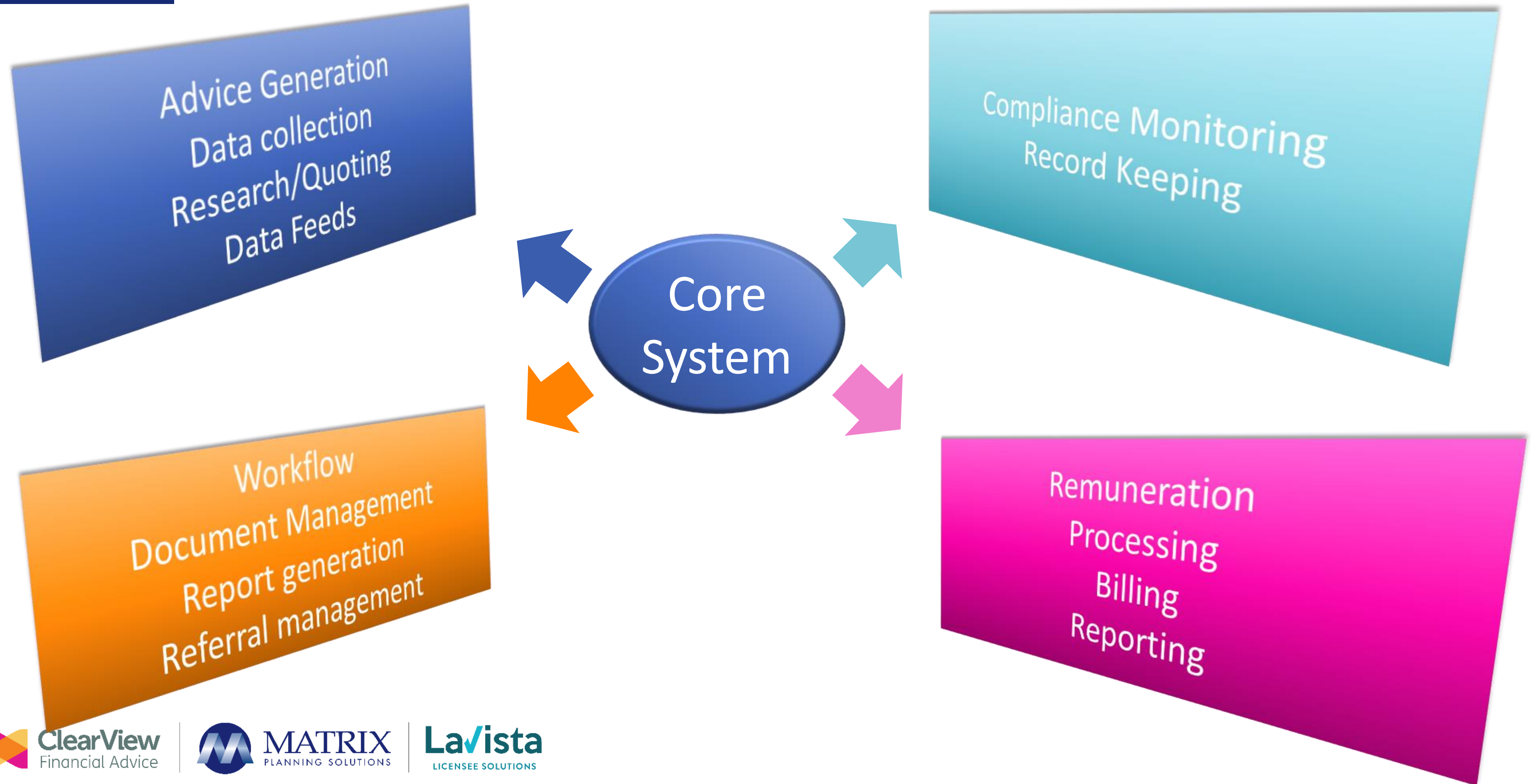
Benchmark tracking

CRM

Marketing



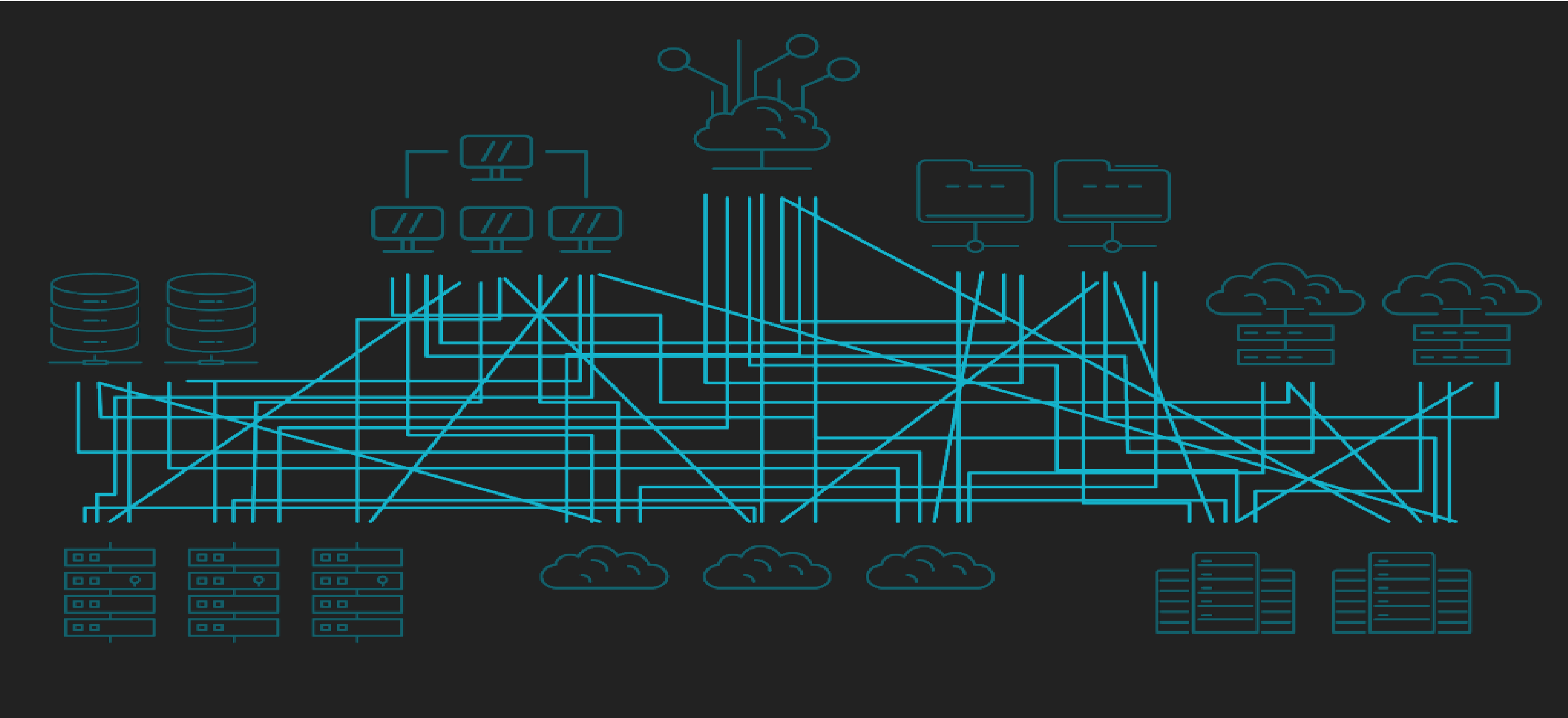
# Core ecosystem



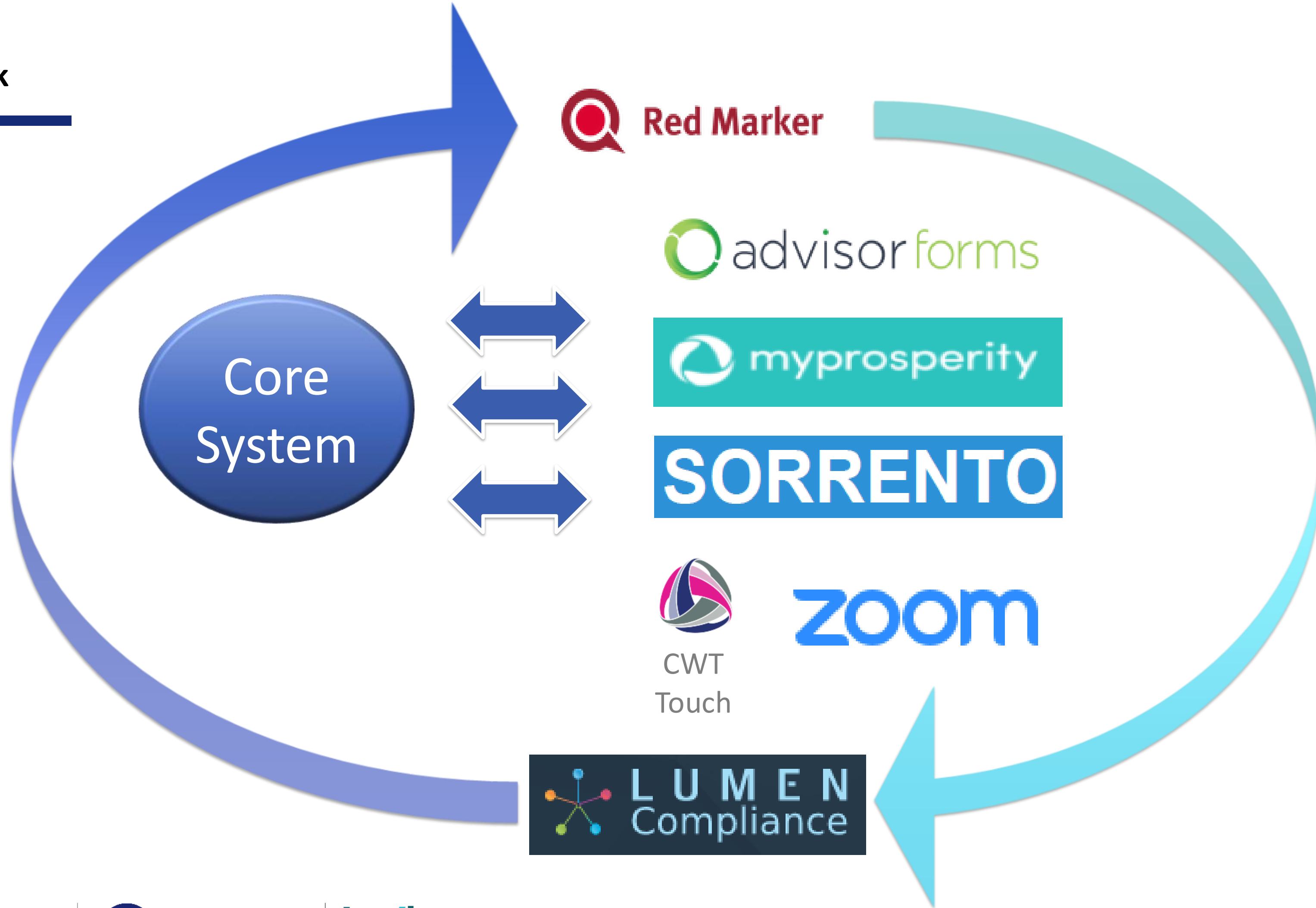
# Software integrations



# Best of breed or spaghetti junction



Tech stack

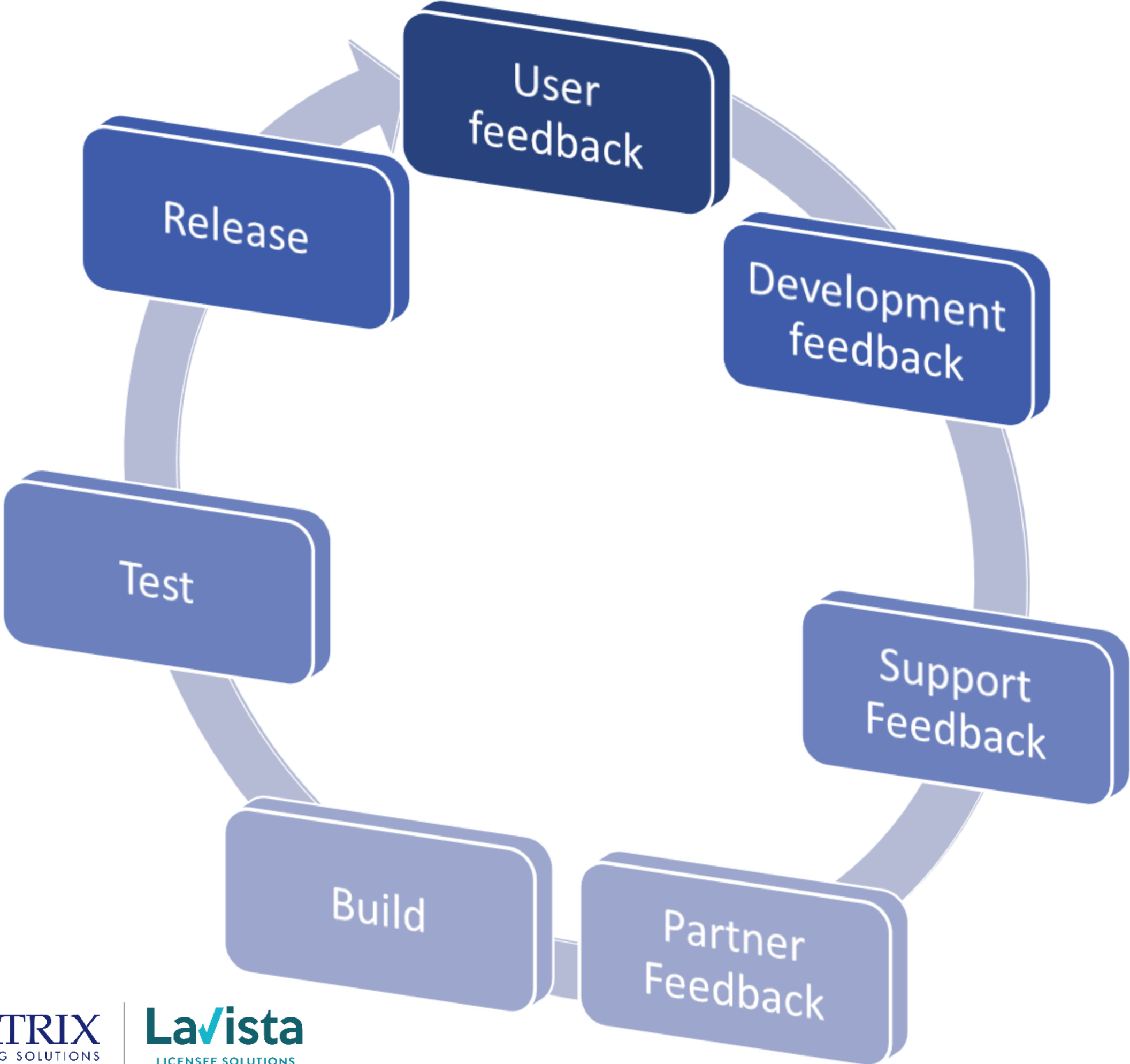




Trial and error



# Continuous improvement

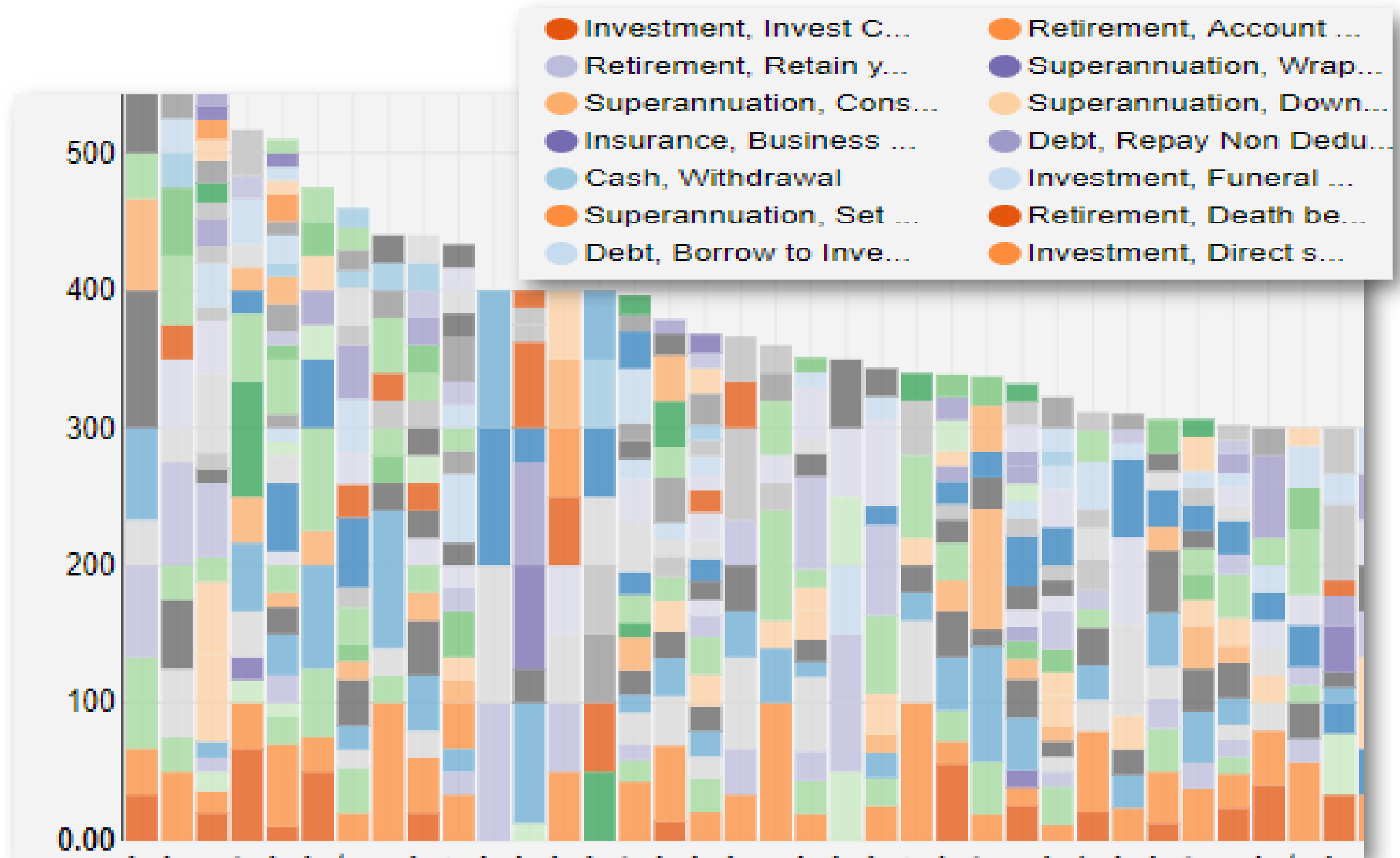


## Move over content, Data is King

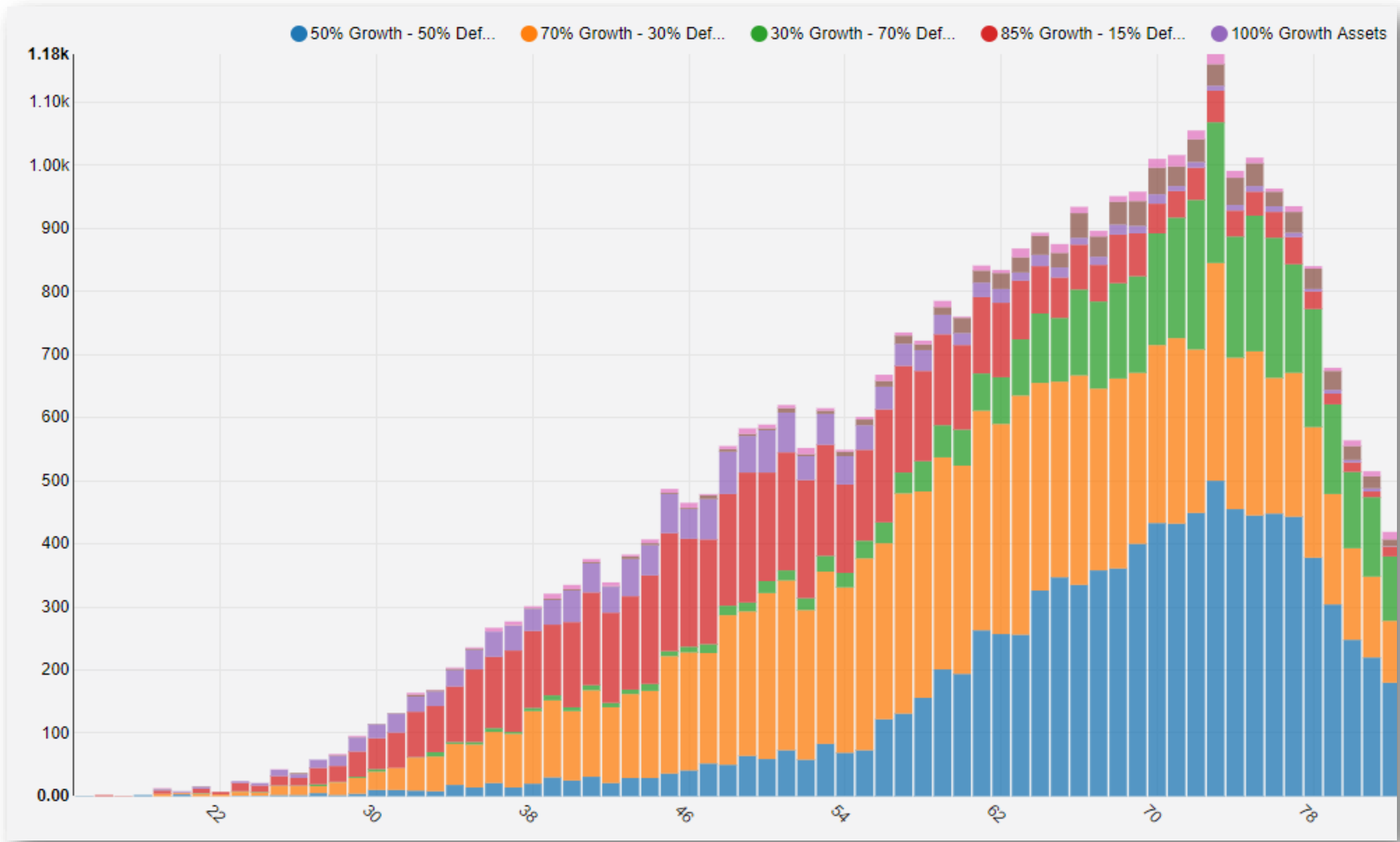
79% of enterprise executives say that companies that don't embrace Big Data will lose market strength and face extinction

# Real time compliance reporting and monitoring

- ✓ Proactive alerts
- ✓ ASIC Reporting
- ✓ Practice Reporting
- ✓ Trend identification
- ✓ Board reporting



# KRI - example risk profile by age



- ✓ Investigation efficiency
- ✓ Data accessibility

# Questions

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# What do the Robos know that you don't

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Pat Garrett – Six Park Asset Management

Tim Fuller – Nucleus Wealth



# IMAP InvestTech 2020

“How digital/robo-advice  
can help financial advisers”

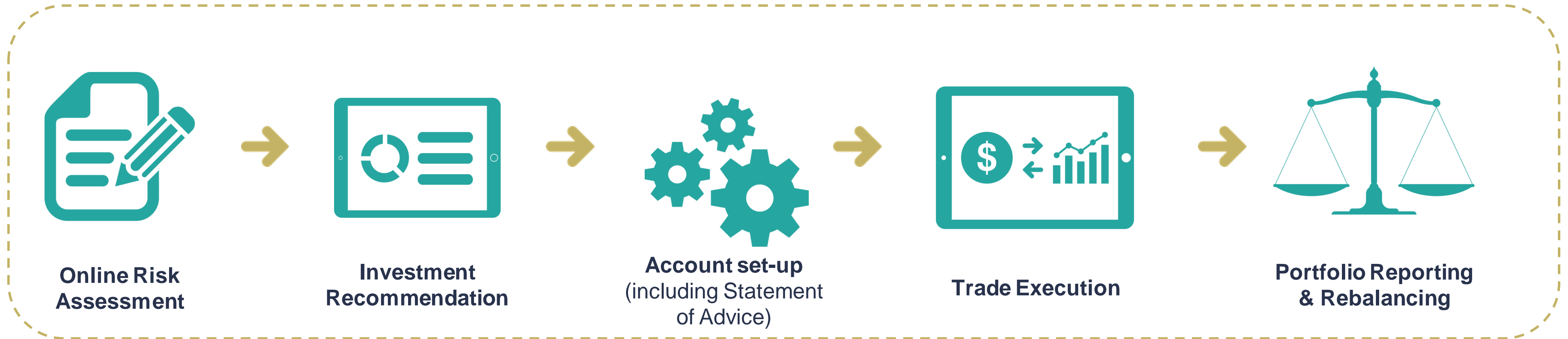
Pat Garrett, co-founder and co-CEO  
Six Park Asset Management

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# How digital investment management services work



	Time	Process	Engagement
<b>Digital investment management</b>	Relatively fast (can be minutes to SoA/ CMA)	Mostly automated (but there is a human overlay) and can lead to adviser engagement	Efficient, engaging but less personal (which can be highly effective, esp with “tech savvy”)
<b>“Traditional” financial advice</b>	Relatively time consuming	Mostly manual (but improving)	Highly personal

# Digital investment can help consumers across their wealth journey, allowing advisers to attract, engage and retain a broader market

	VALUE	CLIENT TYPE	DESCRIPTION	Implicit Adviser <i>Investment Service Model</i>
			<ul style="list-style-type: none"> <li>• New to investing, Children/beneficiaries of wealth transfer</li> <li>• Goal oriented e.g. saving towards home deposit</li> <li>• Digital native</li> <li>• &lt; 35 yo</li> <li>• Likely unadvised</li> </ul>	<ul style="list-style-type: none"> <li>• Digital “single topic” (scaled) advice suits well (value for money)</li> <li>• Nominal adviser intervention</li> <li>• Nil customisation</li> <li>• Early pipeline of clients</li> </ul>
			<ul style="list-style-type: none"> <li>• Young to experienced professional</li> <li>• Building/diversifying wealth</li> <li>• 30 - 45 yo</li> <li>• Likely unadvised – uneconomical for full advice service today, but good future prospect</li> </ul>	<ul style="list-style-type: none"> <li>• Digital “single topic” (scaled) advice may still suit very well</li> <li>• Little customisation</li> <li>• Engagement triggers via digital</li> </ul>
			<ul style="list-style-type: none"> <li>• Mature professional</li> <li>• Family with kids, Grandparent</li> <li>• Building towards retirement outside Super; investing for children</li> <li>• 45+</li> <li>• May be advised or unadvised</li> </ul>	<ul style="list-style-type: none"> <li>• Scaled advice (plus holistic if needed)</li> <li>• May deploy hub/spoke investment management</li> <li>• Rich pipeline of potential full service clients</li> </ul>
			<ul style="list-style-type: none"> <li>• Wealthy, sophisticated investor</li> <li>• Likely advised</li> <li>• Establishing a core, diversified foundation within broader portfolio</li> </ul>	<ul style="list-style-type: none"> <li>• Full + scaled advice</li> <li>• Hub/spoke, digital + active portfolio management</li> <li>• Online/Intermediated reporting</li> </ul>

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# Digital/“robo” advice has rapidly become a core part of the investment management landscape globally, and adoption is set to accelerate

## Developing/Built own



## Acquiring or Investing in Digital Advice



## Partnerships



## Global Trends<sup>1</sup>

**US\$988bn**  
Assets under management (AUM) in 2020

**194%**  
Forecast growth in customers to 2024

**26%**  
Forecast CAGR in AUM from 2020-2024

# What are the benefits of using digital advice in your practice?

- Quick and straightforward online onboarding that
  - Completes risk profiling,
  - ID checks instantly
  - Delivers FSG, SOA and PDS
- Fast and efficient account generation and implementation
- Ability to charge adviser service fee
- Automated Annual Opt In capability
- Further advice opportunities directed straight back to your practice
- Personally branded experience that keeps clients in your family

A screenshot of a web form titled "Login to Your Account". The form has a light gray background. At the top, the title "Login to Your Account" is centered in a dark blue font. Below the title are two input fields: "Email" and "Password". Each field has a small icon of a document with a checkmark in the top right corner. Below the "Password" field is a link that says "Forgot Password?". At the bottom of the form is a large blue button with the word "Login" in white text.



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# InvestTech2020

## Session 3 Quiz

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