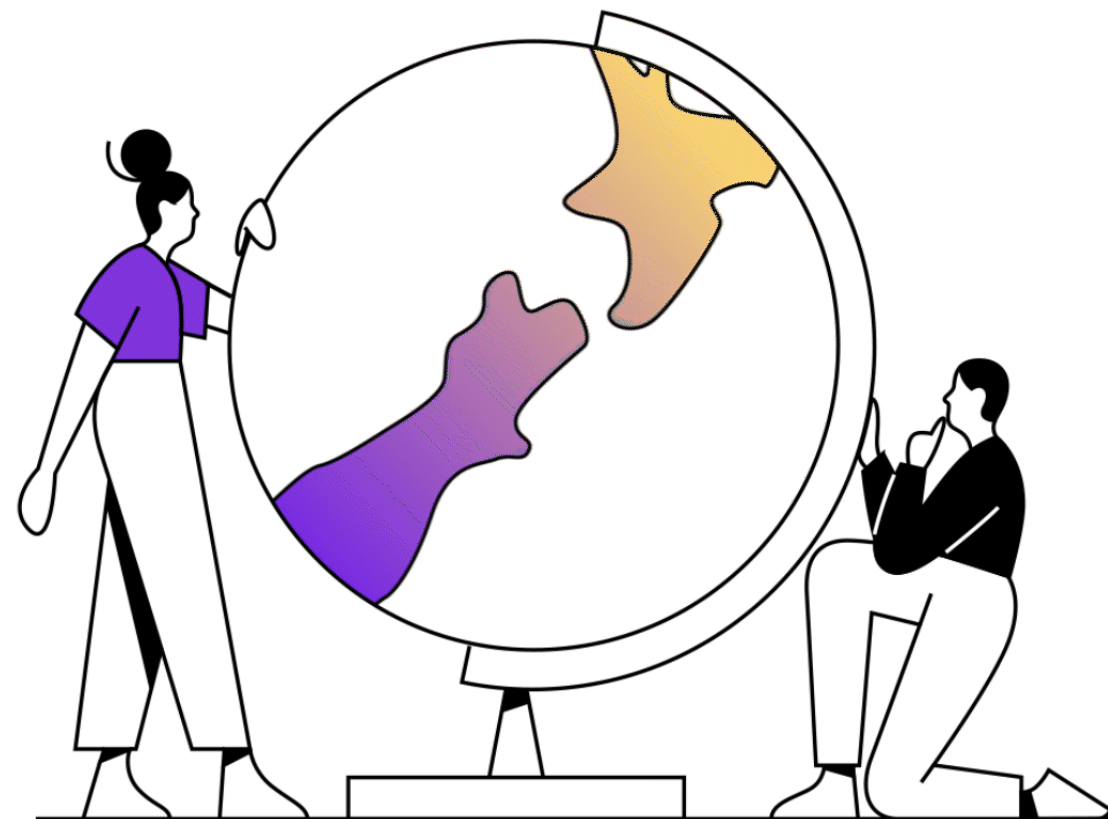


—
Kia Ora



— Overview of the global wealth report

including the key trends and innovations
reshaping the industry



Technological, regulatory, competitive, demographic, and economic shifts will redefine investor expectations and

Investor Expectations

68%

of investors want their investment providers to offer digital experiences on par with leading born-digital companies.



Industry Response

69%

AI will significantly change the way their firms work.

60%

of investors want their providers to supply them with better digital tools so that they can manage their investments directly.



55%

Born-digital-firms will transform the wealth industry as they did for the retail market.

51%

of investors would invest through big brand retailers or tech companies if given the opportunity.



52%

Most products will become commoditized, forcing providers to offer value-added services to defend fees.

Five key themes...



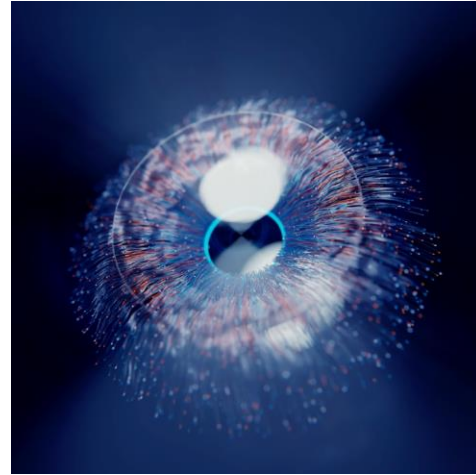
Digitally transform
client advice &
experience

Theme 1



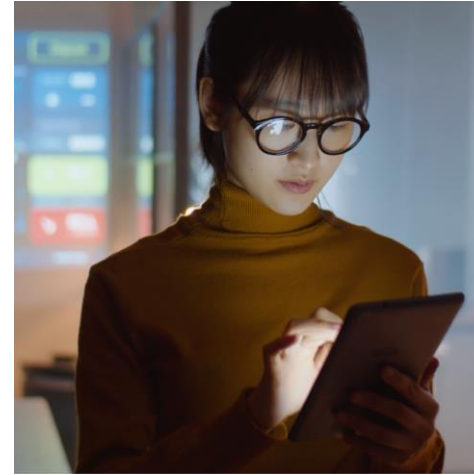
Make client diversity
a business
opportunity

Theme 2



Drive performance
through AI and
digital innovation

Theme 3



Rethink offerings
for the next
investing era

Theme 4



Adapt business
models and market
positioning

Theme 5



Investor expectations are changing



Investors expect improved digital experiences...



... the generation gap is closing post-pandemic...

Firms will need to digitize investor experiences



But providers are out of step with investors on how these experiences will be delivered

And advisors will need to adapt their role



Investors want advisors to provide greater value and specialized advice...



...but to deliver on investor needs, advisors will look to digital solutions

The hybrid model will become the dominant business strategy over the next three years

Move to hybrid, majority tech-driven approach

67%

Shift to fully tech-driven approach

22%

Move to a more human-centric approach

13%

2 Make client diversity a business opportunity

The next generation of investors comes of age



Over the next three years, firms will focus more on younger generations...



...and rethink their approaches to meet their needs, attitudes, and goals

More than

\$15
trillion

in wealth will transfer from older to younger generations by 2030.

Firms will go wider and deeper over the next three years



Span levels, especially at the higher end...



...look cross-border for opportunities...



...expand in main client segments...



...and find new niches.

63%

of firms plan to expand in their main client segment over the next three years.

Technology will enable firms to capitalize on diversity



Firms will use tech to drive personalization at scale...



...and view clients in technicolor

66%

of firms are in the advanced implementation stage in data management and analytics.

Fast tracking technology and process innovation



Firms are advancing in key areas of transformation...



...and plan to invest more in key technologies

AI is a game-changer for the wealth industry



AI will revolutionize wealth management



AI will transform customer service...



...and internal operations

Digital innovation is vital for boosting performance



Firms reap multiple benefits from digital innovation...



...and see high returns on their technology investments.

% of firms investing that report high or very high returns

Digitized wealth mgmt platforms

74%

Cloud infrastructure

71%

Digital collaboration tools

68%

Data analytics

63%

The democratization imperative



Investors want access to more products...



...and firms are accommodating their needs

Growing appetite for advisory services



Investors want wider access to advisory services...



...and firms are moving to meet demand



Investors want ESG advice

44% of firms are adding new products.

42% of firms are adding sophistication to existing products.

58% of providers believe that investors will consider sustainability when investing across asset classes.

51% of investors say that, over the next 3 years, ESG criteria will become as important as financial criteria when making investments.

A new playing field is emerging



Providers anticipate seismic shifts...



...and investor churn could add to the disruption



52%

say most investment products will become commoditized, forcing providers to offer value-added services to defend their fees and differentiate themselves.

51%

of digital leaders believe that there will be a dramatic shakeout in the industry as traditional players are eliminated or transformed.

56%

of investors considering switching over the next 3 years, by current primary provider.



Jeremy Graham
Managing Director, FNZ



Anna Livesey
Head of CX and Design, ANZ



Ben Brinkerhoff
Head of Advice, Consilium



Kylie Bryant
Partner, Deloitte



Ryan Wilson
General Manager Wealth & Insurance
Partnerships, Bank of New Zealand

Topic 1

Improving the scale and reach of the advisor ecosystem in New Zealand



Recommendations for advisers and investors amid the ongoing global trade crisis



How New Zealand advisers should engage the younger generation and improve financial literacy

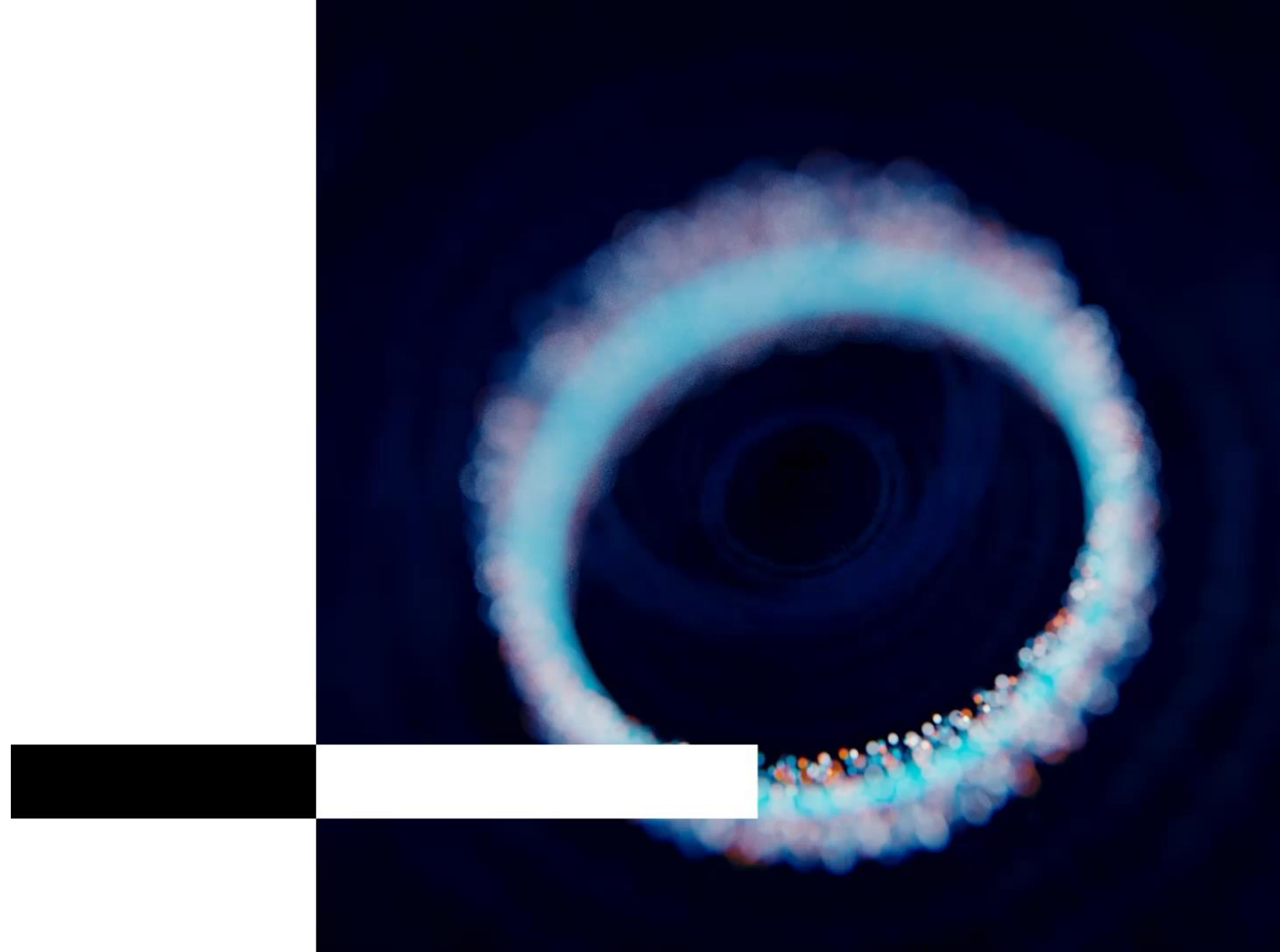


Topic 4

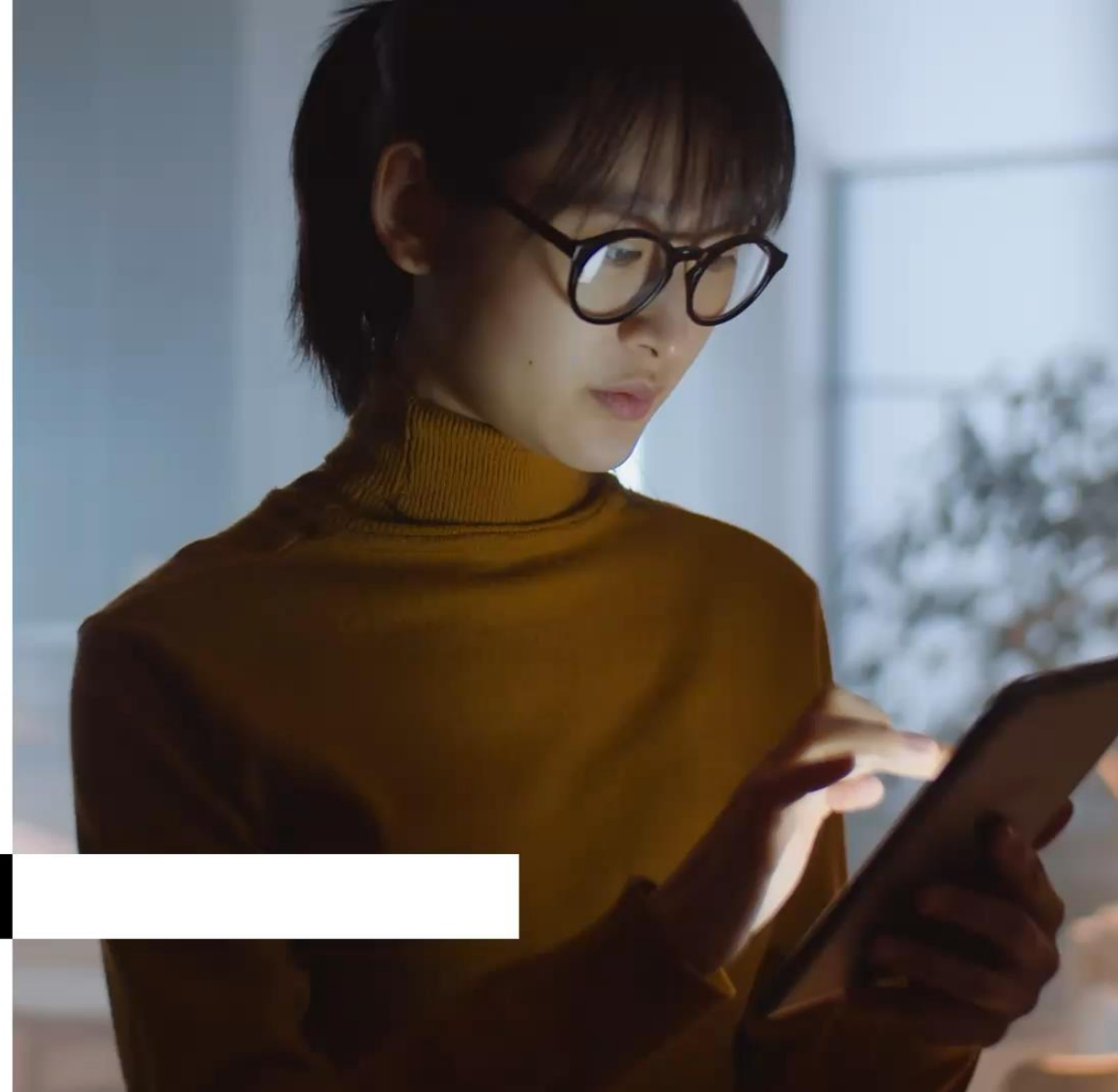
Exploring the importance of ESG



How technology can address the rising cost of advice



Boosting KiwiSaver balances and enhancing retirement outcomes



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Thank
you

