

# Meeting of Minds Advisory Distributors

Thursday 21 November, The Berkeley Hotel, London

The Ballroom	1900-2200	Drinks and Formal Dinner	Dinner will be served at <b>19:45</b>					
<b>Schedule of the Day</b>								
Belgravia	0815-0900	Breakfast	<b>Informal Networking</b> - Over breakfast and coffee					
The Ballroom	0900-0920	Keynote	<b>Welcome</b> - Incorporating the highlights of the Scene Setter research with <b>James Goad</b> , Managing Director, Owen James Events					
The Ballroom	0920-1000	Keynote	<b>Navigating the Age of Uncertainty - Geopolitics, Net Zero and the AI Revolution.</b> With <b>James Kanagasoorium</b> , Chief Research Officer at Focaldata					
Breakout rooms	1005-1115	Roundtable Session	<i>Future-proofing financial advisers for the great wealth transfers</i>	<i>Enhancing productivity in an increasingly complex industry</i>	<i>Behavioural coaching to improve client outcomes</i>	<i>M&amp;A - Has the game changed?</i>	<i>Client perceptions of value versus cost</i>	<i>Labour's UK energy strategy: A new dawn?</i>
Belgravia	1115-1135	Coffee	Grab a refreshment and catch up with your peers					
The Ballroom	1135-1205	Networking	<b>Structured networking</b> - An opportunity to meet some new faces					
Breakout rooms	1210-1320	Roundtable Session	<i>The impact of the UK election on pensions and allowances</i>	<i>Embracing AI's Evolution</i>	<i>How to demonstrate value for money in model portfolio services</i>	<i>Navigating the key challenges of the Consumer Duty</i>	<i>Client segmentation and compliance challenges</i>	<i>For investors the rest is politics</i>
The Ballroom	1320-1425	Lunch	<b>A seated formal lunch</b>					
The Ballroom	1425-1455	Keynote	<b>Tipping Point - Humanity's Evolution in the Age of AI.</b> The speed at which the world is changing, with <b>Tim Papandreou</b> , global thought leader on emerging technologies					
Breakout rooms	1500-1610	Roundtable Session	<i>The impact of the UK election on pensions and allowances</i>	<i>Adapting to the evolving client expectations</i>	<i>Why now for AIM?</i>	<i>M&amp;A - Has the game changed?</i>	<i>Expanding the client base with innovative thinking</i>	
The Ballroom	1615-1645	Keynote	<b>Anything is Possible - How to motivate yourself and resist short-term temptations in order to achieve longer-term gains.</b> With <b>Victoria Humphries</b> , business resilience trainer					
Belgravia	1645-1730	Farewell and wave goodbye	We thank you for joining us					

## **A MEETING OF MINDS ADVISORY DISTRIBUTOR ROUNDTABLE THEMES**

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## ROUNDTABLE THEMES TABLED FOR DISCUSSION:

### ECONOMICS & GEOPOLITCS

#### 1. The implications of the UK election result on pensions, inheritance and allowances

We have already seen the winter fuel payment and the proposed cap on care costs removed, so what can we expect next?

Two key roles for a retirement wealth manager are those of tax adviser and estate planner, and understanding all the different nuances of a sophisticated tax regime are key. This session will ask:

- How far do could the new government and what can be done to prepare?

*Expert: Puma Investments*

#### 2. Labour's UK energy strategy: A new dawn?

The Labour government's recent return to power has the potential to bring changes to the UK energy market not seen for over a decade. This session will provide an analysis of Labour's UK energy strategy, focusing on the emphasis the party is placing on renewable energy sources and how this, alongside changes to the grid connection application system and the establishment of GB Energy, will impact the UK energy market.

The session will also provide insights into what these changes mean for investors and the opportunities that Labour's policies and strategy present across the renewable energy investment space.

*Experts: Tom Williams and Gareth Miller, Downing*

#### 3. For investors, the rest is politics

2024 was the largest election year in history. Geopolitical uncertainty has also been unusually high.

- How have political and geopolitical events changed the outlook for the global economy?
- And what does it mean for investors, in terms of resilient portfolios and risks to watch?

*Expert: HSBC*

### CLIENTS & COMPLIANCE

#### 4. Behavioural coaching to improve client outcomes

Investing is an emotionally charged effort that challenges people to contend with uncertainty and doubt. Behavioural coaching is likely the single most important service advisers can provide to their clients and one of the most impactful drivers of practice outcomes as it strengthens trust between advisers and their clients.

This session will highlight:

- How embracing the behavioural coaching principles of planning, proactivity, and positivity sets the stage for advisers to deliver effective coaching when the opportunity presents itself in the moments that matter
- Vanguard’s 3A Framework: Assess, Address, Audit which provides a comprehensive yet easy-to-follow sequence for addressing client concerns “in the moment”, taking appropriate action, and building trust

*Expert: Vanguard*

## **5. A race to the bottom? How to demonstrate value for money in model portfolio services**

As pressure to reduce investment costs intensifies, MPS providers are having to respond. This includes demonstrating how they add value versus simple, passive alternatives. In this session we will explore ways in which it is possible to both lower costs and deliver a higher quality, differentiated investment proposition. Areas to be covered include:

- How informed asset allocation can help overcome some of the unintended pitfalls of passive investment.
- How factor-based investments can deliver additional value, at a lower price than active management.
- The wider aspects of delivering superior value for money – including anticipated future trends for investment costs

*Expert: William Marshall, Chief Investment Officer, Hymans Robertson*

## **6. Client segmentation and compliance challenges**

There is an increasing need for firms to adapt their strategies to remain compliant, while continuing to deliver value to a diverse client base in an increasingly regulated environment.

This session will explore the client segmentation strategies and service propositions in response to the rising compliance costs and expectations, including:

- The positive impacts of Consumer Duty, such as improved client outcomes and increased trust
- The trend of increasing minimum investment thresholds to manage costs, potentially widening the advice gap
- The FCA's focus on vulnerability and the potential regulatory consequences for non-compliance

*Expert: Paul Speight, Ingenious*

## **7. Adapting to the evolving client expectations**

In such an evolving landscape, advisers need to continually adapt to changing market dynamics, client expectations, and industry challenges, including the risk of a potential devaluation of the sector due to overly stringent regulations.

This roundtable will explore the various barriers within the financial services sector, focusing on regulatory issues, technology challenges, and process inefficiencies, including:

- The impact of these barriers on client experiences and operational efficiency
- The regulatory requirements and their impact on productivity

- Process inefficiencies and their effect on client journeys

*Expert: Secl*

## **PRODUCTIVITY**

### **8. Enhancing productivity in an increasingly complex and technology-driven industry**

While the financial industry is characterised by rapid change, when it comes to productivity, the pace of change can seem a lot slower. To keep up, financial advisers need to balance client engagement, regulatory pressures and technological advancements, as well as adapting to the evolving consumption patterns of clients across generations.

While the right technological tools can reduce manual work, free up adviser time, and improve service delivery, they can't help when the barriers are resistance to change, technological limitations, and the increasing burden of regulatory compliance. This session will therefore focus on:

- How to drive desired productivity outcomes that ensure both advisers and clients benefit from improved efficiency
- The role of technology in enhancing productivity, with a focus on automation, data capture, and streamlining processes

*Expert: Dynamic Planner*

### **9. Embracing AI's Evolution: The Shift from Assistance to Agency**

While AI is already delivering significant value in the enterprise through productivity gains and enhanced client experiences, we are approaching a step-change with the emergence of AI agents. These systems won't just assist but will actively complete tasks, transforming how businesses operate. As this technology rapidly develops, we stand at a crucial inflection point. In this session we will emphasise:

- You haven't missed the boat - AI adoption is still in its early stages, and tools are becoming increasingly capable and accessible across the enterprise
- AI in the enterprise can both automate and assist - easing administrative burdens and allowing professionals to focus on higher-value tasks
- How AI advancements can be used to leverage human expertise, supporting advisers in their roles to deliver improved customer experiences

*Expert: Liontrust*

## **I0. Client perceptions of value versus cost**

There is a continuing debate on whether efficiency gains should result in lower fees or enhanced adviser output.

Clients value the relationship with the adviser over all else, which means relations-based approaches that better align fees with the value provided are needed more than ever.

This session will focus on how to dedicate more time to client-facing activities, including:

- Refining value propositions that will strengthen client relationships and secure your firm's position in a competitive market
- The challenge of justifying fees for clients with varying asset levels and the impact of regulatory frameworks, such as the Consumer Duty

## **GROWTH & FUTURE-PROOFING**

### **I1. M&A: Has the game changed?**

After a decade of unprecedented M&A activity for financial advice businesses globally, the first signs of a possible slowdown in M&A are beginning to appear.

With higher borrowing costs and with so many transactions completed globally, has the landscape shifted now for buyers and sellers, and have the benefits of scale flowing from M&A been achieved?

This session will discuss factors and trends in the changing M&A landscape and will create a forum for attendees to share insights on:

- Current M&A challenges and opportunities
- How M&A has benefited adviser firms and their clients

*Expert: Dimensional*

### **I2. Expanding the client base with innovative thinking**

Appealing to new clients in order to foster sustainable growth requires a forward-thinking approach focused on inclusivity, innovation, and the strategic use of technology.

This session will discuss the new technologies we can expect to see in order to reach the evolving needs of digital-native clients

- The impact of neo-brokers like Robinhood and eToro on younger investors and what traditional firms can learn from their success
- Strategies for adopting digital engagement tactics, such as gamification and influencer marketing, to attract and retain younger clients
- Creating an inclusive 'in-group' of clients, emphasizing commonalities rather than differences
- Building a stronger brand identity to foster a sense of belonging and aligning the product and service offering with an expanded client base

### **I3. Future-proofing financial advisers for the great wealth transfers**

This session will delve into the imminent and massive transfer of wealth between generations, which poses both opportunities and challenges for financial advisers.

Advisers play a crucial role in ensuring smooth wealth transfers, but special attention is required in order to handle the sensitive topics related to legacy planning and family dynamics across age and gender.

This roundtable will discuss connecting with clients from many different viewpoints, engaging with the next generation in order to meet the needs of both current and future clients, as well as:

- How to building advisory teams that reflect diversity in age and gender to better connect with clients across generations
- Developing specialised services for different client stages, such as accumulator sand decumulators to address varying needs
- The innovative products and services that will address the complexities of intergenerational wealth transfer

*Expert: GSAM*

## **REGULATION & SUSTAINABILITY**

### **I4. Navigating the key challenges of the Consumer Duty**

With the first year of the Consumer Duty out of the way this session will discuss how you are meeting the heightened expectations around annual reviews, client segmentation and service propositions, while simultaneously managing the risks associated with financial crime, including money laundering, fraud, and other illicit activities.

It will also explore:

- The implications for advisers, particularly the expectations around acting in clients' best interests, clear communication, and ensuring that products and services deliver fair value
- The practical steps that must be taken in order to comply with these new obligations, including revising policies, training staff, and enhancing client engagement

## **INVESTMENT**

### **I5. Why now for AIM?**

With inheritance tax (IHT) receipts reaching a record £7.5 billion in 2023/24, effective IHT planning is more important than ever for high-net-worth (HNW) clients.

This session will take a comprehensive look at the AIM index, examining how it has evolved and why current market conditions make it an attractive investment opportunity as well as exploring:

- How combining AIM investments with Business Relief (BR) can help clients reduce their IHT exposure, while also offering valuable intergenerational planning opportunities
- The key considerations when comparing AIM BR services and differentiating investment strategies, ensuring that you can meet your clients' IHT planning needs and optimize outcomes

*Expert: Raymond Greaves, Head of Equity Funds, TIME Investments*