Long-term savings operations: navigating unprecedented challenges

25th June 2020
10:30 – 12:00

Now more than ever, the need for long-term savings firms to understand risks and to prioritise resources is critical to ensure good outcomes for customers and commercial success. Hear from industry experts on the challenges the industry has faced and can expect to face as the global recovery from COVID-19 starts to take shape. The unprecedented circumstances have tested firms' operational resilience, and confirmed their capacity to withstand myriad external shocks.

- Are firms managing to maintain oversight of outsourcers and other players in the value chain?
- Is it still possible to deliver transformation projects amid such disruption?
- And will this crisis deliver a shift in the way the industry operates?

Join industry experts, policymakers and regulators in the debate to explore how an industry built on assessment of risk can ensure it has the ecosystem in place to embrace change and uncertainty.

What will delegates learn?

- **Explain** the regulatory initiatives that have been taken in response to the COVID-19 crisis.
- **Describe** how our industry will have to continue to adapt.
- **Develop** your understanding of the long-term impact of the crisis on our sector's ecosystem.

10:25	**Registration**
10:30	**Welcome**
	Yvonne Braun, Director of Policy, Long-term Savings and Protection, ABI
10:35	**Keynote Address One**
	Megan Butler, Executive Director, FCA
11:00	**Keynote Address Two**
	Pete Searle, Director of Private Pensions, Department for Work and Pensions
11:25	**Panel session: Navigating uncharted waters – how might COVID-19 change the way the long-term savings industry operates?**
	This panel will discuss the COVID-19 crisis will deliver a shift in the way the industry operates, with a focus on firms maintaining oversight of outsourcers and others in the value chain. Chair: • **Rob Yuille**, Assistant Director, Head of Long-Term Savings Policy, ABI Panellists: • **Jon Dowie**, Partner, KPMG • **Hanlie Van Staden**, Transformation Director: UK Platform, Old Mutual Wealth • **John McGuigan**, Group Customer Director, Phoenix Group
11:55	**Closing remarks**
	Yvonne Braun, Director of Policy, Long-term Savings and Protection, ABI
12:00	**End of webinar**