

Stress free compliance

SUPPORTING YOUR BUSINESS'S FUTURE SUCCESS

The future is now and your business needs independent tools to thrive in the new environment. Compliance Refinery has developed a toolkit, allowing your business to masterfully move forward with confidence.

OUR APPROACH

Compliance, at its basic level, is simple processes repeated consistently - And the most profitable businesses tend to do compliance the best.

Regulatory costs, PI, technology, cyber and compliance costs are all increasing, while also creating greater time pressure on businesses. Directors need to focus on efficiencies to reduce the impact of increasing costs.

We help you sort through the noise and create solutions that allow your business to focus on servicing clients and creating growth. We focus not only on meeting targets today, but also improving the underlying future value of your business which is the often long forgotten and ignored overall long-term goal.

Leave the regulatory space to us and we will work with your business to create customised solutions.

We work with businesses that are building for the future and want to provide the highest levels of service. We love businesses that plan to be in it for the long haul.

Our clients come to us because what they have been doing hasn't been working as well as they would like. Some have had starts and stops, and some have had previous providers who offered solutions that were manual based or didn't have uptake in their business. These businesses also realise that the changes in the industry are significant and they want help ushering themselves into their next incarnation.

We have great relationships and love working with our clients to ensure their business thrives in the future.



We aim to reduce the stress of compliance by providing simple processes that you can administer easily, combined with high level support systems that are at your fingertips. Our belief is that great compliance is a perfect way to make your business more efficient, effectively freeing you up to be in front of your clients.

FAP SUPPORT PROGRAMME

- File reviews
- FAP review
- Help desk
- Whistleblower hotline
- Tools and templates
- Advice process
- Training and CPD Portal

GOVERNANCE SUPPORT PROGRAMME

- Advisory Board
- Chair director or board meetings
- Templates
- Review and assist in preparation of papers

COMPLIANCE OFFICER AND SUPPORT PERSONNEL PLATFORM

- Monthly coaching sessions
- Specialised support desk
- Tools and templates
- Monthly group training

AML/CFT

- Training
- Advice process/Technology integration

HOW IT WORKS

In order to meet your needs, we need to understand them. We aren't looking to only meet the minimum standard, we want your business to thrive. Costs are increasing, and will continue to so, therefore your business needs to make changes to offset the increase in costs. Integrating processes, sales and client servicing efficiencies will minimise the impact of your cost increases.

A lot of businesses we work with are asking, "How in the world are we going to implement what we have created?" And even, "What have we created?!"

Our solutions allow you to operate your business independently with confidence.

STEP 1:

Review where you are at now. We need to understand that.

STEP 2:

Agree to a solution for you and how that will work.

STEP 3:

We help you implement the solution into your business, setting up a schedule for the next two years.



FAP SUPPORT PROGRAMME

FAP HEALTH CHECK

Directors love the assurance our Health Check provides. Whether it be leading up to licensing, or ongoing, the Health Check provides directors with the assurance that they are meeting the required standards.

Our reporting gives FAPs a clear project plan of how to implement the continuous improvement loop and address the findings. We love to see the businesses we work with take the outputs and go to the next level.

If you are looking for assurance that your standards meet requirements and to better understand what best practice is, this is the product for you!

OPTIONS

Choose how often you want Health Checks completed. We strongly recommend a review after year one. From there you can assess the progress made and adjust if required.



GOVERNANCE FRAMEWORK

An in-depth assessment from the directors perspective. We evaluate how your business is being governed, assessing your director's meetings, compliance and governance framework (or how you oversee your business less formally), and the longevity prospects of your business.



BUSINESS MANAGEMENT

We assess how you manage the business, your processes and the organisation of the day to day activities.



STANDARD CONDITIONS AND POLICIES AND PROCEDURES

We evaluate both the adequacy and effectiveness of your policies and procedures, including applicable licensing standard conditions.



TECHNOLOGY AND DATA ASSESSMENT

We assess your current technology capability against best practice and your agreements with your technology partners.



CLIENT RESPONSIBILITY

We evaluate your review, segmentation, client satisfaction testing and complaints process.



ADVICE PROCESS

We conduct a thorough review of your advice process. We also assess efficiencies, so you can spend more time in front of clients. Not only do we review your requirements, but we also raise the bar to best practice.



CONDUCT

The FMA considers itself a conduct regulator and we consider it important to ensure that a proper evaluation is completed, focusing on the FMA's priorities.

FILE REVIEWS

We have a special passion for file reviews. We think they transition well beyond the 6-Step Advice Process and The Code. Our team consists of a few advice geeks that could bore you to death with our passionate expertise!

We have worked with product providers, dealer groups, digital advice providers and adviser businesses to create comprehensive and efficient advice processes.

The Compliance Refinery file review assesses value to the client in each situation. We review your files from end to end, we consider your process and how it can be more efficient.

Our goal is for your process to continuously improve and become more consistent.

OPTIONS

Select how many files you want and how often (align to your Compliance Assurance Programme), we also recommend reviewing other areas besides advice (like reviews, vulnerable clients, AML/CFT, wholesale clients).

ADVICE PROCESS

Our advice process introduces you to our state-of-the-art templates and guidance. Our firm belief is that advice processes need to be adaptable enough to deliver customised outputs to clients. We push a high standard of delivery, which includes the disclosure requirements, to provide you confidence when providing advice.

REPORTING

We provide you with a detailed report and project plan that makes it easy for you and your staff to integrate these solutions into your business. We can help you with tools and templates as well.

HELP DESK

We get a lot of frustrated advisers, compliance personnel and support staff calling us after scratching their heads in frustration for too long.

Increase your confidence and create efficiencies in your business by using our help desk. Expert answers and solutions will allow your business to move forward with confidence.

Drop us a quick email or call us and we will aim to get back to you within 24 hours with an answer or a solution.

The businesses who use this service appreciate it as it allows them to easily progress decision making and processes quickly and confidently.

TOOLS AND TEMPLATES

It can take a business a long time to sort through, update, or recreate their tools and templates. Use our library and customise them for your business. Work with confidence in an easy and simple manner.

Use our tools and templates to ensure your business has the most up to date information and meets the required standards.

We provide tools for:

- Wholesale investors
- Disclosure
- Advice process
- Policies and procedures to meet standard conditions
- AML/CFT
- FSPR
- Privacy

Extra charges apply for:

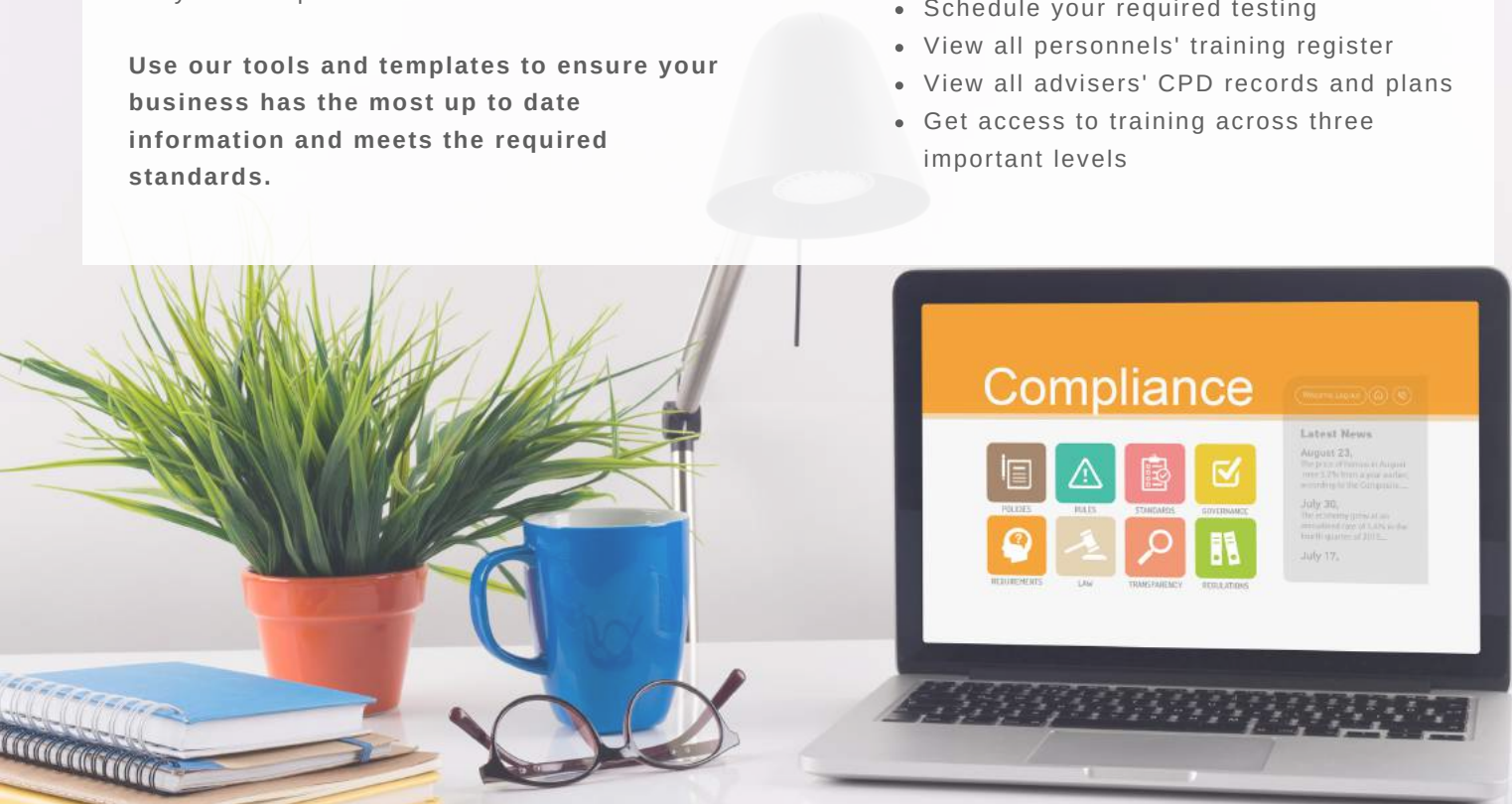
- Contractor Agreements
- Authorised Body Agreements

TRAINING AND CPD PORTAL

Take a breath and relieve the stress of governance! Training, recording and reporting in one easy tool!

Our tools allow you to...

- Create reporting on your Compliance Assurance Programme progress and get alerts on when testing needs to be conducted
- Schedule your required testing
- View all personnels' training register
- View all advisers' CPD records and plans
- Get access to training across three important levels



GOVERNANCE SUPPORT

The big change in the industry is that the FMA will now look at your business from a **directors' perspective**. There is no longer only a link to the adviser. The biggest adjustment in this regime is for directors not advisers.

Compliance Refinery has partnered with professional directors to provide Advisory Board services, training and tools and templates for your business.

Give yourself the confidence to KNOW you are meeting the standards. Hoping can be a stressful endeavour.

ADVISORY BOARD

Compliance Refinery has worked hard to develop internal and external expertise to support directors. Our Advisory Board services provide you the assurance you can maximise the session.

We think directors or board meetings are vital to a business. Meetings that run smoothly and productively is essentially how you want your business function.

The Compliance Refinery Advisory Board services include:

- Attending director of board meeting in an Advisory Board capacity (including):
 - Pre-read papers including minutes and actions
 - Attend meeting either in person or via digital option (meeting time expected to be 1.5 hours)
 - Any post meeting reporting and or action points (separate charges could apply for significant actions)
- Monthly informational group training sessions (webinar)
- Additional resources to assist in informing Directors of how to govern

Additional Costs:

- Chair meeting

DIRECTOR TRAINING COURSES

A lot of businesses are new to active regulators. You might have been a director in the past, but that function is now greatly expected to mature.

We provide a series of courses to ensure directors in your business operate in an efficient manner and improve their skill sets and capabilities. The training is directed at directors of FAPs specifically.

TOOLS AND TEMPLATES

Through our Governance Portal, we provide additional resources as well as additional training resources.

COMPLIANCE OFFICER AND SUPPORT STAFF

MONTHLY COACHING SESSION

Compliance officers can often feel isolated. How does what you have created work? We walk you through the process of implementing the systems you have created for the new regime. We work with you on an ongoing basis to ensure the business understands how to operate, communicate and report as you move into the new regime.

We set up 12 sessions with your business (1 per month) between a director and key support person to walk them through the process changes and work flows. The world has changed and you and your staff need to adjust to those changes as well.

SPECIALISED HELP DESK

We provide this function specifically for those teaching moments. Compliance officers often deal with significant issues and need to be able to communicate with confidence and strength. We will discuss in person the specifics and how to communicate those issues.

TOOLS, TEMPLATES AND FAQ

As ex-compliance officers, we know the ins and outs of the roles and how important it is to get things right. Our tools and templates provide assistance to businesses to increase professionalism, provide more value to directors, and create the small efficiencies in the business that can offset the increased costs of the new regime.

We provide tools and templates that assist compliance officers in their everyday activities.

MONTHLY GROUP TRAINING

We provide monthly group training to take new and experienced compliance officers on the journey to the next step. It is an important journey with a large amount of responsibility. We have built the training programme to build the confidence of those in the role and grow their skills over the course of the year. It is a hugely valuable session to new compliance officers as it puts them in position to succeed with real-life practical support - not just books.

COMPLIANCE OFFICER AND SUPPORT STAFF COMMUNITY

These roles can be very isolating and it can take a while to develop a thick skin. Our community allows others to discuss and provide solutions on how to deal with the situations that arise. Many times, compliance officers can feel conflicted when addressing issues, so having peer support is a huge value-add to the competence, morale and psyche of people in this often challenging role.

AML/CFT RISK ASSESSMENTS

We help businesses meet their obligations under legislation which includes AML/CFT Risk Assessments, Compliance Programmes and Independent Audits.

The legislation requires you to have your Risk Assessment and AML/CFT Programme independently audited every two years, or at any other time at the request of FMA. The independent audit is to verify that your Risk Assessment identifies the money laundering/terrorist financing risks faced by your business.

We can help you ensure that you are keeping the assessment current and that you are effectively determining the levels of risk faced by your business.



HOW TO CONTACT US

Compliance Refinery has been growing quickly as we have been helping clients reduce stress and increase their productivity. We make it easy for advisers to be in front of clients and not spending their time unproductively. We also help product providers, digital advice providers and dealer groups ensure compliance across their networks in a productive and efficient manner. We are over three years old now and have grown to a team of seven.



ADMIN@COMPLIANCEREFINERY.CO.NZ



+64 27 522 0477

