

# Investment Governance Essentials™

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2019

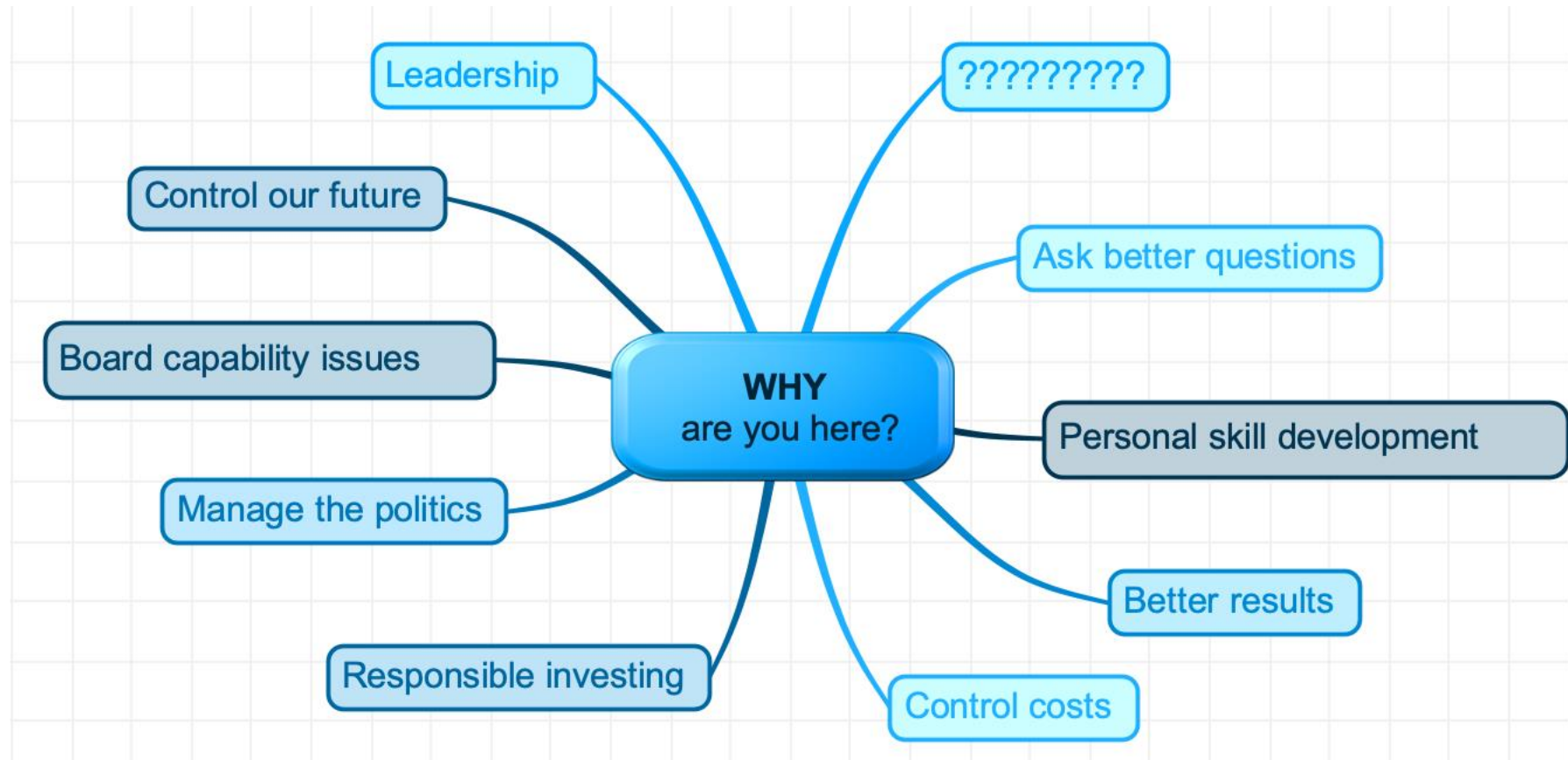


# Lead Through Fiduciary Excellence

*Tuia te rangi e tu iho nei  
Tuia te papa e tau nei  
Tuia I a tatou katoa te heretangata  
E ai ki te korero o ō tatou tupuna  
Ma te rongo ka mohio  
Ma te mohio ka marama  
Ma te marama ka matau  
Ma te matau ka Ora  
No reira Mauri Tu mauri ora*

*Unify the sky above  
to the earth below  
Just as we the people join together.  
We hear the wise words of our ancestors  
Through listening comes awareness  
Through awareness comes understanding  
Through understanding comes knowledge  
Through knowledge comes wellbeing  
Therefore be active to better ourselves.*

# Introductions: Why Are You Here?



# Asking a key question: “What financial services do Māori want ?”



Financial Professional Services  
Research Project  
Maori Trusts  
Rotorua, New Zealand



## The research process:

The facilitators asked all the participants to complete the sentence:

**“The services we need most from financial professionals would be. . .”**

The participants worked silently and to themselves to generate as many ideas as they could.

In response to this incomplete sentence the group generated **50 ideas**. No attempt was made to ensure the ideas were practical or unique – it was an unconstrained brainstorming session.

The group members contributed their ideas one at a time and in turn for the facilitators to record. This approach ensured that all ideas were heard and recognized.

The next step was to aggregate these ideas together, seeking common themes within the group’s ideas. After considered discussion the group arrived at eleven aggregations and named them as shown in the Table below. Each of these aggregations was, in the opinion of the group, a fair representation of the common themes among their ideas.

# Māori were more sophisticated in responses?

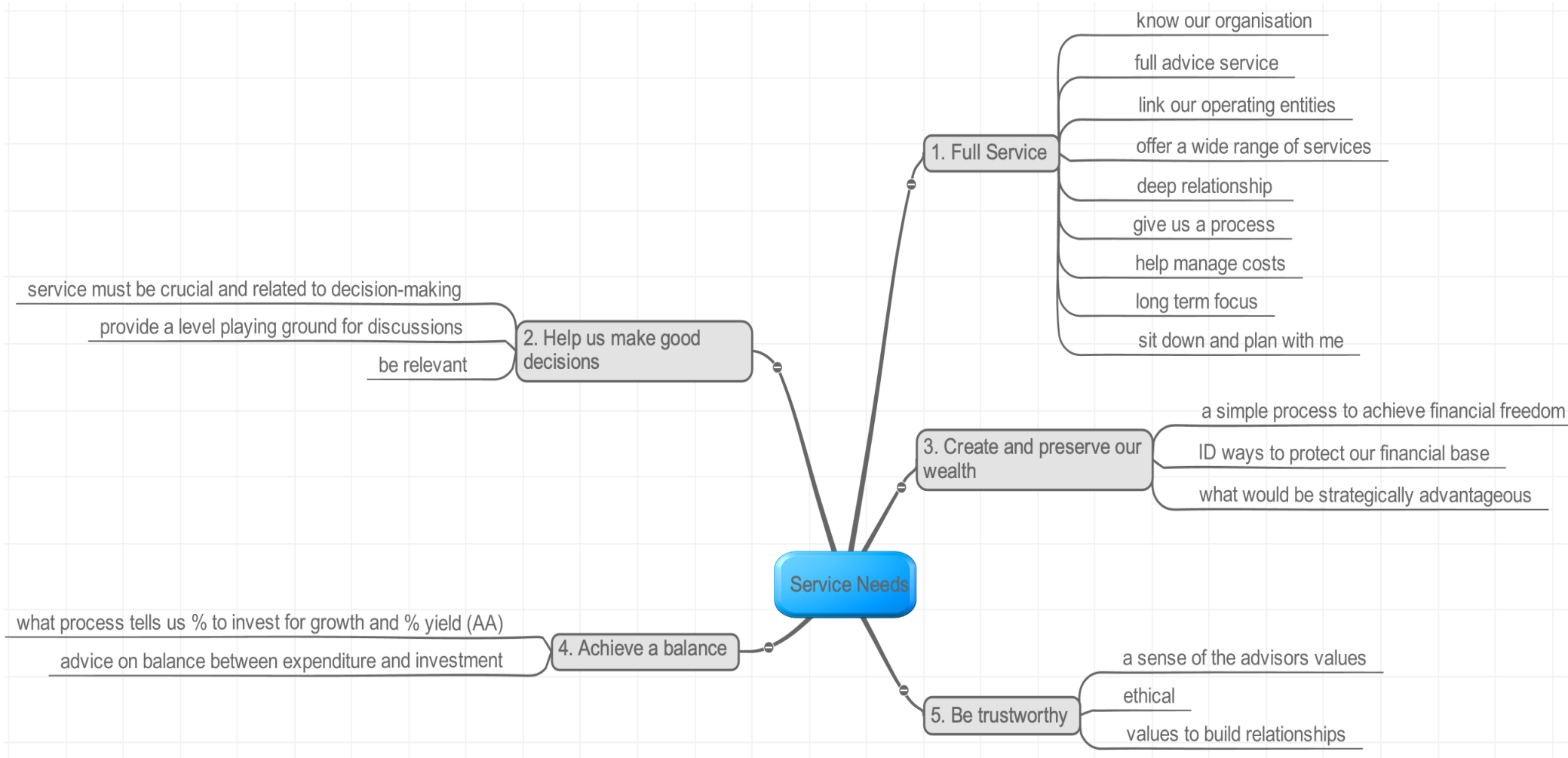


## The results:

The group then used **anonymous voting to prioritize** these aggregations. Each participant had fifteen points to distribute, with five for their first priority, four for the second, and so on. The results are listed below in priority order with the point totals.

Priority	Aggregations in Priority Order	Points
1	<b>Provide Full Customer Service</b>	<b>23</b>
2	<b>Help us Make Good Decisions</b>	<b>19</b>
3	<b>Help Us Create and Preserve Our Wealth</b>	<b>16</b>
4	<b>Achieve a Balance</b>	<b>16</b>
5	<b>Be Trustworthy</b>	<b>12</b>
	Identify Balanced Options	10
	Have a Clarity of Purpose	8
	Be Compliant	7
	Provide Appropriate Financial Systems	7
	Provide Leveraging Options	2

# Māori were more sophisticated in responses?



# What motivates Fi360 Pacific and MyFiduciary?

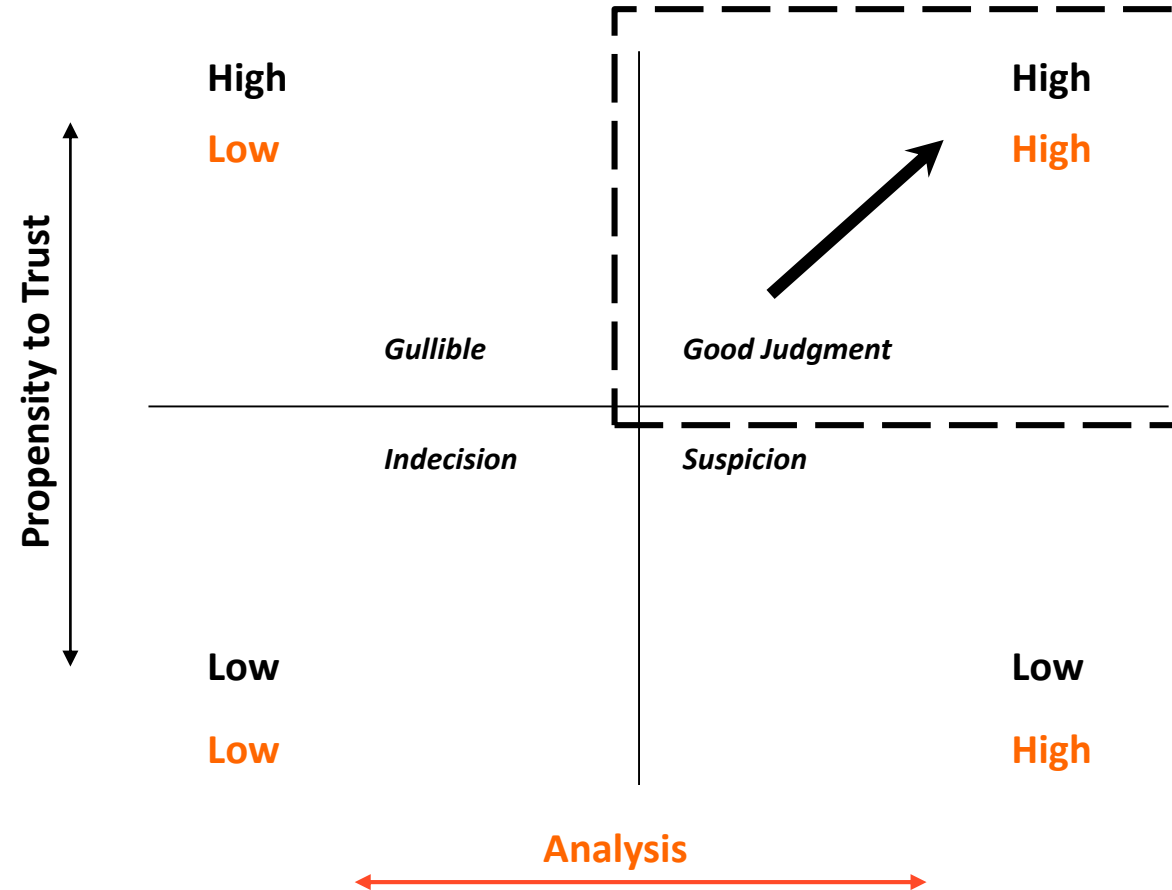
**“You deserve better than you have received from the Investment Service Industry”**

*- has been all about providers not you; with conflicts and complexity; high costs; sales practices*

Our Mission....

- Let's 'Shape the Investment World' to be one that's good for our clients
- Be adaptive and relevant to your special endowments and thought processes
- Protect your reputation and trustworthiness to members
- Share our fiduciary intelligence *(know-how; insights; knowledge)*
- Improve your investment outcomes, including distributions

# What is Trust about?



**TRUST** = INTEGRITY + COMPETENCY + DOING THE RIGHT THING

Source: Stephen (M R) Covey  
"The Speed of Trust"