



PANEL DISCUSSION

Financial Services: Issues and Challenges

Peter de Beyer

Old Mutual

The Business of Change: 2010 and Beyond



Financial Services: Issues and Challenges

1. Global Financial Crisis
2. South African savings rates
3. Retail financial services business model
4. Provision for Retirement
5. Skills and Talent
6. Regulation and financial reporting standards

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Financial Services: issues and challenges

- Global financial crisis
 - Confidence in financial institutions and markets
 - Credit and liquidity capacity to fuel required growth
 - State ownership of financial services through bailouts
- SA Savings rate and savings culture
 - Demographic impacts
 - Consumer culture
 - Incentives to save



Financial Services: issues and challenges

- Optimum business models
 - Provision of cost efficient advice
 - Balance between consumers, advisors, regulation and profits
 - Delivery to the low-income market
 - Persistency of recurring contribution business
- Provision for Retirement
 - Retirement Fund Reform Process
 - Saving rates and Preservation
 - Investment mandates and advice
 - Income choices at retirement

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Financial Services: issues and challenges

- Skills and Talent
 - Emigration and Immigration
 - Effectiveness of education system
 - Industry training and people development
- Regulation and Financial Reporting requirements
 - Regulatory capacity and skills
 - Costs and benefits of regulation
 - Enforcement of laws and regulation
 - IFRS, Solvency 2



Financial Services: issues and challenges

- 2010 Financial Services Soccer Scorecard:
 - Global banking system - red-carded!
 - Savings Rate - poor Goalkeeping!
 - Business model – where are the fans?
 - Retirement Provision – strikers fail to finish!
 - Skills - Commitment, Training and Coaching needed!
 - Regulation - Refereeing not up to scratch!

