

BUSINESS PROCESS EXCELLENCE FOR FINANCIAL SERVICES

Balancing People, Process and
Technology to Reduce Risk and
Drive Growth

19th - 21st March, 2013
New York, NY



Identify the latest process excellence tools to increase control, enhance innovation, reduce risk and drive growth in your financial services organisation by:

- ▶ Integrating IT structures with process requirements to deliver mature enterprise architecture
- ▶ Improving business agility to seize and sustain growth opportunities by developing an integrated, enterprise-wide process excellence approach
- ▶ Attracting new customers, delivering new products and retaining existing clients through process excellence
- ▶ Linking business and real time operational intelligence into BPM platforms
- ▶ Ensuring regulations compliance and mitigating risk through process design
- ▶ Leveraging social, gamification and cloud developments for process optimization

Pre-Conference Workshop Day
Tuesday - 19th March 2013

Deliver service orientated architecture: ensure business process excellence across your enterprise

The current regulatory and risk mitigation climate: Drive change in your organization

Reduce the business process "disconnect" between customers and operations

"Thank you again for making our experience at your event spectacular"

– SENIOR MARKETING MANAGER,
PROGRESS SOFTWARE CORPORATION

"Great speakers - very knowledgeable and honest with their opinions"

– DIRECTOR, ATB FINANCIAL

Hear from experts working in financial services who are leading the business process revolution:



Art Drake
Vice President, Transformation
Management Office
AIIG Benefit Solutions



Vinod K. Jain,
Vice President – Strategist
BNY Mellon



Elle Hunt,
Group Vice President
SunTrust Bank



Leslie Behnke,
Vice President, Process Improvement &
Service Quality
TD Canada Trust



Rachel Lane,
Associate Vice President, Business
Excellence COE
Nationwide



Alan Demers,
Senior Vice President, Head of Process
CIT



Chander Sharma,
Director, Business Process Management,
Canadian Division
Manulife Financial



Ruth Ju,
Head of Business Process Management
Federal Home Loan Bank of Des Moines

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collaborative process design

CSL
SOFTWARE SOLUTIONS

Dear Colleague,

“Operational complexity costs the finance industry up to US\$200 billion annually and constrains pre-tax profits by nearly 20%” reports the IBM Institute for Business Value. As a result, teams have been instructed to aggressively balance the competing demands of process excellence including technology optimization, internal culture and customer relations to enable reduced risk and drive growth.

Taking place in New York City from 20th – 21st March 2013, the PEX Network’s 7th Annual **Business Process Excellence for Financial Services 2013** forum will provide two days of hands-on “how to’s” to ensure financial services firms are properly positioned – and protected – in order to transform business processes to meet organizational objectives and gain a competitive edge within a crowded market.

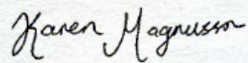
An **executive panel of process excellence experts from retail and investment banks and insurance companies** will share their experiences and knowledge to help you map out your process excellence route going forward.

Hear and discuss 15 plus industry case studies addressing:

- Utilizing BPM to attract **new customers, retain existing clients** and deliver **new products**
- Integrating and aligning process excellence with IT structures to deliver comprehensive enterprise architecture
- Responding to market opportunities and fluctuations through increased **process agility**
- **Mitigating risk** and ensuring regulation compliance through process design and consistency
- Developing **enterprise process maturity** to deliver business goals
- Changing **employee engagement** with process excellence initiatives
- Linking **business and real time operational intelligence** into BPM platforms for greater transparency and responsiveness
- **PLUS participate in interactive industry discussions** including panel debates, roundtable sessions, technology showcases, networking receptions and structured one-to-one meetings

If you are looking to **measurably improve your organization’s processes** while increasing control, compliance and ROI, then don't miss this unique opportunity to gain insights and benchmark with process and operational excellence leaders from across the financial services industry.

I look forward to meeting you in New York in March at **Business Process Excellence for Financial Services 2013**.



Karen Magnusson,
Conference Director, PEX Network

15 + industry case studies from financial services process excellence experts, including:



Art Drake
Vice President,
Transformation
Management Office
AIG Benefit Solutions



Ruth Ju,
Head of Business Process
Management
**Federal Home Loan Bank
of Des Moines**



Vinod K. Jain,
Vice President – Strategist
BNY Mellon



Kevin Chan-A-Shing,
Director
**Discover Financial
Services**



Elle Hunt,
Group Vice President
SunTrust Bank



Elizabeth Johnson,
Senior Process Manager
Capital One Bank



Leslie Behnke,
Vice President, Process
Improvement & Service
Quality
TD Canada Trust



Natalie Johnson,
Vice President, Senior
Quality Manager, Deposit
Operations,
TD Bank



Rachel Lane,
Associate Vice President,
Business Excellence COE
Nationwide



Richard Lam,
Director, Enterprise
Process Excellence,
**RBC Royal Bank of
Canada**



Alan Demers,
Senior Vice President,
Head of Process
CIT



Asish Syngal,
Director, Business Process
Excellence,
Fidelity Investments



Antoine Walthour,
Head of US Insurance
Six Sigma & Strategic
Planning
ING US



Albert Maspons,
Insurance Strategic
Solutions – Quality
Deployment Leader US
Insurance,
ING



Chander Sharma,
Director, Business Process
Management, Canadian
Division
Manulife Financial



Bernard Borowski,
Executive Director,
Morgan Stanley

Pre-Conference Workshop Day

Tuesday 19th March 2013

Business Process Excellence for Financial Services will be hosting pre-conference workshops to help you focus on developing key areas of business process excellence to deliver value and ROI for your financial services organization. These sessions will be interactive as the latest ideas and solutions are debated, discussed and work shopped.

08:30

Registration and networking coffee

09:00 – 11:30

Delivering service orientated architecture: what needs to be in place to ensure business process excellence across your enterprise

When responding to regulatory changes, economic volatility and changing customer expectations, financial services organizations face complex, operational challenges in regards to service delivery, costs and compliance. The workshop will cover how to look beyond the status quo and adopt business strategies that deliver operational efficiencies with bottom line results across the enterprise.

- Achieving productive integration between BPM and SOA programs across your business through methodology, governance and technology
- Utilizing SOA tools and best practices to enable quick and easy implementation of services
- Maximizing process consistency and delivery efficiencies
- Achieving optimal business enablement through defining common metrics, goals and strategies
- Ensuring sustainable ROI through your implementation efforts with BPM and SOA best practice

Workshop leader to be announced shortly

12:00 – 14:30

Leveraging the current regulatory and risk mitigation climate to drive change in your organization

Transforming businesses process to meet changing regulatory requirements while continuing to mitigate operational risk can be tough work, let alone sustaining these changes in your business. The workshop will focus on turning compliance and risk mitigation processes changes into a viable return on time invested.

- Leveraging compliance and risk synergies across the enterprise by formulating and designing fully integrated processes
- Creating a compliance culture: Approaching compliance as part of an enterprise-wide process excellence strategy
- Adopting a process-drive approach for the execution of risk management and compliance
- Optimizing process frameworks to mitigate as well as measure operational risk
- Supporting long term enterprise growth, and agility in your processes while mitigating risk
- Creating a risk awareness culture through training, communication and process improvement to minimize your continual expenditure

Bernard Borowski, Executive Director,
Morgan Stanley

15:00 – 17:30

Reducing the business process “disconnect” between customers and operations

In order to significantly improve your customer experience and therefore gain a competitive advantage, financial service institutions need to develop a clear pathway to become a process- centric organization in order to achieve notably better satisfaction results. The workshop discussion will focus on:

- What needs to be in place in order to transform customer engagement through BPM?
- Implementing a focus on continued improvements in customer delivery processes
- Understanding the linkage between Customer Effort, propensity to recommend and profitability to improve processes
- What customer experience focus will mean for project prioritization, team focus , strategy and process solutions for your organization
- Developing processes to take advantage of trends reshaping customer engagement including socially aware tools, gamification, mobile devices, social media and customer advocacy
- Monitoring customer behaviour through your processes to improve products and services

Workshop leader to be announced shortly

Conference Day One Wednesday 20th March 2013

08.00 Registration & Networking Coffee

08.30 Chairpersons opening remarks and welcome

DELIVERING VALUE ENTERPRISE WIDE THROUGH BUSINESS PROCESS EXCELLENCE

08:40 Controlling and developing the process driven enterprise in financial services in 2013 and beyond

- Concentrating on value delivery through BPM
- Advancing BPM to become a tangible, dynamic asset to your organisation
- How you can develop a process based advantage in the high pressure economic and regulatory climate
- Putting your customer in control: refocusing BPM motivation
- Aligning IT and BPM: delivering transformation programs through interconnection

Alan Demers, Senior Vice President, Head of Process Transformation, **CIT**

09.20 Case study: Following the proven Lean Six Sigma (LSS) Continuous Improvement roadmap to achieve exceptional results at TD Canada Trust

- Establishing a Quality Delivery Model focusing on speed, accuracy, cost and risk
- Developing institutional knowledge, maturity and LSS culture across the organization - Building the foundation; Getting traction / expansion; Living continuous improvement; Enabling process excellence
- Establishing clear goals and properly prioritized project pipeline
- Continuous development of Lean Six Sigma expertise to drive results and on-going mentorship of LSS professionals to support the success
- Recognizing and celebrating process excellence within your organization

Leslie Behnke, Vice President Process Improvement & Service Quality, **TD Canada Trust**

10.00 Developing true enterprise process maturity through innovative BPM application

- Large-scale change versus continuous process improvement: translating strategy into enterprise wide implementation
- Delivering enterprise performance breakthroughs with BPM and technology systems integration
- Bridging the gap between business and technology by integrating and aligning BPM with IT practices

Panel members include:

Ruth Ju, Head of Business Process Management, **Federal Home Loan Bank of Des Moines**

Kevin Chan-A-Shing, Director, Discover Lean Group, **Discover Financial Services**

10.40 Coffee and Networking | Structured 1 – 1 Meetings

CUSTOMER AND CULTURE SPOTLIGHT

11.10 Optimizing your customer engagement and service delivery through business process excellence

- Using BPM to attract new customers, retain existing clients and deliver new products to the marketplace
- Where CRM and BPM converge: Engaging with customers to provide better experiences and influencing your brand in the marketplace
- Re-engineering end-to-end, customer facing processes: connecting the dots between strategy, process operations and IT architecture
- How trends in customer interaction, including cloud, mobile devices, social media and customer advocacy will impact the demands of BPM in the financial services sector

Art Drake, Vice President – Transformation Management Office, **AIG Benefit Solutions**

11.50 Promoting and practicing a process excellence culture within financial services companies

- Changing behaviour, relationships and engagement within your organization in order to implement an enterprise wide business processes excellence culture
- Investigating tools, techniques and strategy to embed a business process excellence culture within your business
- Overcoming challenges including user acceptance, training, usability and interfaces
- Engaging management and empowering your workforce to collaboratively implement and improve process management

Rachel Lane, Associate Vice President, Business Excellence COE, **Nationwide**

12.30 Lunch and Networking | Structured 1 – 1 Meetings

APPROACHING BPM STRATEGICALLY AND TACTICALLY

1.30 The 4 C's of a successful BPI: clarity, consistency, compliance and continuity

Discover how innovative Desktop and Process Analytics software is helping the financial services sector gain visibility into all facets of their processes across the enterprise to help achieve the 4 Cs of Business Processing Success:

- Clarity – new software tools unlock the employee desktop, capturing who is doing what, how, and when for real-time process analytics
- Consistency – providing employees with automated, personalized guidance and step reminders helps ensure processing consistency

Continued Overleaf 

Conference Day One Continued

- Compliance –identifying when required steps are missed and alert managers to deviations
- Continuity – real-time process mapping enables monitoring of processes to help ensure adoption of changes and identify opportunities for ongoing improvements
- Learn how organizations around are cutting costs, meeting service levels, and outshining their competitors with Desktop and Process Analytics.

Steve Williams, Senior Practice Director, Desktop Analytics, **Verint Systems**

2.10 International case study: Exceeding core business requirements: increasing process performance and reducing operating costs

- Gaining a clear picture of your programs strengths and weaknesses: where should you be focussing your improvement efforts?
- Maintaining steady process improvements during fluctuating economic and regulatory climates
- Reusing and personalizing existing processes to reduce costs in a compounded way
- Driving down costs through standardisation: assessing existing assets to understand variations and inefficiencies
- Reducing costs for on-going maintenance of systems and delivery

Asish Syngal, Director, Business Process Excellence, **Fidelity Investments**

2.50 Coffee and Networking | Structured 1 – 1 Meetings

REDUCING COMPLEXITY: CAN BUSINESS PROCESS OPTIMIZATION EVER BE SIMPLE?

3.20 Gaining the transparency, agility and efficiency needed in your enterprise to continue on a growth trajectory

- Implementing and developing the correct processes which empowers your business to rapidly respond to changing market landscapes
- Leveraging BPM to gain more process agility, achieve higher quality and consistency, and increase business savings
- Benefiting from flexible, adaptable business process technology to out perform competitors
- Developing KPIs: creating a formula to measure business agility
- Enabling greater transparency and responsiveness by linking real time business intelligence with BPM platforms

Vinod K. Jain, Vice President – Strategist, **BNY Mellon**

4:00 Delivering business process optimization through Lean and Six Sigma methodology in a fluctuating market

- Utilising tactical and strategic initiatives to implement pragmatic BPM plan enterprise
- Applying Lean and Six Sigma principles to deliver repaid bottom line impact and business transformation
- Delivering lifetime value with BPM and realising ROI
- Moving beyond Lean and Six Sigma: what's next for transforming your improvement management system

Antoine Walthour, Head of US Insurance Six Sigma & Strategic Planning, **ING US**

4.40 Business process excellence roundtable discussions

The roundtable discussion groups provide you with a range of different discussion topics and are the ideal place for you to meet some of the key speakers and your peers in small, focused groups. You will be able to choose between tables and change subject tables twice to discuss specific issues that have arisen over the course of the conference in an interactive, discussion based environment.

Roundtable one

Using BPM to optimize client engagement. What you can do to gain a competitive advantage

Roundtable two

What BPM tools and techniques should you use deliver process optimization?

Roundtable three

Integrating and aligning BPM with IT architecture: what are the next steps?

Roundtable four

How to best use utilize cloud, social tools and gamification for enterprise wide business process excellence

Roundtable five

Agility, transparency and efficiency in BPM: delivering value and flexibility

5.20 Chairpersons day one summary

5.30 Networking drinks reception

Conference Day Two Thursday 21st March 2013

08.00 Networking Coffee

08.30 Chairpersons opening remarks and welcome

ALIGNING IT ARCHITECTURE WITH BPE GOALS

08.40 Bridging the gap between business and technology; integrating and aligning process excellence with IT practices

- Collaborating between IT and process-owners to ensure coherent and effective integration of BPM systems
- Re-engineering end-to-end, customer facing processes: connecting the dots between strategy, process operations and IT
- Common pit-falls and what failure looks like; knowing where to start and when to change course

Elle Hunt, Group Vice President, *SunTrust Bank*

09.20 Combining social tools and gamification to improve enterprise performance

- Leveraging social, mobile and cloud operations through exploiting process optimization and simulation
- Integrating social tools as a feature of BPM in order to deliver visibility, flexibility and participation in process excellence
- Improving external and internal customer service delivery through utilizing socially aware processes: understanding consumption and participation patterns
- Discovering techniques for designing social processes and how they can best deliver insights to drive business performance
- Successfully utilising gamification in order to promote process excellence in your business

For speaker updates, please visit www.bpe-finance.com

10.00 Coffee and Networking | Structured 1 – 1 Meetings

10.30 Technology Test Drives

Based on specific technology needs and key areas for investment from the community, quick fire test drives will run in parallel for all attendees in the exhibition hall. Demonstrations and product outlines will be delivered at the sponsors exhibition stand and included on the official agenda

Technology product demonstrations will take place in the following areas:

- Process mapping / Process modeling
- Workflow management software

- Data visualization / dashboarding
- Business Activity Monitoring (BAM)
- Business Operational Intelligence
- Cloud based BPM
- Case management
- Document management
- Project and portfolio management
- Case management
- Social BPM

If you think your service would be of interest to our delegation, get in touch on +44 (0) 207 368 9300 or sponsorship@iqpc.co.uk

RISK MITIGATION AND BUSINESS INTELLIGENCE

11.10 Implementing an enterprise-wide process excellence improvement knowledge program in financial services

In today's complex business landscape, last thing the business leaders need is a distraction to them and their teams. In such an environment, not just getting their attention but engaging them and the organization at different levels is always a challenge.

Business Excellence improvement is an ongoing focus of business leaders and they have many existing levers and teams to support it. Different business units have varied process maturity and differ in the pace of adoption

- How do you position "Process Focus" as a transformation lever and align a knowledge program that is flexible and delivers?
- Keeping a sharp focus on understanding the changing business needs and identifying the knowledge management partner who is responsive to your needs is critical to being flexible and agile
- The sustainability of any enterprise level program depends upon its acceptance amongst different levels and how well it is integrated to ensure a common language

Chander Sharma, Director, Business Process Management, Canadian Division, *Manulife Financial*

11:40 Capital One Bank case study: Continuous process improvement, regulation, and customer satisfaction delivery

Elizabeth Johnson, Senior Process Manager, *Capital One Bank*



Continued Overleaf 

Conference Day Two Continued

12.20 Lunch and Networking | Structured 1 – 1 Meetings

1.20 Utilizing BPM in order to proactively support regulatory regime requirements

- Creating coherent compliance architecture through uniting disparate technologies and processes
- Increasing control and compliance through restructuring data flows
- Assessing the impact of process changes in order to prevent operational risk
- Leveraging BPM tools to create consistency and compliance across multiple lines of business and geography
- Achieving seamless integration of your BPE governance program with daily business activities

Vinod K. Jain, Vice President – Strategist, **BNY Mellon**

2:00 Case study: Implementing a quality assurance program: ensuring a policy and procedure compliance

With increased regulatory scrutiny, all Bank Operations require well defined policies, procedures and processes, as well as a control mechanism to ensure that the policies and procedures are being complied with.

To address this gap and meet the new standard of expectation by regulators, at TD Bank, a QA process was built that samples all types of work, and rates them against scorecards that reflect the policies and procedures of that function.

The statistical approach to sampling and monitoring for quality demonstrates with a high level of confidence to regulators and internal audit, a proactive method to being compliant with policies and procedures.

TD Bank outlines the transformation undertaken to achieve this new state, and the new system built (eCoach) to support this transformation.

Natalie Johnson, Vice President, Senior Quality Manager, Deposit Operations, **TD Bank**

2.40 Improving your BPM implementation and delivery in your organisation

- Defining your path early: balancing your recruiting, deployment and financial needs and targets based on an identified need for change
- Designing your roadmap for change when operating in environments new to improvement activity
- Introducing self-sufficient operational excellence through training and on-going management
- Identifying opportunities to enable high-quality decisions and to mitigate operational risk
- Maintaining appropriate oversight while mitigating risk

Panel members include:

Ruth Ju, Head of Business Process Management, **Federal Home Loan Bank of Des Moines**

Kevin Chan-A-Shing, Director, Discover Lean Group, **Discover Financial Services**

3.10 Coffee and Networking | Structured 1 – 1 Meetings

INCREASING TRANSPARENCY AND VISIBILITY

3.30 BPM measuring what works, what doesn't and where to next

- Reducing variability and delivering workflow improvement through standardized models of measurement deployed end-to-end
- Measuring process and combining process intelligence with business analytics
- Integrating testing and training with the process lifecycle
- Determining business outcomes and realising ROI

Richard Lam, Director, Enterprise Process Excellence, **RBC Royal Bank of Canada**

4.10 Increasing data visibility and accuracy for increased responsiveness and intelligent decision making across your organization

- Developing unification and visibility of data over increasingly complex, virtual and global businesses
- Improving decision making across your organisation by increasing the accuracy of data
- Enhancing your process visibility, data capture, control and workflow management capabilities
- Accelerating responsiveness and improvement results by using the latest BPM technology
- Controlling quality and consistency of processes through integrated data capture and process monitoring to deliver on the needs of your stakeholder and clients

Albert Maspons, Insurance Strategic Solutions – Quality Deployment Leader US **Insurance ING US**

4.50 Chairpersons closing remarks summary

5.00 Close of conference

ABOUT THE EVENT

Who Should Attend?

Business Process Transformation, Improvement & Operational Unit Heads including:

- VP/Head of Process Excellence
- VP/Head of Process Management
- VP/Head of Business Process
- VP/Head of Change Delivery
- VP/Head of Service Quality
- VP/Strategy and Operations
- VP/Head of BPM
- VP/Head of Lean/Six Sigma
- VP/Head of Bank Services
- VP/Head of Enterprise Architecture
- VP/Head of Business Transformation
- VP/Head of Process Transformation

Head of IT, Architecture and Infrastructure including:

- CIO / COO /CTO / Director
- VP/Head of Process Management
- VP Heads of / IT Director
- VP / Heads of Re-engineering
- VP/Head of Lean/Six Sigma
- Chief Architects

Attendees will be from financial services institutions including:

- Retail banks
- Investment banks
- Private banks
- Commercial banks
- Insurance companies
- Pension funds
- Asset management firms
- Investment vehicles
- Trading houses
- Clearing and settlement houses
- Loan and financing firms

Sponsors & Exhibitors

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AOM

Banks achieve a minimum 30% productivity improvement within 12 months by training front line managers from their processing centers in the Active Operations Management method. With a return on investment over 300% within 12 months, these banks are rapidly transforming their operating cost structures. Barclays, ANZ Bank, National Australia Bank, Westpac, Bank of Montreal, TD Canada Trust, Harris Bank and others are applying Active Operations Management as a cornerstone of their operations excellence programs. The Operations Council of the Corporate Executive Board has repeatedly identified Active Operations Management as an industry best practice. The Warwick Business School has included Active Operations Management in its service operations management curriculum. enquiriesna@activeops.com | 613 299-1392 **Website: www.activeops.com**

SIGNAVIO

Signavio offers a web-based solution for modeling business processes using BPMN 2.0. Besides professional process modeling, the Signavio Process Portal offers organizations the ability to include all process participants in process design and optimization. Using the Signavio's Process Editor QuickModel (spreadsheet like process capture and design) functionality, even colleagues without experience in BPMN 2.0 can participate in modeling business processes. Signavio is the pioneer in collaborative process design. Thanks to the company's Software as a Service Edition you can start with professional business process management right away, without having to install anything.

CSL

CSL's eCoach is the market leader in electronic coaching and competency development. CSL specializes in solutions for BPM Excellence, specifically Coaching and Talent management, Associate Quality improvement, ICM (Incentive Compensation Management), and SPM (Sales Performance Management) solutions. Serving the Financial Services and Pharmaceutical Industries, all CSL solutions are on line, on demand and come cloud ready, offering economical hosting solutions for every need and organization size, and are available for Desktop, Tablet, and iPad®. It's a competitive world: How will you differentiate your organization? It stands or falls on the effectiveness and quality of your customer facing people: More and more companies are successfully investing in such tools for measureable across the board quality improvements.

Maximise Your Involvement: Sponsorship and Exhibition Opportunities

Business Process Excellence for Financial Services is attended by senior officials and decision-makers from industry, bringing together buyers and suppliers in one location.

Focused and high-level, the event will be an excellent platform to initiate new business relationships. With tailored networking, sponsors can achieve the face-to-face contact that overcrowded trade shows cannot deliver.

Exhibiting and Sponsorship options are extensive, and packages can be tailor-made to suit your individual company's needs. Most packages include complimentary entry passes, targeted marketing to industry officials and executives, and bespoke networking opportunities.

Other features of sponsorship include:

- ▶ Prominent exhibition space in the main conference networking area
- ▶ Participation in comprehensive pre-event marketing campaigns
- ▶ Tailored marketing strategies to suit your organisation's size, capabilities and individual requirement

For more information and to discuss the right opportunity, contact us on +44 (0)207 368 9300 or sponsorship@iqpc.co.uk

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BUSINESS PROCESS EXCELLENCE FOR FINANCIAL SERVICES

Two-Day Conference:
20th – 21st March, 2013
Pre-Conference Workshop Day:
19th March, 2013
New York, NY

To speed registration, please provide the priority code located on the mailing label or in the box below.

My registration code **PDFW**

Please contact our database manager on +44 (0) 20 7368 9300 or database@iqpc.co.uk quoting the registration code above to inform us of any changes or to remove your details.

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Packages	✓	Book and pay before 14th December 2012*	Book and pay before 18th January 2013*	Book and pay before 8th February 2013*	Standard Price
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Two-Day Conference Only		Save \$175 \$774	Save \$125 \$824	Save \$75 \$874	\$949

SOLUTION PROVIDER RATE					
Packages	✓	Book and pay before 14th December 2012*	Book and pay before 18th January 2013*	Book and pay before 8th February 2013*	Standard Price
Three Day Pass		Save \$600 \$2199	Save \$500 \$2299	Save \$200 \$2599	\$2799
Two-Day Conference Only		Save \$350 \$1549	Save \$250 \$1649	Save \$150 \$1749	\$1899

(Please add 6% sales tax if you are a Connecticut resident or a re employed in the state of Connecticut).

* To qualify for discounts, bookings must be received with payment by the discount deadline. Only one discount/offer applicable per person.

PAYMENT METHOD

Total price for your Organisation: (Add total of all individuals attending):

Card Number: VISA M/C AMEX

Exp. Date: Sec:

Name On Card:

Billing Address (if different from above):

City/County/Postcode Cheque enclosed for: \$
(Made payable to IQPC Ltd.)

(Please quote 11395.007 with remittance advice) **IQPC Bank Details:**
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NY 10017, USA

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WEB:

WWW.BPE-FINANCE.COM

DELEGATE DETAILS - SIMPLY COMPLETE THIS FORM AND CLICK SUBMIT

Please photocopy for each additional delegate

Mr Mrs Miss Ms Dr Other

First Name

Family Name

Job Title

Tel No.

Email

Yes I would like to receive information about products and services via email

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Organisation

Nature of business

Address

Postcode Country

Telephone

Fax

Approving Manager

Name of person completing form if different from delegate

I agree to IQPC's cancellation, substitution and payment terms

Special dietary requirements: Vegetarian Non-dairy Other (please specify)

Please indicate if you have already registered by: Phone Fax Email Web

Please note: if you have not received an acknowledgement before the conference, please call us to confirm your booking.

VENUE & ACCOMMODATION

Venue: New York, USA. Venue to be confirmed

Accommodation: Travel and accommodation are not included in the registration fee. For updates on the venue and accommodation information, please visit www.bpe-finance.com

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IQPC recognises the value of learning in teams. Groups of 3 or more booking at the same time from the same company receive a 10% discount, 5 or more receive a 15% discount, 7 receive a 20% discount. Only one discount available per person.

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