

## **Consumer Advisory Network – Charter of participation**

**February 2016**

The Consumer Advisory Network plays an integral role in ensuring consumer perspectives are considered and addressed in the FMA’s investor capability strategy and initiatives, and in our broader regulatory activities.

Investors are the consumers the FMA’s work most affects, but because we also regulate financial advisers, we will occasionally seek feedback on issues that affect consumers of other financial products such as insurance.

We want to be flexible in how we work together. At a minimum, by committing to be part of the Consumer Advisory Network your organisation agrees:

- To be named on our website as part of our Consumer Advisory Network
- To receive emails from us:
  - Asking for your informal input as we develop ideas and thinking on issues that impact consumers
  - Requesting formal responses to consultations with a high consumer impact
  - About new resources that we might need your help in communicating to consumers

In addition, as network members we would welcome your help in any of the following ways:

- Running research with your consumer members to help you respond to our requests for feedback
- Providing regular reporting on key issues affecting the consumers your organisation represents
- Bringing forward for our consideration, longer-term or policy issues that may emerge from the feedback of your members
- Being active in alerting us to issues affecting investors or other consumers of financial services and products regulated by the FMA

We also encourage you to talk to us about other ways for the FMA to better understand the consumer point of view. Where you have an existing memorandum of understanding with us to provide information and insights this will continue to operate – participation as a member of the Consumer Advisory Network will complement this existing relationship.

Members may withdraw from the Consumer Advisory Network at any time by notifying the FMA.