

Dear INFO Network members and friends,

Invitation to INFO 2017- Adapting to Change

The Financial Ombudsman Service (FOS) Australia invites you to INFO 2017 from **24-27 September** at **The Langham, Melbourne, Australia**.

Our three day conference program has a strong focus on trends and challenges we may collectively face in the future as well as knowledge sharing, innovation and adaptation. We are looking forward to building on the past decade of both collaboration and sharing of information and experience, in addition to embracing a wide range of topics and speakers to challenge our thinking.

Topical subjects include increasing the effectiveness of our communication with neurological insight, the impact of changing trends on dispute resolution, challenges involved when working with vulnerable and disadvantaged consumers, and innovation in dispute resolution – the next 10 years.

As hosts of INFO 2017, we believe Melbourne has much to offer conference participants with its unique culture, beautiful sights and artistic nature. The INFO 2017 Conference will be held at The Langham, located in the heart of Melbourne's arts and leisure precinct, next to the Yarra River and the central business district.

Please take advantage of the early bird fees by **registering before 31 May**. We strongly recommend you **book your accommodation early** due to the Conference being held in one of the most popular sporting weeks in Melbourne. The Langham has provided an attractive rate for our conference guests. Other accommodation options are also available.

Please visit the INFO 2017 conference website www.INFO2017.com regularly for program updates, conference highlights and information to assist your travel and accommodation.

If you have any questions please feel free to contact Events Manager Claire Beattie on CBeattie@FOS.org.au or +613 8623 2051.

We hope that you will take this opportunity to visit Melbourne and look forward to seeing you at **INFO 2017**.

Yours sincerely,

Shane Tregillis

Chief Ombudsman – Financial Ombudsman Service (FOS) Australia