

THE **NEW CREDIT** **LANDSCAPE**

Built for a changing industry.

*Powered by automation, resilience &
smarter credit leadership.*

NZCFI MAGAZINE

Decisioning systems • Economic resilience • Cash
automation • PPSR insights

Strategy, compliance & transformation for 2026.

Welcome Message

Dear Members,

As we move through the second quarter of 2026, I am delighted to welcome you to the May edition of our NZCFI Quarterly Magazine. This issue is packed with insights, stories, and updates that reflect the dynamic and ever-evolving nature of the credit and finance industry in Aotearoa.

The past few months have been a testament to the resilience and adaptability of our profession. From the increasing adoption of automation and AI in credit processes to the growing focus on financial wellbeing and economic harm, our industry continues to navigate challenges with innovation and purpose.



Jono Cole

President

In this edition, we explore some of the most pressing topics shaping our sector. You'll read about Fletcher Steel's transformative journey in automating cash allocation with Esker, a case study that highlights the power of technology to drive efficiency and improve employee experience. We also delve into the evolving role of credit professionals, as automation reshapes expectations and elevates the competencies required for success.

Our Member Spotlight shines on Janice Riley, Group Credit Manager at Stratco (Australia) Pty Ltd, who shares her inspiring career journey, professional challenges, and advice for emerging credit professionals. Her story is a reminder of the incredible talent and dedication within our community.

Additionally, we reflect on the success of the Financial Services Federation's Women in Finance luncheon, which raised nearly \$32,000 for Good Shepherd NZ to support women and families experiencing financial hardship. This event underscores the importance of collaboration and giving back to our communities.

For those navigating the complexities of the Personal Property Securities Register (PPSR), our feature on the recent webinar series provides practical insights into security interests and their critical role in protecting businesses. We also examine the implications of the new Biometric Processing Privacy Code 2025, which introduces significant changes for entities collecting and processing biometric information.

As always, this magazine is a reflection of our shared mission: to empower and support credit professionals across New Zealand. I encourage you to dive into these articles, engage with the ideas presented, and consider how they might inform your own practice.

Finally, there are a few movements within the NZCFI Board and our support team which I would like to acknowledge. First, Michael Wright completed his many years of service to NZCFI at the end of April 2026. Secondly, John Davies recently finished his 1 year appointment as a Board member. John's efforts over the past year and will be missed. The Board wishes Michael and John all the best for the future. The Board is pleased to have Richard Brooks join its ranks in April, and to have Sarah Lewis-Dawes on hand as NZCFI's Operations Lead. With Richard and Sarah's talents, NZCFI is well-placed to continue pursuing the Board's strategic plan.

Thank you for your continued commitment to excellence in credit and finance. Together, we are shaping a stronger, more resilient industry for the future.

The Quiet Shift from “Credit Assessment” to “Decisioning Systems”



The New Zealand credit industry is undergoing a quiet but profound transformation. It's not being driven by new regulation or a sudden shift in risk appetite - but by something far more structural: the move from traditional credit assessment to systemised decisioning.

For decades, lending has centred on assessment. Credit policies were written, interpreted, and applied - often with layers of manual judgement in between. Even where systems were introduced, they typically acted as support tools rather than decision-makers. The result? Inconsistency. Two applicants with similar profiles could receive different outcomes depending on who reviewed the file, how busy the team was, or how policy was interpreted on the day.

Today, that model is starting to fracture.

Modern decisioning platforms are changing the role of credit teams from assessors to architects. Instead of reviewing applications one by one, lenders are increasingly encoding their policies into rules, workflows, and automated logic. Decisions are made in real time, consistently, and at scale. The shift is subtle on the surface - but operationally, it's seismic.

This evolution exposes a deeper truth: many credit policies were never designed to be executed precisely. They were written for humans - flexible, interpretive, and often ambiguous. When forced into systems, those same policies reveal gaps, contradictions, and edge cases that were previously hidden. In this sense, decisioning platforms don't just automate credit, they challenge it.

For New Zealand lenders, this presents both an opportunity and a reckoning.

On one hand, systemised decisioning enables faster approvals, improved customer experience, and tighter alignment between risk appetite and execution. It reduces operational overhead and removes subjectivity from the process. In a market where speed and consistency are becoming baseline expectations, these are no longer “nice to have” capabilities.

On the other hand, it demands a level of clarity and discipline that many organisations are still building towards. Policies must be precise. Data must be structured and reliable. Exceptions must be intentional - not accidental. The transition is not simply a technology upgrade; it is a redefinition of how credit risk is governed.

Perhaps most importantly, this shift is redefining the role of credit professionals themselves. The future is less about reviewing individual applications and more about designing, testing, and refining decision frameworks. It's a move from case-by-case judgement to system-level thinking.



The New Zealand credit industry is not short on data, nor on technology. What it is navigating now is something more fundamental: the move from human interpretation to engineered decisioning. Those who embrace it will find themselves operating with greater control, consistency, and speed. Those who resist may find that the gap between policy and practice becomes harder to defend - and harder to sustain.



About the Author

Richard Brooks is **Chief Commercial Officer** and **co-founder of Credisense**, with over 17 years of experience across information technology, credit, and data analytics. A long-standing contributor to the credit and technology sectors in Australasia, he has worked with organisations across multiple markets and industries, helping them use data and technology to drive better outcomes.

Credit activity steady, but confidence frays as pressure persists across the economy

New Zealand's credit conditions moved into the second quarter showing a growing split between headline stability and underlying strain.

Lending volumes remain stronger than a year ago, yet confidence has softened and financial pressure continues to surface across parts of the business sector.

Our credit data suggests the economy is finding its footing at different speeds. Overall business credit demand is down 3.8% year on year, signalling caution across large parts of the services economy. Persistently high input costs, squeezed margins and weaker discretionary demand continue to dampen appetite for borrowing, particularly outside essential or export-oriented industries.

Hospitality stands out as a notable exception. Credit enquiries in the sector have surged 26% over the past year, even as liquidation rates remain elevated. This points to many operators using external credit to manage cashflow and day-to-day pressures rather than to fund growth.

By contrast, agriculture continues to outperform on several measures. Credit demand is up 10% year on year, supported by improving financial health indicators across the sector.

	Sector	Δ Credit Demand	Δ Credit Defaults	Avg Credit Score	Δ Company Liquidations	Liquidation Rating
	Construction	-16%	-21%	756 ↑	+6%	2.2X
	Hospitality	+26%	-6%	727 ↓	+49%	3.2X
	Retail Trade	+4%	-14%	763 ↑	+35%	1.2X
	Transport	-11%	-23%	725 ↑	+6%	2.3X
	Property / Rental	-6%	+10%	806 ↓	+15%	0.8X
	Manufacturing	-17%	-27%	779 ↑	-5%	1.5X
	Agriculture	+10%	-27%	793 ↑	-6%	0.7X
	All Sectors	-4%	-16%	783 ↑	+15%	1.0X

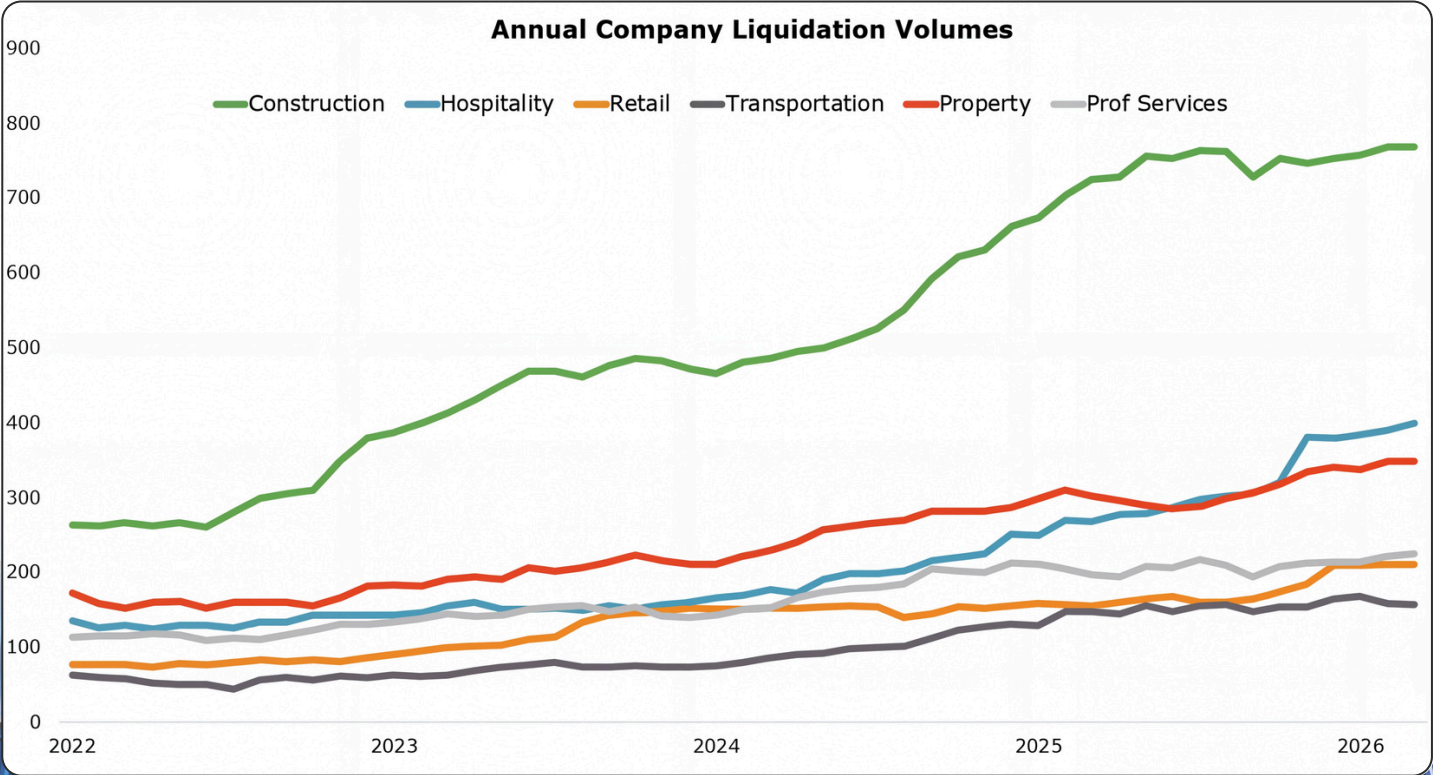
Table above shows 'Year-on-year' comparisons using 12 month rolling averages
The Liquidation rating is the proportion of liquidations divided by the proportion of businesses in a given sector.

There are also signs of selective strength at the margin. The average credit score for new business applicants has increased to 747, six points higher than a year earlier, while new business registrations have lifted 10% on a rolling 12month basis.

This highlights stronger conditions for newer, better capitalised firms, even as established businesses with weaker balance sheets continue to face challenges.

Despite these pockets of resilience, business failures remain high. Annual liquidations have reached 3,023, up 15% year on year and the highest level since the mid2010s, though this remains a lagging indicator of earlier stress.

Construction continues to drive insolvency volumes, with 768 firms entering liquidation over the past year – roughly 0.9% of all registered construction businesses. Hospitality follows, recording 399 liquidations, a sharp 49% increase compared with the previous year.



Inland Revenue enforcement activity remains a key contributor to insolvency levels and an important context for interpreting current stress.

Encouragingly, conditions are beginning to stabilise beneath the surface. Liquidation trends have improved across six of the nineteen monitored sectors, including agriculture, manufacturing and wholesale trade, while business credit defaults are down 16% year on year.

Again, agriculture leads the recovery. Defaults are down 27%, liquidations have fallen 6%, and the sector's average credit score is approaching 800, reinforcing its relative strength despite wider economic uncertainty.

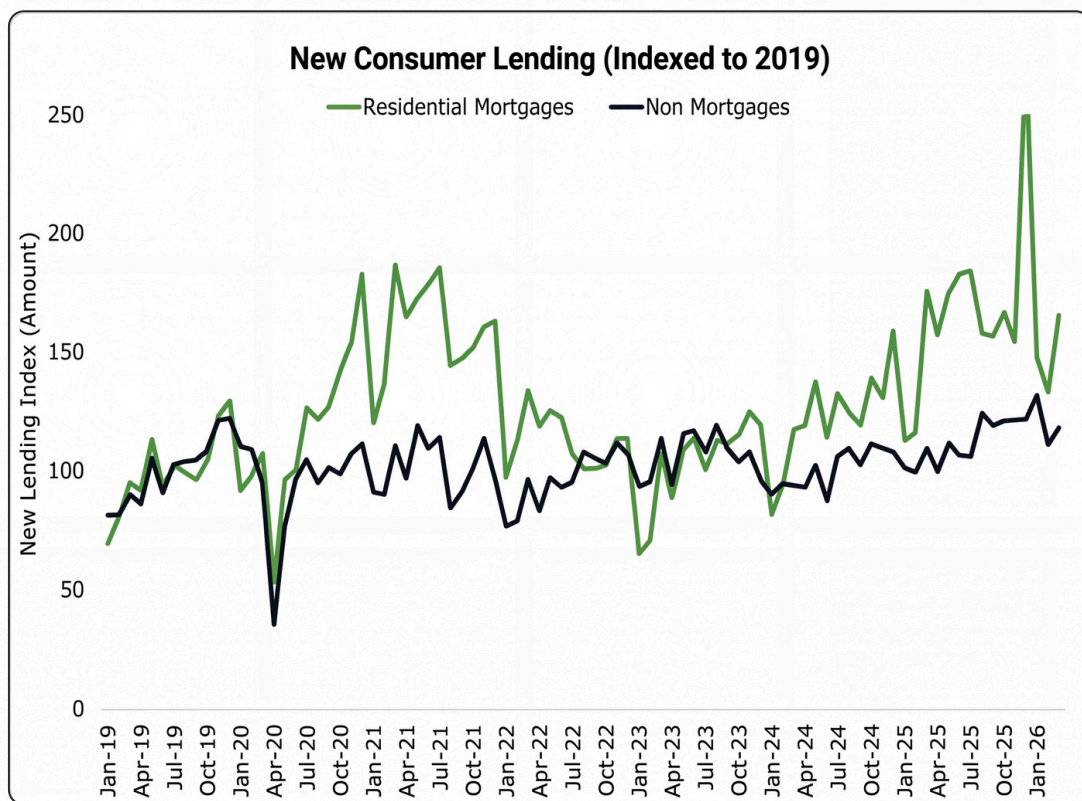
These business trends are playing out against a more cautious macroeconomic backdrop.

The Reserve Bank has kept the Official Cash Rate at 2.25%, while noting that recent geopolitical developments have materially altered the outlook for both inflation and growth.

Higher fuel and transport costs are expected to lift operating expenses further, with the full impact yet to be reflected in company financials.

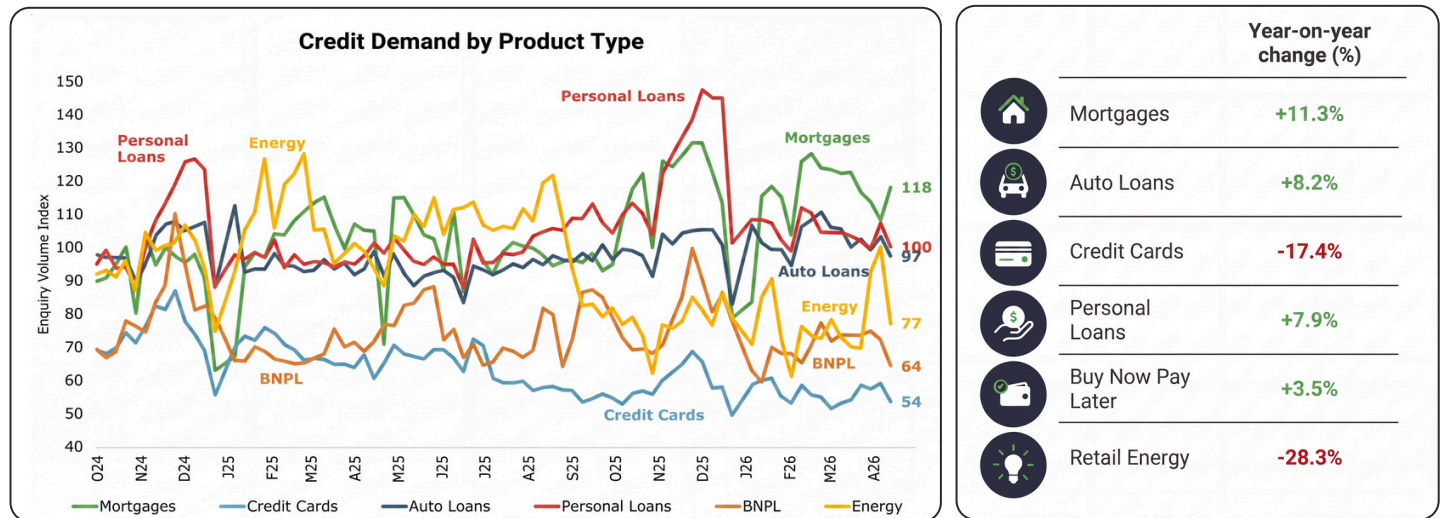
Household lending lifts, but pressure remains uneven

On the household side, lending activity has continued to improve, even as consumer confidence remains subdued. Total new household lending is 11.1% higher than a year ago, underpinned by a 10.7% rise in mortgage lending and a stronger 15.6% increase in nonmortgage credit.

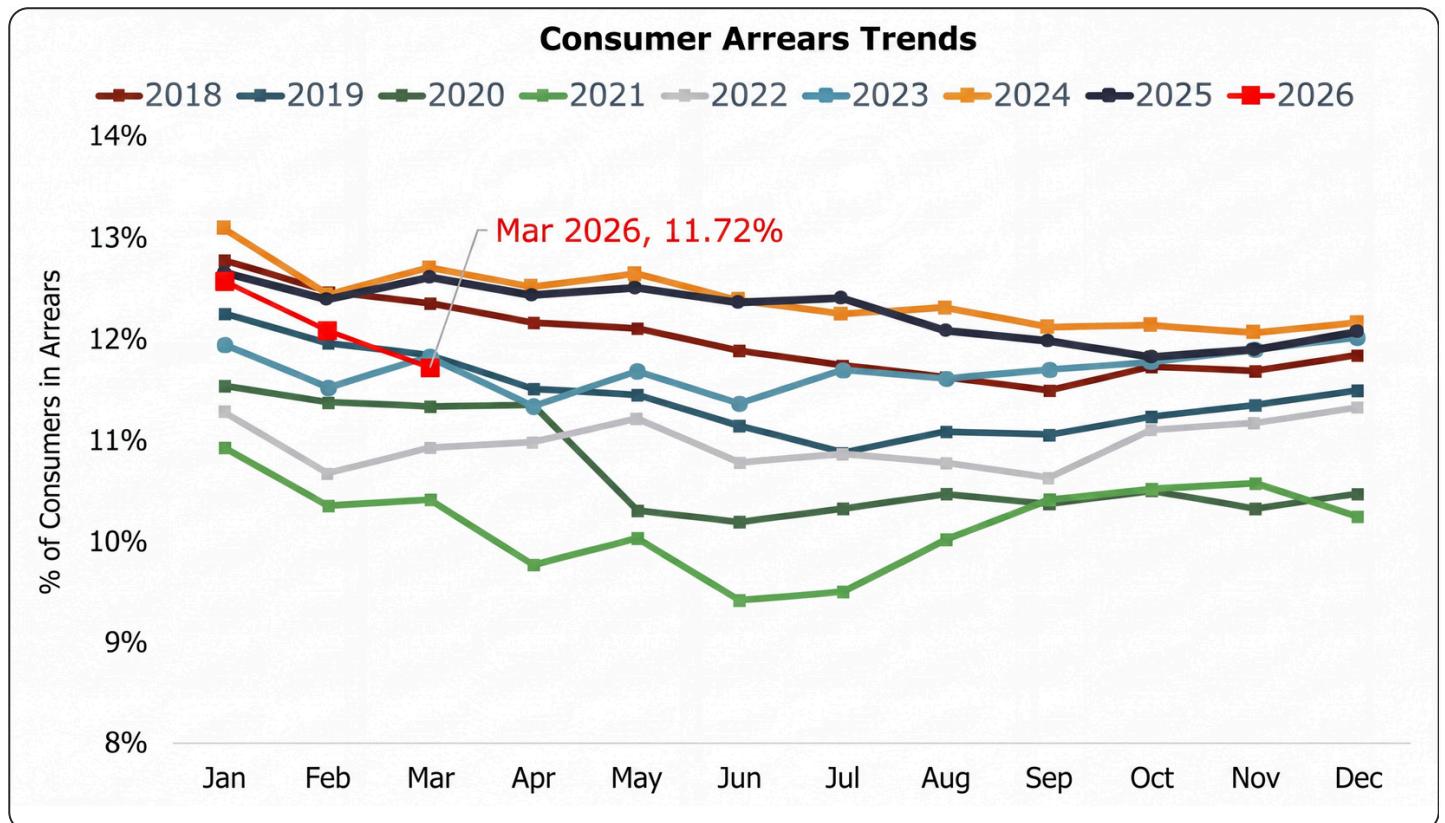


Mortgage enquiry volumes remain solid, up 11.3% year on year, supported by refinancing activity and increased summer property market turnover.

In contrast, credit card enquiries have fallen sharply, reinforcing signs of restraint around discretionary spending.

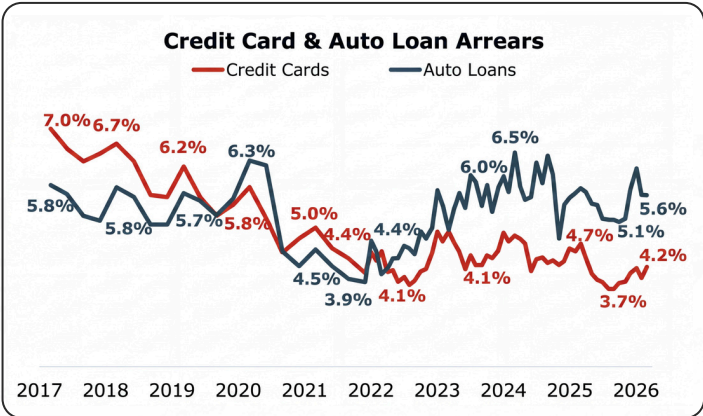
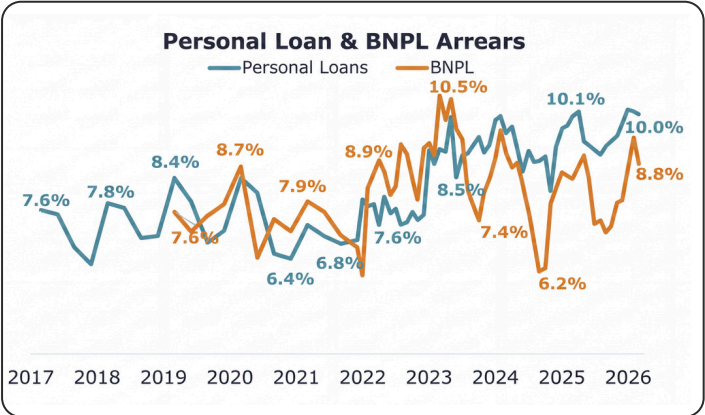
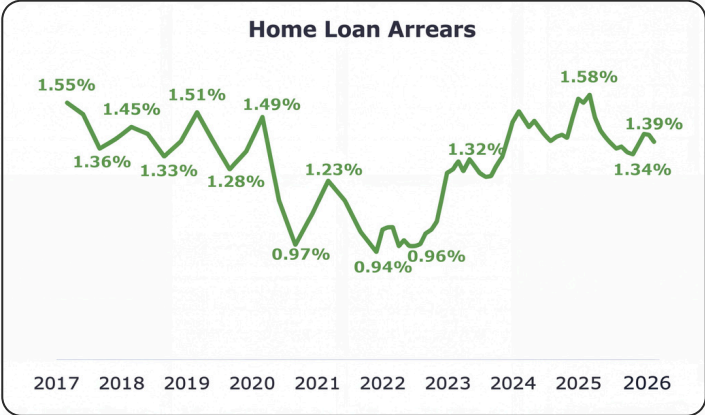


The number of consumers behind on payments has declined to 459,000, indicating improved resilience for many households compared with much of 2024 and early 2025.



Mortgage arrears have also eased further, falling to 1.39% of accounts past due and improving 12% year on year, reflecting refinancing activity and borrowers securing lower repayments while interest rates remain favourable.

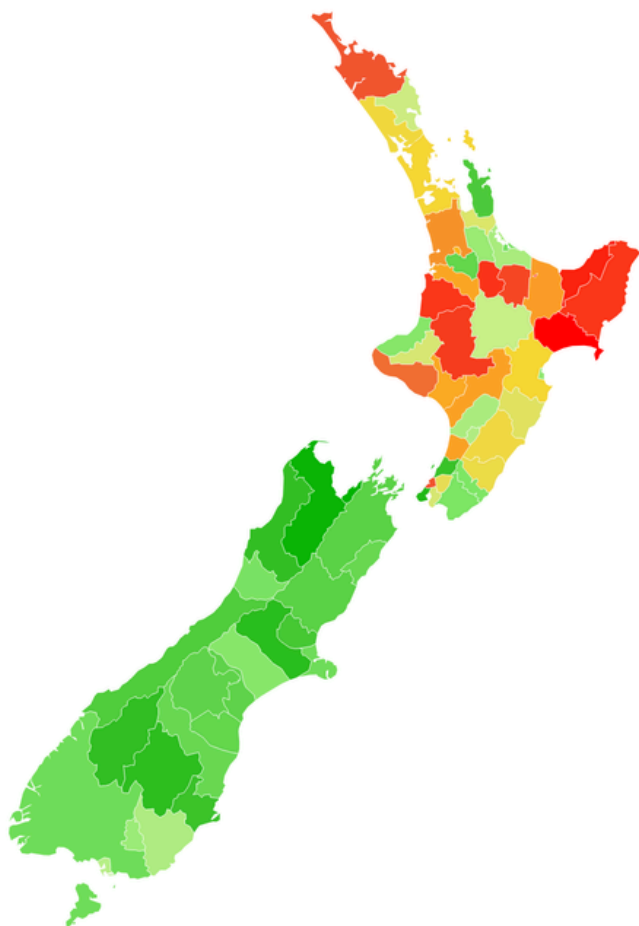
However, financial pressure has not disappeared. Around 95,000 consumers are still more than 90 days past due, with stress continuing to cluster in unsecured lending categories.



Personal loan arrears remain elevated at around 10%, while Buy Now Pay Later arrears, though improving, continue to signal shortterm cashflow challenges for some households.

Regional differences also persist. Much of the South Island continues to record materially lower arrears rates than the North Island, underscoring how national averages can mask pockets of vulnerability shaped by local income conditions, industry exposure and economic structure.





Lowest Arrears Areas		
	District	Arrears %
1	Nelson City	8.13%
2	Tasman District	8.24%
3	Wellington City	8.68%
4	Selwyn District	8.94%
5	Central Otago District	9.02%
6	Queenstown-Lakes District	9.13%
7	Buller District	9.22%
8	Kapiti Coast District	9.47%
9	Dunedin City	9.48%
10	Waimakariri District	9.88%

Highest Arrears Areas		
	District	Arrears %
1	Kawerau District	17.55%
2	Wairoa District	17.52%
3	Opotiki District	16.56%
4	South Waikato District	16.13%
5	Gisborne District	16.10%
6	Waitomo District	16.07%
7	Ruapehu District	15.91%
8	Rotorua District	15.52%
9	Porirua City	15.14%
10	Far North District	15.07%

A recovery with clear fault lines

Overall, the latest credit data points to a recovery that is underway but far from uniform. Lending volumes are holding up, arrears are easing for many households, and isolated signs of business resilience are emerging. At the same time, elevated liquidation levels, weaker confidence and renewed global cost pressures highlight the fragility that remains across large parts of the economy.

As the year progresses, disciplined credit management and early engagement will be critical, particularly as businesses and lenders look toward the upcoming Budget and election for policy support in a recovery still exposed to external shocks.



Monika Lacey

COO, Centrix

Automating Cash Application at Scale: Fletcher Steel's Esker Transformation



For large, highvolume distribution businesses, cash application can be one of the most operationally demanding areas of finance. Multiple payment formats, complex customer structures, and legacy systems often result in heavy manual processing, particularly at month end. Fletcher Steel faced exactly this challenge.

In 2022, Fletcher Steel partnered with Esker to modernise and automate its accounts receivable (AR) cash application process. The result has been a step change in efficiency, accuracy, and employee experience for its collections team.

A complex operating environment

Fletcher Steel operates across multiple steel distribution and manufacturing brands, servicing a large and diverse customer base. With approximately 8,000 customers and between 200 and 1,000 transactions processed each day, the volume and complexity of payments placed significant pressure on the collections team.

The finance environment was further complicated by legacy ERP systems and highly manual processes. Payments arrived from multiple sources - bank statements, emailed remittances, paper advice, and electronic files, often with limited or inconsistent information. One payment could cover multiple invoices or even multiple customer accounts, while deductions and credits added further complexity.

As a result, cash application was labour intensive and created a major bottleneck at month end. Skilled team members were frequently diverted from collections and customer engagement to focus on manual allocation, often starting very early in the morning to meet tight AR close off deadlines.

Selecting the right solution

Fletcher Steel undertook a structured assessment to identify a solution capable of handling high transaction volumes while reducing manual effort. Key requirements included strong automation capability, high match rates using AI and machine learning, ease of use, and the ability to integrate with existing ERP systems.

Esker was selected as the preferred solution, offering proven functionality, scalability, and a userfriendly interface supported by a clear technology roadmap.

Implementation and change

The implementation was delivered in close collaboration between the Fletcher Steel team, Esker, and Fletcher Building Group Technology specialists. The focus was on mapping current state processes, defining business specific requirements such as the treatment of rebates and discounts and thoroughly testing real world payment scenarios.

Testing was a critical component, ensuring that all transaction types including overpayments, underpayments, deductions, and credits were accurately processed and correctly posted back into the ERP. Despite the complexity, the solution was implemented efficiently, with benefits realised from day one.



Delivering tangible results

The impact for Fletcher Steel has been significant. Large remittances containing hundreds of line items, which previously took hours to process, can now be allocated in seconds. Daily banking time has reduced dramatically, and unapplied cash is addressed as part of the standard monthend process rather than after the fact.

Esker's AI capability learns from previous payments, automatically recognising repeat payers and suggesting allocations at a lineitem level even when remittance information is missing. This has reduced manual searching, improved accuracy, and enabled faster resolution of exceptions.

The intuitive dashboard provides a clear, realtime view of payments received and items requiring validation, allowing the team to work more flexibly and collaboratively.



Benefits for the business and the team

Since implementation, Fletcher Steel has achieved:



Major reductions in payment processing time



Less pressure and fewer bottlenecks at month end



Improved visibility and control over cash application



Faster resolution of unapplied cash and improved DSO



Greater crossskilling and resilience within the team

Just as importantly, the solution has transformed the employee experience. By removing repetitive, manual tasks, team members are now able to focus on highvalue activities—such as resolving customer issues and actively managing collections.

As the team describes it, the shift has been from “running away from work” at month end to “running into work.”

A foundation for future improvement

Fletcher Steel's experience demonstrates how targeted automation can deliver meaningful operational and cultural change. By simplifying cash application and embedding intelligent technology, the business has created a more efficient, scalable, and peoplefocused finance operation.

It is a clear example of how the right solution implemented with strong collaboration and clear

About the Author



Mozima Mohammed is a **National Credit Manager at Fletcher Building** managing the credit functions for 6 businesses within Fletcher Steel and Laminex. Mozima is a credit professional with over 20 years' experience across multiple industries including manufacturing, construction and aviation. Mozima led the implementation of the cash allocation tool Esker which has significantly improved cash allocation across the business units. Mozima is passionate about process improvement and building strong relationships with customers and sales teams across her stakeholders.

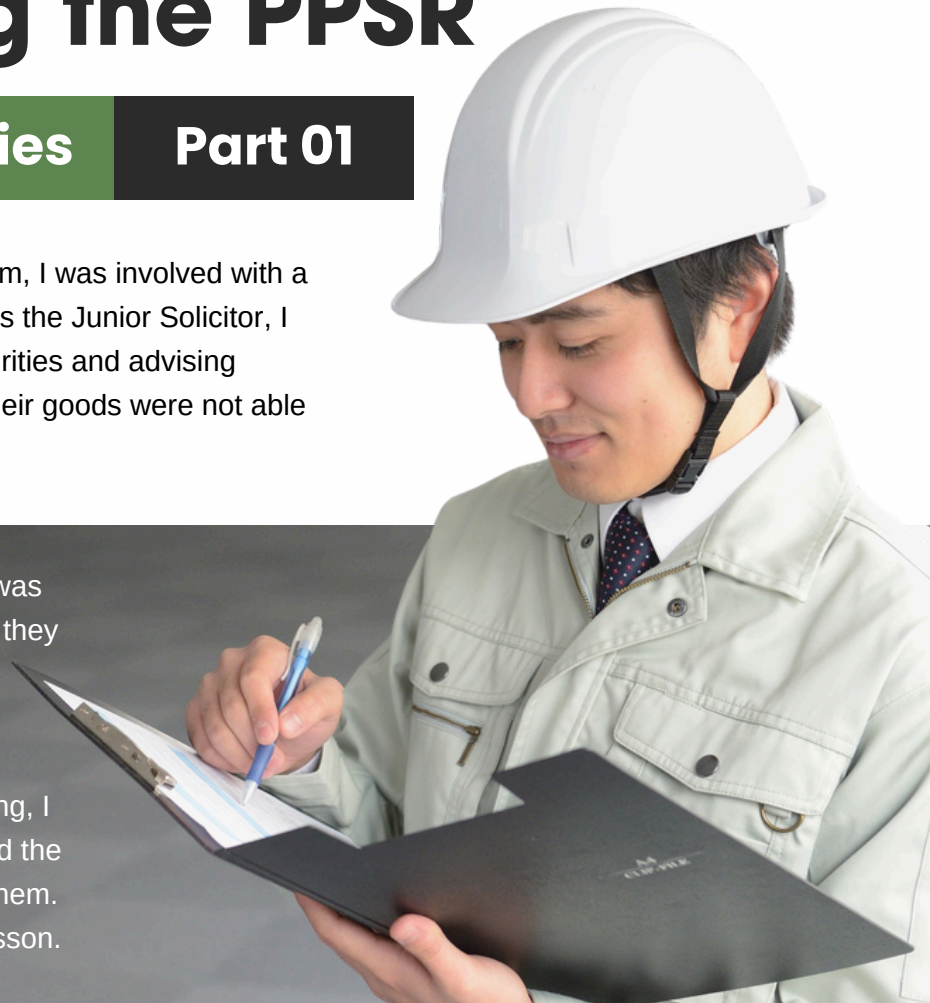
Demystifying the PPSR

NZCFI Webinar Series

Part 01

In my previous role at the insolvency firm, I was involved with a receivership of a large grocery chain. As the Junior Solicitor, I had the responsibility of reviewing securities and advising suppliers if they were unsecured and their goods were not able to be picked up.

There was one particular supplier that was very upset and did not understand why they were not entitled to their goods when everyone in the neighborhood knew it belonged to them. At the time, I didn't understand either. But after now realizing, I learned the importance of securities and the very real consequences of not having them. I hope that the supplier learned their lesson.



That story has then shaped my philosophy on upskilling others about the importance of securities and the motivations behind this webinar as well.

We had over 30 people join us for Part 1, we covered the basics of the insolvency regime, how to tell the difference between a PMSI and GSA, best practice for collateral descriptions amongst others! And we had a great Q&A session (I love an engaging Q&A!) And always a relief when the feedback received all said they found the session helpful



Joshua Wong

Vice President

Part 02 is taking place on 19 May and we'll be picking up on the important definition of a perfected security interest. I don't just want a security interest, I want it to actually do something. We'll also cover what happens when a request to subordinate has been received.

Part 2 of the workshop is happening on 19 May 2026, 12:30–1:30pm NZST



https://share-ap1.hsforms.com/2Qjrf7UuPRz2IK_LmFiu3QAcb804

The Biometric Processing Privacy Code 2025 (Privacy Code) came into force on 3 November 2025



What is the Privacy Code?

It is a set of rules issued by the Privacy Commissioner that apply to all entities that collect biometric information for processing by a biometric system technology.

The Privacy Code sets out 13 Rules that must be followed for any biometric processing about individuals, these rules replace the privacy principles in the Privacy Act 2020. The 13 Rules are:

Rule 01	Purpose of collection
Rule 02	Source of biometric sample
Rule 03	Collection of information from individual (notification)
Rule 04	Manner of collection of biometric information
Rule 05	Storage and security of biometric information
Rule 06	Access to biometric information
Rule 07	Correction of biometric information
Rule 08	Accuracy of biometric information
Rule 09	Retention of biometric information
Rule 10	Limits on use of information
Rule 11	Disclosure of biometric information
Rule 12	Disclosure of biometric information outside New Zealand
Rule 13	Unique identifiers



What is Biometric Information?

Biometric information is personal information relating to physical characteristics of an individual including facial, fingerprints, voice/sounds, as well as how they move or perform tasks physically.

Exclusions

The rules do not apply to health agencies in respect of health biometric information which are bound by the Health Information Privacy Code 2020. Intelligence and security agencies are also excluded from the application of some of the rules. The rules generally do not apply to personal consumer devices like smartwatches.

What does this mean for credit agencies?

Entities already undertaking biometric processing will have until 3 August 2026 to comply with the rules. Otherwise any new biometric processing activities will need to comply immediately.

Credit agencies should undertake the following review and analysis:

- 1 Review what biometric information is currently collected either directly or indirectly about individuals for e.g. images, videos, voiceprint, fingerprint
- 2 Review your Privacy Policy to make sure it is compliant with the new Privacy Code
- 3 Undertake the proportionality assessment
- 4 What security measures are in place to protect the biometric information?
- 5 Where is the biometric information stored, is the data sent overseas?
- 6 If you use a third-party supplier for any services, does your contract cover both parties' legal responsibilities regarding protection of the biometric information and notification duties in the event of a privacy breach?
- 7 Does your policy explain what biometric information is collected and for what purpose e.g. for identification verification, identity fraud prevention.
- 8 Do you use the data for any automated decisions or profiling?



Catherine Pendleton

Principal



This is not intended to constitute legal advice. For any enquires contact Catherine Pendleton, Principal, Turner Hopkins at **catherine@turnerhopkins.co.nz**

The Evolving Credit & Debt Job Market in Aotearoa: A Recruitment Perspective



Our Accounting & Finance team at Cultivate Recruitment has specialised in Credit Control and Debt Recovery roles, particularly in the B2B space, for over 20 years.

From the coalface, we've seen a shift. Role volumes have gradually softened over that time, more noticeably in the past five years (also reflected in recent SEEK data). However, that doesn't mean the work has disappeared. In fact, we recently surveyed Credit and Shared Services leaders, and the message was clear! Pressure is building. Nearly half report increased debtor risk, and over 70% say workloads have risen. Customer financial stress and delayed payments are now the biggest day-to-day challenges.



**This suggests the criticality of strong credit control hasn't lessened
—so why the decrease in role volumes?**

Our view is that this has been driven less by shrinking headcount, and more by reduced turnover. Many organisations are holding onto experienced credit professionals who value stability, enjoy the variety and challenge of the role, and are increasingly engaged by how it is evolving.

This stability contrasts with the higher churn seen across other transactional finance areas. Much of the talent pool in those areas is made up of professionals from our immigrant community, many of whom are focused on roles that provide broader accounting exposure as a stepping stone toward CA or CPA qualifications. As a result, credit control is less often considered as part of that pathway, despite the strong long-term opportunities it offers.

While headcount has been relatively protected, the continued rise of technology may yet influence this. Automation—and now AI—is streamlining transactional elements such as reminders, cash allocation, and basic collections activity.

Credit has always been about protecting cashflow, managing risk, and having the tough conversations others avoid.

What's changing with technology is the expectation. While improving efficiency, it is also reshaping the role—shifting expectations toward earlier risk identification, insight, and decision-making, and elevating the competencies required for success.

Today's credit professionals are expected to influence stakeholders, challenge decisions, and balance commercial growth with financial risk. Increasingly, they must interpret data, respond to system-driven insights, and intervene earlier in the risk cycle. This requires resilience, commercial judgement, and strong relationship skills.

And that's where the tension sits.

Expectations are rising quickly, but capability in the market is not keeping pace. Employers are seeking more commercially minded, data-literate professionals—yet often within traditional role design, salary bands, and career pathways. At the same time, fewer entry-level opportunities are emerging as technology removes lower-value tasks.

Unsurprisingly, experienced talent is hard to secure, and SEEK data shows applications per role are declining despite steady demand.

So what should leaders be thinking about?



When hiring, think laterally and look beyond collections experience for transferable capability. Prioritise commercial thinking, communication skills, technology capability, and adaptability. Be realistic about salary—higher expectations require alignment with remuneration.

Invest in developing existing team members, particularly in stakeholder engagement and data capability. Rethink career pathways to better position credit as a long-term, strategic function.

Because the reality is, credit has always been critical.

The difference now is that as technology reduces administrative tasks, the gap between what's needed and what's available is becoming harder to ignore.

Cultivate



Kelly Lloyd

Associate Director

Membership Spotlight

1

What is your current position and who do you work for?

I've recently stepped into the role of Group Credit Manager at Stratco (Australia) Pty Ltd and am loving the challenge so far, now six weeks into the position. Before joining Stratco, I spent nine years with Bridgestone Australia Ltd and Bridgestone New Zealand Ltd as National Credit Manager, where I had the opportunity to work with some great people and build strong, sustainable credit practices across both countries. I'm excited to bring that experience into this next chapter and to contribute to Stratco's continued success.



Janice Riley

**Group Credit Manager
Stratco (Australia) Pty Ltd**

2

How did you get into credit?

Like many people in the industry, I fell into credit by chance and soon realised it was where my passion truly was. I enjoy working with people, building strong relationships, and finding practical, down-to-earth credit solutions that make a real difference.

3

What is the most rewarding part of your job?

The most rewarding part of my role is having a genuine desire to help people achieve win-win outcomes, a purpose that has guided me throughout my career. I truly believe that no one goes into business to fail but sometimes life throws an unexpected curveball that changes everything. Supporting people through those times can be challenging, but it's also where the greatest impact is made. Helping them navigate difficult times is not only humbling, but also incredibly rewarding.

What is your biggest professional accomplishment to date?

One of my biggest professional accomplishments was being recognised by the Australian Institute of Credit Management, first winning the South Australian Credit Professional Award in 2023,

and then going on to receive the AICM National Credit Professional Award the same year. It was an incredibly honouring and rewarding experience, and a moment of genuine recognition for the work I'm passionate about in Credit. Alongside this, I also achieved my CCE (Certified Credit Executive) something I never truly envisaged doing when I first fell into Credit. Looking back, it's a powerful reminder of how far dedication, resilience, and a love for what you do can take you.



4

What advice would you give to emerging credit professionals?

The advice I would give to emerging credit professionals is to get involved in the industry early and stay connected. I was introduced to NZCFI nearly 30 years ago, and I'm incredibly grateful for that opportunity. My advice would be to actively engage with NZCFI and/or AICM, as these organisations connect you with like-minded credit professionals and keep you informed about what's happening across the sector. From changes in legislation and insolvency trends to insightful seminars and webinars, the learning opportunities are invaluable. But perhaps the greatest benefit of all is the networking, building relationships, sharing experiences, and learning from others in the profession. Those connections can be career-defining.

5

What has been your biggest professional challenge so far?

My biggest professional challenge so far has been navigating periods of significant uncertainty, particularly when businesses are under pressure and tough decisions need to be made quickly. Managing increased risk, supporting customers through difficult times, and balancing commercial outcomes with empathy can be incredibly demanding. I think everyone will agree Covid was that time! However, those moments have also shaped me the most professionally. They've reinforced the importance of clear communication, collaboration, and staying calm under pressure, and they've strengthened my ability to make thoughtful decisions that support both the business and its customers.

6

What common misconceptions do people have about working in credit?

One of the biggest misconceptions about Credit is that all we do is chase people for money and stop sales. Over the years, I've often heard the comment, "Oh, you're the ones who try to stop Sales!" and I'm always quick to correct it.



Credit's role is not to stop sales, it's to reduce risk for the business. I will always work to support sales going through, while ensuring we've put the right measures in place to minimise risk, and always with the customer in mind. When you get that balance right, risk is naturally reduced. I often remind Sales that they are the Revenue Makers, and Credit is the Revenue Protectors. We each play a crucial role, and when we work collaboratively, it creates a smoother path to shared success for the business and our customers alike.

7

How do you handle stress and maintain a positive attitude in a demanding job?

I handle stress and maintain a positive attitude in a demanding role by laughing, a lot! Anyone who knows me will tell you they usually hear my laugh before they see me. Maintaining positivity in a high-pressure job isn't always easy, I've learned how important it is to recognise when you're taking on too much and to give yourself permission to step back. We all reach moments where everything feels chaotic, and that's usually the signal to pause, take a deep breath, and reassess. Making decisions when you're overwhelmed or under stress can be damaging, so clarity and perspective are essential. Taking that step back not only protects your wellbeing but also leads to better, more considered outcomes.

8

What has being an NZCFI member done for you?

Being an NZCFI member has genuinely supported me throughout my career, not just professionally but personally as well. The people I've met through NZCFI over the years have become more than industry contacts as many past and present became very good friends. Those relationships, conversations, and shared experiences have been incredibly valuable to me. NZCFI has also helped keep me up to date with changes in legislation and introduced me to better and smarter ways of doing things. But what I value most is hearing other Credit Professionals talk openly about difficult situations they've faced and how they worked through them. Learning from each other's experiences is powerful. That's how we grow, build confidence, and continue to progress in our careers and as a profession.



FINANCIAL SERVICES FEDERATION



Women in Finance event raises nearly \$32,000 to support financial wellbeing for women and families

The Financial Services Federation's (FSF) annual Women in Finance charity lunch \$31,825 for Good Shepherd NZ, supporting its work with women, girls and families experiencing harm and financial hardship. The last event raised \$18,000.

Now in its 10th year, the Women in Finance event has grown from a small networking lunch of 20 senior women into a sell-out industry gathering of more than 200 professionals from across the financial services sector.

"What began as a simple idea - creating a space for senior women to connect during business hours - has evolved into one of the most anticipated events on our calendar," Lyn McMorran, FSF Executive Director says.



"Good Shepherd's mission, and the vital work they do addressing economic harm and financial hardship, is a natural fit for our sector. Many of the women they support have experienced situations that directly impact their financial wellbeing.



“Our members are incredibly proud to contribute in a meaningful way to an organisation doing so much good for women and families across Aotearoa.”

This year’s event, held in Auckland on Thursday, February 26, featured an inspirational panel discussion with Samantha Barrass, chief executive of the FMA, and Janine Grainger, founder of Easy Crypto, hosted by Petra Bagust.

They were joined by Sister Teresa and Sister Mary, now both in their 80s, who joined Good Shepherd 60 years ago.

The event was made possible thanks to support from Platinum Sponsor Equifax along with Gold Sponsors Alfa Financial Solutions, DebtManagers, Finzsoft and Nissan.



“Women’s financial wellbeing is at the core of our work. Too many families in New Zealand are doing it tough. They don’t have enough money for the basics, have no savings to fall back on, and are burdened by debt that is unmanageable or unjust. That harms people and limits their ability to live full lives,” Tania Pouwhare, Good Shepherd Chief Executive says.

“Support like this allows us to provide practical assistance that strengthens financial security, stops economic harm and enables women to be physically safe. There is never enough to meet the need, but we will make the very best use of what has been raised.”

Funds raised from this year’s event will go directly towards ensuring women can be safe, well and connected, she said.

The Federation has strengthened its relationship with Good Shepherd through the development of its Economic Harm Code of Practice, which recognises that customers experiencing economic abuse may not be aware of debts incurred in their name. The Code outlines member responsibilities to prevent and reduce economic harm, while helping keep both customers and staff safe.



For more information email: fsf@fsf.org.nz

About the Financial Services Federation

The Financial Services Federation (FSF) is the industry association for specialist lending sector. With 100+ member organisations - both private and publicly listed - including mortgage providers, global motor vehicle and fleet leasing brands, credit unions, building societies, and insurance premium funders.

Collectively, FSF members provide over \$20 billion in lending to more than 1.7 million business and consumer customers, and fund nearly half of all personal loans in New Zealand.



Important Links

FSF - <https://fsf.org.nz/>

Economic Harm Code - <https://fsf.org.nz/assets/Codes-and-Guidelines/Code-of-Practice-Prevent-and-reduce-harm-for-customers-experiencing-economic-harm-from-family-violence-v2.pdf>

Good Shepherd - <https://goodshepherd.org.nz/>

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