

CENTREPOINT
ALLIANCE

**ADVICE TECHNOLOGY
UPDATE**
JULY 2023





1 | CPAL Advice Tech, Year in Review

2 | CPAL Advice Tech, Roadmap

3 | Advice Technology Landscape

4 | Emerging Technology (Generative AI – ChatGPT)

A YEAR IN REVIEW



Client Portal



**Tech Solutions
Hub**



**Xplan
Harmonisation**



Task Hub



Client Portal

HOME



Timeframe:

12 months

30 days

Welcome, Theodore

PORTFOLIO VALUE

\$626,625

across 8 accounts

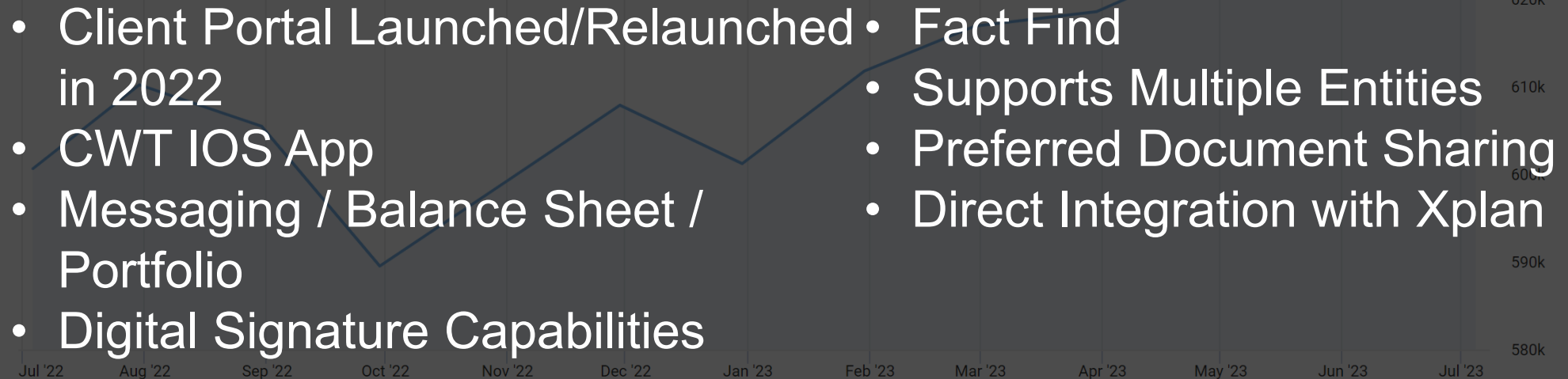
FUND PERFORMANCE

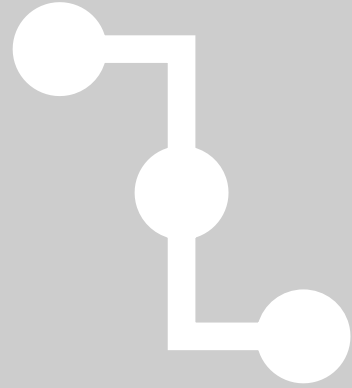
Client Portal

CHANGE IN VALUES

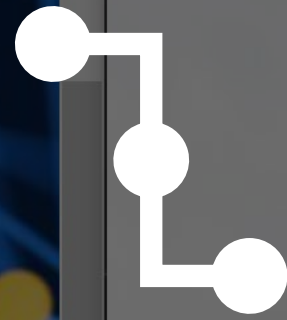
34 ↑

contributions and withdrawals





**Xplan
Harmonisation**



Xplan Harmonisation

Full site 

Username


Password

Login

[Forgot Password?](#)

Having trouble logging in after recently changing your password? Please ensure that your third-party password manager (Lastpass, Onepassword, etc) has been updated with the your new

- Harmonise 2 different Xplan Sites
- Standardise Site Interface
- Refreshed Advice Wizards
- Standardised Xplan Templates
- Refreshed Template Design

Full site 

Username

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**Tech Solutions
Hub**



Tech Solutions Hub

HOME

Xplan Training Library

- Revamped Tech Solutions Hub
- 20 Articles -> 300 Articles
- Webinars, Guides and FAQ
- Datafeed setup and issues
- Announcements
- License Request and Pricing
- Issues and Bugs
- Updated weekly
- Specific Material for Compass and CWT
- Improved Search Engine

Search:

Search

Category:

FAQ

Guides

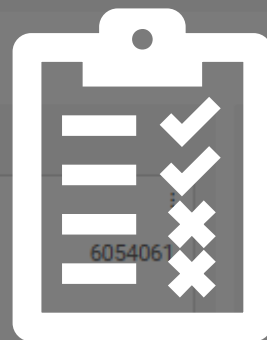
Newly Added

Webinars

Wizards



Task Hub



Task Hub

- New Dynamic Task Management
- Publicly Available
- Interactive UI
- Customisable
- Condensed Activity Card
- Visual Flow Chart
- 7 Standardised Workflow
- 'Save As' to make it your own

ROADMAP FY23

01

Technology Alternatives and Extensions - We are looking at solutions for advisers that are complimentary to their current system as well as alternatives to Xplan allowing advisers to choose a solution that best fits their business.

Process Improvements - We are consolidating processes and updating processes to better improve the consistency of services Xplan users receive when calling helpdesk. We are also looking to utilise new technology to help us improve efficiency and improve our SLAs.

Client Engagement - We are updating the Client Portal over the year and are working on improving the function. Three main areas that we are looking at are: security, digital signature and fact find. We are also working closely with Iress to improve the messaging system for better client engagement.

Client Engagement: Maintaining Client Satisfaction - We are looking at ways to improve the client experience and continuous improvement. Continuous improvement will be continued by the Advice Technology Forum and the purpose is to provide a practical lens to functionality changes made by Centrepoint.



ROADMAP FY23

01

Technology Alternatives and Extensions - We are looking at solutions for advisers that are complimentary to their current system as well as alternatives to Xplan allowing advisers to choose a solution that best fits their business.

02

Advice Technology Process Improvements - We are consolidating processes and updating processes to better improve the consistency of services Xplan users receive when calling helpdesk. We are also looking to utilise new technology to help us improve efficiency and improve our SLAs.

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03

Client Portal - we recognise the popularity of the use of Xplan Client Portal over the year and are working on improving the function. Three main areas that we are looking at are: security, digital signature and fact find. We are also working closely with Iress to improve the messaging system for better client engagement.

Client Engagement Dashboard - We are looking at ways to improve the client engagement dashboard and continuous improvement. Continuous improvement will be continued by the Advice Technology Forum and the purpose is to provide a practical lens to functionality changes made by Centrepoint.



ROADMAP FY23

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04

Xplan Enhancement - Including Xplan Visualise, Bulk Merge Advice Document function, Checklist Wizards and continuous improvement. Continuous improvement will be continued by the Advice Technology Forum and the purpose is to provide a practical lens to functionality changes made by Centrepoint.

ADVICE TECH FORUM

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FIN TECH MARKET

One off function

Integrate through API

Advice Revolution
Umlaut (Adviser Forms)
My Prosperity (HUB)
Astute Wheel
Assendium
HIVRS
Product Rex
Luminant
Voyant
~~TIQK~~
Oxford Risk
Sharepoint plug in
Optimo

FIN TECH MARKET

End to end

Software aim to be end to end software for advisers performing majority of functions

XPLAN
AdviserLogic
Midwinter
~~Advice Intelligence~~
Intelliflo
~~Wealthconnect~~
~~(Salesforce)~~
Plutosoft
~~COIN~~

Core

leverage XPLAN strengths (Modelling, Product recommendations)

DASH
Fin365
Worksorted
Xeppo
Padua
Practifi
IF

One off function

Integrate through API

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Voyant
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Optimo



CPAL Approved

1. CPAL perform data security check
2. CPAL assess system/complete integration set up
3. CPAL update templates/Systems
4. CPAL Test system
5. CPAL to perform due diligence on reliability of projection and input of CPAL projection rates



CPAL Security approved

1. CPAL perform data security check
2. Practice to assess system/complete integration set up
3. Practice to update templates/Systems
4. Practice Test system
5. Practice to perform own due diligence on reliability of projection and input of CPAL projection rates

TECHNOLOGY ROLL OUT ACTION PLAN



1. Plan



2. Set



3. Pilot



4. Go!

TECHNOLOGY ROLL OUT ACTION PLAN



1. Plan

1. Name of software
2. Commencement Date
3. What do you want to achieve / what are you solving
4. Does the software resolve your problem
5. Project Manager
6. Is this a client facing or internal software
7. Integrate with Xplan?
8. Cybersecurity check?
9. What are the contract terms?
10. Estimates cost and time?



2. Set

1. Sign Contract
2. Set Project Commencement Date
3. Create Project Plan
4. Train staff



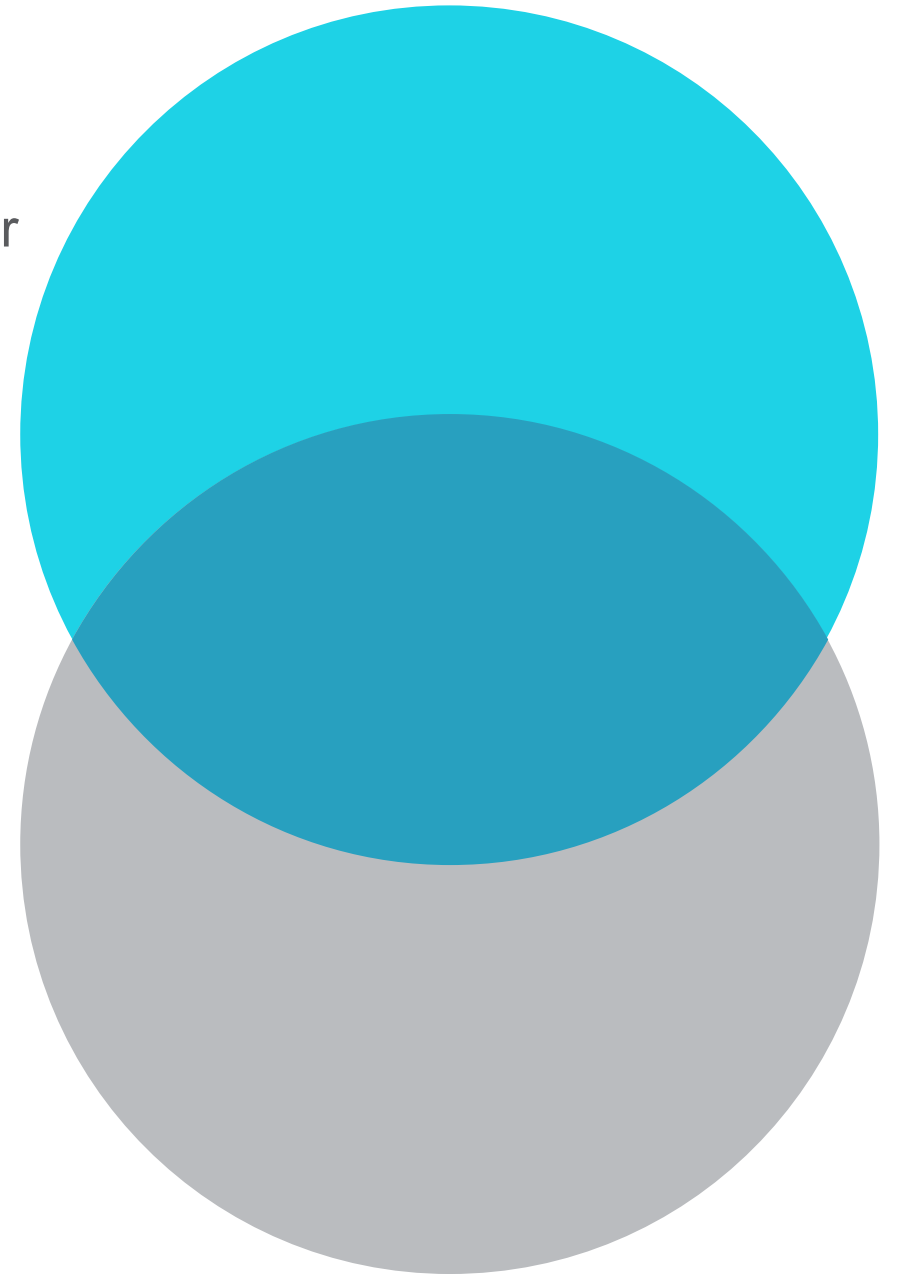
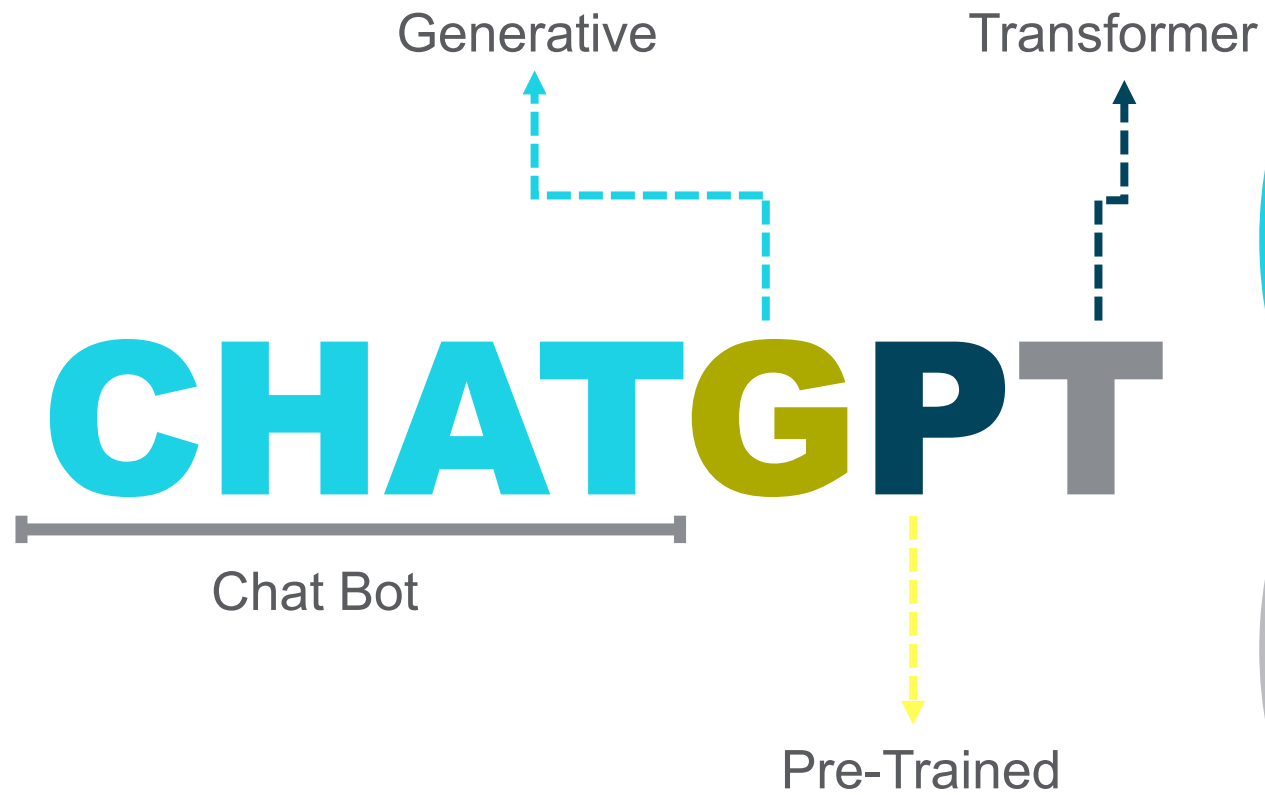
3. Pilot

1. Test Internally
2. Test Externally – with a small number of users
3. Update processes
4. Action any feedback
5. Bug Fixes
6. Identify deficiencies



4. Go!

1. Communicate to users (or clients)
2. Create ongoing Maintenance plan
3. Project completion



VERY SHORT HISTORY

2018
GPT-1

June 11th the
first version was
released

2019
GPT-2

February 14th
the second
version of GPT
was released

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HOW TO USE IT - PROMPTING



Context

Paint a Scene

Prepare relevant background information to frame the query effectively. Define your role and the model's role. Don't assume anything.



Direction

Describe your thoughts

Describe the problem or the question you have. Imagine you are speaking to someone and use specific terms and concepts to avoid ambiguity.



Structure

How do you want it

Guide the AI model towards the desired format or type of response required. Be prescriptive and very specific around tone, length, structure and use.

IN ACTION

Below is a market commentary for financial advice clients. I am going to need to explain this to a client that has little understanding of finance. Explain in very simple terms, provide a summary with headings of the main topic and 2-5 bullet points on each topic.

Market and Economic Update
December Quarter 2022

1. MARKETS IN REVIEW



IN ACTION

Market and Economic Update - December Quarter 2022


1. MARKETS IN REVIEW

- 2022 was a challenging year for the markets with volatility and surprises.
- European stocks had the highest increase at 14.5%, followed by Emerging Markets (9.2%), Australia (8.7%), and the United States (7.1%).
- The drop in the US Dollar (USD) eased financial conditions globally, benefiting the markets.
- European equities had a significant drop due to long-standing economic struggles, but positive surprises could lift them.

1.1 Australian Sector Returns

- Energy (39.7%) was the best-performing sector, followed by utilities (24.2%) and materials (4.8%).
- Technology (-34.2%) and real estate (-23.9%) were the weakest sectors due to interest rate sensitivity.

1.2 Property and Infrastructure Re

 Regenerate response

IN ACTION

CA

using the information above, create a client friendly email, the email should be 1 paragraph long and entices them to click on the attachment for the full market commentary



Dear [Client's Name],



I hope this email finds you well. I wanted to provide you with a quick update on the market and economic conditions for the December Quarter 2022. It was a challenging year filled with surprises, but we ended on a positive note. The markets showed signs of recovery, and there were interesting trends in different sectors and foreign exchange markets. To get a more detailed understanding of what happened and what to expect, I encourage you to click on the attachment for the full market commentary. It's an insightful read that will help you stay informed. Feel free to reach out if you have any questions or need further assistance.

Best regards,
[Your Name]

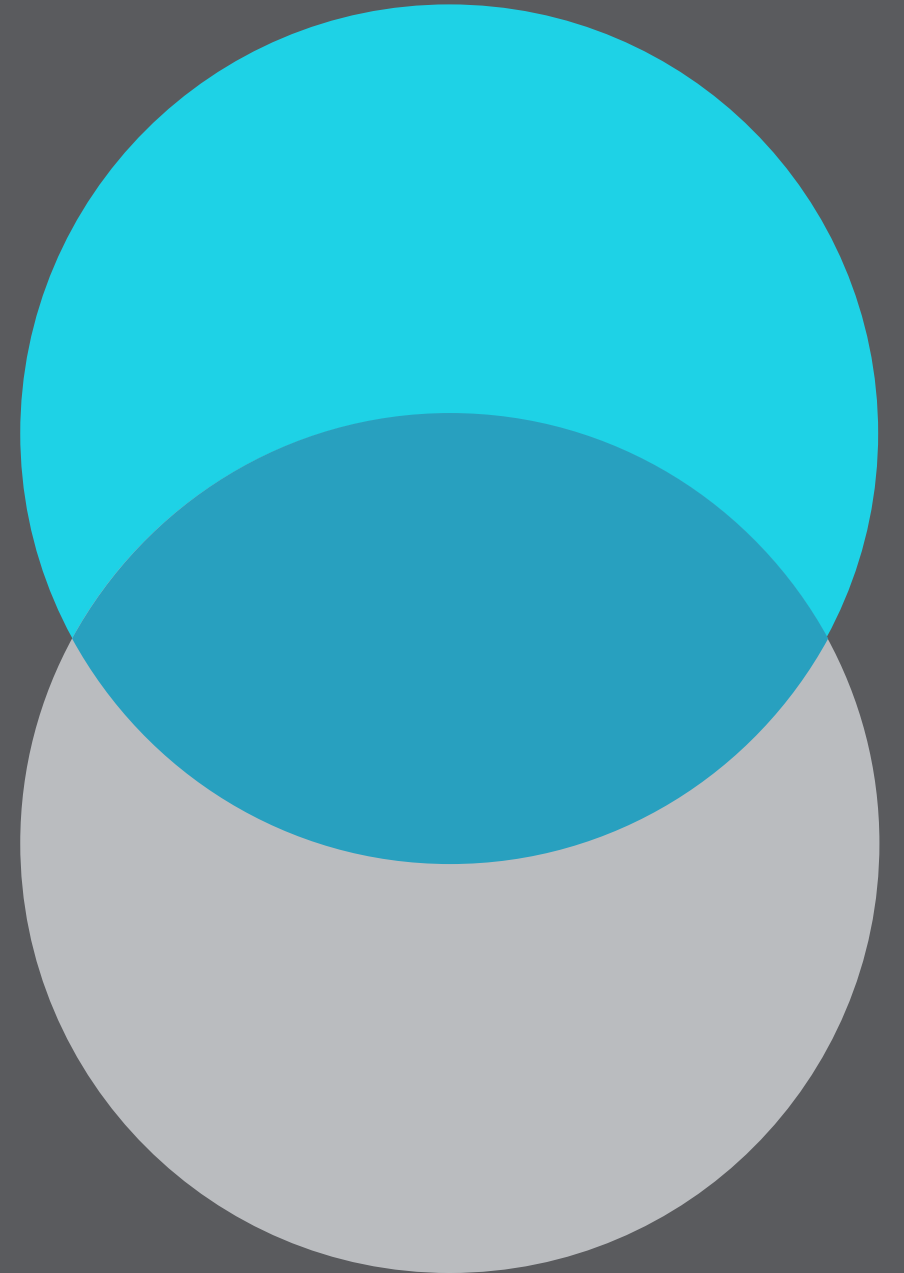
Attachment: Market and Economic Update - December Quarter 2022

WARNING

- Be aware of natural biases: It was pre trained on the knowledge of the internet
 - Gender/Racial: e.g. ChatGPT was used to review job resumes for candidates, it had a bias to male candidates that had English as their first language because in the past women and non-English speakers were generally underrepresented.
 - Natural bias of the developers – inadvertently there are human intervention leading to natural biases
- Dangerous content – OpenAI has put a lot of safety rails up
- While there is a setting that allows ChatGPT to forget what you have written, have a level of care when entering client data, dob, TFN and any confidential data
- Fact Check – it is not very good at referencing, and it is very creative when it tries to “fill in the gaps”
- ChatGPT is not an accurate search engine, it is more ‘creative’ and uses probability and prediction to return a result
- Date Restrictions on the Free version (2021)

THANK YOU

Questions



THANK YOU TO OUR EDUCATION PARTNERS



**THANK YOU FOR
ATTENDING TODAY'S
SESSIONS.**

**To ensure we continue to deliver
relevant content please provide
your feedback by scanning QR
code to take our 2-min survey.**

