

Minister of Commerce and Consumer Affairs
Private Bag 18041
Parliament Buildings
Wellington
6160

31 March 2020

Tēnā koe Minister

Re: Annual Letter of Expectations for 2020/21

Thank you for your letter received by us on 5 March 2020.

We note your priorities and are pleased that you agree that the CFFC's goals complement this important work. Your expectations around effective collaboration with the range of agencies and parties with a stake in these priorities is also noted: we share your view on this. As an aside, we have been able to assist with and lead various government-wide financial capability messaging during the early weeks of the COVID-19 crisis, and we are finding a distinctly improved collaboration environment.

Before the lockdown I was able to meet with most of our sector stakeholders and have been impressed with the willingness to help the CFFC, and me, as we try to ensure a coherent set of responses to the various challenges facing our sector.

We note your specific expectations and confirm we are building them into our planning. We will shortly present our new Statements of Intent and Performance Expectations, which have been devised from the ground up as I led the development of a new strategic approach. These documents set out a clear and consistent strategic direction for our work, and we are happy to discuss this with you and your officials when the time is right.

The documents include your key themes of improved collaboration, shared collective knowledge, improved research and policy capability, and are also attempting to provide a simplified and clear performance measurement framework. I am also looking at the structure of the CFFC to improve the agency's policy and research capability.

For your information, our new guiding statements are:

Our Vision
Tā Mātou Whakakitenga

New Zealanders retire with confidence

Our Mission
Tā Mātou Kaupapa Mātāmua

To help improve retirement outcomes for New Zealanders, with trusted information, informed advocacy and effective collaboration.

We will discuss progress with your officials throughout the year and I will be happy to talk with you about any issues at your convenience.

Nga mihi



Jane Wrightson
Mana Ahungarua / Retirement Commissioner