

*"The speakers were really good...to hear from our key regulators as part of the program was excellent."*

William Rea, Principal Advisor, Insurance Compliance  
RBC Insurance (2014)



# The Osgoode Certificate in Regulatory Compliance & Legal Risk Management for Financial Institutions

Developed and taught by an expert faculty of over 30 senior compliance professionals, risk management professionals, industry consultants, lawyers and regulators, including senior representatives from the Office of the Superintendent of Financial Institutions, the Financial Consumer Agency of Canada, the Financial Services Commission of Ontario and the Ontario Securities Commission.

WEBCAST  
AVAILABLE

January 27 - April 21, 2015 | 5 Days over 13 Weeks | Toronto, Canada

# Why You Should Attend

Canadian financial institutions, including banks, insurance companies and securities firms, face an increasingly complex regulatory web. Regulators in Canada and globally are putting increased pressure on financial institutions to assess, monitor and mitigate regulatory and operational risks. In addition to staying compliant, today's financial institutions must keep up with new regulations, deal with new issues – including those created by social media – and manage the human resources and technological requirements to get the job done. The speed of change is rapid and the demands are increasing. You need to be ready.

This intensive *Osgoode Professional Development* certificate program was developed by a select group of highly experienced industry leaders. It was designed to provide a comprehensive and in-depth understanding of compliance requirements and strategies for meeting these requirements. The five-day program covers the intersection of compliance and enterprise risk management, as well as best practices for managing both risk and compliance.

You will come away from this valuable program armed with the most up-to-date knowledge, strategies and tactics you need to develop, implement or re-energize a state of the art compliance program. It will provide you with insight into emerging compliance issues and the strategies you will need to respond to them. The program is also an excellent opportunity to connect and engage with other professionals facing the same challenges. This network, together with extensive written materials prepared by an expert faculty, will be an ongoing resource. Don't miss this opportunity to bring your learning to the next level.

## What You Will Learn

- The fundamentals of compliance, including an overview of the competencies and requirements of a good compliance professional
- How to identify, mitigate and control risks effectively
- Essential components of an effective compliance program
- Overview of the federal and supervisory authorities, their objectives, powers and responsibilities
- Strategies for managing high risk issues
- Impact of international standard setting organizations
- How the Office of the Superintendent of Financial Institutions (OSFI) regulates and supervises
- The new international regulatory landscape and cooperation and coordination between regulators
- The correlation between governance, risk management and compliance (GRC)
- Integrating risk management into governance and compliance
- Being an effective partner and energizing your organization
- Managing a regulatory examination/investigation
- Effectively implementing a code of business conduct and ethics
- Crisis management: best practices
- Emerging challenges in compliance and what you need to do to prepare

## Who Should Attend

- Compliance Officers
- Privacy Officers
- Chief Risk Officers
- Operations and Risk Managers
- In-house Counsel
- Internal Auditors
- Lawyers in Private Practice
- Portfolio and Fund Managers
- Accountants
- Compliance Consultants

## Program Details

### Dates

**Day 1: January 27, 2015**

The Fundamentals of Compliance

**Day 2: February 10, 2015**

Structuring an Effective Compliance Program

**Day 3: February 24, 2015**

Being an Effective Partner and Energizing Your Organization

**Day 4: March 24, 2015**

Management of High Risk Compliance Areas

**Day 5: April 21, 2015**

New and Emerging Challenges in Compliance

### Taught by an expert faculty, including:

Maureen Bell, Vice President  
Compliance, CIBC

James Dennison, Managing Director  
Operational Risk Division, Office of the  
Superintendent of Financial Institutions

Debra Foubert, Director, Compliance and  
Registrant Regulation, Ontario Securities  
Commission

Nancy Russell, Senior Vice President and  
Chief Compliance Officer, Great-West Lifeco

Lucie Tedesco, Commissioner, Financial  
Consumer Agency of Canada

The program will be held at  
*Osgoode Professional Development's*  
Downtown Toronto Conference  
Centre.

WEBCAST  
AVAILABLE



## THE OSGOODE CERTIFICATE IN REGULATORY COMPLIANCE

This essential and leading edge certificate program focuses on the knowledge and practical skills you need to become an effective and current compliance professional. You will also gain an understanding of the best compliance strategies to shield your organization from costly and damaging violations for failing to implement an effective risk management and compliance program.

### THE AGENDA

#### DAY 1

January 27, 2015, 9:00 a.m. – 5:00 p.m.

##### Introduction to the Fundamentals of Compliance

- What is compliance?
- What does it take to be a good compliance professional?
- What are the qualities of a good compliance professional?
- Why is compliance important?
- The need to foster a culture of compliance
- The basic elements and requirements

##### Overview of the Regulatory Landscape: Federal and Provincial Regulators

- The federal and provincial supervisory authorities, their objectives, powers and responsibilities
- Cooperation and interface between the regulators

##### How International Standards Affect Canadian Financial Institutions

- The Financial Stability Board
- Basel Committee on Banking Supervision
- International Association of Insurance Supervisors
- International Organization of Securities Commissions
- The Joint Forum (International)
- FinCoNet
- Financial Action Task Force
- IMF-World Bank Joint Financial Sector Assessment Program
- G20 High Level Principles on Financial Consumer Protection

##### The OSFI and CSA Regulatory Frameworks: An Overview

- An overview of OSFI's Supervisory Framework, including its approach to supervisory activities and onsite reviews
- Supervisory expectations versus regulatory obligations
- Confidentiality in group supervision
- Reliance on good corporate governance and the three lines of defence
- The correlation between governance, risk management and compliance (GRC)

##### Risk Management: Types of Risk and Qualitative Controls

- The various categories of risk
  - operational risk
  - strategic risk
  - reputation risk
- How to identify, mitigate and control risks effectively
- Using internal controls to mitigate risk
- Understanding stress testing, risk profile, risk appetite and risk tolerance

#### Day 1 (cont'd)

- The regulator's view as to how to identify, mitigate and manage operational risk
- Integrating risk management into governance and compliance
- Qualitative assessments and risks
- Quantitative assessments and risks
- Differences between large versus small institutions

#### DAY 2

February 10, 2015, 9:00 a.m. – 4:30 p.m.

##### The Nuts and Bolts of a Successful Compliance Program

This practical session will review best practices in a number of areas, including: **policies and procedures, governance, testing, monitoring, surveillance, training and communication.**

##### How to Create a Culture of Compliance: Ensuring Success of Your Compliance Program

- Tone from the top
- Business engagement and business integration
- Executive and grassroots buy-in
- Accountability
- Effective communication and challenge
- Financial and non-financial incentives
- Regulatory relationship management
- Strategies for moving toward a successful program

##### Keeping Abreast of Changing Compliance Management Expectations

- Revised OSFI Guideline E-13, *Regulatory Compliance Management*
- International principles for the sound management of operational risk
- Challenge of tracking regulatory expectations and sound business practices
- Role of industry associations
- Focus on responsible governance
- The relationship between risk and monitoring
- Avoiding rules-based approach to compliance management
- Internal audits and third parties as the third line of defence

##### Key Challenges

Instructors will cover some of the key challenges and practical ways to address them, including: **costs, funding, recruiting talent, business buy-in, training, and ethical and effective processes.**

## DAY 3

February 24, 2015, 9:00 a.m. – 4:30 p.m.

### Relationship Management/Avoiding the Compliance Piñata

- How to remain independent while still partnering with the business
- What it takes to be a trusted advisor to the businesses that you support
- Showing how compliance can add value
- Finding the approach that works best for good relationships
- Challenges of being an effective partner domestically and internationally
- Strategies for escalating issues
- Case studies

### Managing an Examination/Investigation

- Types of examinations
- Overview of the different stages of an examination:
  - pre-examination documentation gathering
  - on-site reviews
  - interviews
  - exit meetings
  - reviewing findings
  - drafting management responses
- Common weaknesses or mistakes firms make when dealing with regulatory examinations
- How to manage an investigation
- Tips for:
  - managing examinations of the compliance function
  - assisting the business with managing an examination
- Self-identifying issues
- Targeted examinations
- Examinations due to control failures
- Cross-border regulatory examinations

## DAY 4

March 24, 2015, 9:00 a.m. – 5:00 p.m.

### Current Requirements of Legislation and Implications of Getting it Wrong

This session will focus on these critical areas: privacy and information security, outsourcing, anti-money laundering, anti-spam legislation and conflicts of interest.

### Managing Client Relationships: KYC, KYP and Suitability

- NI 31-103 and the CSA's Client Relationship Model (CRM) 1 and 2
- Know-your-product (KYP), know-your-client (KYC) and suitability obligations
- Conflict of interest matters
- Trade surveillance
- Sales practices

### Resolving Client Disputes

- Building an effective complaint handling process

## Day 4 (cont'd)

- Role of internal and external ombudspersons
- External dispute resolution services

### The Consumer Code, Industry Codes and Related Issues

- The new Consumer Code for Canada's financial sector
- Principles and application
- Handling of disputes arising from the new Consumer Code
- Industry codes and individual financial institution codes
- The organizational environment
- Taking a proactive approach to regulatory supervision
- Differences between small versus large institutions

## DAY 5

April 21, 2015, 9:00 a.m. – 4:00 p.m.

### Emerging Technologies and Social Media

- How will new technologies, such as social media, impact compliance?
- Using next generation of technologies as a risk management tool
- Tracking and monitoring use of social media
- Cloud computing and cybersecurity
- On-line behavioural advertising
- Bring your own device to work
- Mobile banking
- Case studies

### Interplay Between the Legal Department and the Compliance Group

- The differences between legal and regulatory/compliance risks
- The role of the General Counsel and the Chief Compliance Officer
- Crisis management
- Who manages regulatory risk and the regulatory relationship

### Cross-Border and Cross-Jurisdictional Issues

- U.S. tax related compliance such as FATCA
- Operating in foreign jurisdictions versus managing clients resident in foreign jurisdictions
- Data processing or application operations in foreign jurisdictions
- Cross-border compliance programs
- Dodd-Frank and conformance plans
- Anti-bribery, anti-corruption and international sanctions

### Evolving to More Informed Decision-Making

- Roles and responsibilities of boards in managing risks
- What are boards looking for?
- How do you satisfy the board's information requirements?





The *Osgoode* Certificate in Regulatory Compliance & Legal Risk Management for Financial Institutions draws on the expertise and experience of senior compliance professionals, regulators and lawyers, including:

Darin Ahing, Senior Counsel, Office of the General Counsel, Hewlett-Packard Company

Kent Andrews, Senior VP, Regulatory Risk TD Bank Group

Claude Baksh, Director, Compliance and Chief AML Officer, Computershare

Peter Bean, Senior Counsel, Amex Bank of Canada

Maureen Bell, VP, Compliance, CIBC

Marriane Bridge, Deputy Director, Compliance Strategy and Risk, Ontario Securities Commission

Douglas Carrothers, VP – Legal Services, Industrial Alliance Insurance and Financial Services

Denise Carson, Director, Wealth Management BMO Financial Group

Barb Coyle, Chief Compliance Officer TD Life Insurance Company

James Dennison, Managing Director, Operational Risk Division, Office of the Superintendent of Financial Institutions

David B. Elder, Stikeman Elliott LLP

Mary Joyce Empensando, Chief Compliance Officer, Questrade, Inc.

Debra Foubert, Director, Compliance and Registrant Regulation, Ontario Securities Commission

Teresa Frick, Director, Compliance and Enforcement Branch, Financial Consumer Agency of Canada

Kelley Hoffer, VP, Wholesale Compliance TD Securities

Sara Gelgor, VP, Enterprise Programs and Chief Privacy Officer, Scotiabank

Carolyn Ibele, Manager, Compliance – AML & Compliance Division, Office of the Superintendent of Financial Institutions

John Jason, Norton Rose Fulbright LLP

Christopher Jepson, Senior Legal Counsel Compliance and Registrant Regulation Ontario Securities Commission

Liane Kim, VP, Enterprise Risk Management, D+H

Victoria Kwan, Chief Compliance Officer Sun Life Global Investments (Canada) Inc.

Richard F. Lee, President, PENDRAGON Consulting Services

John Lewsen, Chief Compliance Officer BMO Life Assurance Company

Murray Lund, Director, Trading Conduct Compliance Investment Industry Regulatory Organization of Canada

Jill E. McCutcheon, Borden Ladner Gervais LLP

Scott McEvoy, Borden Ladner Gervais LLP

Douglas Melville, Ombudsman and CEO Ombudsman for Banking Services and Investments

Anatol Monid, Executive Director (Acting) Licensing and Market Conduct Division Financial Services Commission of Ontario

Jim Morris, Chief Operating Officer, 1832 Asset Management L.P.

Holly Nicholson, Executive Director and General Counsel, OmbudService for Life and Health Insurance

John O'Hoski, AVP, Chief Compliance Officer Transamerica Life Canada

Derek Ramm, Director, Anti-Money Laundering Programs, Ontario Lottery and Gaming Corporation

Waqas Rana, Vice President & Chief Compliance Officer, The Co-operators Group Limited

Katharine Rounthwaite, Senior Vice President General Counsel, Chief Compliance Officer and Executive Secretary, Law Compliance and Corporate Secretarial, Independent Order of Foresters

Nancy Russell, Senior Vice President and Chief Compliance Officer, Great-West Lifeco

Catherine Sampson, VP, Banking Compliance TD Bank

David Sharpe, President and Chief Operating Officer, Bridging Finance Inc.

Jacqueline D. Shinfield, Blake, Cassels & Graydon LLP

Joann Sochor, AVP, Corporate Compliance Sun Life Financial

Jane Stubbington, AVP, Legal, TD Bank Group

Lucie Tedesco, Commissioner, Financial Consumer Agency of Canada and Vice Chair, International Financial Consumer Protection Organisation

Neal Weston, Vice President, CAMLO and Privacy Officer, Compliance, Bank of Tokyo Mitsubishi UFJ (Canada)

Scott Williams, Hicks Morley Hamilton Stewart Storie LLP

Andrea York, Blake, Cassels & Graydon LLP

Phil Yuzpe, President and Chief Operating Officer Sentry Investments

## FACULTY

### PROGRAM DIRECTORS

Lisa Bonato  
Manager, Portfolio Manager Team  
Compliance and Registrant Regulation  
Ontario Securities Commission

Jean-Pierre Bernier  
Former Special Advisor to the President  
Risk Management, Canadian Life and  
Health Insurance Association

### ADVISORY BOARD

Scott Driscoll  
Compliance Professional

Jasmin Jabri  
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Sentry Investments

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General Counsel, Chief Compliance  
and Risk Officer, ZenBanx Canada and  
Executive Director, Private Capital  
Markets Association of Canada

Penny Steckly  
Director, Client Relations, Manulife  
Financial

Osgoode Hall Law School's *Osgoode Professional Development* offers both credit and non-credit programming to meet the life-long learning needs of lawyers and other professionals who need legal information. Osgoode Hall Law School is one of the world's pre-eminent law schools. *Osgoode Professional Development* embodies the law school's commitment to meeting the educational needs of the broader community and has offered many continuing legal education programs for health care, law enforcement and other professionals.

# THE OSGOODE CERTIFICATE IN REGULATORY COMPLIANCE & LEGAL RISK MANAGEMENT FOR FINANCIAL INSTITUTIONS WINTER 2015

*"This is a really good overview of the wider regulatory framework in Canada...I was really impressed with the caliber of speakers, really good range."*

Carl Harvey, Compliance Manager, Capital One

I will attend:  On site  Via webcast\* (single viewer)

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Firm/Company: \_\_\_\_\_ Practice Area: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Priority Service Code: 

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- Please add me to your mailing list.
- Please delete me from your mailing list.
- If you do not wish to be contacted by e-mail, indicate here.

## Fee Per Delegate

\$4,195 plus 13% HST for a total of \$4,740.35.

Fees include attendance, program materials, continental breakfast, lunch and refreshments for each of the 5 days of the program. The price does not include accommodations. Please inquire about financial assistance. Dress is business casual.

Payment Options – Payment must be made prior to the program

- Cheque enclosed (payable to York University – GST# R119306736)
- Bill my credit card:  VISA  Mastercard

Card# \_\_\_\_\_

Expiry: \_\_\_\_\_

Signature: \_\_\_\_\_

Payment Amount: \_\_\_\_\_

## Cancellations/Rainchecks/Substitutions

If you are unable to attend the program your organization may name a replacement. A full refund will be issued for cancellations received a minimum of 21 days before the program start date. Written cancellations received after January 6, 2015 will include an administration charge of \$700. Non-attendance or withdrawal after the program start date will incur a full program fee. Payment must be received by January 20, 2015.

## Location

Osgoode Professional Development  
Downtown Toronto Conference Centre  
1 Dundas St. W., 26th Floor, Toronto, ON, M5G 1Z3

## Program Changes

We will make every effort to present the certificate program as advertised, but it may be necessary to change the dates, location, speakers or content with little or no notice. In the event of program cancellation, York University and Osgoode Hall Law School's liability is limited to reimbursement of paid fees.

## CPD Credits Eligible CPD/MCLE hours:



**LSUC (ON)/NS/MB:** 33.0 CPD Hours (33.0 Substantive, 0.0 Professionalism); **BC:** 17.75 CPD hours; **SK/PEI/NT/YK/QC/NB/NU:** 30.5 credit hours; **NY CLE Board (on-site participants only):** 36.5 credit hours in the Area of Professional Practice for Transitional and Non-transitional lawyers. Also eligible for CLE/Insurance Premium Credits Program offered by the **Law Society of PEI** and for Alberta CPD credit with the **Law Society of Alberta**. Questions? E-mail: [cpd@osgoode.yorku.ca](mailto:cpd@osgoode.yorku.ca) or refer to your respective regulatory body to ensure compliance.

## For Further Program-Related Information

Please contact: Umair Abdul Qadir, Program Lawyer, at 416.619.9352 or email [uabulqadir@osgoode.yorku.ca](mailto:uabulqadir@osgoode.yorku.ca)

## Certificate of Program Completion

You will receive a certificate upon completion of The Osgoode Certificate in Regulatory Compliance & Legal Risk Management For Financial Institutions. Participants must attend all program modules and pass the take-home assignment to receive a certificate.

Public CLE Seminars

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ITAW

Professional LLM

## 4 Convenient Ways to Register

1. **MAIL** your registration form to:  
Osgoode Professional Development  
Downtown Toronto Conference Centre  
1 Dundas St. W., 26th Floor  
Toronto, ON M5G 1Z3
2. **ONLINE** at [www.osgoodepd.ca](http://www.osgoodepd.ca)
3. **FAX** your registration to 416.597.9736
4. **CALL US** at 416.597.9724 or 1.888.923.3394

