

"Excellent speakers. Abundance of knowledge and experience. Excellent advice & points to take back to my department."

J. Griffiths-Pennett, Senior Advisor,
Compliance, RBC Insurance



The *Osgoode* Certificate in Regulatory Compliance and Legal Risk Management for Financial Institutions

This **one-of-a-kind** comprehensive program provides an overview of key issues together with practical strategies from an expert faculty of senior compliance, industry and legal professionals.

WEBCAST
AVAILABLE

January 31 - April 21, 2017 | 5 Modules over 13 weeks | Toronto, Canada | Webcast Available

A WORLD LEADER IN LAW SCHOOL
LIFELONG LEARNING



Do you have the practical knowledge and skills you need to effectively assess, monitor and mitigate regulatory and operational risks?

Program Details

Dates

Day 1: January 31, 2017

The Fundamentals of Regulatory Compliance and Legal Risk Management for Financial Institutions

Day 2: February 17, 2017

Structuring an Effective Compliance Program: The 'How' of Compliance

Day 3: March 7, 2017

Managing Regulatory Examinations

Day 4: March 29, 2017

Management of High Risk & Cross Border Compliance: Implications of Getting it Wrong

Day 5: April 21, 2017

Emerging Risks & Looking Forward

Financial institutions, including banks, insurance companies, credit unions and securities firms, are faced with an ever changing and increasingly complex regulatory maze. Although the speed of change is rapid, and demands are growing, regulators in Canada – and globally – are placing increased pressure on financial institutions to remain compliant. This is a balancing act. Not only must you be able to keep up with the regulatory regimes and emerging issues – including those created by social media and new technologies – you're also responsible for managing the human resources and technological requirements to get the job done. You need to be prepared. You need to know how to respond. Quickly.

This intensive *OsgoodePD* 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 **practical strategies** for meeting these. **Five modules** – spread out over 13 weeks – cover the intersection of compliance and enterprise risk management, as well as **best practices** for managing both risk and compliance.

You'll 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 need to respond to them.

Bring your learning to the next level. Whether in-person or online, the program provides an excellent opportunity for you to network and engage with other professionals (including program faculty) facing the same challenges.

This program sells out every offering. Register now to secure your spot.

What You Will Learn

- The fundamentals of compliance, including an overview of the competencies and requirements of a good compliance professional
- The new international regulatory landscape and cooperation and coordination between regulators
- 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
- How regulators (including OSFI) regulate and supervise
- The correlation between governance, risk management and compliance (GRC)
- Strategies for managing a regulatory examination/investigation
- Impact of international standard setting organizations
- Best practices for crisis management and response
- Emerging challenges in compliance and what you need to do to prepare

Who Should Attend

- Compliance officers and compliance professionals at financial institutions
- Privacy officers
- Chief Risk Officers
- Operations and risk managers
- In-house counsel at financial institutions
- Internal auditors
- Lawyers in private practice who advise financial institutions
- Portfolio and fund managers
- Accountants
- Compliance consultants

The program will be held at *Osgoode Professional Development Centre* located Downtown Toronto

WEBCAST
AVAILABLE



The Osgoode Certificate In Regulatory Compliance and Legal Risk Management for Financial Institutions

This unique 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

Module One

January 31st, 2017
(9:00 am – 5:00 pm)

The Fundamentals of Regulatory Compliance and Legal Risk Management for Financial Institutions

A deep dive into the nature and scope of regulatory compliance. Get a solid grounding in the legal structure and fundamental principles that are the essential foundations for any professional in compliance or risk.

SPECIAL ADDRESS:

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

- Why is compliance a priority in regulated industries?
- Importance of fostering a culture of compliance within a firm culture
- Basic elements and requirements for effective compliance
- Compliance as a risk management function
- Making the transition into compliance: key qualities and competencies of a good compliance professional

Overview of the Regulatory Landscape

- The three pillars: Banking, Capital Markets, Insurance
- Overview of the regulatory environment: Federal, Provincial and Self-Regulatory Organizations
- Coherent overview of federal/provincial divisions of power
 - law and regulation
 - federal and provincial supervisory authorities: their objectives, powers and responsibilities; enforcement style
 - cooperation and interface between the regulators

Risk Management Fundamentals: Types of Risk & Qualitative Control

- Understanding the various categories of risk
 - operational risk
 - strategic risk
 - financial/credit risk
 - reputation risk
- How to identify, mitigate and control risks effectively
- Enterprise-wide risk management (ERM) and holistic risk management
- Using internal controls to mitigate risk
- The purpose of stress testing, risk profile, risk appetite and risk tolerance
- Regulators' risk rating methodologies

- Integrating risk management into governance and compliance
- Understanding qualitative assessments and risks vs. quantitative assessments and risks
- Where does regulatory compliance fall?
- Differences between large vs. small institutions
 - variations on compliance approach and structure
 - differences in regulatory oversight
- Demonstrating a risk-based RCM program

The Nuts and Bolts of a Successful Compliance Program

- Policies and procedures
- Governance
 - escalation platforms
- Testing
- Surveillance
- Monitoring
- Assessment
- Training
- Communication

Industry Roundtable: Navigating the Interactions Between Compliance, Risk & Legal

Leading experts - using real-life examples - will discuss best practices and strategies on the following topics:

- Role of legal
- Role of compliance
- The "grey zone"
- Interplay of risk, compliance, and legal
- Regulatory expectations
- Crisis management
- Who manages regulatory risk and the regulatory relationship

NOTE: Module 1 can be purchased as an individual session. Check osgoodepd.ca for details.

Module Two

February 17th, 2017
(9:00 am – 5:00 pm)

Structuring an Effective Compliance Program: The 'How' of Compliance

Priorities & Oversight Strategies

- Consumer Protection and Privacy: The Financial Consumer Agency of Canada (FCAC)
- Office of the Superintendent of Financial Institutions (OSFI)
- Financial Services Commission of Ontario (FSCO)

- Capital Markets: Canadian Securities Administrators and the Self-Regulatory Organizations regulatory framework

Creating a Culture of Compliance: Ensuring Success

- Setting the tone from the top
- Business engagement and business integration
- Executive and grassroots buy-in (ie. Conquering the 'middle' and misguided or passive resistance)
- Accountability
- Effective communication and challenge
- Financial and non-financial incentives
- Regulatory relationship management
- Strategies for moving toward a successful program

Key Challenges When Implementing an Effective Compliance and Risk Program

- Costs
- Funding
- Recruiting talent
- Business buy-in & alignment among all levels
- Training processes
- Board and Management reporting
 - Strategies for succinct - and fulsome - reporting: balancing between full disclosure and Boards' desire for shorter reports
 - Balancing opinion and assessment of current state of regulatory compliance versus forward looking "what does the Board need to know" issues
 - Effectively using risk indicators

Relationship Management Strategies

- Understanding the business and those who lead it
- How to remain independent while still partnering with the business and provide effective challenge as a control function
- What it takes to be a trusted advisor to the businesses that you support and - when required - maintaining the boundaries between 1st and 2nd lines of defence
- Finding the best approach to building good relationships
- Demonstrating how effective compliance, legal and risk teams can add value

Industry Roundtable: Keeping Abreast of Changing Regulatory Expectations

Leading experts - using real-life examples - will discuss and debate the following topics:

- Revised OSFI Guideline No. E-13 - *Regulatory Compliance Management*
- Assessment criteria
- International principles for the sound management of operational risk

- “Proportionality” in the interpretation of guidance versus one-size-fits-all approach to the application of guidance
- Challenge of tracking regulatory expectations and sound business practices
- Customer best interest, Fair Treatment of Consumers
- 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

Module Three

March 7th, 2017
(9:00 am - 5:00 pm)

Managing Regulatory Examinations

Special Address: The Regulator Speaks!

- Expectations, communications, best practices, expectations and obligations
- Types of examinations
- Overview of different stages and processes in an examination
- Handling deficiencies and overcoming challenges
- Common weaknesses or mistakes made when dealing with regulatory examinations

Preparing for an Examination: What to Expect

- Read the data request carefully
- Keep the scope and exam objectives in mind at all times
- Make it easy for the examiners
- Don't make assumptions, clarify if in doubt
- Single point of contact
- Take good notes and keep records, document everything
- Be prepared to demonstrate what you claim

Managing the Examination

- Effectively managing examinations of the compliance function
- Assisting the business
- Self-identifying issues
- Targeted examinations
- Examinations due to control failures

After the Examination: Post-Examination Wrap-Up, Processes and Review

- Assessing the outcome & next steps
- Lessons learned
- Exit reviews
- Reviewing findings
- Drafting responses
- Track action plan items for completion

Avoiding the Compliance Piñata

- Challenges of being an effective partner domestically and internationally
- Partnering within your company-case studies
- Escalating issues
- Maintaining independence-case study

Industry Roundtable: When Things Go Sideways - Managing a Regulatory Incident or Allegation

Senior compliance professionals, Counsel and Regulators, will share their best practices on how to effectively manage a complex or unusual request, along with strategies for keeping the examination (and business) on track.

Module Four

March 29th, 2017
(9:00 am - 5:00 pm)

Management of High Risk & Cross Border Compliance: Implications of Getting it Wrong

Current Legislative Requirements & Implications of Getting it Wrong

- Privacy & information security
- Anti-Money Laundering and economic sanctions
- Anti-Spam legislation
- Conflicts of interest & outsourcing
- Bribery/Corruption

Cross Border: Business and Cross Border Clients

- Cross Border and cross jurisdiction issues
- International standards & impact on Canadian financial institutions
 - Financial Stability Board
 - Basel Committee on Banking Supervision
 - FinCoNet
 - IMF-World Bank Joint Financial Sector Assessment Program
 - G20 High Level Principles on Financial Consumer Protection

- Managing regulatory expectations and compliance programs in cross border businesses
- Managing Client Relationships in Foreign Jurisdictions

Managing Client Relationships & Relationship Management

- 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 (Fair Treatment of Consumers)
- Trade surveillance
- Sales practices

Resolving Client Disputes

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

Industry Roundtable: Instilling a Culture of Compliance - Ethics, Codes, Best Practices, Industry Standards

- 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
- Establishing the cultural setting
- Differences between small versus large institutions
- Are ethics the foundation of a successful compliance program?

Module Five

April 21st, 2017
(9:00 am - 4:00 pm)

Emerging Risks & Looking Forward

Fintech and Industry Disruptors

- Using next generation technologies as a risk management tool
- Bitcoin & block chain
- Data Analytics
- Tracking and monitoring use of social media
- Cloud computing & cybersecurity
- Fintech other unregulated financial service players
- Case studies

Evolving to More Informed Decision Making

- Roles and responsibilities of boards in managing risk
- What are boards looking for?
- Elements of risk indicators
- Turning data and report into decisions and actions
- Satisfying the board's information requirements: How to report

The Future - Where Are Things Going?

With the wave of global regulatory and supervisory initiatives cresting in Canada, learn what this means and how you can effectively grapple with these challenges. Other topics include:

- Identifying and assessing current and future trends
- Strategies for how compliance, legal and risk can keep pace
- How to deal with overlapping and competing risk management issues

“Very impressed with the speakers and format of the course. Information presented is relevant to the current regulatory environment.” (2016)

“The real life examples & industry experience the speakers' provided helps put things into practical perspective.” (2016)

“Very practical examples with tools we can implement.” (2016)



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

Faculty

Armando Alcaraz, Associate Director, Anti-Bribery/ Anti-Corruption Compliance, RBC

Kent Andrews, Senior VP, Regulatory Risk, TD Bank Group

Claude Baksh, Chief Compliance Officer, Chief Risk Officer & Chief AML Officer Computershare

Sandra Blake, Vice-President, Business Conduct, Investment Industry Regulatory Organization of Canada (IIROC)

Barbara Breau, Assistant Vice-President, Enterprise Compliance, Foresters Financial

Alex Cameron, Fasken Martineau DuMoulin LLP

Denise Carson, Director, Legal, Corporate & Compliance Group, BMO Financial Group

Dana DiBartolo, Ombudsman, BMO Financial Group

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

Sharon Giffen, Chief Risk Officer and Chief Compliance Officer, Foresters (Former); Chair, Finance and Audit Committee, Opera Atelier; Genworth Financial Mortgage Insurance Company (Independent Board Director)

Carolyn Ibele, Manager, Compliance – AMLC Division, OSFI

Sandra Kegie, Executive Director, Federation of Mutual Fund Dealers; President, Kegie Consulting Co.

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

John Lewsen, Chief Compliance Officer, BMO Life Assurance Company

Robert McDowell, Fasken Martineau DuMoulin LLP

Katherine MacPherson, Assistant Vice-President, Corporate Operational Risk Management, Sun Life Financial

Norah McCarthy, VP, Ombudsman Chief Privacy Officer, CIBC

Ted Price, Deputy Superintendent of Supervision, OSFI (former); Kingsburg Governance

Derek Ramm, Director, Anti-Money Laundering Programs, Alcohol & Gaming Commission of Ontario

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

Jacqueline D. Shinfield, Blake, Cassels & Graydon LLP

Jane Stubbington, VP, Enterprise Risk Governance, TD Bank Group

Felicia Tedesco, Manager, Compliance and Registrant Regulation, Ontario Securities Commission

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

Toufi Saliba, CEO, Privacy Shell Inc.

Frank Tsiribis, VP Technology and Operations Risk, BMO Financial Group

Neal Weston, Chief Compliance Officer, Bank of Tokyo-Mitsubishi UFJ Canada

Karen Woodman, CCO Sun Life Financial Investment Services Inc.; AVP Individual Distribution Compliance

FACULTY

Program Co-Chairs

Lisa Bonato
Manager, Compliance, Ontario Securities Commission

Joann Sochor
AVP, Corporate Compliance, Sun Life Financial

Advisory Board

Maureen Bell
VP, Compliance, CIBC

Jasmin Jabri
VP & Chief Compliance Officer, Sentry Investments

Geoffrey Ritchie
General Counsel & Corporate Secretary, Mawer Investment Management Ltd.

David Shuen
VP & Chief Compliance Officer, Sun Life Financial Canada

Featured Speaker

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

“Good depth in each of the topic areas.”

D. Speight, AVP, Controls & Compliance, ITS, TD Bank (2016)

Register online today at www.osgoodepd.ca/regulatorycompliance

THE OSGOODE CERTIFICATE IN REGULATORY COMPLIANCE AND LEGAL RISK MANAGEMENT FOR FINANCIAL INSTITUTIONS WINTER 2017

"Thank you for an amazing learning experience ... the information provided is something I will definitely apply to my daily tasks."

M. Hussain, Securities Processing Representative, CITI (Canada) (2016)

I will attend: All Modules Day 1 Only
 On site Via webcast* (single viewer)

Name:	Title:								
Firm/Company:	Practice Area:								
Address:									
City:	Province:	Postal Code:							
Email:									
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- Please add me to your mailing list.
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 If you do not wish to be contacted by e-mail, indicate here.

Fee Per Delegate

Certificate (5 modules): \$4395 + HST
Module 1 Only: \$895 + HST

Fees include attendance, program materials, continental breakfast, lunch and refreshments. 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 10, 2017 will include an administration charge of \$150. Non-attendance or withdrawal after the program start date will incur a full program fee. Payment must be received by January 10, 2017.

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.



OsgoodePD has been approved as an Accredited Provider of Professionalism Content by the LSUC.



Eligible CPD/MCLE hours

Certificate – All Modules:
LSUC (ON): 36.5 CPD Hours
(33.0 Substantive; 3.5 Professionalism)

Module One:
LSUC (ON): 7.5 CPD Hours
(5.75 Substantive; 1.75 Professionalism)

OsgoodePD programs may be eligible for CPD/MCLE credits in other Canadian jurisdictions. To inquire about credit eligibility, please contact cpd@osgoode.yorku.ca.

For Further Program-Related Information

Please contact: Heather Gore Liddell, Sr. Program Lawyer, at 416.597.8847 or email hgoreliddell@osgoode.yorku.ca

Certificate of Program Completion

In order to successfully complete the program and obtain an Osgoode Certificate, you must attend all program modules and satisfactorily pass an online multiple-choice exam.

Public CLE Seminars

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Skills Training & Certification

ITAW

Professional LLM

4 Convenient Ways to Register

- MAIL** your registration form to:
Osgoode Professional Development
Downtown Toronto Conference Centre
1 Dundas St. W., 26th Floor
Toronto, ON M5G 1Z3
- ONLINE** at www.osgoodepd.ca/regulatorycompliance
- FAX** your registration to 416.597.9736
- CALL US** at 416.597.9724

