



1ST ANNUAL ESSENTIAL ONE-DAY UPDATE IN REGULATORY COMPLIANCE & LEGAL RISK MANAGEMENT FOR FINANCIAL INSTITUTIONS

Are you on top of the rapidly evolving regulatory landscape and your obligations?

Get critical guidance and practical advice from 20+ industry experts to drive your organization's compliance to the next level.

- Interactive regulators' critical industry updates for banking, securities and investments, insurance and credit unions, and clear sightlines into their pipelines of priorities and changing supervision
- Top tips on managing regulatory changes
- Risk management strategies in data and privacy, market conduct, technology and ethics
- Steps to identify and resolve common drivers of misconduct and to prepare your organization's forward-looking corporate values to comply with escalating integrity and ethical obligations

The **must-attend** event for the financial services sector gives you **unparalleled access** to network with and learn directly from major regulators and industry leaders, including: OSFI, FCAC, CCIR, AMF, IAIS, ICA, IIROC, OSC/CSA, MFDA, FSRA/DICO and CCUA.

Register today at:

osgoodepd.ca/complianceupdate

Program Chairs

J-P Bernier
Retired Executive from
Canada's Financial Industry
with International Exposure

Joann Sochor
AVP, Corporate Compliance,
Sun Life Financial

Date and Time

April 25, 2019
8:30 a.m. – 4:00 p.m. EDT
In Person or Webcast

Online Replay:
June 5, 2019
8:30 a.m. – 4:00 p.m. EDT

Location

Osgoode Professional
Development
1 Dundas St. West, 26th Floor
Toronto, ON



1ST ANNUAL ESSENTIAL ONE-DAY UPDATE IN Regulatory Compliance & Legal Risk Management for Financial Institutions

Waves of change are hitting Canada's financial services industry, shifting priorities, obligations and the regulatory frameworks for banks, insurance companies, securities/investment firms and credit unions. Resources continue to shrink, increased globalization mandates faster solutions, and regulators have placed greater focus on judgment and ethical standards. In order to meet these escalating demands and obligations, all compliance professionals must stay ahead.

From the developers of the highly successful *Osgoode Certificate in Regulatory Compliance & Legal Risk Management for Financial Institutions*, this **intensive, one-day update** event will arm you with the essential updates and insights you'll need to stay informed.

It's also a valuable opportunity to connect with peers in your industry with similar concerns and to hear directly from the regulators on their interpretation and enforcement priorities.

Get important insights, including:

- Crucial industry updates for the financial services sector
- The regulators speak! Learn their current and future priorities, including coordination among regulators
- Proportionality – strategies for dealing with evolving business needs, operational risks and challenges, regardless of organization size
- Fair treatment of customers – what will be enough?
- Ethical use of FinTech, RegTech, InsureTech? How to satisfy business and regulatory obligations
- Strategies for dealing with changes to regulatory frameworks and supervision, includes 'name & shame' sanctions and 'trust but verify' governance
- Developments in data and privacy and how to avoid algorithm bias

PLUS! Join us for a reception with faculty following the program.

In person registration is limited. Don't miss your chance – reserve your place now.

Who Should Attend?

- Compliance professionals and officers
- Privacy professionals and officers
- Risk professionals and officers
- Operations risk managers
- Banking and credit union professionals
- Portfolio managers, fund managers and securities dealers
- Insurance and risk professionals
- Compliance consultants
- Internal auditors
- Accountants
- In-house counsel involved with financial institutions
- Lawyers in private practice who advise financial institutions
- Anyone interested in a leadership or advisory role in compliance

Agenda

8:00 a.m.
Registration

8:30 a.m.

**Chairs' Welcome, Introductory Remarks
& Overview**

8:45 a.m.

Waves of Change: The Regulators' Speak!

Regulatory frameworks and related supervision are constantly changing. Engage with major regulators of banking institutions, insurance, securities and investment firms, and credit unions on the latest.

Each interactive, industry-focused session will also focus on priorities pipelines and coordination strategy. Discussions include:

- Meaning of misconduct risk in risk-based supervision
- Role of codes of business conduct and ethics
- Combination 'principles and rules' for framework enhancement
- Use of international standards to achieve consistency between jurisdictions
- Implications of technology on business conduct responsibility
- Impact of compensation practices on retail sales practices
- Need for training programs that are comprehensive
- Key elements of whistleblowing and the protection of whistleblowers
- Need for proportionality to accommodate smaller regulated entities
- Coordination between regulators to avoid regulatory arbitrage
- 'Trust but verify' approach to misconduct risk governance
- Firm's responsibility to oversee their intermediaries and outsourcers
- Importance of a culture of integrity in doing what's right
- Enforcement via sanctions, 'name & shame' and supervisory ratings
- 'Fair treatment of customers' as a common understanding of a desired outcome
- Protection of firms' sensitive information

Each segment will be moderated by J-P Bernier and Joann Sochor, Program Chairs. Speakers and regulatory bodies include:

BANKING

Carolyn Rogers, Office of the Superintendent of Financial Institutions (OSFI)

Lucie Tedesco, Financial Consumer Agency of Canada (FCAC)

INSURANCE

Neville Henderson, Office of the Superintendent for Financial Institutions (OSFI)

Julien Reid, Autorité des marchés financiers (AMF), Canadian Council of Insurance Regulators (CCIR), and International Association of Insurance Supervisors (IAIS)

SECURITIES & INVESTMENTS

Marsha Gerhart, Investment Industry Regulatory Organization of Canada (IIROC)

Christopher Jepson, Ontario Securities Commission (OSC), a Member of Canadian Securities Administrators (CSA)

Stacey Shein, Mutual Fund Dealers Association of Canada (MFDA)

CREDIT UNIONS

Brenda O'Connor, Canadian Credit Union Association (CCUA)

Deposit Insurance Corporation of Ontario (DICO)/Financial Services Regulatory Authority of Ontario (FSRA) – TBA

**NOTE: A 15-minute Refreshment Break will be taken during this session.*

12:00 p.m.

Networking Lunch

12:45 p.m.

Data and Privacy Critical Update

Chantal Bernier **Suzanne Morin**
Sylvia Kingsmill

Customers entrust you with their personal data. New digital channels are changing the way customers interact with financial institutions. New technologies are enabling organizations to use customer data for evolving ways of meeting customer needs. With all this change, how can you ensure your organization remains on-side and steps ahead of any potential threats? This session will arm you with the tactics you need.

- How can financial institutions provide transparency about data use to customers? How can companies provide the right

information at the right time?

- Strategies for getting informed consent
- Anonymizing data – what should financial institutions be able to do with that data? Can financial institutions monetize this?
- Tactics for ensuring algorithms do not introduce bias

1:30 p.m.

Market Conduct Update: Fair Treatment of Customers

Lyne Duhaime **Geoff Ritchie**

- What principles and judgement should companies use to make sure decisions in pricing, compensation, channels, product design?
- How can compensation programs be designed to incent “fair” behaviour?
- Strategies for recognizing and adjusting for asymmetric information about products
- How can companies recognize behavioural biases in treatment of customers?
- Creating fairness across all channels: from face-to-face to digital
- How can companies assure they are dealing with vulnerable customers appropriately?
- Post sale – determining if customers are treated fairly

2:15 p.m.

Refreshment Break

2:30 p.m.

New Technologies: Impact of FinTech, RegTech & InsureTech

Parna Sabet-Stephenson **Amy ter Haar**

New models, new technologies, new intermediaries present more options for financial institutions and customers. Explore and get practical tips and solutions for:

- New intermediaries, new opportunities and new obligations – driving corporate values and satisfying regulators’ greater focus on ethical standards and integrity culture
- Data analytics – how can financial institutions mine information about customers? Pilot new offerings for data to test customer satisfaction and regulators’ approval?

- Understanding and managing the transition and drivers of misconduct risk
- How can regulators effectively use sandboxes to foster innovation?

3:15 p.m.

Behavioural Ethics & Compliance Update in 2019: Beyond the Checklist

J-P Bernier

Joann Sochor

The breadth and complexity of the compliance function continues to shift. Regulators’ greater focus on ethical standards and integrity culture throughout the enterprise is dramatically changing, while more and more, compliance officers and legal risk managers are expected to look beyond compliance and engage in judgment-based assessment of business conduct supporting corporate values.

Doing the right thing (ethics) is now recognized as a form of risk taking, while behavioural ethics – in sync with compliance programs (doing things right) – are more values-based. How do you balance the two or bring them together in a manner that does not compromise one or the other?

This unique, interactive and thought-provoking session will cover:

- What are some of the learnings from behavioural ethics and behavioural economics?
- What situational factors cause people to cheat?
- What cognitive buffers delay awareness of what is ethically problematic?
- How can decision theory help explain unethical behaviour?
- How can Compliance address common types of rationalizations applied to unethical behaviour?
- Strategies for when compliance can use behavioural ethics to be more effective

4:00 p.m.

Register today at:

[osgoodepd.ca/
complianceupdate](https://osgoodepd.ca/complianceupdate)

Chairs

J-P Bernier, Retired Executive from Canada's Financial Industry with International Exposure

Joann Sochor, AVP, Corporate Compliance, Sun Life Financial

Advisory Board

Jasmin Jabri, Head of Compliance, Invesco Canada

John Lewsen, Head of Insurance Compliance, Legal, Corporate & Compliance Group, BMO Financial Group, Chief Compliance Officer, BMO Life Assurance Company & BMO Life Insurance Company

Katherine Macpherson, National Leader, Operational Risk: Financial Services Advisory, Ernst & Young LLP

Geoff Ritchie, General Counsel & Corporate Secretary, Mawer Investment Management Inc.

Faculty

Chantal Bernier, Counsel, Dentons Canada LLP

Matt Brady, Managing Director, Compliance, Mutual Fund Dealers Association of Canada (MFDA)

Lyne Duhaime, President Quebec Affairs and SVP, Market Conduct Policy & Regulation, Canadian Life & Health Insurance Association (CLHIA)

Marsha Gerhart, VP Member Regulation Policy, Investment Industry Regulatory Organization of Canada (IIROC)

Neville Henderson, Assistant Superintendent, Insurance Supervision Sector, Office of the Superintendent for Financial Institutions (OSFI)

Sylvia Kingsmill, Partner, National Leader, Digital Privacy and Compliance, Forensic Services, KPMG Canada

Christopher Jepson, Senior Legal Counsel, Compliance & Registrant Regulation, Ontario Securities Commission (OSC), a Member of Canadian Securities Administrators (CSA)

Suzanne Morin, VP & Associate General Counsel, Québec & Enterprise Chief Privacy Officer, Sun Life Financial

Brenda O'Connor, Vice President, Governance & Strategy, General Counsel & Corporate Secretary, Canadian Credit Union Association (CCUA)

Julien Reid, Senior Director, Financial Institutions Oversight, Resolution and Deposit Insurance, Autorité des marchés financiers (AMF), former Chair, Working Group, Canadian Council of Insurance Regulators (CCIR), and former Chair, Market Conduct Committee, International Association of Insurance Supervisors (IAIS)

Geoff Ritchie, General Counsel & Corporate Secretary, Mawer Investment Management Inc.

Carolyn Rogers, Assistant Superintendent, Regulation Sector, Office of the Superintendent of Financial Institutions (OSFI)

Parna Sabet-Stephenson, Gowling WLG

Stacey Shein, Senior Legal Counsel and Policy Counsel, Mutual Fund Dealers Association of Canada (MFDA)

Lucie Tedesco, Commissioner, Financial Consumer Agency of Canada (FCAC)

Amy ter Haar, Founder, Global Blockchain Consultants

Registration Details

Fee per Delegate

\$795 plus HST

Fees include attendance, program materials, lunch and break refreshments. Group discounts are available. Visit www.osgoodepd.ca/group-discounts for details. Please inquire about financial assistance.

Program Changes

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

Cancellations and Substitutions

Substitution of registrants is permitted at any time. If you are unable to find a substitute, a full refund is available if a cancellation request is received in writing 14 days prior to the program date. If a cancellation request is made with less than 14 days notice, a \$75 administration fee will apply. No other refund is available.



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Eligible CPD Hours – LSO (ON): 6h 30m CPD (5h 30m Substantive; 35m Professionalism; 25m EDI).



This program is eligible for LAWPRO Risk Management Credit.



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416.597.9724

1 Dundas Street West, Suite 2600



@OsgoodePD

Toronto, ON Canada M5G 1Z3



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