

**Agenda item 2(D)**  
**October 23/18 EOC Meeting**

**From:** FSCO [<mailto:donotreply@fSCO.gov.on.ca>]

**Sent:** Thursday, October 11, 2018 10:50 AM

**To:** Brendan Wycks

**Subject:** 11th annual Life and Health Market Conduct Symposium / 11e symposium annuel sur les pratiques de l'industrie de l'assurance-vie et maladie



## 11<sup>th</sup> annual Life and Health Market Conduct Symposium

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As an insurance provider, you play an important role in consumer protection. Consumers need to be confident that providers of financial services and products are acting in their best interest and treating them fairly.

Treating consumers fairly means ensuring a corporate culture that places the interests of the consumer at the centre of all business decisions. On November 16, let's expand the conversation to discuss:

- FSCO's new Treating Financial Services Consumers Fairly Guideline
- What it means to treat consumers fairly

- FSCO's expectations of the industry and what the industry expects from FSCO

Seating is limited, so make sure to reserve your seat today!

The agenda will be shared closer to the event date.

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**RSVP:** Email [SymposiumLH@fSCO.gov.on.ca](mailto:SymposiumLH@fSCO.gov.on.ca) by **Tuesday, October 25.**

**Note:** *If you require French translation services, or have dietary or accessibility requirements for this event, please include this request with your RSVP.*

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## EVENT DETAILS

### DATE:

Friday, November 16, 2018

### TIME:

8:00 a.m. - 12:15 p.m.

### LOCATION:

**Novotel Toronto North York Hotel**

3 Park Home Avenue, North York, Ontario

## QUESTIONS?

Email [SymposiumLH@fsco.gov.on.ca](mailto:SymposiumLH@fsco.gov.on.ca) for answers.

We look forward to seeing you there!



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### Financial Services Commission of Ontario

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