

Agenda Item 2(g)
November 19/19 EOC Meeting

Program For AMF 2019 Rendez-Vous Mini-Conference: Monday, November 25/19

OVERVIEW OF THE DAY

9:30 am - Welcome of participants
10:30 am - Opening remarks by Louis Morisset, CEO of the Autorité des marchés financiers
11:00 am - Lecture by J. Mark Weber, Eyton Director of the Conrad School of Entrepreneurship & Business at the University of Waterloo. ** This conference will be offered in English. Headphones for simultaneous French translation will be available for free*
12:30 pm - Lunch
1:30 pm - Remarks by Eric Girard, Quebec Minister of Finance
2:15 pm - Workshop 1 or 2
3:15 pm - Coffee break
3:30 pm - Workshop 3 or 4
4:30 pm - Networking

11:00 - Conference

J. Mark Weber, Eyton Director Conrad School of Entrepreneurship & Business, University of Waterloo
"Trust: build it, feed it and try to restore it"

Trust is the foundation of our personal and professional relationships. However, we rarely push the reflection on the dynamics of this feeling. Why do people trust us? Why the opposite? How is confidence built? How to restore it if it is shaken or lost? Professor Weber will invite us to take a look at our experiences and our organizational practices through the critical lens of the psychology of trust.

** This conference will be offered in English. Headphones for simultaneous French translation will be available for free*

12:30 pm - Lunch

1:30 pm – Speech by Eric Girard, Quebec Minister of Finance

2:15 pm - Workshop 1 or 2 (at the participant's discretion)

WORKSHOP 1 / Open data: is our financial system ready?

Open data (*open data*) could allow consumers and businesses to have access to new financial products and services on technology platforms. This business model implies that third-party service providers access confidential data from customers of traditional financial institutions (banks, insurers, etc.). Is our financial system ready for this type of model? What are the risks? How to prepare?

Moderator : Hélène Samson, Director of the Prudential Framework for Financial Institutions, Autorité des marchés financiers

Panellists :

- Patrick Mignault, Professor at the Faculty of Law of the Université de Sherbrooke and member of the Advisory Committee for Consumer Products and Financial Services Users of the Autorité des marchés financiers
- François Lafortune, President of Diagram, member of the AMF's Advisory Committee on Technological Innovation and member of the Open Banking Advisory Committee, established by the Department of Finance Canada
- Other upcoming panelists

WORKSHOP 2 / Natural disasters in Quebec: increasing risks to manage

The latest natural disasters in Quebec have had serious consequences for the affected population. Their impact has also been felt on the financial sector. Are we better prepared today than yesterday to mitigate the economic consequences of future floods or earthquakes? How can we improve our collective resilience?

Moderator : Nathalie Sirois, Senior Director, Insurance Supervision and Supervision, Financial Markets Authority

Panel : Coming soon

3:15 pm - Coffee break

3:30 pm - Workshop 3 or 4 (at the participant's choice)

WORKSHOP 3 / Responsible Artificial Intelligence

Technological advances have paved the way for the use of Artificial Intelligence (AI) algorithms in the finance industry. These algorithms generate significant productivity gains, but also raise a number of ethical issues. Panelists will discuss ethical principles that can guide the use of AI in finance.

Moderator : Oumar Diallo, Fintech and Innovation Director, Autorité des marchés financiers

Panellists :

- Charles Morgan, Partner McCarthy Tétrault and CCTI member

- Nathalie de Marcellis-Warin, President and CEO of CIRANO and Professor at Polytechnique Montréal
- Lionel Pimpin, Senior Vice President, Digital Channels and Individual and Corporate Strategies, National Bank

WORKSHOP 4 / Consumer satisfaction: everyone's business

Consumers of financial products and services use multiple channels to communicate and expect an ever faster and more personalized response. In this hyper-connected environment, how can the industry better support and assist consumers? What types of mechanisms can be put in place to improve customer service? How to improve the handling of complaints? The idea of joint responsibility will be explored in the discussions, as all industry players share a common interest: consumer satisfaction.

Moderator : Frédéric Pérodeau, Superintendent Customer Support Distribution Coaching, Autorité des marchés financiers

Panellists :

- Mark Weber, Keynote Speaker and University Professor at the University of Waterloo
- Brigitte Boutin, President of the Advisory Committee for Consumer Products and Financial Services Users of the Autorité des marchés financiers
- Geneviève Trottier, Client Ombudsman, National Bank
- Antoine Bédard, Senior Director of Management and Distribution Operations, Autorité des marchés financiers