

Agenda Item 4.5
June 4/19 Board Meeting

CAFII Dialogue With CCIR/CISRO Re Fair Treatment of Consumers

From: Keith Martin <Keith.Martin@cafii.com>

Sent: May-16-19 10:30 AM

To: Tony Toy <Tony.Toy@fsco.gov.on.ca>

Cc: CCIR-CCRRRA <ccir-ccrra@fsco.gov.on.ca>; Brendan Wycks <brendan.wycks@cafii.com>; Boyle, Martin <martin.boyle@bmo.com>

Subject: RE: CAFII and CCIR Fair Treatment of Customers Quarterly Meetings

Hello Tony,

Thank you for your call this morning, and for the explanation that the communique is meant to be anonymous / generic and is meant to represent the common efforts across various Associations. Here is a revised statement which removes and CAFII-specific references.

Thanks

--Keith

- Stakeholders, collectively and individually, view FTC as a priority; and within individual member companies, they have various initiatives underway to continue to promote and advance FTC.
- CCIR/CISRO members stated they would appreciate any continued sharing of information on stakeholder initiatives being undertaken to promote and advance FTC.
- Associations are reviewing ways to promote FTC at an Association/industry-wide level.
- Because FTC is fundamentally rooted in an organization's business culture and that is difficult to measure, it can be challenging to measure objectively and demonstrate an existing, evolving, and ongoing commitment to FTC.

Keith Martin

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From: Keith Martin
Sent: May 14, 2019 4:31 PM
To: 'Tony Toy' <Tony.Toy@fscs.gov.on.ca>
Cc: CCIR-CCIRA <ccir-ccira@fscs.gov.on.ca>; Brendan Wycks <brendan.wycks@cafii.com>; Boyle, Martin <martin.boyle@bmo.com>
Subject: RE: CAFII and CCIR Fair Treatment of Customers Quarterly Meetings

Hello Tony

After consulting with our members, we would be comfortable with a communique along the following lines:

SUMMARY COMMUNIQUE ON MEETING BETWEEN 27 MARCH, 2019 CAFII AND CCIR/CISRO WORKING GROUP ON FTC

- CAFII members, collectively and individually, view FTC as a priority; and within individual member companies, they have various initiatives underway to continue to promote and advance FTC.
- CCIR/CISRO members stated they would appreciate any continued sharing of information on CAFII member initiatives being undertaken to promote and advance FTC.
- CAFII is reviewing ways to promote FTC at an Association/industry-wide level.
- Because FTC is fundamentally rooted in an organization's business culture and that is difficult to measure, it can be challenging to measure objectively and demonstrate an existing, evolving, and ongoing commitment to FTC.

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From: Tony Toy <Tony.Toy@fscs.gov.on.ca>
Sent: May 7, 2019 3:02 PM
To: Brendan Wycks <brendan.wycks@cafii.com>; Keith Martin <Keith.Martin@cafii.com>
Cc: CCIR-CCRRRA <ccir-ccrra@fscs.gov.on.ca>
Subject: CAFII and CCIR Fair Treatment of Customers Quarterly Meetings

Hi Brendan and Keith,

As discussed at our in-person meeting on March 27th at the FSCO offices, the working group will be issuing a Communique that summarizes the topics discussed with each stakeholder, without attributing the subject matter to a particular stakeholder.

For CAFII, please consider:

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Proposed CAFII Summary Bullet(s) for FTC Communique – to be approved by CAFII

- Some stakeholders have formally made FTC a priority and have commenced reviews on current practices, both at the association level and member level
- Several stakeholders committed to providing the FTCWG a high level summary of initiatives undertaken that identify gaps or enhance current business practices reflecting the fair treatment of customers
- Measuring the advancement of FTC protocols and procedures may be challenging

In addition, we have scheduled CAFII to next meet with the FTCWG on Thursday, June 27, 1-2:30pm ET in Toronto. The particulars of the venue will be confirmed.

Please distribute this email accordingly.

If you have any questions, feel free to contact me directly.

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