

Agenda Item 4(e)(i)
June 23/20 EOC Teleconference Meeting

June 17, 2020

Ms. Judith Robertson
Commissioner, Financial Consumer Agency of Canada (FCAC)
427 Laurier Avenue West, 6th Floor
Ottawa ON K1R 5C7
judith.robertson@fsrao.ca

Dear Ms. Robertson:

Re: CAFII Proposals For Rescheduling of 2020 CAFII Annual Members' Luncheon and Your Guest Speaker Presentation

CAFII trusts that you, your FCAC staff team, and your families are all keeping well and safe, and thriving during these challenging COVID-19 pandemic times.

On behalf of our Association's Board of Directors, my Co-Executive Director colleague Keith Martin, and myself, I'm reaching out at this time with some proposals related to rescheduling our *2020 CAFII Annual Members' Luncheon*, at which you were scheduled to be the guest speaker on March 26/20 (as per draft Constant Contact eblast invitation below, beneath my signature block), which was postponed due to the COVID-19 pandemic and related lockdown and physical distancing requirements.

On the assumption that federal and provincial public health authorities will be permitting non-essential air travel and meetings/public gatherings of up to 20 to 25 people to occur in October 2020, here are three rescheduling options which our Association proposes:

Option 1 (CAFII's preferred option)

Our proposal calls for a small group luncheon to be attended exclusively/solely by the CAFII Board of Directors, other CAFII volunteer Officers, and the Association's Co-Executive Directors (17 CAFII representatives in total), yourself, and one or two other FCAC staff executives (a gathering of approximately 20 people in total), which would occur at St. James Cathedral Centre Event Venue in Toronto, from approximately 11:30 a.m. until approximately 1:30 p.m. on any weekday in October 2020, **with the exception of the following dates which do not work for CAFII:** Thursday, October 8/20; Friday, October 9/20; Monday, October 12/20 (Thanksgiving Day holiday); Thursday, October 15/20; and Tuesday, October 20/20.

After an informal, get-better-acquainted small group lunch with the CAFII Board from 11:30 a.m. to 12:40 p.m., we propose that you would then deliver your *“Setting the Bar Higher: How the Financial Consumer Protection Framework Sets a New Standard for Fairness and Transparency”* presentation (or other presentation of your choosing), from 12:40 to 1:30 p.m., simultaneously to the CAFII Board group in-person at the St. James Cathedral venue and to a much larger group of CAFII member representatives (200-plus attendees expected) in a webinar format via a virtual meeting platform.

With respect to the informal, get-better-acquainted lunch gathering, the meal to be provided, and the seating arrangements, please be assured that CAFII will work with St. James Cathedral Centre Event Venue to ensure that all public health protocols and physical distancing requirements then in-place are respected.

Should you be favourably disposed towards this Option but unable to commit to travel to Toronto in October for this purpose, CAFII would be prepared to “come to you” and have this approach take in place in Ottawa on one of the many October 2020 dates proposed above, albeit likely with a smaller CAFII Board group of eight to 10 representatives attending in-person.

Option 2

Should you not be comfortable with meeting in-person with a CAFII Board group of any size in October or not be able to commit to the two hours necessary for such an approach that includes an informal, get-better-acquainted lunch, we would then ask that you consider delivering your *“Setting the Bar Higher: How the Financial Consumer Protection Framework Sets a New Standard for Fairness and Transparency”* presentation (or other presentation of your choosing) directly to a CAFII member representatives audience (200-plus attendees expected) in a webinar format via a virtual meeting platform.

We propose that either 12 Noon to 1:00 p.m. Eastern or 4:00 to 5:00 p.m. Eastern would work best for this webinar-exclusive approach, on any weekday in October 2020, **with the exception of the following dates which do not work for CAFII:** Thursday, October 8/20; Friday, October 9/20; Monday, October 12/20 (Thanksgiving Day holiday); Thursday, October 15/20; and Tuesday, October 20/20.

Option 3

Should neither Option 1 nor Option 2 be amenable and workable for you, CAFII would then propose to carry your presentation to our Association further forward, such that you would become the guest speaker at our *2021 CAFII Annual Members’ Luncheon*, which will take place on a TBA date in February or March 2021, hopefully as a physical, in-person event at a downtown Toronto venue.

Conclusion

At this time, we are hoping to reach a rescheduling agreement and understanding with you and your office with respect to our *2020 CAFII Annual Members' Luncheon*.

Should Option 1 find favour with you, then by the first week of September, at least one month prior to whichever October date we agree upon for rescheduling, we should be in a more certain position and able to confirm whether or not our planned informal, get-better-acquainted small group lunch with the CAFII Board approach will be able to proceed.

If it so happens that by the first week of September, non-essential air travel is still being discouraged and public health authorities are still not permitting meetings/public gatherings of 20 to 25 people, it would be possible to change our plans and switch to Option 2 at that time.

Please respond at your earliest convenience to CAFII's proposals outlined above.

Thank you and kind regards,

Brendan Wycks, BA, MBA, CAE

Co-Executive Director

Canadian Association of Financial Institutions in Insurance

Brendan.wycks@cafii.com

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Alternate T: 647.361.9465

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Dear Brendan Wycks:

You are cordially invited to attend CAFII's 2020 Annual Members' Luncheon on Thursday, March 26/20 at Snell Hall in the St. James Cathedral Centre Event Venue, 65 Church St. in Toronto.

We are delighted to present this year's speaker and her topic of compelling relevance to CAFII Members, Associates, and the bancassurance sector:

Setting the Bar Higher: How the Financial Consumer Protection Framework Sets a New Standard for Fairness and Transparency

Financial Consumer Agency of Canada (FCAC) Commissioner Judith Robertson will discuss the emerging regulatory environment taking shape as a result of the Government of Canada's adoption of a new Financial Consumer Protection Framework in the Bank Act. The framework is part of legislation that enhances the FCAC's mandate and sets a new, higher standard for fairness, transparency and product suitability that puts customers' interests at the heart of how banks do business.

Ms. Robertson will discuss how the Financial Consumer Protection Framework creates a more robust complaints-handling regime, among other new provisions that will impact the way banking products and services are offered and delivered. She will also look at best practices in managing sales practices risk in today's challenging marketplace.

Presented by:

Judith Robertson

Commissioner of the Financial Consumer Agency of Canada

Judith Robertson is the Commissioner of the Financial Consumer Agency of Canada, a federal government agency responsible for protecting consumers through oversight of federally regulated financial entities, the promotion of consumer financial literacy, and public awareness initiatives. She became FCAC Commissioner on August 19, 2019, for a five-year term.

Ms. Robertson is responsible for the FCAC's mandate and operations, leads its executive team, and adjudicates enforcement actions brought by the Agency. She serves on the board of



directors of the Canada Deposit Insurance Corporation and represents the Agency before national and international regulatory organizations.

Ms. Robertson is an experienced financial services executive, with expertise in technology-enabled businesses, securities markets, investment products, and risk management in both established and start-up businesses. She has had a diverse career, including 25 years of private sector experience, during which she held senior executive positions with leading financial services firms in Canada, the United States, and the United Kingdom.

Ms. Robertson also has substantial experience in regulatory oversight, policy development, and adjudication. She served as a Commissioner at the Ontario Securities Commission from 2011 to 2017; and, more recently, was a founding board member at the Financial Services Regulatory Authority of Ontario, from 2017 to 2019.

Ms. Robertson holds an MBA from the Ivey Business School at Western University, and an Honours BA in International Relations from the University of Toronto. She is a CFA charter holder, and a member of the Institute of Corporate Directors and a holder of its ICD.D designation. She also holds a SOAR/Osgoode Professional Development Certificate in Adjudication for Administrative Agencies, Boards & Tribunals.

When: Thursday, March 26, 2020

Time: 11:45 am - 2:15 pm

Where: Snell Hall (main floor)
St. James Cathedral Centre Event
Venue
65 Church Street
Toronto, ON M5C 2E9

Please RSVP by 5:00 p.m. on Monday, March 23, 2020 by email to Martha Feenstra at felicia@cafii.com or call at 416-494-9224, extension 3

Please include any dietary -restrictions if applicable.

RSVP

Sincerely,

Brendan Wycks, BA, MBA, CAE
Co-Executive Director
Canadian Association of Financial
Institutions in Insurance

Keith Martin
Co-Executive Director
Canadian Association of Financial
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