

Agenda Item 6(i)
October 15/20 EOC Meeting

Repurposed CAFII 2020 Annual Members' Luncheon As October 21/20 Webinar,
With FCAC Deputy Commissioner Frank Lofranco As Guest Speaker/Presenter



Making Insurance Simple and Accessible for Canadians
Rendre l'assurance simple et accessible pour les Canadiens

Dear Brendan,

Save the Date and Time!

We are pleased to invite you to attend our upcoming *CAFII 2020 Annual Members' Luncheon Webinar* on

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

Wednesday, October 21, 2020
from 12:00 to 1:00 pm EDT
via Microsoft Teams

Frank Lofranco, the Financial Consumer Agency of Canada (FCAC)'s recently appointed Deputy Commissioner, Supervision and Enforcement, will describe the emerging regulatory environment taking shape as a result of the adoption of a new Financial Consumer Protection Framework in Canada's 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.

Mr. Lofranco will outline how the 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. He will also look at best practices in managing sales practices risk in today's challenging marketplace.

A registration link for this Wednesday, October 21, 2020 CAFII webinar will be provided shortly via a follow-up invitation e-blast.

Should you wish to RSVP ahead of time, please email Martha Feenstra at events@cafii.com or call 416-494-9224, ext. 3.

We look forward to welcoming you to our upcoming CAFII 2020 Annual Members' Luncheon Webinar.

Sincerely,

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