



[Home](#) › 2024 FSRA Exchange



2024 FSRA Exchange

Annual FSRA Exchange Event

Cross Sector

March 4, 2024



All Day

Regulating in a Rapidly Changing Environment

Join us for the third annual FSRA Exchange event as our lineup of top industry and regulatory leaders discuss current issues and innovations. It's also a great opportunity to network with your peers and the FSRA team.

We are honoured to have some special speakers for this event, such as: The Honourable Peter Bethlenfalvy, Minister of Finance; Joanne De Laurentiis, FSRA's Board Chair; and Mark White, FSRA's CEO.

The morning sessions feature a candid fireside chat with FSRA's CEO, Mark White. Then a deep dive with experts on the transformational impact of climate change in financial services and regulation. This will be followed by an expert AI Panel who will review AI financial services case studies and explore the regulatory challenges with this evolving technology.

Tailored Afternoon Sessions: Customize your afternoon by choosing a session from the diverse sectors regulated by FSRA. Whether it's auto insurance, credit union, life insurance, non-auto insurance, pensions, mortgage brokering, Financial Planners and Financial Advisor title protection - immerse yourself in discussions relevant to your sector.

Don't miss your chance to be part of our annual thought leadership experience that will help inform the future of financial services regulation in Ontario.

FSRA Exchange provides you with unparalleled networking opportunities. Come connect, collaborate.

March 4, 2024

Start time:

- 8:00 a.m.** In-person continental breakfast
- 8:30 a.m.** Join the meeting virtually

In-Person	Virtual
Cost: \$325	Cost: \$160
Location: Sheraton Centre Toronto Hotel 123 Queen St W, Toronto, ON M5H 2M9	Location: If you register to attend virtually, we will send you a link closer to the date
Register today! (in person)	Register today! (virtual)

Registration deadline: February 19, 2024

Note: if you are a consumer and would like to attend, there is no charge. A definition of a consumer is anyone who is not employed by the financial services industry or providing services to any financial service company or organization. If you are a consumer, please email fsraexchange@fsrao.ca.

Cancellations and refunds

Cancellations must be received no later than February 19, 2024, and in writing to fsraexchange@fsrao.ca to receive a full refund. Cancellations received after February 19, 2024, will be charged the entire conference fee and are not eligible for a refund. At any time, you are welcome to send an alternate to the event in your place. Any attendee name changes should be communicated by February 19, 2024.

2024 FSRA Exchange is being delivered on a cost recovery basis.

All registrations must be received by 5:00 p.m. EST on February 19, 2024.

Sheraton Centre Downtown Toronto / Virtual

Time	
8:00 a.m.	In-person – continental breakfast outside room in lobby
8:45 a.m.	General session begins

Time

8:45 a.m. – 8:55 a.m.

WELCOME BY HOST, JUDY PFEIFER, CHIEF PUBLIC AFFAIRS OFFICER

8:55 a.m. – 9:05 a.m.

GREETINGS FROM FSRA'S BOARD CHAIR, JOANNE DE LAURENTIIS**INTRODUCTION TO THE MINISTER**

9:05 a.m. – 9:15 a.m.

GREETINGS FROM THE HONOURABLE PETER BETHLENFALVY, MINISTER OF FINANCE

9:15 a.m. – 9:20 a.m.

Introduction to Mark White

9:20 a.m. – 10:15 a.m.

MARK WHITE, CEO, FSRA**FIRESIDE CHAT WITH MARK WHITE, FSRA CEO**

10:15 a.m. – 10:30 a.m.

Break (15 min) Refreshments in lobby/ Virtual break

10:30 a.m. – 10:35 a.m.

Introduction to next session

10:35 a.m. – 11:10 a.m.

EXPERT PANELISTS EXPLORE HOW CLIMATE CHANGE IS IMPACTING FINANCIAL SERVICES, CONSUMERS AND THE ROLE OF THE REGULATOR

Climate change poses significant risks to the financial system and the economy. Our panel of experts will explore how climate risk is impacting financial services and consumers, what we need to do to mitigate the risks and the role of the regulator in this quickly evolving environment.

11:10 a.m. – 11:20 a.m.

Break (10 min)

11:20 a.m. – 11:25 a.m.

Introduction to next session

Time

11:25 a.m. – 11:55 a.m.

THE RISE OF AI, ITS APPLICATION FOR FINANCIAL SERVICES AND THE IMPLICATIONS FOR REGULATORS

Artificial Intelligence (AI) is emerging as one of the most significant technological developments since the internet; its broad use and ability to transform processes will have profound implications across every aspect of the economy, including financial services and the sectors FSRA regulates. This panel of leading experts will consider the application of AI in financial services and the risks of cyber liability implications, the impact of those uses and how AI will also transform regulatory decision-making.

11:55 a.m. – 12:05 p.m.

CLOSING REMARKS MARK WHITE, CEO, FSRA

12:05 p.m. – 1:00 p.m.

LUNCH IN LOBBY OR VIRTUAL BREAK

1:00 p.m. – 1:05 p.m.

Attendees make their way to the various Breakout Rooms for the afternoon sessions/ Virtual log-in open

1:05 p.m. – 1:15 p.m.

Introduction in each breakout

1:15 p.m. – 2:30 p.m.

BREAKOUT SESSIONS – CHOOSE WHICH SESSION YOU WOULD LIKE TO ATTEND.

Want to see more than one? FSRA will share the recordings with you after the event.

1:05 p.m. – 2:30 p.m.

Session #1

MORTGAGE BROKERING: WHAT DOES DRIVING A POSITIVE CONDUCT CULTURE LOOK LIKE? – SCALING THE APPROACH FOR BROKERAGES OF VARYING SIZES

Supporting a strong conduct culture within the mortgage broker industry is not only helpful for ensuring good outcomes for consumers and confidence in the sector, but it can also benefit a brokerage's bottom line. Given the present economic environment (rising interest rates, volatile housing market) strong conduct leadership from the top (Principal Brokers) will be even more important to ensure that mortgage brokers continue to be a trusted resource for consumers, who will now, more than ever, need their expertise and advice.

Time

Session #2

LIFE & HEALTH: KEEPING THE FOCUS ON CONSUMERS: WHAT DOES STRONG CONDUCT CULTURE & EFFECTIVE OVERSIGHT IN L&H INSURANCE LOOK LIKE?

Our panel of industry and FSRA representatives will discuss the key themes informing FSRA's supervisory approach in Life & Health insurance. Panel members will share how they are addressing and operationalizing around these themes in support of fair outcomes for consumers.

Session #3

P&C INSURANCE (NON-AUTO): ENSURING THE FAIR TREATMENT OF (NON-AUTO) P&C CONSUMERS FROM HOME INSURANCE CLAIMS HANDLING AND IMPROVING OUR POLICY AND SUPERVISORY APPROACH FOR INSURER OUTSOURCING.

Learn how FSRA is focusing on customer needs by engaging with stakeholders to address key consumer issues in P&C Insurance, including our work on home insurance claims handling and improving our policy and supervisory approach for insurer outsourcing. Hear directly from industry leaders about how this ongoing dialogue with insurers and MGAs is promoting strong market health and consumer confidence in the P&C Insurance industry.

Session #4

FINANCIAL PLANNER (FP)/FINANCIAL ADVISOR (FA): APPROVAL OF CREDENTIALING BODIES AND THEIR ROLE IN CONSUMER PROTECTION UNDER THE FINANCIAL PROFESSIONALS TITLE PROTECTION FRAMEWORK

Explore how this new title protection is unfolding and how it benefits consumers. Learn more about the credentialing bodies, supervision requirements and the changes that have been made and how they can benefit the financial services industry.

Session #5

CREDIT UNION: LONG TERM VISION AND TRANSFORMATION OF THE CREDIT UNION SYSTEM

Given the changing landscape in the financial services sector, this session will discuss strategies to foster the vision and long-term sustainability of the Ontario Credit Union sector and the important role Credit Union Senior Management and Boards will play in this transformation.

Time

Session #6

PENSIONS: RISK MANAGEMENT & PRINCIPLES-BASED REGULATION (PBR)

Learn about risk management and what it means to FSRA and to Ontario's Pensions sector. Hear success stories of PBR in practice, including insights from FSRA's pension plan examinations and supervisory approach for defined benefit single employer pension plans (DB SEPPs), benchmarking of multi-employer pension plans (MEPPs), and engagement with large public sector pension plans (LPSPs).

Session #7

AUTO: AUTO RATE & UNDERWRITING REGULATION REFORM: IMPROVING CONSUMER OUTCOMES THROUGH RISK-BASED SUPERVISION

Showcasing FSRA's new risk-based supervisory framework in auto insurance rating and underwriting and how FSRA will use its Operational Risk Management Framework to supervise the auto insurance sector more effectively, ultimately helping FSRA to better protect consumers.

2:30 p.m. – 3:30 p.m.

Reception[Add to Calendar](#)

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