

Latest Programme Inclusive of Speakers



**INFO 2014**

TRINIDAD & TOBAGO



# AGENDA

**SEPTEMBER 28TH 2014–OCTOBER 3RD, 2014**



**SUNDAY SEPTEMBER 28<sup>th</sup>, 2014**

**6:00 p.m. – 9:00 p.m. – WELCOME COCKTAIL RECEPTION**

**CENTRAL BANK OF TRINIDAD AND TOBAGO**



**MONDAY SEPTEMBER 29<sup>th</sup>, 2014**

**DAY 1-HYATT REGENCY TRINIDAD**

**7:00 a.m.-9:00 a.m. – REGISTRATION**

**9:00 a.m.-10:30 a.m. – OPENING CEREMONY AND WELCOME**

Includes welcome remarks (Suzanne Roach and Douglas Melville) and feature address (Governor Jwala Rambarran).

Official photo shoot will follow.

**10:30 a.m.-11:00 a.m. – Morning Coffee Break**



**MONDAY SEPTEMBER 29<sup>th</sup>, 2014**

**11:00 a.m.-12:30 p.m. – INTROSPECTION (preparing for an independent review or self-assessment)**

**Speakers/Presenters:**

- 1. Raj Venga – Accountability, Funding, Efficiency**
- 2. William Prasifka – Clarity of Scope and Fairness**
- 3. John Price – Transparency and Governance (John will also serve as Chair)**
- 4. Deborah Battell – Accessibility, Staffing and Effectiveness**



A panel discussion coupled with an individual introspection exercise. Financial Services Ombudsman (FSO) Schemes are at various stages in their development. Some are now germinating and others growing; while several are well-established. The assessment of a scheme (whether internally or externally undertaken via a third party) can be a very important development tool in the management of a FSO Scheme. A clear understanding as to areas that may need more attention or detail, as well as the areas that are working well and should be optimally maintained will be gleaned after the undertaking of this exercise.

**MONDAY SEPTEMBER 29<sup>th</sup>, 2014**

**INTROSPECTION SESSION Continued:**

A panel of speakers would present on various topics including:

Delegates will receive a self-assessment/self-evaluation sheet at the onset of the exercise. They would actively listen to these learnings and would self-assess their schemes based on a series of questions accompanied by rating scale answers.

Results are confidential to the Scheme.

**12:30 p.m.-2:00 p.m. – Lunch**

**MONDAY SEPTEMBER 29<sup>th</sup>, 2014**

**2:00 p.m.-2:30 p.m. – FUTURISTIC**

**Presenters:**

- 1. Muvhango Lukhaimane-Pension Sector**
- 2. Douglas Melville-Investment Sector**
- 3. Derwin M. Howell -Banking Sector, Trinidad and Tobago**
- 4. Ravi Tewari-Insurance Sector, Trinidad and Tobago**

Panel discussion followed by question and answer segment.

The customary confines of pensions, investments, banking and insurance are slowly eroding. For instance, in addition to insurance policies, insurance companies engage in the selling of investment and pension products.

In light of these global trends, four (4) panelists would discuss where they each see:

- the pension sector; the investment sector; the banking sector; and the insurance sector

in a five (5) year timeline.

**MONDAY SEPTEMBER 29<sup>th</sup>, 2014**

**2:30 p.m.-3:30. pm --LIGHT BULB EXERCISE examining the question, “IN THE YEAR 2016, WHAT EMPHASIS DO YOU EXPECT THE RELEVANT FSO SCHEME TO BE ADDRESSING, IN THE AREAS OF BANKING, INSURANCE, INVESTMENTS, PENSIONS AND MIXED SCHEMES?”**

**Facilitators:**

**Douglas Melville  
Yung Cheng Chuang  
John Price  
Suzanne Roach**

**Jennifer Preiss  
David Thomas  
Larry Hattix**

**Karen Stevens  
Francis Frizon  
Susanne Nielsen**

Bearing in mind feedback received from INFO 2012 and 2013, this highly interactive exercise was designed with each delegate in mind.

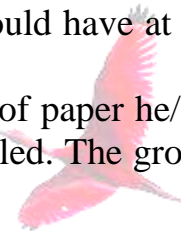
Delegates would be divided into ten (10) groups. Each group would be assigned one of the above facilitators.



**MONDAY SEPTEMBER 29<sup>th</sup>, 2014**

**LIGHT BULB EXERCISE Continued:**

- Each individual in the above ten (10) groups would receive a sheet of paper with six (6) light bulbs drawn on the sheet. Each person has to write down his/her response to the question on a light bulb. When he/she is finished, he/she passes the sheet to the person next to him/her. Persons are not allowed to repeat responses but can add to or define a point further. Therefore, at the end, each group would have at least fifty four (54) ideas per table.
- The facilitator requests members to identify unique ideas from the sheet of paper he/she is holding and writes them on the flipchart. This process is repeated until all the ideas are distilled. The group acts as quality control experts to ensure:
  1. That ideas are not in conflict;
  2. Ideas are not repeated; and
  3. Ideas can be collated to strengthen the point.
- The facilitator does not influence the thoughts of the group, but rather, acts as a guide to move the discussion forward. This can be achieved by the facilitator perhaps suggesting that points be merged, clarified, or, enhanced.
- The flip chart is utilised to articulate the group's vision.
- If time permits, the barriers as well as critical success factors regarding each issue can be explored by the respective groups.





## MONDAY SEPTEMBER 29<sup>th</sup>, 2014

**3:30 p.m.-4:00 p.m. – Afternoon Coffee Break**

**4:00 p.m.-4:55 p.m. – PRESENTATION OF FINDINGS from the Light Bulb Exercise**

**Moderator: Larry Hattix**

- Groups will present their findings during this period. Topics are presented in turn. For example, the two (2) groups which discussed investments will present one after the other.
- Each group has twenty (20) minutes to present. The second group presenting on the same topic is asked to add only original findings, or define, expand or add to any point already raised by the first group. No contribution can be repeated. The second group has ten (10) minutes to make its contribution.

**4:55 p.m.-5:00 p.m. – Wrap up**

- The day's proceedings are quickly recapped; house announcements regarding the evening's activity are made.

**7:00 p.m.-9:30 p.m. – “Lime” (A Social Activity) – “A Nite by the Sea”**



**TUESDAY SEPTEMBER 30<sup>th</sup>, 2014**

**DAY 2-HYATT REGENCY TRINIDAD**

**8:00 a.m.-9:00 a.m. – ANNUAL GENERAL MEETING**

Closed Door Session. This session is open to INFO Network Members only.

**9:00 a.m.-10:30 a.m. – PRESENTATION OF FINDINGS from the Light Bulb Exercise**

The remainder of presentations from the previous day is completed at this time.

**10:30 a.m.-11:00 a.m. – Morning Coffee Break**

**TUESDAY SEPTEMBER 30<sup>th</sup>, 2014**

**11:00 a.m.-11:45 a.m. – “HOW DO WE ENCOURAGE MORE COUNTRIES IN THE CARIBBEAN, COMMONWEALTH SECRETARIAT AND EURASIA TO DEVELOP FSO SCHEMES?”**

**Presenters:**

Professor Victor Ayeni- Small Island States (Commonwealth); David Thomas- Eurasia and Suzanne Roach- the Caribbean Region (Suzanne will also serving as Moderator)

A panel discussion followed by a question and answer segment.

There is no doubt that the encouragement of the development of new FSO Schemes is one of INFO Network's focus. Each panelist would highlight the pros and cons of introducing a FSO Scheme to a country's jurisprudence.

**TUESDAY SEPTEMBER 30<sup>th</sup>, 2014**

**11:45 a.m.-12:30 p.m. – FAIRNESS**

**Presenters:**

Panel Discussion followed by a question and answer segment.

Fairness is another area that delegates from previous INFO Conferences has sought additional information on. In an effort to provide FSO Schemes with additional information on this topic, the various facets of fairness would be presented including:

- fairness defined-what is fairness (**Francis Frizon, who has been appointed Moderator**) ;
- universal fairness versus cultural dependent fairness (**Lynette Stephenson S.C., Trinidad and Tobago**); and
- fairness in theory versus fairness in practice (**Hranush Aghayan**).

Examples of complaints, cases, legislation or the common law would be utilised to bolster each panelist's presentation.

**12:30 p.m.-2:00 p.m. – Lunch**

## TUESDAY SEPTEMBER 30<sup>th</sup>, 2014

**2:00 p.m.-3:30 p.m. – Debate, “SHOULD NEW SCHEMES BE VOLUNTARY OR MANDATORY?”**

The debate would be followed by a question and answer segment.

This debate is a natural follow up to the morning session which examined the development of FSO Schemes.

- There will be two (2) teams (Team Regulator and Team Industry);
- Team Regulator (**Jeremy Lee, Sookdeo Beepath -Trinidad and Tobago**) will be pro voluntary scheme;
- Team Industry (**Sujatha Naik and Nicky Lala**) will be pro mandatory scheme; and
- **Clive Pillay** has been appointed moderator; he would be responsible for the flow of the debate.

**3:30 p.m.-4:00 p.m. – Afternoon Coffee Break**

**TUESDAY SEPTEMBER 30<sup>th</sup>, 2014**

**4:00 p.m.-4:55 p.m. – PEOPLE MANAGEMENT AND DEVELOPMENT**

**The following Presenters will address managing a diverse team with:**

1. Varying personalities-**Karen Stevens (who has been appointed Chair)**
2. A focus on various levels of expertise- **Douglas Melville**
3. A varying knowledge base- **Susanne Nielsen**
4. Varying levels of expertise, for example a good bargainer, a strong mediator or an introverted assessor- **Irene Luukkonen**

Additionally, various channels available for training and assessment, including physical (institutions), practical, web-based (webinars) and in-house resources will be examined-**Karen Stevens**

This will be a panel discussion followed by a question and answer segment

Bearing in mind that there are no designated institutions dedicated to the development and education of FSOs and their staff, a presentation would be made on the nature of various training courses offered worldwide, for FSOs and their technical staff members.

**TUESDAY SEPTEMBER 30<sup>th</sup>, 2014**

**4:55 p.m.-5:00 p.m. – Wrap up**

- The day's proceedings are quickly recapped.
- House announcements regarding evening activity are made.
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**7:00 p.m.-9:30 p.m. – “Lime” (A Social Activity)**



**WEDNESDAY OCTOBER 1<sup>st</sup>, 2014**

**DAY 3**

**HYATT REGENCY TRINIDAD**

**9:00 a.m.-10:30 a.m. – FUNDING (Chaired by Yung Cheng Chuang)**

Break-out session followed by a question and answer segment.

Delegates would be sub-divided into five (5) teams. Each team would be led by a Group Leader. Forty five (45) minutes would be spent on preparation of the topic. The groups would discuss various funding models for and report on:

- banking, investment and mixed schemes which are voluntary in nature (led by **Marco Franchetti**);
- insurance and pensions which are voluntary in nature (led by **Douglas Melville**);
- insurance and mixed schemes which are mandatory in nature (led by **Jennifer Preiss**);
- investments and pensions which are mandatory in nature (led by **Larry Hattix**); and
- banking which are mandatory in nature (led by **Caroline Wayman**).

**10:30 a.m.-11:00 a.m. – Morning Coffee Break**



## WEDNESDAY OCTOBER 1<sup>st</sup>, 2014

### 11:00 a.m.-12:30 p.m. – CASE STUDY

- An identical fact pattern would be given to six (6) groups comprising fifteen (15) members each.
- The fact pattern of the case study would encourage delegates to examine the various issues discussed in the preceding sessions of the Conference.
- One delegate would be chosen to record the ideas of the group.

### 12:30 p.m.-2:00 p.m. – Lunch

### 2:00 p.m.-4:30 p.m. – PRESENTATION OF THE Case Study

Presentation of case study followed by a question and answer segment (**Douglas Melville and Caleb Ma** appointed Chair of these sessions).

- Each group would select a presenter to share their strategy and findings.
- The flip chart can be utilised.
- Presentations would be twenty (20) minutes in duration.



## WEDNESDAY OCTOBER 1<sup>st</sup>, 2014

***Note:** From 3.30 p.m. to 4.30 p.m., there would be a working break where delegates would be able to refresh themselves if necessary*

### **4:30 p.m.-5:00 p.m.:**

- **Feedback Form** completed and collected.
- Presentation by **2015 Host** member.
- The day's proceedings are quickly **recapped**.
- **Vote of thanks** is given.
- **House announcements** regarding evening activity are made.

### **7:00 p.m.-10:00 p.m. –INFO Network Gala Dinner**



**THURSDAY OCTOBER 2<sup>nd</sup>, 2014**

**9 a.m.-7 p.m. – Day in Tobago**



**FRIDAY OCTOBER 3<sup>rd</sup>, 2014**

**Participants depart Trinidad/or opt to extend stay either in Trinidad or Tobago**



