2022 IFIC OPERATIONS DAY

THE INVESTMENT FUNDS INSTITUTE OF CANADA | L'INSTITUT DES FONDS D'INVESTISSEMENT DU CANADA

8:00 a.m. – 9:00 a.m	**Registration & Breakfast**
9:00 a.m. – 9:15 a.m. **CONFERENCE WELCOME**	**Emcee** Melissa Leong, Bestselling Author and Personal Finance Expert Paul Bourque, IFIC President & CEO
9:15 a.m. – 10:10 a.m. **LEADERS PANEL** After two solid years of upheaval and change, the world is beginning to emerge from pandemic restrictions. Our panel of leaders will discuss what the "new normal" will look like for the Canadian investment funds industry as we shift into the post-pandemic world. They will discuss the risks and operational issues the industry faces – what keeps them up at night? The session will also focus on the top priorities and opportunities for the year ahead and the key macro trends that will affect their businesses for years to come.	**Moderator:** John Adams, CEO of Primerica Life Insurance Company of Canada **Panelists:** Christopher Boyle, Senior Vice President, Head of Global Institutional, Dealer Engagement and Partnerships, Mackenzie Investments Oricia Smith, President of Sun Life Global Investments and Senior Vice President of Investment Solutions for Sun Life Canada Karin Yorfido, General Manager, Global Technology & Operations, Broadridge Canada *Sponsored by:* CIBC MELLON
10:10 a.m. – 10:30 a.m.	**Morning Networking Break** *Sponsored by:* INTERNATIONAL FINANCIAL DATA SERVICES

10:30 a.m. – 11:30 a.m. **OPERATIONS ISSUES UPDATE** With an unprecedented number of regulatory initiatives underway, Canadian businesses have already begun to, or will soon face, a new set of operational challenges. Our panel of experts will share updates on how they intend to meet those challenges, as well as the impact of operational issues on the industry. This session will cover current regulatory initiatives, including the ban on deferred sales charges, the order-execution-only trailing commission ban, total cost reporting, and unclaimed property.	**Moderator:** Dave Howarth, Senior Vice-President, Operations at Primerica Financial Services and Chair, IFIC Operations Working Group **Panelists:** Paul Boddaert, Director, Industry & Dealer Relations, Mackenzie Investments Eric Lapierre, Assistant Vice-President and Senior Counsel, Mutual Funds and Regulatory Initiatives, Manulife Investment Management Dara Moore, AVP, Regulatory & Operations Compliance, AGF Investments Inc. Sarvjeet Pamenter, Director, Transfer Agent, Capital Markets, FIS Financial Solutions Ravi Ramaswamy, Vice President, Global Shareholder Services Franklin Templeton Investments and Chair, IFIC Full Cost Disclosure Sub-Group *Sponsored by:*
11:30 a.m. – 12:10 p.m. **MOVE TO T+1** With the recent U.S. announcement about the move to a one-day settlement cycle (T+1) in 2024, Canadian capital markets will follow suit to remain consistent with the U.S. and ensure a smooth North American transition. Our panel of industry experts will provide an overview of U.S. developments, as well as Canadian Capital Markets Association committee work that is underway to plan for operational and process changes as Canada works towards reducing the time between trade date and settlement date.	**Panelists:** Shalomi Abraham, Senior Vice President, Head of Legal – Canada, Assistant General Counsel - Americas, Invesco Keith Evans, Executive Director, CCMA Russ White, Chair, CCMA T+1 Mutual Funds Working Group *Sponsored by:*
12:10 p.m. -1:30 p.m.	**Networking Lunch**
1:30 p.m. – 1:50 p.m. **FUNDSERV UPDATE** Join us for updates from Fundserv on their new developments, priorities and key initiatives.	**Speakers:** Russ White, Director, Product Management (Funds), Fundserv Inc. Aidan Coulter, Industry Engagement Lead, Fundserv Inc.

1:50 p.m. – 2:50 p.m.

TAXATION ISSUES UPDATE

This session will feature perspectives on current taxation issues and how upcoming changes could impact the investment funds landscape moving forward. Industry experts will discuss operational tax topics, including issues related to the recently announced Tax-Free First Home Savings Account, an update from the CRA related to FATCA and CRS, and the potential impact of the OECD amendment to the CRS.

Moderator:
Josée Baillargeon, Senior Policy Advisor, IFIC

Panelists:
Lata Agarwal, Senior Technical Specialist, CRS & FATCA Financial Institution Compliance Section, High Net Worth Compliance Directorate, Canada Revenue Agency

Benjamin Latta, Manager of the CRS & FATCA Financial Institution Compliance Section, Canada Revenue Agency

France Marengère, Senior Technical Specialist, CRS & FATCA Financial Institution Compliance Section, High Net Worth Compliance Directorate, Canada Revenue Agency

Jillian Nicolson, Partner, Financial Services Organization Tax Practice, Ernst and Young
Robert Offen, Manager, Specialized Services, AGF Investments Inc.

Sponsored by:

2:50 p.m. – 3:10 p.m.

Afternoon Networking Break

Sponsored by:

3:10 p.m. – 4:05 p.m.

REGTECH AND THE FUTURE OF REGULATORY COMPLIANCE & OPERATIONS

As technology rapidly transforms the way we do business, there is a growing need to understand how it can create operational and compliance efficiencies in the investment funds industry. With recent Client Focused Reforms regulatory requirements, our panel of experts will share their thoughts on the implementation journey. What risks and challenges do dealers and advisors face by taking a manual approach to KYP? Panelists will discuss the steps required to tackle KYC and KYP requirements using regulatory technology, and how technology can continue to be used to meet future regulatory demands.

Moderator:
Parham Nasseri, Vice President, Regulatory Strategy & Partnerships, InvestorCOM Inc.

Panelists:
Roma Lotay, Partner, Borden Ladner Gervais LLP (BLG)

Christina Soares, Chief Compliance Officers & Head of Business Integrity, Aligned Capital Partners Inc.

Justitia Pak, Management Consultant, Deloitte

Sponsored by:

4:05 p.m. – 4:25 p.m. **LIGHTHOUSE IN A STORM: HOW FINANCIAL ADVICE IMPACTS OUR EVERYDAY LIVES** How beneficial would it be to have a "financial champion" to light your journey and guide you around rough terrain? In this personal and heart-warming speech, Melissa shares her journey with financial advice and its power to change lives and communities for generations.	Melissa Leong, Bestselling Author and Personal Finance Expert
4:25 p.m. – 4:30 p.m.	**Closing remarks** Paul Bourque, President & CEO, IFIC
4:30 p.m.	**Cocktail Reception**