



THE INVESTMENT  
FUNDS INSTITUTE  
OF CANADA

L'INSTITUT DES FONDS  
D'INVESTISSEMENT  
DU CANADA

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# IFIC OPERATIONS DAY

## Sarvjeet Pamenter

Director, Transfer Agent, Capital Markets  
FIS Financial Solutions



Sarv Pamenter has been a part of the mutual fund industry for over 25 years, initially joining the Operations team at Franklin Templeton, until 2003. Her focus included leading and supporting the development of operational expertise of high-net-worth, institutional, and unique/alternative product offerings. From 2003-2007 she led the Dealer Relationship team to provide dealer operation solutions and cultivate long standing industry partnerships. Until January 2022, Sarv has been engaged in driving customer experience and service excellence at Franklin Templeton. She is an integral part of global and strategic initiatives including movement to global system platforms and responsible for continuous improvement across the transfer agency. In recent years, she has participated in the IFIC E-Signatures initiative, led the IFIC Householding Subgroup and IFIC LTA Task Force, supported several regulatory consultation responses, as well as sharing industry views on different operational matters as vice-chair of the IFIC Operations Working Group. In 2022, Sarv joined FIS Financial Solutions, Canada (part of FIS, a leading technology provider connecting merchants, banks, and capital markets, globally). At FIS, her team provides wholistic TA Services in partnership with Franklin, and she continues to support the industry's response to key operational matters as they arise.