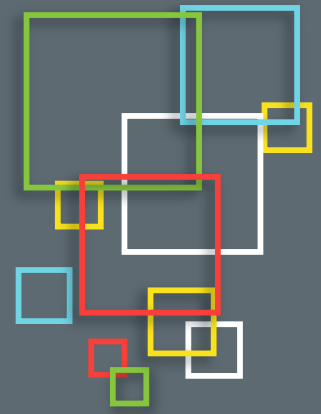


IFICTHE INVESTMENT
FUNDS INSTITUTE
OF CANADAL'INSTITUT DES FONDS
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DU CANADA

2023 OPERATIONS DAY

Tuesday, May 30 | Toronto Region Board of Trade



Sarv Pamenter

Director, Client Relations – North American Business Services
Transfer Agency - Business Process Services | Capital Markets
FIS Financial Solutions, Canada Inc.

Sarv Pamenter has been a part of the mutual fund industry for over 25 years, initially joining the Operations team at Franklin Templeton. Her focuses included leading and supporting the development of operational expertise of high-net-worth and institutional business, complex segregate fund, and alternative product offerings. Starting in 2003, she led the Dealer Relationship team and continued to provide dealer operation solutions and cultivate long standing industry partnerships. By January 2021, Sarv has engaged in driving customer experience and service excellence at Franklin Templeton for many years. 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 Forces as well as the industry's Covid 19 response resulting in an increased move to paperless business processes. She has supported several regulatory initiatives and 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 clients, and she continues to support the industry's response to key operational matters as they arise.

