

4TH ESSENTIAL ONE-DAY UPDATE IN REGULATORY COMPLIANCE AND LEGAL RISK MANAGEMENT FOR FINANCIAL INSTITUTIONS

“Very good overall [including] the Fair Treatment of Clients as an over-arching theme – just because we can do something, doesn’t mean we should. Also the Behavioural Impact discussion – we can use the predictable nature of people to encourage compliance [and] influence the timing of communications.”

– Deborah Stiles, Senior Risk Management Analyst, Sun Life

Are you current on key regulatory changes, evolving expectations and your new obligations?

To meet escalating demands, it is imperative that compliance and risk professionals lead adaptive enterprise-wide solutions. Get critical guidance from major regulators, industry associations and leaders and recalibrate your organization’s coordination strategies to adapt to shifting priorities. In one day, you will get:

- Essential regulatory updates and clear sightlines into priorities pipelines and evolving supervision frameworks
- Expert insights and tips for managing key regulatory changes and expectations, with tips for navigating AML and cybersecurity
- Strategies for prioritizing and managing core legal and operational risks, including privacy, data protection/portability, fraud, technology and AI
- Techniques for addressing misconduct drivers and fortifying your organization’s culture to comply with rising integrity obligations

The ‘**must-attend**’ event for the **financial services sector** provides **unparalleled access** to learn from your peers and from major regulators, industry associations and thought leaders, including: **FCAC, CBA, CIRO, CCIR, AMF, OSC/CSA and FSRA.**

PROGRAM CHAIRS

Kate McGrann
Partner, Crawley MacKewn Brush LLP

Joann Sochor
AVP, Corporate Compliance, Sun Life

ADVISORY BOARD

Jasmin Jabri
Compliance Executive

Matthew Scott
Managing Partner, Crawley MacKewn
Brush LLP

REGISTRATION OPTIONS

October 22, 2024:
In-Person or Online (Live)
9:00 a.m. – 5:00 p.m. ET

OR

December 2, 2024:
Online (Replay)
9:00 a.m. – 5:00 p.m. ET

Can’t make the date?
*Registration includes 120-day unlimited,
online access to the recorded program.*

Register today at:
[osgoodepd.ca/
regulatoryupdate](https://osgoodepd.ca/regulatoryupdate)



4TH ESSENTIAL ONE-DAY UPDATE IN Regulatory Compliance and Legal Risk Management for Financial Institutions

Waves of change continue to disrupt Canada's financial services sector, transforming the risk landscape. In the wake of rapid legal and technological change, soaring rates of digital fraud, and the unprecedented potential of artificial intelligence, regulators are prioritizing focus on the use of sound judgment, ethics and integrity.

This intensive one-day event will equip you with the crucial updates and tactical insights you need to drive your organization's coordination strategies to the next level.

PLUS! Don't miss the opportunity to take part in an exclusive networking list to be distributed during the live program on October 22, 2024 (you must opt-in). Refer to your registration confirmation email for details.

Get Important Strategic Insights and Tactics, Including

- Regulators' pipeline of priorities, expectations and coordination efforts – what you need to do to stay current
- Ethical use of technology, AI and digital innovations – how to satisfy business and regulatory obligations?
- Strategies for navigating crucial compliance risks, opportunities and innovations – new digital channels, cybersecurity, fraud prevention, consumer consent, portability rights, interoperability obligations, and the strengthening of regulators' powers
- Tactics for identifying and navigating regulatory transitions and gaps, and implementing enterprise-wide strategic solutions to meet shifting expectations
- Broader and more strategic risk and oversight program involving ethics, decision-making and conduct – what will be enough?
- Strategies for analyzing proportionality and risk exposure against evolving business/operational needs and challenges, regardless of organization size
- Best practices for managing risk involving data, privacy, cybersecurity, fraud prevention and related risks, while staying on-side with your obligations and optimizing opportunities

Who Should Attend

- Compliance professionals, officers and consultants
- Privacy professionals and officers
- Risk and operations professionals
- Banking and credit union professionals
- Investment portfolio managers, fund managers and dealers
- Insurance and risk professionals
- Internal auditors and accountants
- Governance, ombuds, anti-money laundering and fraud professionals and officers
- Lawyers and in-house counsel working with financial institutions
- Relationship managers and officers
- Anyone interested in a compliance or operational risk leadership or advisory role

Agenda

9:00 a.m.

Chairs' Welcome and Opening Remarks

9:10 a.m.

Waves of Change: The Regulators' Speak

Major regulators, industry associations and thought leaders will outline how the regulatory frameworks and related supervisions are shifting, and tips to prepare for upcoming changes. Each interactive, industry-focused session will focus on priorities pipelines, expectations, and coordination strategies.

- Key learnings, risks and innovations – new priorities and oversight mandates
- Importance of a culture of integrity
- Misconduct risk in risk-based supervision – 'trust but verify' governance approach
- 'Principles and rules' for framework enhancement
- Key elements of whistleblowing and the protection of whistleblowers
- Need for proportionality to accommodate smaller regulated entities
- Coordination between regulators to avoid regulatory arbitrage
- Firm's responsibility to oversee their intermediaries and outsourcers
- Enforcement via sanctions, 'name & shame' and supervisory ratings
- 'Fair treatment of customers' as driver of a desired outcome – protecting sensitive information, demonstrating greater transparency/explainability and open banking
- Use of international standards to achieve consistency between jurisdictions
- Implications of technology on business conduct responsibility
- Looking ahead: how to prepare for and adapt to regulatory change, with a focus on key compliance and operational risk impacts

You will hear from the following major regulatory bodies and industry associations FCAC, CCIR, CIRO, CBA, AMF, OSC/CSA and FSRA. Speakers include:

BANKING

Jaspal Matharu

Acting Director, Supervision, Financial Consumer Agency of Canada

INSURANCE

Erica Hiemstra

Head, Insurance Conduct, Market Conduct, Financial Services Regulatory Authority

Nathalie Sirois

Senior Director, Insurance Prudential Supervision, Autorité des marchés financiers, and Vice-Chair, Canadian Council for Insurance Regulators

SECURITIES/INVESTMENTS

Raymond Chan

Senior Vice President, Investment Management, Ontario Securities Commission

Alexandra Williams

Senior Vice-President, Member Regulation and Corporate Strategy, Canadian Investment Regulatory Organization

**Note: a 15 minute Break will be taken during this session.*

12:20 p.m.

Lunch Break and Networking

1:20 p.m.

Technology Update: New Models, AI/Innovations and Open Banking

Michael Abate

Partner, Risk Advisory, Deloitte LLP

Dan Adamson

Interim CEO and Co-Founder, AutoAlign AI, Co-Founder and Head of Innovation, Armilla AI

New models, technologies, intermediaries and constant innovations like AI and open banking present more options and challenges for financial institutions and customers. Explore and get practical tips and solutions with discussion and questions including:

- New intermediaries, new opportunities and new obligations – driving corporate values and satisfying regulators' greater focus on ethical standards and integrity culture
- Open banking – key developments, trends and challenges
- Data analytics – how can financial institutions mine information about customers? Pilot new offerings for data to test customer satisfaction and regulators' approval?
- Understanding and managing the transition and drivers of misconduct risk
- How can regulators effectively use sandboxes to foster innovation?
- Where are things going? What impact will technology and innovations have for financial services compliance?

2:15 p.m.

Data, Privacy and Data Portability Update

Chantal Bernier

Of Counsel, Dentons LLP, and former privacy regulator

Lorraine Krugel

Vice President, Privacy and Data, Canadian Bankers Association

New data and privacy law and rules are evolving while technological and contextual developments continue to test their limits. With the soaring rates of digital fraud, the unprecedented potential of artificial intelligence and the digitalization of the economy, financial institutions must adapt to continuous shifts in risks, innovations and opportunities. This session will equip you with the latest to remain on-side in the face of ongoing change, including:

- Key privacy updates and changes and emerging trends impacting compliance professionals in financial services
- Strategies for navigating crucial compliance risks, opportunities and innovations – with a focus on new digital channels, cybersecurity, fraud prevention, consumer consent, portability rights and interoperability obligations and the strengthening of regulators' powers and their ability to collaborate
- Session will include useful resources to help you comply with your new obligations

3:15 p.m.

Break

3:30 p.m.

AML/ABAC/ATF Update

Nancy Mehrad

Founder, CEO & Securities Lawyer, Registrant Law

Amber D. Scott

CEO, Co-Founder & Chief AML Ninja, Outlier Solutions Inc.

With continuous regulatory focus on an organization's efforts to protect against money laundering, fraud and financial crimes, compliance remains at the forefront as a key business partner and gatekeeper to proactively manage risk and to provide strategic oversight. Explore the latest developments, trends and expectations for an adaptive compliance and risk program and strategy.

- Crucial developments and updates, new initiatives and rules to keep top of mind, and how to respond effectively
- Special focus on technology risk and cyber breaches:
 - What are the latest reporting obligations and regulators' expectations (OSFI advisory note)?

- How is compliance getting involved with information security reviews on new projects?

- What are the risks of getting it wrong? Lessons learned from recent high-profile cases

- How is compliance helping to identify, mitigate and control risks effectively?

- Regulatory change management – tactics for keeping track of evolving laws, guidelines and best practices
- What's next? Given recent FINTRAC guidance – examinations, penalties – what does the new regime guidance really mean?

4:20 p.m.

Behavioural Science/Ethics Update

Meera Paleja PhD

Program Head, Investor Research and Behavioural Insights, Ontario Securities Commission

Michael Tracey

Director, Behavioural Science, Scotiabank

Regulatory compliance management has evolved into a broader and more strategic risk and oversight program involving ethics, decision-making and conduct. At its core, compliance seeks to influence behaviour toward greater effectiveness, drawing on lessons and insights from behavioural economics, and to drive the best company behaviour while also better serving customers. This thought-provoking session will discuss the following questions:

- What are some of the learnings from behavioural ethics/economics?
- What situational factors cause people to cheat?
- What cognitive buffers delay awareness of what is ethically problematic?
- How can decision theory help explain unethical behaviour?
- How can compliance address rationalizations applied to unethical behaviour? Which behavioural science insights can compliance use to be more effective?
- How are regulators using behavioural insights in their expectations?

5:00 p.m.

Event Concludes

Register today at:

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Nathalie Sirois
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Head, Insurance Conduct,
Market Conduct, Financial Services
Regulatory Authority

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Organization

Jaspal Matharu
Acting Director, Supervision Division,
Financial Consumer Agency of Canada

“Very good breadth of content with opportunities for deeper discussion, [including] personal insights from the regulators on their own teams’ adjustments to working at home, and privacy insights in the wake of COVID and the Digital Charter. Given this session was a fully virtual experience, the facilitators and speakers did a good job of making the day engaging.”

– David Parkatti, VP & Chief Compliance Risk Officer, CWB Financial Group

Registration Details

Fee per Delegate: \$925 + TAX

Newly Licensed*: \$462.50 + TAX

**This fee applies to newly licensed regulated professionals within the past 2 years*

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