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**THE INVESTMENT
FUNDS INSTITUTE
OF CANADA**

**L'INSTITUT DES FONDS
D'INVESTISSEMENT
DU CANADA**

DEALER OPERATIONS PANEL

OPERATIONS DAY NOVEMBER 16 ,2017

SPEAKERS

- William Bryce, Scotiabank
- Casey Greenwood, Broadridge
- Mark Salvarinas, WFG Securities Inc.

AGENDA

- Enhancing industry communication and collaboration
 - Client information
 - Advisor information
 - Product Development
 - Vendor participation
- New client expectations
 - Robo advisors
 - Millennials
 - Wealth transfer
 - Enhanced service offerings

AGENDA (cont.)

- **Data quality**
 - Regulatory scrutiny (eg. CRM2)
 - Client and dealer impact
- **Increasing operational efficiency**
 - Fundserv Working Groups
 - AI, machine learning
 - Mutualization
- **Future trends**
 - Consolidation
 - Demographics
 - ETF/ PTFs

FAXES

The 80's called:
They want their
fax machine back.



Questions?