



Standards for AML/CTF Compliance Management in Canada: Assessing Your Regime's Score Card



11th Annual

Money Laundering in Canada 2013

September 29 - October 1, 2013

Sutton Place Hotel

Vancouver, British Columbia, Canada



Who Should Attend?

- Banks
- Credit Unions
- Caisses Populaires
- Securities & Investment Dealers
- Mutual Fund Companies
- Precious Metal/Gem Dealers
- Credit Card Suppliers
- Life Insurers
- Foreign Exchange Dealers
- Money Service Businesses
- Law Enforcement
- Regulatory Officials
- Real Estate Developers
- ATM & SVC Providers
- Lawyers
- Accountants
- Real Estate Professionals
- Financial Planners
- Casinos & Gaming
- Trusts & Loans



Since its inception, Canada's Anti-Money Laundering/Counter Terrorist Financing Compliance Regime requirements for all reporting sectors can be described as a continual 'work in progress' --- dynamic in nature and evolving with legislative changes, regulatory guideline requirements, and demonstrated best practices.

The focus of Money Laundering in Canada 2013 is firmly fixed on the five pillars of an AML/CTF Compliance Regime and includes content in the areas of: common standards; best practices; regulatory expectations; controlling for compliance deficiencies; and other related topics addressed by various Canadian reporting sectors.

Conference delegates will be able to measure and compare their own compliance program against the information outlined by the workshop presenters. Continuing our traditional structure of four plenary sessions and five groupings of three workshops, this year's agenda will examine each of the five legislated Compliance Regime pillars: **the Compliance Officer; Policy and Procedure Requirements; Training programs; Risk Management Programs; and the Compliance Review.**



One of the most beautiful boutique hotels, situated in the heart of downtown Vancouver. Enjoy the cosmopolitan ambience of the city set against a majestic backdrop of mountains and ocean.

Agenda at a Glance

	Sunday, September 29
6:00 - 8:15 PM	Registration
7:00 - 8:30 PM	Reception

Monday, September 30		
7:45 - 9:00 AM	Registration, Breakfast & Networking	
9:00 - 9:15 AM	Welcome & Opening Remarks	
9:15 - 10:15 AM	Plenary Session A	PA
10:15 - 10:45 AM	Coffee & Networking Break	
10:45 - 11:45 AM	Appointing a Compliance Officer: Matching the Role with Qualifications & Experience Designing a Risk Assessment Program: The Details Drilling Down for Customer EDD	WS1 WS2 WS3
12:00 - 1:15 PM	Luncheon	
1:15 - 2:15 PM	Continuing Challenges in AML/CTF Training: From Style to Content Using Corporate Data Analytics to Assist with Risk Management Managing a Compliance Review Internally	WS4 WS5 WS6
2:30 - 3:30 PM	AML/CTF Policy Manual Development: Getting It Right Managing Customer Risk: Policies, Practices & Outcomes Building Relationships Across the Organization by Compliance	WS7 WS8 WS9
3:30 - 4:00 PM	Coffee & Networking Break	
4:00 - 5:00 PM	Plenary Session B	PB
5:00 - 5:45 PM	Special Interest Sessions	
5:30 - 7:00 PM	Reception	

Tuesday, October 1		
7:45 - 9:00 AM	Registration, Breakfast & Networking	
8:00 - 8:45 AM	Special Interest Sessions	
9:00 - 9:15 AM	Announcements	
9:15 - 10:15 AM	Plenary Session C	PC
10:15 - 10:45 AM	Coffee & Networking Break	
10:45 - 11:45 AM	Online Criminal Attacks against Banking Accounts: A Risk Management Issue Challenges to Customer Identification Drilling Down for Customer EDD * repeat of Workshop 3	WS10 WS11 WS12
12:00 - 1:15 PM	Luncheon	
1:15 - 2:15 PM	AML/CTF Policy Manual Development: Getting It Right * repeat of Workshop 7 The Move to Role-Specific Training Designing a Risk Assessment Program: The Details * repeat of Workshop 2	WS13 WS14 WS15
2:30 - 3:30 PM	Plenary Session D	PD
3:30 - 3:45 PM	Conference Wrap-Up	

September 30, 2013



PLENARY A

Opening Address

9:15 - 10:15 AM

Gérald Cossette
FINTRAC
Ottawa, ON

Gérald Cossette, Director of FINTRAC, will provide the opening address of Money Laundering in Canada 2013.

WORKSHOP 1

Appointing a Compliance Officer: Matching Role with Qualifications & Experience

10:45 - 11:45 AM

Christine Ring
Office of the Superintendent of Financial Institutions
Toronto, ON

The role of AML Compliance Officer has evolved continuously since the original legislation came into force in 2000. At that time, some reporting entities assigned this role to those employees who had extra time available to work on the requirements; others assigned the responsibilities to existing compliance teams who were already responsible for other legislative compliance regulations; and many small businesses simply had the owner take on the role because someone had to be Compliance Officer. Over the past 13 years, the position has grown in its complexity and the degree of regulated oversight. Experience has demonstrated that regulatory authorities have developed perceived role standards and expectations when it comes to the job responsibilities, qualifications, and experience of AML compliance officers. OSFI has been one such authority and is including such role/qualification reviews as part of its AML assessments. This workshop will examine some of the observations and recommendations made by OSFI that are defining the roles, responsibilities, and qualifications that suit the position.

WORKSHOP 2

Designing a Risk Assessment Program: The Details

10:45 - 11:45 AM

Claus Kretschmann
MCAP
Toronto, ON

The Risk Assessment element of the AML Compliance Regime involves an assessment and documentation of risks related to money laundering and terrorist financing in a manner that is appropriate to the reporting entity. It is a process that enables the compliance officer to identify potential high risks of money laundering and terrorist financing and develop strategies to mitigate them. The design of the program can be broken down into steps with various outcomes, culminating in a final product that is representative of the products, services, methods of delivery, and geographic location(s) of your business and the customers being served.

September 30, 2013



WORKSHOP 3

Drilling Down for Customer EDD

10:45 - 11:45 AM

**Kevin Lo
Froese Forensic Partners
Toronto, ON**

Building on his successful workshop in 2012, Kevin Lo returns to provide delegates with a critical analysis of how online resources can assist compliance officers to improve their KYC and EDD discovery practices. Referencing his experience in this domain and discussing case examples, Kevin will provide a pragmatic framework within which the use of open source databases, common search engines such as Google and similar search aggregators, and looking at IP addresses can help compliance officers maximize their due diligence requirements with respect to customer business relationships.

WORKSHOP 4

Continuing Challenges in AML/CTF Training: From Style to Content

1:15 - 2:15 PM

**Christopher Walker
About Business Crime Solutions, Inc.
Merrickville, ON**

AML/CTF training programs come in all shapes and sizes, resulting in a variety of outcomes in comprehension, detail, and retention. Individual differences in learning style can contribute to those same outcomes, as can the differing methods used to present concepts. At the same time, training takes place within the existing business culture and the related commitment towards training from senior executives and their respective Boards. This workshop will examine some of the problematic training issues that occur given the impacts such factors can have. Examples will be drawn from observations made within various reporting sectors. Managing problems will be discussed and workshop attendees will be encouraged to share their own issues and highlight solutions that worked effectively for their circumstances.

WORKSHOP 5

Using Corporate Data Analytics to Assist with Risk Management

1:15 - 2:15 PM

**Karim Rajwani
Royal Bank of Canada
Toronto, ON**

Risk managing your customers should be viewed as a dynamic process, particularly when reporting entities have a range of products, services, and delivery methods available to those customers. Company databases can be a source of information, if analyzed effectively, that assists with monitoring customer risk. Karim Rajwani's compliance team at RBC has been maximizing the analysis of customer specifics in transaction, product-usage, and CDD databases to enhance on-going bank risk management requirements. He will use this workshop to describe their processes and the various outcomes that have resulted.

September 30, 2013



WORKSHOP 6

Managing a Compliance Review Internally

1:15 - 2:15 PM

Diane Cross
MonCana Bank of Canada
Calgary, AB

Rob McDonald
MonCana Bank of Canada
Calgary, AB

Compliance Reviews are required, at minimum, every two years and cover your policies and procedures, your assessment of risks related to money laundering and terrorist financing, and the corporate training program to test their effectiveness. The review is to be conducted by an internal or external auditor, if you have one, or a company employee and/or external consultant can be used. Compliance Reviews must cover the elements identified by FINTRAC's Guideline Four and, in certain sectors, also triggers requirements administered by your regulator. This workshop examines the scope and procedures required when undertaking an internal review, paying attention to the details of the process; possible limitations and road bumps encountered in that process; and good practices that strengthen the final outcomes.

WORKSHOP 7

AML/CTF Policy Manual Development: Getting It Right

2:30 - 3:30 PM

Phillip Goodwin
WINCOM General Services Ltd.
Ottawa, ON

Regulators have been critical at times concerning the way reporting entities have developed the Policy element of their corporate compliance regime. Some of the most common criticisms have included such limitations as: too general; non-relevant detail included; not representative of the businesses products and services; incomplete when regarding compliance requirements; and not applied across the various departments of the company. Such comments as these have pushed compliance officers to seek assistance from others in similar businesses or hiring consultants who will hopefully get them back on track. This session is directed at providing suggestions to assist delegates strengthen and/or rework their Policy Manual so that it is both representative of their business services as well as the legislative requirements associated with those services.

WORKSHOP 8

Managing Customer Risk: Policies, Practices & Outcomes

2:30 - 3:30 PM

Richard Lee
Pendragon Consulting Services
Toronto, ON

Risk management requires a broad-based approach in order to be effective across a reporting entity. FINTRAC has clearly established the parameters for risk programs, including the linking of risk management to policy requirements and ongoing practices that evolve as the company grows its business products, services, and locations. The compliance officer is tasked with ensuring customer risks are identified and remediated as part of the risk management process. This workshop will highlight the speaker's experience with managing customer risks from the point of their first acceptance as a client through their ongoing business relationship. Examples will be shared with the audience and the strengths and weaknesses of various practices discussed.

September 30, 2013



WORKSHOP 9

Building Relationships Across the Organization by Compliance

2:30 - 3:30 PM

**Mathew Wesolowski
Bridgewater Bank
Calgary, AB**

The role of Chief AML Compliance Officer requires the building of working and reporting relationships across a myriad of groups and individuals within a reporting entity. Different regulatory bodies have developed rationale and standards for establishing and maintaining those relationships. The implementation of these is not always an easy task and some CAMLOs have described their efforts to establish and manage these relationships as a truly 'slippery slope'. This session is intended to provide compliance officers with insight into how to create these relationships and what strategies work best to maintain them. Opportunities to discuss both the strengths and limitations of managing compliance across the organization will be encouraged.

PLENARY B

Organized Crime's Efforts to Clean its Dirty Money: Observations from a Forensic Accountant

4:00 - 5:00 PM

**Ken Froese
Froese Forensic Partners
Toronto, ON**

In April 2010, Ken Froese appeared before the Federal Government's *Standing Committee on Justice and Human Rights* as part of its on-going study of organized crime. During Ken's presentation, he discussed how his findings from forensic investigations of organized crime members provided an interesting picture on how the proceeds of crime entered the legitimate economy and the efforts undertaken to hide the origin of the money. These findings have subsequently found their way into discussions about possible changes and enhancements under Canada's AM-L/CTF legislation. Ken will revisit those findings for conference delegates to provide an informative look into the real world of money laundering and trying to get away with it.

October 1, 2013



PLENARY C

The New Risk-Based Approach Guidance & More: A FINTRAC Update

9:15 - 10:15 AM

**Murray Dugger
FINTRAC
Vancouver, BC**

FINTRAC will be providing an update on the development of its *new Risk Based Approach Guidance* for reporting entities. The objective of the new guidance is to further assist reporting entities with their obligations in identifying risks related to money laundering and terrorist financing. In addition, Mr. Dugger will provide an update on the upcoming Guidelines that will reflect the Regulations Amending the Proceeds of Crime (Money Laundering) and Terrorist Financing Regulations on *customer due diligence* requirements that come into force in February 2014. This session is a perfect opportunity for delegates to get an initial look at the new RBA Guidance currently under development as well as the customer due diligence Guidance soon to be finalized.

WORKSHOP 10

**Online Criminal Attacks against Banking Accounts:
A Risk Management Issue**

10:45 - 11:45 AM

**Dr. Charles Robertson
Verafin
St. John's, NFLD**

Financial institutions and their customers are under attack from criminal hackers who are compromising customers' computers to obtain banking credentials. Stolen funds are sent to money mules who then facilitate the movement to the original perpetrators. In this workshop, the presenter will review how compromises are taking place and how the criminals steal money via electronic transfers. He will assess the risks of money laundering, the potential impact on AML compliance, and how detection analytics can help mitigate those risks by stopping the crimes before the money is gone.

WORKSHOP 11

Challenges to Customer Identification

10:45 - 11:45 AM

**Bernie Beck
AscendantFX Capital
Victoria, BC**

**Mike Ryan
Toddington International
Vancouver, BC**

Customer identification is a critical element of any AML/CTF Compliance Regime. Canada's legislation establishes ID requirements in a variety of account opening, KYC, record keeping, and ongoing customer relationship situations. Compliance officers are familiar with the challenges: determining who is a third party in a transaction or an account; when does the 'beneficial ownership' requirement kick in and who is a beneficial owner; how do you identify the unincorporated business; or the always problematic ID issues associated with not-for-profit groups. This workshop will look at how compliance officers can best deal with these challenges and what approaches seem to have greater success.

October 1, 2013



WORKSHOP 12

Drilling Down for Customer EDD

10:45 - 11:45 AM

**Kevin Lo
Froese Forensic Partners
Toronto, ON**

Repeat of Workshop 3

Building on his successful workshop in 2012, Kevin Lo returns to provide delegates with a critical analysis of how online resources can assist compliance officers to improve their KYC and EDD discovery practices. Referencing his experience in this domain and discussing case examples, Kevin will provide a pragmatic framework within which the use of open source databases, common search engines such as Google and similar search aggregators, and looking at IP addresses can help compliance officers maximize their due diligence requirements with respect to customer business relationships.

WORKSHOP 13

AML/CTF Policy Manual Development: Getting It Right

1:15 - 2:15 PM

**Phillip Goodwin
WINCOM General Services Ltd.
Ottawa, ON**

Repeat of Workshop 7

Regulators have been critical at times concerning the way reporting entities have developed the Policy element of their corporate compliance regime. Some of the most common criticisms have included such limitations as: too general; non-relevant detail included; not representative of the businesses products and services; incomplete when regarding compliance requirements; and not applied across the various departments of the company. Such comments as these have pushed compliance officers to seek assistance from others in similar businesses or hiring consultants who will hopefully get them back on track. This session is directed at providing suggestions to assist delegates strengthen and/or rework their Policy Manual so that it is both representative of their business services as well as the legislative requirements associated with those services.

WORKSHOP 14

The Move to Role-Specific Training

1:15 - 2:15 PM

**Jean-Francois Lefebvre
AML Consultant
Montreal, PQ**

Training for reporting entities has traditionally been generic in nature across many sectors, often resulting in some degree of dissatisfaction by employees and managers about the amount of non-job specific content they must absorb. This has created a problem for those managing AML training programs; now needing to look at other options to maximize buy-in from those being trained. Role-specific training programs have been around since the early stages of the AML compliance regime but, for the most part, have only become the training of choice in the last 12 to 18 months. This workshop will examine the benefits of role-specific training and identify various options for designing such programs to ensure they meet FINTRAC's Guidelines and related regulatory standards.

October 1, 2013



WORKSHOP 15

Designing a Risk Assessment Program: The Details

1:15 - 2:15 PM

Claus Kretschmann
MCAP
Toronto, ON

Repeat of Workshop 2

The Risk Assessment element of the AML Compliance Regime involves an assessment and documentation of risks related to money laundering and terrorist financing in a manner that is appropriate to the reporting entity. It is a process that enables the compliance officer to identify potential high risks of money laundering and terrorist financing and develop strategies to mitigate them. The design of the program can be broken down into steps with various outcomes, culminating in a final product that is representative of the products, services, methods of delivery, and geographic location(s) of your business and the customers being served.

PLENARY D

Money Laundering in 2013: A Domestic & International Overview

2:30 - 3:30 PM

Dr. Peter German
Royal Canadian Mounted Police (ret'd)
Vancouver, BC

Dr. Peter German is the former Deputy Commissioner of the RCMP responsible for Western and Northern Canada. During his career with the Force, he also served as the Director General of Financial Crime and found the time to author the book *Proceeds of Crime and Money Laundering* published in 1998 by Thompson-Reuters. Peter will provide conference delegates with an overview of the current money laundering and terrorist financing threats from a diversity of players, including: global criminal syndicates and commodities; criminal gangs and other PERPs; as well as the ongoing international risks from the Arab Spring, despots, and dictators. He will explore these risks given Canada's pivotal location for being used both as a conduit for moving illegal funds and a source of illegal activity requiring the laundering of proceeds of crime.

Conference Sponsors:



General Information



Hotel

The Sutton Place Hotel, in beautiful downtown Vancouver will be the host venue for the 2013 instalment of our Money Laundering in Canada Conference. Attendees are encouraged to make use of the special rate at the Sutton Place Hotel. While slightly lower rates may be found elsewhere in the city, the conference hotel, as part of their agreement with the Money Laundering in Canada conference organizers, provides meeting space and additional services that help keep the registration fees reasonable.

All room reservations can be made in the following ways:

1. On line at www.suttonplace.com : SPECIAL RATES, Select GROUP CODE from the Drop Down menu and enter: VC130930MON
2. Via Telephone: 1-866-378-8866 (toll-free in Canada and Continental USA)
3. Via Facsimile: 604-642-2928
4. Via Email: res_vancouver@suttonplace.com

Note: changes or cancellations for individual reservations must reach the Reservations Department 48 hours prior to the arrival date to avoid penalty of one night's room and tax.

For 2013, we have arranged with the hotel a special room rate for our delegates. Specifically, the Sutton Place Hotel is offering rates starting at \$177/night for all delegates. These rates apply from Thursday, September 26th through to Saturday, October 5th. This allows you to enjoy Vancouver for a few days outside of the conference at our special conference rates. Reserve early as our hotel room allotment typically sells out and we fully expect that to be the case this year.

Registration

The Money Laundering in Canada conferences are designed to provide maximum value, with additional savings for early bird registrations, multiple registrations from the same organization, and members of the Canadian Anti-Money Laundering Institute (CAMLI).

- Early Bird Special Rate with registration and payment received by June 30, 2013: **\$1100.00 + GST**
- Registering 3 or more delegates from the same organization at the same time and received by the early bird date: **\$1050 + GST per registrant**
- CAMLI member discount (if applicable): save \$50 on Early Bird or Full Registration rates
- Full Registration: **\$1250 + GST**
- Fee for registering 3 or more delegates from the same organization at the same time AFTER June 30, 2010: **\$1200 + GST per registrant**

Your Conference Fee Includes:

All keynote and plenary sessions and workshops; all morning and afternoon coffee breaks throughout the conference; breakfast and lunch on both days; and the networking receptions scheduled for Sunday and Monday evenings. Speakers are subject to change without notice; updated speaker assignments can be found at www.moneylaundering.ca and in our [LinkedIn group](#)

Continuing Education Credits

Participants who are eligible to earn credits for attending this conference should check with their credit granting organization to confirm what credits are available. Letters attesting to a delegate's attendance can be provided upon request after the conference.

Cancellations

Refunds, less an administrative fee of \$300.00, will be made for cancellations received in writing by June 30, 2013. No refunds will be given after that date but delegate substitutions are permitted up to and including October 1st, 2013.

Conference Dress

Casual business attire is recommended for the conference sessions.

Conference Materials and Language

All sessions will be conducted in English only. Participants are invited to collect their conference materials at the Registration Desk on the second floor of the Sutton Place Hotel at any of the following times:

- Sunday, September 29th, 2013 6:00 pm - 8:15 pm
- Monday, September 30th, 2013 7:30 am - 5:00 pm
- Tuesday, October 1st, 2013 7:30 am - 1:00 pm

Contacts

For additional information on the conference program, please contact the Conference Chair, Chris Walker, About Business Crime Solutions, Inc.; Telephone: 613-269-9200; Fax: 613-269-9201 or; e-mail: cwalker@moneylaundering.ca



REGISTRATION FORM

Delegates are entitled to **Early Bird pricing** for the conference registration fee if their registration and payment is received by June 30, 2013. A further savings of \$50 applies to current Canadian Anti-Money Laundering Institute members. If three or more registrants are from the same organization, registering at the same time, each will receive a \$50 discount off the early or regular registration price. Each multiple registrant must submit a separate Registration Form and indicate on the Company/Org. line that they are part of a team of three or more.

Delegate Name _____ **First Name for Badge:** _____

Title _____ **CAMLI Member # (if applicable):** _____

Company/Org. _____

Address _____

City _____ **Province/State:** _____ **Postal/ZIP Code:** _____

Telephone _____ **E-Mail:** _____

Prices are per delegate and include 5% GST	Early Bird - paid in full by June 30th, 2013	Full Registration
Regular Delegate	\$1155.00	\$1312.50
CAMLI Member	\$1102.50	\$1260.00
Multi registration *3 or more at the same time	\$1102.50	\$1260.00
Multi registrant price for CAMLI Member	\$1050.00	\$1207.50

Food Allergies

YES (please specify):

Plenary/Workshop Selections

To ensure your conference experience is tailored to your needs and interests, please review the conference agenda and make your desired choice from each grouping.

Monday, September 30

Sunday Reception 7:00 – 8:30 pm Attending: YES NO

Monday Reception 5:30 – 7:00 pm Attending: YES NO

Workshop 10:45 - 11:45 pm

WS1 WS2 WS3

Workshop 1:15 - 2:15 pm

WS4 WS5 WS6

Workshop 2:30 - 3:30 pm

WS7 WS8 WS9

Payment Options

- Cheque payable to About Business Crime Solutions Inc.
- Please charge my/our American Express, Mastercard, Visa, or Discover account

Tuesday, October 1

Total Payment Amount **	Please Include Guest Reception Ticket cost	
Card Number	Exp. Date	/
Name on Card		
Signature		

Workshop 10:45 - 11:45 am

WS10 WS11 WS12

Workshop 1:15 - 2:15 pm

WS13 WS14 WS15

4 Plenary Sessions All Delegates Attend

**For multiple registrants, please submit a separate registration form for each delegate from the same organization.

The conference has two receptions planned and delegates who would like to bring a guest to the reception(s) can purchase an additional ticket for \$40/ guest. Please identify how many guest tickets you would like in the space below and add that amount to your payment.

I am requesting the following number of guest tickets to the conference receptions:

Evening Reception, Sunday, Sept 29: _____ @ \$40.00 per ticket \$ _____

Evening Reception, Monday, Sept 30: _____ @ \$40.00 per ticket \$ _____

Total Additional Charges (includes taxes) \$ _____

Register by FAX, telephone, or mail

Please copy this form to register multiple participants from the same organization separately

FAX: 613- 269-9201 **Mail:** ABCsolutions
PO Box 427
Merrickville, ON
K0G 1N0

Phone: 613-269-3447

Email: info@moneylaundering.ca