

PRESIDENT'S CORNER



"The best way to find yourself is to lose yourself in the service of others."

Mahatma Gandhi

Service is at the heart of all we do. In this magnificent industry, when a person does business with us they become a customer, but one of the things that change that customer into a client, and more so an 'A' client, is the level of service we offer.

My theme for the period 2017 to 2019 as TTAIFA's President is, "**SERVICE**". The meaning of the word service is; 'the action of helping or doing work for someone; act of assistance, good work, kindness.'

Service is the one thing we desire to receive, the one thing we hope we give to our customers and clients; both internal and external, but it is one thing which can be driven based on our emotions and how we feel at that given point in time, it is the one thing which tests our EQ, and makes that difference.

Excellent service leads to satisfied customers, and satisfied customers leads to increasing referrals, but do you know a dissatisfied customer will tell anywhere between 8 to 20 people about the bad service received, and they often do it with exaggerations of the story.

It is my expressed desire to see TTAIFA offering such excellent service to our membership, that our Core Values as stated on our website; www.ttaifa.com, will be exemplified;

INTEGRITY: TO BE ABOVE BOARD IN OUR DEALINGS, TRANSPARENT AND TRUTHFUL

COLLABORATION: TO LISTEN AND REPRESENT THE COLLECTIVE VOICE OF OUR STAKEHOLDERS

IMPARTIALITY: TO TREAT FAIRLY, EQUALLY AND WITHOUT BIAS

COMMITMENT: TO GO THE EXTRA MILE, BEYOND EXPECTATIONS AND FOLLOW THROUGH ON DECISIONS

SERVICE: TO DELIVER EFFICIENT, RELIABLE AND COURTEOUS SERVICE

"Quality will be remembered long after the price is forgotten."

Gucci Family slogan [Italian fashion manufacturer]

Kindest regards,

M. Galindo, LUTCF MFA
TTAIFA President

TTAIFA BOARD OF DIRECTORS 2017-2019

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NALINI COEPPICUS

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TTAIFA ANNUAL GENERAL MEETING 2017

TTAIFA held its Annual General Meeting on Friday 12th May, 2017 at our newly renovated facility , 129-131 Edward Street, Port of Spain. The feature address was delivered by Mr. Trevor Baddaloo, Branch Manager of Maritime South Regional Centre.

BELOW ARE SOME PICTURES OF THE MEETING:



TTAIFA Executive Board for the period 2017-2019



Chapter Board of directors for the period 2017-2019



Trevor Baddaloo addresses TTAIFA membership



Audiences listens attentively to the feature address



Two board members in discussion



A member addresses the TTAIFA membership

AN EXCERPT FROM SPEECH BY MR. BADDALOO

"Hello, Urgent? But I'm in a meeting.

What? 2 years?

My apologies, I just got a call from my doctor, he said that I'm going to die!

He has given me two years to live.

Wow, I have to make amends with my family.

I haven't spoken to my sister and brother for so long.

I'm always busy, focusing on business.

I must find some time to check out and make peace with my family."

We should not have to wait for sickness or near death messages to do what we ought to do as we can never find the time to do it. We are all going to die.... You young people do not sacrifice your family. Take them for the ride. My mission is to help people succeed at life.

ALLOW ME TO SHARE SOME LIFE'S TIPS:

- ◆ Don't complicate life. We won't be here forever. Once this day is over, it's gone forever. Your time is too valuable to waste on nonsense. Live and not waste your life. A good today can only ensure a better tomorrow, a better tomorrow, will only bring the best for the future.
- ◆ No matter what knocks you down in life, get up and keep going. NEVER GIVE UP. Great blessings come as a result of great perseverance.
- ◆ Do not pray for an easy life; pray for the strength to endure a difficult one.
- ◆ Disappointments were not meant to destroy you. They were meant to strengthen you and give you fortitude to accomplish your God-given destiny.
- ◆ We tend to forget that happiness doesn't come as a result of getting something we don't have, but by appreciating what we do have. Many times we wish to have what others do have, but most times not willing to pay the price.
- ◆ One day, you'll be just a memory for some people. Do your best to be a good one. Your only legacy would be with your family. Your business records will be broken.
- ◆ Associate yourself with people of good quality. For it is better to be alone than in bad company. Your income will be an average of the three people / friends you hang out with.
- ◆ When you love what you have, you have everything you need.

ENJOY GOD'S GRACE ON THIS JOURNEY WE CALL LIFE.

TTAIFA ANNUAL AWARDS 2017

TTAIFA's 37th National Annual Awards was held on May 4th, 2016 at the Hilton Trinidad Conference Centre. The organizing committee was led by Mr. Terrance Williams of the Guardian Group. The feature speaker for this auspicious event was the reputable Mr. Jason Julien, Deputy CEO – Business Generation, First Citizens. In attendance were several company executives, TTAIFA Hall of Famers and Board Members.

BELOW ARE SOME PICTURES OF THE WINNERS IN ATTENDANCE:



NICOLE MATAS
Student of the Year



RAPHAEL TEELUCK
Rookie of the Year



DAVID STEPHENS
Top Producer - General Insurance



ALYSSA HACKETT
Top Female Producer



LENOX BARROW BRANCH
National Agency of the Year
Collected by Michael Austin



RICARDO SMITH UNIT
Unit of the Year



RICHARD DJERF
Top Agent of the Year



MAXIM MAQUEZ & ANDRE BAPTISTE
Hall of Fame Inductees 2017

TTAIFA RECENT ACTIVITIES

SOUTH CHAPTER - I AM TTAIFA

TTAIFA South Chapter hosted the membership meeting “I AM TTAIFA” on Wednesday 17th May 17th, 2017 at Guardian Life of the Caribbean, 13–17 Keate Street, San Fernando with the purpose of further educating and elevating the professionalism of our membership. The feature speaker: Loverne Henry spoke on the topic “A Glimpse at Professional Etiquette”.



UPCOMING EVENTS & DEADLINES

<i>Semester Enrollment Deadline</i>	<i>Monday 10th July, 2017</i>
<i>TTAIFA East Chapter Going Green</i>	<i>Saturday 22nd July, 2017</i>
<i>TTAIFA North Chapter NIS Seminar</i>	<i>Wednesday 16th August, 2017</i>
<i>TTAIFA South Chapter Post Budget Discussion</i>	<i>Date To Be Announced</i>

CARAIFA SALES CONGRESS 2017

EXCERPTS FROM CARAIFA SALES CONGRESS 2017 - WORKSHOP AND MAIN PLATFORM PRESENTERS.

1. "Be true to your most authentic self." - **Tilia Wilkinson**
2. "We must accept that barriers are an inevitable part of life. One of our biggest barriers to accomplishing things is Yourself." - **Pastor Michael Holford**
3. "We must Dare to Dream, but Determine to Do." - **Mia Mottley**
4. "Hope is the energy of change. Not just because you dream, but because you act." - **Neal Peterson**
5. "You need to know the track and the sign posts that lead to the lighthouse of your journey." - **Frank Odle**
6. "If you can't change the people, Change the people." - **Dereck Foster**
7. "What we want can easily be identified with a feeling. Feelings of: Peacefulness, Fulfilment, Pride, Safety and Security. Practice Feelization; that level take yourself to attain your goal." - **Paul Sealey**
8. "If you are working on something you don't have to push yourself, the Vision pulls you." - **Winston Williams**
9. "When you change the way you see things, the things you see change." - **Joe Jordan**
10. "Sight sees what is happening, Vision sees the possibilities." - **Winston Bennett**



**THE POWER OF
IMAGINATION**

CARAIFA SALES CONGRESS 2018

**EMPOWERED
TO
RISE**



**CARAIFA'S 32ND ANNUAL
SALES CONGRESS**

April 29 to May 3, 2018

**Hilton Rose Hall Resort & Spa,
Montego Bay, Jamaica**

REGISTRATION INFORMATION

GREAT SAVINGS FOR EARLY BIRDS

EARLY BIRD REGISTRATION

Register by December 31st 2017 and pay only

\$1800 USD Single Occupancy

\$1500 USD per person Double Occupancy

\$1300 USD per person Triple Occupancy

REGULAR REGISTRATION

January 1st – March 16th 2018

\$1900 USD Single Occupancy

\$1700 USD per person Double Occupancy

\$1400 USD per person Triple Occupancy

LATE REGISTRATION

Avoid Late Registration: Deadline April 7th

Single & Double Occupancy ONLY

\$2000 USD Single Occupancy

\$1800 USD per person Double Occupancy

CANCELLATION & REFUND POLICY

(Please be advised that all cancellations must be in writing)

Cancellations received by December 31, 2017 100%

(NB: Less administrative fee of at least 10% of refund)

Cancellations received by March 16, 2018 50%

(Applicant not eligible for a refund)

Cancellations received after March 16, 2018

DON'T BE LATE... REGISTER NOW!!

FA 200 – Prospect or Perish!

FA 200 - Techniques for Prospecting: Prospect or Perish

TTAIFA has been approached by several advisors to offer the course 'Prospect or Perish'.. As a result we plan to conduct it in Semester 3. Note that it is not included in the FSCP programme. It would be a stand alone course for which a certificate of completion will be given upon successful completion. The cost will be the same as all the other modules - \$3,400.00. Kindly indicate your interest so that we can schedule a class for semester 3.

THIS COURSE IS WORTH 15 CE CREDIT POINTS.

[Click Here for more information on the contents of this course.](#)

MOTIVATIONAL QUOTES

***"You have goals, never
adjust your goals,
adjust your steps."***

- Kierre Beckles

**STAY AWAY FROM
NEGATIVE PEOPLE.
THEY HAVE A
PROBLEM FOR EVERY
S O L U T I O N .**

JOKE CORNER

A young executive is leaving the office late one evening when he finds the CEO standing in front of a shredder with a piece of paper in his hand.

"Listen," said the CEO, "this is a very sensitive and important document here, and my secretary has gone for the night. Can you make this thing work for me?"

"Certainly," the young executive says. He turns the machine on, inserts the paper, and presses the start button.

"Excellent, excellent!" says the CEO as his paper disappears inside the machine. "I just need one copy."