

PRESIDENT'S CORNER



"Have we ever seen ourselves as the first customer? I have to buy into me; the product I sell daily. Do I believe in what I do? Will I do business with me? Who is the person staring back at me in the mirror at the first morning, or the last evening glance? Do I like what I see? Did I make a difference in the lives of the persons I made contact with today?

Answering these questions lead us to understand our customers are most important, because without them we have no opportunity to serve. Stop and analyze how you would serve yourself, and take that as the attitude to every approach. Mahatma Gandhi said it poetically, **"...The customer is not an interruption on our work, he is the purpose of it..."**.

This should resonate and allow us to grasp the opportunity to serve intellectually and gracefully. Therefore, despite, what may come across our path, we are still called to embrace all that comes with this magnificent industry. Embrace the opportunity to serve. We must become the customers we want our customers to see and be."

Kindest regards,
M. Galindo, QUTCF MFA
TTAIFA President

TTAIFA ASSISTS OUR DOMINICAN ASSOCIATION (DAIFA)



On behalf of our members, TTAIFA has managed to send some aid to the members of the Dominican Association (DAIFA) in their time of need due to the devastation of Hurricane Irma and Hurricane Maria. We say special thanks to the T&T Coast Guard for helping to get it across to them safely. We also thank all our member Insurance Companies: SAGICOR, Pan American Life, Guardian Life, Maritime Life, TATIL Life and the many members who individually sent much-needed supplies via numerous other avenues to our brothers and sisters in Dominica, and to those throughout the other Caribbean Islands that were devastated via these hurricanes.

We at TTAIFA want to let them know we have all been praying for the safety of the Dominica Association of Insurance and financial advisors (DAIFA) and their families and continue to do so as they try to piece their lives back together.

BUDGET STATEMENT 2017/2018 (PWC BUDGET MEMORANDUM)

WHO WON

CNG PASSENGER VEHICLES & MOTORCYCLES

- Exemption of customs duties, motor vehicle tax and VAT on CNG passenger vehicles with engine sizes under 1599cc
- Exemption of customs duties and taxes on motorcycles with engines under 300cc

TRANSPORTATION

- Removal of restrictions on banded Maxi Taxis

TOURISM SECTOR

- Upgrade Programme for Hotel and Guest Rooms: increased reimbursement of expenditure on cost of work per room from 25% - 50%; maximum reimbursement limit increased from \$750,000 - \$1.5m
- Small Approved Tourism Properties Programme: increased reimbursement of expenditure on cost of work per room from 20% - 40%; maximum reimbursement limit increased from \$75,000 - \$150,000
- Loan Guarantee Programme: increased subsidization of interest on new and restructured loans from 2% to 5%
- Government Guaranteed Programme: extended maturity period for new loans and refinanced loans for tourism sector from seven years to 15 years

EXPORTS

- Establishment of EXIMBANK facility to allow eligible exporters to access foreign exchange.
- Reintroduction of export allowance.

AGRICULTURALISTS

- Agricultural support financial programme: \$100,000 grant for new and existing farmers
- Removal of 100 acre of land restriction for exemption from income tax on approved agricultural holdings.

CONSTRUCTION

- Housing construction cash incentive of up to \$100,000 or free land to approved developers constructing housing units in accordance with Government specifications

BUDGET STATEMENT 2017/2018 (PWC BUDGET MEMORANDUM)

WHO DIDN'T

ALL CITIZENS

- Removal of all incentives on passenger vehicles with engine sizes exceeding 1599cc
- Increase by 25% of motor vehicle tax and customs duty on private passenger vehicles with engine sizes exceeding 1599cc and not exceeding 1999cc
- Motor Vehicle Inspection - Increase in the inspection fee from \$165 to \$300
- Import Duty on Tyres - Custom duties on used tyres (except on buses and lorries) to be increased to 30%
- An environmental tax of \$20.00 per tyre on all tyres imported into Trinidad and Tobago
- Fuel Subsidy - Increase in the price of Super-Gasoline from \$3.58 per litre to \$3.97 per litre and the price of Diesel from \$2.30 per litre to \$3.41 per litre
- 10% tax on all cash winnings by the National-Lotteries Control Board

OIL&GAS EXPLORATION AND PRODUCTION COMPANIES

- Rationalise the royalty regime applicable to the extraction of oil and gas. A 12.5% royalty rate now applicable across the board on the extraction of all gas, condensate and oil

COMPANIES

- Corporation Tax rate increased to a flat rate of 30%

COMMERCIAL BANKS

- 35% Corporation tax rate effective for all Commercial banks

GAMING INDUSTRY

- The existing rate of duty on all mechanical games of chance for gambling of 20% to be increased to 40%
- Electronic roulette devices operating in bars throughout the country, will attract a flat device tax of \$120,000 annually
- The gaming tax which shall be payable annually under the Liquor Licence Act, Chap 84:10 will be increased from \$3,000 to \$6,000 in respect of each amusement game
- The taxes on gaming tables and other devices by private members' clubs would be increased as follows:
 - For every Baccarat Table \$100,000 per annum
 - For every Black Jack Table \$120,000 per annum
 - For every Caribbean Stud Poker Table \$150,000 per annum
 - For every Dice Table \$70,000 per annum
 - For every Poker Table \$60,000 per annum
 - For every Roulette Table \$120,000 per annum
 - For every Electronic Roulette Device \$120,000 per annum
 - For every Rum 32 Table \$150,000 per annum
 - For every Sip Sam Table \$150,000 per annum
 - For every Slot Machine \$24,000 per annum
 - For every other table or device not mentioned above \$60,000 per annum.

PRIVATE HEALTH CARE - LICENSE FEE FOR PRIVATE HOSPITALS

- For institutions classified as Medical or Surgical Hospital, Medical, Surgical and Maternity Hospital or Maternity Hospital:
- Less than 30 beds: \$25,000 per year
- 30 beds but less than 60 beds: \$50,000 per
- 60 beds and over: \$100,000 per year

EDUCATION STATISTICS

TTAIFA held regular exams on Wednesday 19th July and supplemental exams on Wednesday 23rd August which took place at TTAIFA's Secretariat. Semester 2 saw five courses achieve 100% pass rate.

Examination Results 2017 (Semester 2)

RESULTS	FA 201	FA 202	FA 251	FA 257	FA 261	FA 290	FA 271	FP 99	FA 200
Number of Students	34	6	14	22	6	9	13	16	-
Number Passed	23	6	12	20	6	9	13	16	-
Pass Percentage	68%	100%	85%	91%	100%	100%	100%	100%	-

Stats on the number of advisors that completed exams and number of advisors that passed in Semester 1 and Semester 2, 2017.

2017	No. writing exams	Number passed	Pass Percentage
Semester 1	144	116	81%
Semester 2	120	105	93%
TOTAL	264	221	87%

CONGRATULATIONS! FSCP GRADUATES 2017



The picture above shows Brent Jankie, Kathy Kahrim, Nicole Matas, Alicia O'brien-Samuel, Yukchin Cheung, Roslyn Keller, Andrew Bates (Moderator), Trudy Cuffie, Shazara Khan-Camacho, Nicole Woods, Marsha Harripaul, Merlene Alexander, Anju Balai, Brent Romano, Sabrina Ramsaran.

Allison Diaz-Lewis (**missing**)

CONGRATULATIONS! AMTC CLASS 2017

FIRST CLASS OF AMTC STUDENTS

Denise Richardson – Guardian Life
Richard De Freitas – Guardian Life
Roger Brumant – Guardian Life
Clinton Corbin – Guardian Life
Louis Mc Mayo – Guardian Life

SECOND CLASS OF AMTC STUDENTS

Colleen Arneaud-Rostant – Guardian Life
Saad Anthony Baksh – Maritime Financial
Alicia Melina Singh – Pan American Life
David Gordon – Guardian Life
Ricard Skeritt – Guardian Life
Darren Dickson – Guardian Life
Anthony Davis – Guardian Life
Derrick Wallace – Guardian Life

REGISTER FOR AMTC NOW!

*Congratulations
to all newly
appointed
MANAGERS!*



**HAVE YOU
COMPLETED
THE AMTC
COURSE?**

**TTAIFA is offering AMTC Training in January 2018.
REGISTER NOW!**

**The AMTC has been extensively revised
and all moderators have been re-certified by
LIMRA to conduct the course.**

*The most dangerous myth is that leaders are born.
"Leaders are made rather than born" - Warren Bennis
"It is learned not inherited" - Tom Northup*

HOW AMTC TRANSFORMS MANAGER PERFORMANCE

WHAT IS THE AMTC?

Leading an agency takes more than an ability to sell. AMTC (Agency Management Training Course) focuses on building agency managers' skills to succeed in today's competitive business environment. Participants learn and apply industry-leading sales management best practices for Planning, Recruiting, Selection, Training, and Performance Management.

Management skills are developed with rigorous college-level studies, structured exercises, experiences, business planning, and great mentoring. Your managers complete the course by participating in a 23-week experiential learning program facilitated by your company moderator. Each week, participants attend a 3-hour class and devote an additional 5 or more hours to study, preparation, and project work to master agency management skills. Completion of the AMTC course and the capstone Summary Planning Project are requirements for achieving the CIAM designation.

WHO IS IT FOR?

Agency sales managers who have three or more years of sales management experience, as well as functional managers who need to develop specific skills.

FEATURE	BENEFIT
Provides training on Planning, Recruiting, Selection, Training, and Performance Management skills and best-practices.	Students learn key skills to support their success in today's competitive business environment.
Classes led by company moderator.	Students learn your company's approved practices and procedures. Moderator is a contributing subject matter expert.
Modern content delivery techniques.	Appeals to the learning preferences of today's students. Enhances knowledge transfer and retention.
Includes research findings that educate students on market realities around the world.	Student can more easily implement what they learn. Improves agencies' results on key performance indicators (KPIs).
Focused, "bite-sized" classes.	Easier adoption of skills learned in each class.
Experiential exercises.	Enhances understanding, skill development, and on-the-job implementation.
Course activities introduce students to company-supported practices and processes.	Practices and processes are immediately used on the job. Generates positive business outcomes. Allows you to objectively measure the program's return on investment (ROI).

TTAIFA RECENT EVENTS



TTAIFA North Chapter hosted the Individual and Corporate Taxes seminar on Tuesday 4th July, 2017. Ms. Jacinta Garcia Ray facilitator from the Board of Inland Revenue presented along with her colleague.

Picture shows a TTAIFA member presenting the presenter with a token of appreciation.



On Wednesday 16th August, 2017 TTAIFA North Chapter organized a National Insurance System Seminar. An informative presentation was provided by Mr. Radesh Bassant, Public Relations Officer - Education of the National Insurance Board.

Picture shows Mr. Radesh Bassant during his presentation to advisors.



TTAIFA East Chapter's - Liming with the stars - Friday 30th June, 2017. An annual event was a great way for agents and managers to greet and mingle with our TTAIFA Executives, Branch Managers, Top Unit Manager and Top Agents for the year whilst enjoying the camaraderie and an evening of card games, karaoke, food/Drinks and fun.

Some of the fun is captured in the picture shown.



On Wednesday 4th October, 2017 TTAIFA South Chapter organized and hosted it's Annual Post Budget Discussion at the Cara Suites Hotel in Claxton Bay. Speakers featured included Dr. Marlene Attzs, Mr. David Abdulah, Mr. Robert Trestrail and Nigel Romano. They addressed the implications and impact of the Budget, etc.

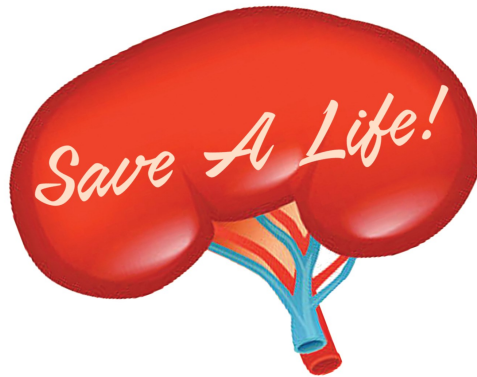
Picture shows members engaging in the Post Budget Discussion.

DAY OF COMMON CONCERN (DOCC)

Day of Common Concern

**OCTOBER
31ST, 2017**

**SUPPORT THE KIDNEY
FOUNDATION**



TELL SOMEONE ABOUT THE NEED TO HAVE CRITICAL ILLNESS COVERAGE.

**HELP US TO HELP THOSE THAT CANNOT MEET THEIR CURRENT KIDNEY
MEDICAL BILLS.**

SHOW LOVE. MAKE A CONTRIBUTION.



CARAIFA was founded on October 31, 1977 and the anniversary has been used to highlight the work of the CARAIFA Foundation which is now known as the Day of Common Concern (DOCC).

This day has also been selected to unite the Caribbean association members in the spirit of giving back, which is usually fulfilled through an event which seeks to raise funds both for the Foundation and the local association's health charity.

Your financial donation would be given recognition through a "Certificate of Contribution" and highlighted at TTAIFA's Annual Industry Awards Function 2018 as a "FOUNDATION Contributor".

We thank you for your support.

Day of Common Concern

SUPPORT THE KIDNEY FOUNDATION - DONATION OPTIONS

PLATINUM	DIAMOND	GOLD	SILVER	BRONZE
(1,000.00)	(500.00)	(300.00)	(100.00)	(50.00)

TO DONATE PLEASE CONTACT TTAIFA AT: 624-2608 / 624-2940

MOTIVATIONAL QUOTE

*You were born to win, but to be winner,
You must Plan to win, Prepare to win,
And Expect to win.*

JOKE CORNER

A man told his three sons when he sent them to university:

'I feel it's my duty to provide you with the best possible education, and you do not owe me anything for that. However, I want you to appreciate it; as a token, please put \$1,000 each of you into my coffin when I die.' And so it happened.

The sons became a doctor, a lawyer, and a financial planner, each very successful financially.

When they had to see their father in the coffin one day, they remembered his wish.

First it was the doctor who put ten \$100 bills onto the chest of the deceased.

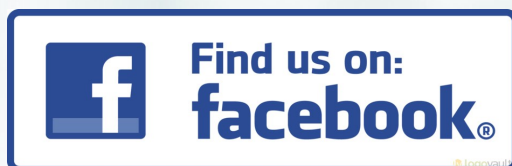
Then came the lawyer, who put a \$1,000 bill there.

Finally, it was the heart-broken financial planner's turn. He dipped into his pocket, took out his cheque book, wrote a cheque for \$1,000.

TTAIFA CONTACTS & EDUCATION INFO

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Education: education@ttaifa.com for more information on our educational courses [CLICK HERE!](#)



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