2013 ANNUAL REPORT

TTAIFA

TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISORS

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The staff from Left to Right:

Leiselle-Ann Borel

Student Affairs Officer

Krystal Raymond

Administrative Assistant

Carol Salim

General Manager

Anganie Ramkissoon

Office Assistant

Darnelle Lovelace

IT Assistant

Audra Spence

Accounts Officer

Investment in Education pays the highest interest

The quality of our life depends on the choices we make. Behind every choice is a process of reviewing, assessing, analyzing and strategizing which demands that we be knowledgeable. Choose to invest in knowledge. Recall the words of Maya Angelou 'when you know better, you do better.

TTAIFA's PLEDGE

As a member of the Trinidad and Tobago Association of insurance and financial advisers.

I pledge to place the interest of my clients and policy-holders above my own; and ensure that any advice I tender them will be without bias or regards for my own personal advantage.

To respect the confidence of any clients and prospects and carefully guard any information which becomes known to me concerning their personal affairs.

To refrain from making statements of a misleading or derogatory nature which might cause the public to lose confidence in any Life Insurance company, its' polices, financial products or its agents under no circumstances to rebate or offer to rebate any part of a premium.

MISSON STATEMENT

We empower our stakeholders with knowledge and training through quality holistic development programmes by providing the following:

T – Transformational Development

T – Technical Advancement

A – Attitudinal Change

I – Insightful Resourcefulness

F – Foundation Building

A – Alliances

TTAIFA's VISION

To be the foremost and trusted provider of professional services for the Insurance and Financial sector.

TTAIFA's PURPOSE

"To Enrich T&T one family at a time by ensuring the long- term growth of our Industry".

STANDING ORDERS

- All mobile phones must be switched off or on silent
  - A member shall stand when addressing the Chairman
  - Speeches shall be clear and relevant to the subject before the meeting
- A member shall address the meeting when called upon by the Chairman to do so, after which, he shall immediately take his seat.
- No member shall address the meeting except through the Chairman
- A member may not speak twice on the same subject, except:
  - The mover of a motion; who has a right to reply
  - He rises to object or to explain (with the permission of the chair)
- No speeches shall be made after the question has been put and carried or negative
- The mover of a procedural motion – (adjournment, lay on the table, motion to postpone), shall have no right reply
- A member rising on a "point of order" shall state the point clearly and concisely (a point of order must have relevance to the standing orders)
- A member shall not "call" another "to order" but may draw the attention to the Chairman to a "breach of order"
- Only one amendment shall be before the meeting at one and the same time
- When a motion is withdrawn, any amendment to it falls
- The Chairman shall have the right to a "casting vote"
- If there is an equality of voting on an amendment, and if the Chairman does not exercise his casting vote the amendment is lost
- Provision shall be made for protection by the Chairman from vilification (personal abuse)
- No member shall impute improper motives against another
- After giving a warning the Chairman shall have power to expel a member from the proceedings
- Only financial members of the Association shall be allowed to participate actively in the meeting, this includes voting rights

TTAIFA'S BOARD OF DIRECTORS 2013 - 2015

Curtis Dass

Branch Manager, Maritime Financial
President, TTAIFA's National Board

Alicia Birch

Unit Manager, Pan American Life
Immediate Past President, TTAIFA's National Board

Gerald Cruickshank

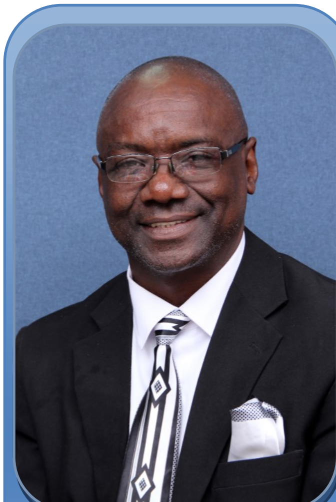
Agency Manager, British America
Vice President, TTAIFA's National Board

Mariana Galindo

Senior Financial Advisor, Sagicor
Secretary/Treasurer, TTAIFA's National Board

Rozanna Gafoor-Ali

Unit Manager, Guardian Life of the Caribbean
President, TTAIFA's South Chapter



Terrance Williams

Unit Manager, CLICO
President, TTAIFA's East Chapter

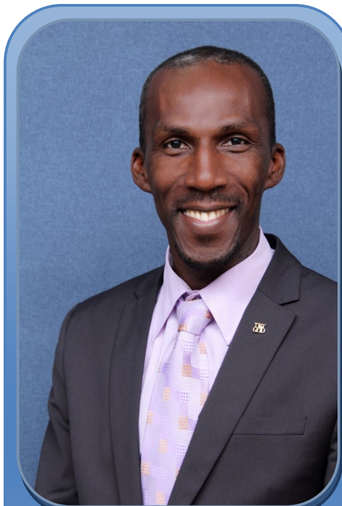
Garfield Clouden

Agent, Pan American Life
President, TTAIFA's North Chapter

Finbar Garcia

Incorporate Agent , Guardian Life of the Caribbean
Vice President, TTAIFA's North Chapter

TTAIFA'S BOARD OF DIRECTORS 2013 - 2015



Shawn Grant

Sales Agent, Guardian Life of the Caribbean
Vice President, TTAIFA's South Chapter

Patricia Ferguson

Agent, British American
Vice President, TTAIFA's East Chapter

The Board of Directors shall be responsible for the management of the affairs of the Association.

TTAIFA'S BOARD MEMEBERS

TTAIFA EAST CHAPTER BOARD MEMBERS
2014-2015

	NAMES	POSITION	COMPANY
EXECUTIVES			
	TERRANCE WILLIAMS	PRESIDENT	CLICO
	MARIANA GALINDO	IPP	SAGICOR
	PATRICIA FERGUSON	VICE-PRESIDENT	BRITISH AMERICAN
	LUENDA FRANCIS	SECRETARY/TREASURER	CLICO
DIRECTORS	SHIRMA MARAJ	DIRECTOR	SAGICOR
	DEVANAND MAHARAJ	DIRECTOR	SAGICOR
	MARILYN GITTENS-OXLEY	DIRECTOR	SAGICOR
	DONNA DIAZ	DIRECTOR	PALIC
	RODNEY ALEXANDER	DIRECTOR	CLICO
	INGRID SERRETTE-CARABACHE	DIRECTOR	CLICO
	SELBY LESLIE	DIRECTOR	MARITIME (TOBAGO)
	RAMNARINE MAHARAJ	DIRECTOR	TATIL
	IRMA STANFORD	DIRECTOR	SAGICOR

TTAIFA SOUTH CHAPTER BOARD MEMBERS
2014-2015

	NAMES	POSITION	COMPANY
EXECUTIVES	ROZANA GAFFOOR-ALI	PRESIDENT	GLOC
	EARTHA JOY MOHAMMED	IPP	TATIL
	SHAWN GRANT	VICE PRESIDENT	GLOC
*	FITZROY JACKMAN	SECRETARY/TREASURER	CLICO
*	GAIL JEANNETTE O'BRIEN	ASSISTANT SECT.TREASURER	GLOC
DIRECTORS *	MARVA SANDY	DIRECTOR	PALIC
*	LARRY TAI CHEW		GLOC
*	NALINI COEPPICUS		SAGICOR
*	CLIFFORD MANCHOON		MARITIME
*	KEVIN LEE A PING		GLOC

Note* **<u>These Executives have not been ratified by the National Board and would be done at the next Board Meeting - May 22nd, 2014</u>**

TTAIFA NORTH CHAPTER BOARD MEMBERS

2014-2015

	NAMES	POSITION	COMPANY
EXECUTIVES	GARFIELD CLOUDEN	PRESIDENT	PALIC
	PATRICIA CADIZ	IPP	GLOC
	FINBAR GARCIA	VICE PRESIDENT	GLOC
*	MARSHALL HARRYPAUL	SECRETARY	PALIC
*	ANN FOSTER	ASSISTANT SECRETARY	PALIC
*	BRIAN ABRAHAM	TREASURER	PALIC
*	PETER GRIFFITH	ASSISTANT TREASURER	GLOC
DIRECTORS *	KIRT SALINE	DIRECTOR	PALIC
*	PETER MATURINE	DIRECTOR	PALIC
*	CAROL-ANN PIERRE	DIRECTOR	PALIC
*	ALICIA LEWIS-SPROTT	DIRECTOR	PALIC
*	LEANN HOBSON	DIRECTOR	PALIC

Note* **These Executives have not been ratified by the National Board and would be done at the next Board Meeting - May 22nd, 2014**

PRESIDENT'S REPORT

INDUSTRY OVERVIEW

The Country's National Budget for the fiscal year 2013/2014 reported that the economy of Trinidad and Tobago recorded a growth of 1.6% in 2013 compared to 1.2% in 2012. When the performance of the Industries was examined, it was observed that the growth in the contribution to Gross Domestic Product (GDP) of the Services' Industry over that period was minimal from 51.4% in 2012 to 51.5% in 2013. Within that Industry, the sub Industry "Insurance" showed a negligible decline from 1.9% in 2012 to 1.8% in 2013.

According to the Central Bank Annual Economic Survey the life insurance sector continued its recovery, with both the life and non-life sectors experiencing growth in net business. The report added that the companies' asset quality also improved with the majority of investments being held in Government securities and high grade corporation bonds; that low interest rates had a sobering effort on their profitability and capital adequacy ratios.

Non- life continued to cede more property business to international re-insurers in an effort to reduce their direct risk exposure to the property sector. The motor insurance industry, particularly motor insurance specializing in third party insurance remained challenged by inadequate claims reserving. This prompted the Central Bank to issue Compliance Directions to various companies during 2011/2012 which resulted in marked increases in the level of technical reserves held by these companies.

With a prediction of economic growth for 2013 -2014 of 2.5% and the gradual recovery of the Insurance Industry, it is likely that our performance will increase from the 1.8% of Gross Domestic Product last observed.

TTAIFA's PROGRESS REPORT

Staff Resources

The resources of the Secretariat were enhanced with the recruitment of a General Manager and an Information Technology Assistant. The GM came with a wealth of experience from the banking sector, the Ministry of Planning and the CARICOM Secretariat. The Information Technology assistant holds an Associate Degree and was sourced from the OJT programme. His employment will be for 2 years during which 50% of his compensation will be paid by the OJT programme. After this period TTAIFA has to decide on his tenure.

Education

Education, as you know, is the main business of the Association and also the revenue earner. As such, it is essential that our educational activities comply with a recognized quality assessment framework, which for TT, is the Accreditation Council.

Curtis Dass
Branch Manager, Maritime Financial
President, TTAIFA's National Board

Our registration with ACTT had expired on the 4th January 2014. A renewal necessitated that the Association satisfy seven (7) criteria and twenty one (21) standards, ensuring that regulatory conditions were adhered to and that there were continuous quality improvements. I am happy to report that the Association successfully renewed its registration for another 3 years 2014-2017, the longest period for approvals.

TTAIFA presented documentary evidence to the Council that quality had improved in all its functions. The ACTT Report was high in praise for our education model and the analysis of our education programme over the past ten years which was completed by the GM.

The analysis of results over the past ten years indicated to us that the pass rates could be improved, especially in 201 - Exploring Personal Markets and 211- Disability. Although there was no failure (persons scoring below 40%), the number of persons required to complete supplemental exams was too high (persons scoring between 40-68). As such, measures were put in place to reduce the number of students writing supplemental exams and so improve the pass rates.

These measures include:

- A mid- term test and assessment to highlight 'at risk students'
- A more vigilant selection of moderators and scheduled meetings with moderators before the start of each semester to ensure that best practices would be observed.

Enrollment for the 3 semesters was 220. However, at the end of 2013 a presentation on CE Credits was made at the seminar 'Responding to Change' and many enquiries followed. Clarifications were communicated to all advisors and a drive to complete designations and regularize CE Credit status resulted in increased enrollment in this year.

In this period also, TTAIFA successfully negotiated with CARAIFA the Fees for re-sit from $3,000 to $2,000.

Chapters Activities

Reporting on the administration of the Chapters, we see that the North Chapter will soon be active. Several efforts were made to re start the Chapter. The last effort yielded great success which testified that persistence pays. Volunteers for positions on the Board came forward and it is expected that the Chapter will soon be back on stream.

South Chapter continued to forge ahead. MDRT Day was a resounding success and several other events were staged and charitable donations made. The South Chapter's Building Fund is presently estimated at $100,000.

The East Chapter showed a commitment to the observance of best practices- timely, prescribed reporting, adherence to proper accounting procedures and willingness to promote growth. A slate of events was held throughout the year and received the support of all who attended.

Marketing

The marketing of TTAIFA is engaging more attention, a Draft Marketing Plan was prepared by the GM and the stated goal of the Plan is to promote/strengthen relationships with stakeholders and enhance/improve the image of the Association thereby promoting growth.

Several aspects of the Plan were implemented:-

- TTAIFA has increased communication with stakeholders using MailChimp This method ensures that a large number of recipients are simultaneously messaged in one click.
- Quarterly newsletters designed in-house by the IT Assistant have been disseminated from 3rd quarter 2013.
- Seminars will be planned. One was done in the 4th quarter of 2013and the response and feedback were very positive.
- TTAIFA's Corporate Social Responsibility has been highlighted in the newspapers. These included the sponsorship of an underprivileged teen to pursue her First Degree and a partnership with some 6th Form students from Hillview College in relation to the Management of Information Systems. The leader was selected to visit China and a stipend was given to assist with expenses.
- The winners of TTAIFA Awards were published in the newspapers

Other aspects to be implemented are News Conferences/ Published Articles on important events like Congress 2015 and a more active, visible year-long involvement in promoting renal care as part of our Corporate Social Responsibility.

Day of Common Concern

The activity planned for the observance of the DOCC- premiere showing of a movie - had to be revisited since the bureaucracy involved would not have allowed for the timely observance of the day. A donation was then requested and donors were eligible to win a SAMSUNG Smartphone. Except for a donation of $2000 from Maritime members and approx. $500 from miscellaneous donors who attended the seminar in September, there were no other efforts.

Awards

One of our important local events is the Awards function. This ceremony was held on the 4th May 2013. There was a number of hiccups mainly resulting from the choice of venue. Another major event was booked for the same time and this created several logistical problems which negatively impacted on the flow and format of our ceremony. We did not realize a profit from this venture but we learned many lessons from the experience.

PRESIDENT'S REPORT

Congress

A signature event for us in the Industry is the CARAIFA Sales Congress. Planning has started for the hosting of CARAIFA Sales Congress 2015 on 27th to 30th April, 2015. The Congress Director is Ms. Alicia Birch. A venue has been selected, a theme coined, logo designed, committees formed and TORs circulated to committee members. A Save the Date flyer has been circulated.

New Building

You would recall our plans for the construction of a new building, final approval was granted for construction but approval for an amended plan which included an additional 5 feet of floor space on the 2nd and 3rd floor is still pending. Approval for this should take 2 months.

DEVELOPMENT PLANS 2014 - 2015

New Building

In this period, TTAIFA is considering acquiring separate quotes for construction, which will be cheaper than employing one contractor for the entire project. The recruitment of a Project Manager to oversee the entire project from start to completion is also being considered. Once construction begins, it is hoped that the duration would be between 6 – 9 months during which time the Secretariat would have to be housed elsewhere.

As soon as quotes are received, mortgage financing will be sought, including funding to outfit the entire building- furniture and computer equipment including projectors, printers, security camera etc. The leasing of the present car park has greatly assisted the approval of the plans.

Staff Resources

Research & Development– having a Research & Development capability is being explored. A proposal will be developed for discussion. Advisors have been enquiring what next is there for the advisor after completion of the current programs.

Permanent IT staff - Technology has been advancing by leaps and bounds. Temporary IT staff sourced from OJT is not sufficient to ensure that the Association fulfills its needs for quality IT services. The website needs to be continuously updated and enhanced. The marketing activities need significant technological input to enhance its presentations. The creation of databases utilizing appropriate software is critical to the development of the Association. Outsourcing is expensive and no longer viable because of the ongoing needs of the Association.

Education

Transnational Accreditation - The next step after the renewal of Registration with ACTT is the accreditation of our programmes known as Transnational Accreditation. We anticipate that if our programmes are accredited, then we can seek government subventions in the form of GATE. This will tremendously benefit our advisors. This process will involve scrutiny by ACTT of the current programs, the suppliers of the programme and the role of CARAIFA.

Recertification of Moderators - Trained moderators who have not been active will be asked to work alongside the experienced moderators to assist with the increase in enrollment and eventually to allow the current cadre of moderators to get a respite.

Organization of Orientation for new members - this event is planned for May and September. For the second semester, there was a flood of new agents from Guardian Life and Pan American.

New Course- A new Course FA 200 Prospect and Perish will also be introduced. Information on the Course was circulated and enrollment is being encouraged. This Course is also a component of the New Designation FSCP- Financial Services Certified Professional

The replacement of the LUTCF and FSS by this new designation FSCP is being addressed - TTAIFA is in contact with CARAIFA on the requirements of this designation for onward communication to our current LUTCF and FSS holders.

Continuous monitoring and assessment will be done to ensure that quality remains at a high standard which will satisfy the requirements of ACTT.

CONCLUSION

I trust that this report has given a clear understanding of our operations in the last year and has defined a way forward. In closing, I bring to your attention a quote by Jack Canfield 'As you begin to take action towards the fulfillment of your goals and dreams, you must realize that not every action will be perfect, not every action will work, making mistakes and experimenting to see what happens are all part of the process of eventually getting it right.'

GENERAL MANAGER'S REVIEW

Carol Salim
General Manager (TTAIFA)
Trinidad & Tobago Association of Insurance and Financial Advisors

I am pleased to report on an important milestone for us at TTAIFA which is worthy of highlighting and of which we are quite proud. It is the successful application for renewal of registration with the Accreditation Council of Trinidad and Tobago (ACTT). This, we believe, is testimony of our adherence to best practices. The process was an extremely meticulous, lengthy and time consuming one which mandated that we show documentary evidence to support seven (7) criteria and twenty two (22) standards, as mentioned in the President's Report. The rationale for this was to ensure that the Association had not only shown growth and development but had improved quality in all its systems.

Hence, in our business of providing tertiary education, we had to assure ACTT that:

1. Our activities comply with legal, policy and regulatory requirements
2. Our Corporate governance body and management actively show commitment to achieving the development and continual improvement of the Quality Management System
3. There is a well- planned Quality management system that is in keeping with our vision, mission, policies, processes, organizational structure, responsibilities and resources in order to assure the quality of educational outcomes.
4. Resources essential to our operational activities are identifiable and available.
5. There is a plan for the various stages in our teaching-learning process
6. Our management continually reviews the Quality Management System at planned intervals to ensure that it is suitable, adequate, and effective and that records of the review are accessible

If ACTT is thoroughly satisfied that the above requirements have been met, only then will the entire three year period be granted for continued registration. What we have seen therefore, is that TTAIFA has satisfied all ACTT requirements and was complimented for having one of the best applications seen for some time. For this, all those responsible should be congratulated and encouraged to continue the journey to excellence. After the three years have expired, proof will again be required to show further growth and development. The Association, therefore, has a mandate to maintain and enhance quality at all levels.

Also worth mentioning is the feedback received from the first of a series of seminars to be conducted by TTAIFA. The purpose of these seminars was the Continuing Education (CE) of advisors for which CE credits will be given. Among the presentations made was 'Understanding the CE Credit Programme'. The responses received in this seminar brought home clearly that advisors needed to know more about this Continuing Education Programme, which, if not adhered to, could lead to the revocation of designations and in the near future the non- renewal of licenses. We at TTAIFA would be providing regular information on the subject and we also urge you to visit our website for detailed information and call our office for clarifications. Continue to give us feedback so that we can improve our service to you.

As we look forward to the rest of 2014 and 2015, we shall continue to focus on delivering superior service. Our marketing and communication efforts will be strengthened to give a level of comfort to all members, assuring them that we are well positioned to address their educational and professional needs.

On behalf of the Board, I extend sincere thanks to all those who have assisted us in our ACTT application process and to the staff for their unswerving loyalty over the past period. Thanks also for welcoming me to the position of General Manager and I pledge my commitment to strong growth and the improvement of quality at all levels.

Carol Salim

General Manager

Email ttaifa@tstt.net.tt

Website www.ttaifa.com

BERTRAM HADAWAY & CO.

64 Abercromby Street, P.O.S., Trinidad, W.I. Tel: 625-1558, 624-5913

Auditors' report

To the members of The Trinidad and Tobago Association of Insurance and Financial Advisers Limited

We have audited the financial statements of The Trinidad and Tobago Association of Insurance and Financial Advisers Limited as set out on pages 3 to 13 which comprise the statement of financial position as at 31st December, 2013, the statements of comprehensive income and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standards. This responsibility includes: designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and consistently applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the company as at 31st December, 2013 and of its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards.

Bertram Hadaway & Co

BERTRAM HADAWAY AND COMPANY
Chartered Accountants
Port of Spain
Trinidad, W.I.

6th May, 2014

THE TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISERS LIMITED

Statement of financial position
as at: 31st December, 2013

	Notes		2013	Restated 2012
Assets				
Non-current assets				
Property, plant and equipment	3	$	555,275	599,424
Investment - CLICO	6 (b)		212,348	249,846
Deferred tax asset	5		-	1,109
Special fund: Fred Williams fund assets			28,127	27,927
Total current assets			795,750	878,306
Current assets				
Cash			633,391	222,430
Short-term investments	6 (a)		1,034,409	1,027,595
Receivables and prepayments			127,367	118,803
Deposit on property, plant and equipment			35,000	-
Taxation refundable			-	10,923
Total current assets			1,830,167	1,379,751
TOTAL ASSETS		$	2,625,917	2,258,057
Equity and liabilities				
Equity				
Accumulated fund			2,347,773	2,064,087
Fred Williams fund			28,127	27,927
Sales congress fund			85,481	85,481
			2,461,381	2,177,495
Non-current liability				
Deferred tax liability	5		34,897	-
Current liabilities				
Accounts payable and accrued liabilities			50,798	80,562
Provision for taxation			78,841	-
Total current liabilities			129,639	80,562
TOTAL EQUITY AND LIABILITIES		$	2,625,917	2,258,057

President: Treasurer:

See accompanying notes to the financial statements.

THE TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISERS LIMITED

Statement of Financial Position
as at: December 31, 2013

	Notes		2013	Restated 2012
Assets				
Non-Current Assets				
Property, Plant and Equipment	3	$	555,276	599,424
Investment - CLICO	6 (b)		212,348	249,846
Deferred Tax Asset	5		-	1,109
Special Fund: Fred Williams Fund Assets			28,127	27,927
Total Current Assets			795,751	878,306
Current Assets				
Cash			633,391	222,430
Short-Term Investments	6 (a)		1,034,408	1,027,595
Receivables and Prepayments			127,367	118,803
Deposit on Fixed Asset	3		35,000	-
Taxation Refundable			-	10,923
Total Current Assets			1,830,166	1,379,751
TOTAL ASSETS		$	2,625,917	2,258,057
Equity and Liabilities				
Equity				
Accumulated Fund		$	2,347,774	2,064,087
Fred Williams Fund			28,127	27,927
Sales Congress Fund			85,481	85,481
			2,461,382	2,177,495
Non-Current Liability				
Deferred Tax Liability	5		34,897	-
Total Non-Current Liability			34,897	
Current Liabilities				
Accounts Payable and Accrued Liabilities			50,798	80,562
Provision for Taxation			78,841	-
Total Current Liabilities			129,638	80,562
TOTAL EQUITY AND LIABILITIES		$	2,625,917	2,258,057

President: Treasurer:

See accompanying notes to the Financial Statements.

THE TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISERS LIMITED

Statement of Comprehensive Income
for the year ended: December 31, 2013

		2013	2012
Income			
Membership Fees		1,260,615	652,880
Students Fees and Books		1,209,341	1,128,129
Interest		12,317	40,832
Total Income		2,482,273	1,821,841
Administrative Expenses	(Schedule 1)	(1,289,629)	(920,301)
Other Income and Expenses			
Student Courses and Books		(915,358)	(821,633)
Profit on Disposal of Non-Current Asset		700	-
Donations and Other Income		50,614	16,999
Congress Income		15,063	128
Chapter Income		116,843	19,826
Day of Common Concern		2,789	-
Dividend Income		2,912	-
Loss on investment		(23,886)	-
		(750,323)	(784,680)
Finance Costs			
Bank Charges and Interest		(27,172)	(8,152)
Total Expenses		(2,067,124)	(1,713,133)
Surplus for the year before taxation		415,149	108,708
Taxation Expense **(Note 4)**		(134,547)	(4,997)
Net surplus for the year after taxation		280,602	103,711

THE TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISERS LIMITED

Statement of changes in Equity
for the year ended: 31st December 2013

		Accumulated fund	Fred Williams fund	Sales congress fund	Total 2013	Total 2012
Balance at 1st January, 2013	$	2,064,087	27,927	85,481	2,177,495	2,073,584
Net surplus/(deficit) for the year		280,602	-		280,602	103,711
Prior year adjustment - depreciation charged on architectural drawings		3,084	-	-	3,084	-
Movement in Fred Williams fund		-	200	-	200	200
Balance at 31st December, 2013	$	2,347,773	28,127	85,481	2,461,381	2,177,495

THE TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISERS LIMITED

Statement of Cash Flow

for the year ended: December 31, 2013

	2013	2012
Cash Flows from Operating Activities		
Surplus before Taxation	415,149	108,708
Adjustments for:		
Profit on disposal of property, plant and equipment	(700)	
Depreciation	42,742	46,936
Operating Surplus before working capital changes	457,191	155,644
Changes in Operating Assets and Liabilities		
Increase in Receivables and prepayments	(8,564)	(18,681)
Decrease in Creditors and Accruals	(29,764)	(5,519)
	(38,328)	(24,200)
Cash generated from Operations	418,863	131,444
Taxation Refunded	10,923	209
Taxation Paid	(19,700)	(11,287)
Net cash from Operations	410,086	120,366
Investing Activities		
Disposal /(Purchase) in Investments	30,684	(91,089)
Proceeds from disposal of property, plant and equipment	700	-
Purchase of property, plant and equipment	(30,509)	(48,420)
Net cash from /(used in) from investing activities	875	(139,509)
Net Increase/(Decrease) in Cash for the Year	410,961	(19,143)
Cash and Cash Equivalents:		
Balance at the beginning of the year	222,430	241,574
Balance at the end of the year	633,391	222,430

Notes to the financial statements

for the year ended: December 31, 2013

1. General Information

The Trinidad and Tobago Association of Insurance and Financial Advisers Limited was continued under the Companies Act 1995 on 5th May, 2003 as a Company limited by Guarantee under the laws of the Republic of Trinidad and Tobago. Its principal activities are to provide its members and other persons employed in the area of marketing insurance and financial services with knowledge and training through holistic development of programs through workshops and congress.

2. Significant accounting policies

(a) Basis of Preparation

The financial statements have been prepared under the historical cost convention. No account has been taken of the effects of inflation or changing prices. Reference has been made to International Financial Reporting Standards and the existence of material items covered by the Standards or departures therefrom are disclosed. The financial statements are presented in Trinidad and Tobago dollars (TT$) since this is the currency in which the majority of the organisation's transactions are denominated.

(b) Property, plant and equipment

Fixed Assets are stated at cost less depreciation. Depreciation is provided on the reducing balance basis for the following assets at the following rates:-

Furniture, Fixtures and Computer Equipment	15% - 33.33%
Office Equipment and Books	20%
Building	4%

Land is not depreciated.

(c) Investments

Fixed Investments are stated at cost. Changes in those investments with unit values are recognised as a gain or loss on investment and is included in the Statement of Comprehensive Income. The value of CLICO Investment makes up two parts. The first part representing the 1- 10 year bond is stated at the value redeemable. The second part representing the 11-20 year bond was converted to 5,200 units in the CLICO Investment Fund and is stated at the market value of the shares. Any gain or loss was recognised and included in the Statement of Comprehensive Income.

(d) Revenue Recognition

All membership fees and student fees are recognized on an accruals basis. Revenue is measured at the fair value of the consideration received or receivable, net of discounts and sales-related taxes collected.

Notes to the financial statements

for the year ended: December 31, 2013

2. (e) Foreign Currencies

Transactions involving foreign currencies are translated at the exchange rate ruling at the dates of these transactions. Gains and losses thus arising are dealt with in the Statement of Comprehensive Income.

(f) Cash and Cash Equivalents

For the purposes of the cash flow statement, cash and cash equivalents comprise of cash on hand and investments in money market instruments, net of bank overdraft.

(g) Trade and other receivables

Most income is generated on a cash basis. However, where there are credit sales, they are made on the basis of normal credit terms and do not bear interest. At the end of each reporting period the carrying amounts of trade and other receivables are reviewed to determine whether there is any objective evidence that the amounts are not recoverable. If so, an impairment loss is recognized immediately in the Statement of Comprehensive Income.

(f) Trade Payables

Trade payables are obligations on the basis of normal credit terms and do not bear interest. Trade payables denominated in a foreign currency are translated into Trinidad and Tobago dollars using the exchange rate at the reporting date. Foreign exchange gains or losses are included in other income or finance costs.

(g) Taxation

Taxation expense represents the sum of the tax currently payable and deferred tax. The tax currently payable is based on taxable profit for the year. The Association is in the process of applying for charitable status. Until such status is granted the Association is obligated to pay Corporation Taxes on surpluses to date. The taxation related to the current year's provision has been included in the Statement of Income and Expenditure. If the Association is granted charitable status it is expected to become exempt from corporation taxes from the date of granting and not the date of application.

Deferred tax is recognized on differences between the carrying amounts of assets and liabilities in the financial statements and their corresponding tax bases (known as temporary differences). Deferred tax liabilities are recognized for all temporary differences that are expected to increase taxable profit in the future. Deferred tax assets are recognized for all temporary differences that are expected to reduce taxable profits in the future, and any unused tax losses or unused tax credits. Deferred tax assets are measured at the highest amount that on the basis of current or estimated future taxable profit, is more likely than not to be recovered.

The net carrying amount of deferred tax assets is reviewed at each reporting date and is adjusted to reflect the current assessment of future taxable profits. Any adjustments are recognized in profit and loss.

Deferred tax is calculated at the tax rates that are expected to apply to the taxable profit (tax loss) of the periods in which it expects the deferred tax asset to be realized or the deferred tax liability to be settled, on the basis of tax rates that have been enacted or substantively enacted by the end of the reporting period.

Green fund levy is provided at the statutory rate on gross income for the year.

Notes to the financial statements

for the year ended: December 31, 2013

(h) Impairment of assets

At each reporting date, property, plant and equipment and any intangible assets are reviewed to determine whether there is any indication that those assets have suffered an impairment loss. If there is an indication of possible impairment, the recoverable amount of any affected asset (or group of related assets) is estimated and compared with its carrying amount. If estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount, and an impairment loss is recognized immediately in profit or loss.

Notes to the financial statements

for the year ended: December 31, 2013

3. Property, plant and equipment

		Land and Building	Furniture Fixtures and Office Computer Equipment	Equipment and Books	Total 2013	Total 2012
Cost						
At beginning of year	$	669,023	261,241	188,922	1,119,186	1,070,766
Additions		-	27,309	3,200	30,509	48,420
Reclassification (see note below		(35,000)	-	-	(35,000)	-
At end of year		634,023	288,550	192,122	1,114,695	1,119,186
Accumulated depreciation						
At beginning of year		225,489	149,304	144,969	519,762	472,826
Written Back		(3,084)	-	-	(3,084)	-
Current year		7,642	24,687	10,413	42,742	46,936
At end of year		(230,047)	(173,991)	(155,382)	(559,420)	(519,762)
Net book value	$	403,976	114,559	36,740	555,275	599,424

Reclassification:

This amount was paid toward architectural drawings and classified as Building in the previous year. In the current year no work has began and it was therefore reclassified and treated as a Deposit on Fixed Asset.

4. Taxation Expense

		2013	2012
Current Tax		98,541	6,106
Deferred Tax	**Note 5**	36,006	(1,109)
		134,547	4,997

Notes to the financial statements

for the year ended: December 31, 2013

5.	**Deferred Tax**	**Depreciation**	**Unrelieved Losses**	**TOTAL**
	1st January 2012	-	-	-
	Charge to profit for year	(1,109)	-	(1,109)
	1st January 2013	(1,109)	-	(1,109)
	Charge for the year and prior year adjustment	7,110	28,896	36,006
		6,001	28,896	34,897

The company's effective tax rate varies from the statutory rate of 25% as a result of the differences shown below:-

Profit before tax		415,149	108,708
Tax charge at the statutory rate 25%		103,787	27,177
Tax effect of:	: tax exempt income	(2,289)	(6,459)
	: non-deductible expenses	5,837	2,706
Loss relief		(7,926)	(20,970)
Timing difference relating to depreciation		(3,546)	(2,455)
Corporation tax charge		95,863	-
Business Levy		-	4,071
Green fund levy		2,678	2,035
Current tax		98,541	6,106

Notes to the financial statements

for the year ended: December 31, 2013

6. (a) SHORT-TERM INVESTMENTS

			2013	2012
(i)	Trinidad and Tobago Unit Trust Corporation	$	51,880	51,383
(ii)	RBC Royal Bank Limited		37,193	36,388
(iii)	Guardian Asset Management		529,639	520,811
(iv)	Roytrin Mutual Fund		156,619	155,091
(v)	Maritime Financial Group		245,078	249,922
(vi)	CLICO Investment Bonds		14,000	14,000
	TOTAL SHORT - TERM INVESTMENTS	$	1,034,409	1,027,595

(b) LONG -TERM INVESTMENT

			2013	2012
(i)	CLICO (Trinidad) Limited - Bonds		98,000	112,000
	CLICO (Trinidad) Limited - Shares		114,348	137,846
	TOTAL LONG - TERM INVESTMENTS	$	212,348	249,846

(Schedule 1)

THE TRINIDAD AND TOBAGO ASSOCIATION OF INSURANCE AND FINANCIAL ADVISERS LIMITED

Notes to the financial statements
for the period ended: December 31, 2013

	2013	Restated 2012
Administrative Expenses		
Salaries and Employee Benefits	351,119	235,344
Severance	82,700	-
Retirement/Gratuity Expenses	9,000	12,000
Travelling, Subsistence & Entertainment	17,049	15,765
Legal and Professional Fees	27,965	6,645
Audit and Accounting Fees	37,000	39,480
Donation	20,031	8,480
C.A.R.A.I.F.A. Fees	57,030	55,748
C.A.R.A.I.F.A. Meetings Expenses	98,081	94,258
Telephone	45,297	58,801
Electricity	16,453	11,982
Repairs and Maintenance	36,882	28,693
Insurance	14,560	3,367
Depreciation	42,742	46,936
Advertising	35,568	26,931
Meeting Expenses	64,088	74,066
Retreat Expenses	53,720	-
Seminar Expenses	43,445	-
Security	6,745	7,264
Office Expenses	41,975	46,303
Awards Expenses - Net	139,644	122,518
Rates and Taxes	1,005	878
Staff Training	1,730	3,300
Car Park Facility Rental	45,800	21,542
Total expenses	1,289,629	920,301

TTAIFA REPORT

AUDITED ACCOUNTS YEAR ENDING DECEMBER 31ST 2013

Presented by Mariana Galindo – Dated May 5th 2014

Mariana Galindo

Senior Financial Advisor, Sagicor

Secretary/Treasurer, TTAIFA's National Board

Introduction

"Until someone writes the story of the lion, the story of the hunter will always be favoured."
An African Proverb.

Members of the Head Table, Special Invited Guests, and TTAIFA Members All Protocol Observed.

Permit me this opportunity to present my report.

SECRETARIAT

TTAIFA's Secretariat has seen a number of changes over the past year. These changes have been quite enlightening, uplifting and enhancing the face of our Association. There has been growth in terms of our operations and effectiveness in reaching out to our membership which reinforces our motto - 'To Enrich one family at a time by ensuring the long term growth of our industry'.

The year 2013 saw TTAIFA having new faces on our staff; our General Manager; Ms. Carol Salim, Education Officer; Ms. Leiselle Ann Borel, our Administrative Assistant; Ms. Krystal Raymond, our Information Technology Assistant; Mr. Darnelle Lovelace and Office Assistant, Anganie Ramkissoon.

We continue to appreciate our Accounts Officer Mrs. Audra Spence who has consistently performed yeoman services.

With this institutional strengthening, communication to our membership has now increased. Members are updated on events happening in TTAIFA whether it is a National event such as Awards or a Chapter event such as MDRT Day or Liming with the Stars. Our website is still up and running. Please visit us at www.ttaifa.com

TTAIFA's data base is continuously being updated, and we ask that you inform us of any new updates such as email addresses, contact information, or even copies of your certificates when you successfully complete your license exam, or any other courses done. It will assist with future requests.

IN THE LOOP MAGAZINE

Our 'In the Loop Magazine' continues to be disseminated via email to all Insurance Companies, and Heads of Sales for further distribution to members within the respective Companies. It is hoped that you have been able to access this interesting information.

The magazine highlights the work done by the Chapters, as well as upcoming events during the year. `One of our highlights was the assistance given to the girl from Fishing Pond, Vashti Thom. The East Chapter provided tuition expenses for the past six (6) years because her family could not have afforded to send her to secondary school after she had passed her SEA exam. It is a proud moment now, knowing that she currently is pursuing a Bachelor's Degree in English at The University of the Southern Caribbean, in Maracas, St. Joseph. The future funding of her tertiary education is now through the HELP Loan program with the Ministry of Tertiary Education.

NEW UPDATES

We at TTAIFA have recognised the importance and significance of every dollar especially when death or disability strikes. It is with great pleasure I inform you of a Health Package TTAIFA will like to implement as a benefit to our Membership. It is a Life, Accidental Death & Dismemberment, Personal Accident & Critical Illness package which is FREE to our membership. Implementation depends on the completion of the application form, along with a copy of a valid photo ID and utility bill for verification of address. Note though after careful reviewing of all member Company quotes, the National Board ratified a decision to choose Pan American Life Insurance to administer this Membership Benefit Plan. All business placed with our respective companies are 'house sales' ensuring that we get the best premium costs. Please turn to the power point presentation on this package so we can see what TTAIFA is doing for you, our membership.

SECRETARY/TREASURER'S REPORT ON TTAIFA 2013/2014

CARAIFA CONGRESS

It was heaven on earth as described by the Congress Director for 2013; Cheryl Rolle. This CARAIFA Congress was held on the island of Dominica which has a river for every day of the year. As we moved through the various parts of the country we were blessed to see some of these rivers and some even had the opportunity to wade or swim. The theme for 2013 Congress was Life's Blessings, and for those in attendance we were blessed. Trinidad and Tobago received the award for the largest number of attendees which was 64. There were approximately 141 attendees in total.

CARAIFA Congress 2014 was held in Jamaica and once again we had a large contingent.

CARAIFA Congress 2015 hosted by TTAIFA will be held right here in our very own TNT, Trinidad and Tobago. I urge you to highlight this period on your calendar- set aside April 27th to 30th 2015 to have a fabulous experience and allow your appetite to be not just wet but soaked with educational, motivational, inspirational information and sumptuous food. A DVD promoting our Congress will be shown after our AGM.

AUDITED REPORT

In your booklets there is a copy of our Audited Report for the period ending December 31st 2013. I will attempt to further highlight some of the main points. Kindly note first Our Auditor will read his final report, and when completed the floor will be opened for all questions or further information.

ASSETS

TTAIFA's Total Assets (IAS) International Accounting Standards Accounting Value for the period ending December 31st 2013 was TT $2,625,917.00.

MEMBERSHIP FEES

In 2013, membership fees have doubled over 2012. More Companies have come on board now and are ensuring timely payment of your membership fees. As a result of Central Bank of Trinidad and Tobago tightening up on the granting of Advisors' license, enhancing of knowledge and skill base will be a prerequisite for renewal of licences when the draft amendment bill is passed in Parliament, hopefully before this year is out.

EDUCATION FEES

Whilst a decrease in Student Education fees was observed in 2012, an increase by $81,000.00 was recorded in 2013. This was no doubt due to requirements of the draft amendment bill to be passed in Parliament. We, as financial advisors, would also be required to have continuing education, like our fellow professionals such as doctors and lawyers who complete refresher courses. If, we are to offer to our clients and prospects efficient and effective advice, recommendations and service, then 'Continuing Education' will be necessary. This can only be done by enrolling in TTAIFA courses, attending Insurance Companies' and Industry Seminars and any related financial course.

ADMINISTRATIVE EXPENSES

SALARY AND EMPLOYEE BENEFITS

This area shows an increase from the previous year because of increased staff. As stated earlier we now have a General Manager and an Information Technology staff, the latter of whom is currently on a two year contract under the OJT; On the Job training programme with the government, whereby we absorb 50% of the salary paid. Our General Manager took up office with us on 24th June 2013.

LEGAL AND PROFESSIONAL FEES

These were in the course of attaining professional services for renewal of our ACTT Registration and Human Resource purposes.

DONATIONS

In 2013 before the hiring of the IT personnel, in order to have our database accurately captured, there were some students from Hill View College, Tunapuna who assisted us with the design of our data base system. A small stipend was given to the students for their work and time. However, one of the students who is currently featured in our calendar was nominated to attend the Global Young Leaders Conference in China. We gave the student a small contribution towards this venture. Members kindly note that to source professional IT services would have cost TTAIFA five times more than what was donated to these students.

As mentioned earlier a girl in Fishing Pond, Sangre Grande due to the poverty under which her family lives, the East Chapter began the work of assisting her with Secondary Education funding. After she was successful with seven (7) passes in the CSEC examination along with copping three top school awards, she desired to go straight to do her Bachelor's Degree in English, and is presently enrolled at The University of the Southern Caribbean in Maracas, St. Joseph. The initial cost for her enrolment was too high for the Chapter and so through the Fred William's Education Fund her first semester fees were paid, whilst being GATE assisted as well. One of our members got the second semester funding through the HELP Loan programme under the Ministry of Tertiary Education, and so in continuing of her tertiary education with the University it will be funded through the HELP Loan programme.

CARAIFA MEETING EXPENSES

TTAIFA has the largest membership in CARAIFA and is required to attend meetings at most times with the full number of delegates which can be at times anywhere between two or five delegates depending on the specific meeting.

ADVERTISING

This area also increased in 2013 due to the number of events TTAIFA hosted, however, the main event was the MDRT Day hosted by the South Chapter, as the membership would be aware, communication and other forms of advertising were done to ensure the success of the event.

SECRETARY/TREASURER'S REPORT ON TTAIFA 2013/2014

MEETING AND RETREAT EXPENSES

Apart from the normal Board and Executive meetings and other TTAIFA meetings, the National Board held a retreat in March 2013 as part of the five year development plan to improve the operations of TTAIFA. It was held in East Trinidad over a three day period, the Facilitator was our own Mr. Garth Thomas.

AWARDS EXPENSES-NET

Our Awards function 2013 saw a change in geographical location of our function compared to previous years. The venue used, Centre of Excellence, created some discomforts through a number of unforeseen circumstances which interrupted the smooth flow of the event. Notwithstanding, the circumstances which were beyond our control, the expenses fell within the budgeted figures for the function. As we know TTAIFA Awards recognizes your stellar performances. The event is subsidized by TTAIFA making it less expensive to our members, and in so doing it is not a profit making event. The Awards Net Expenses shown on the report is the Total Expenses less Total Income.

CAR PARK FACILITY RENTAL

This expense is necessary as TTAIFA must secure ten (10) additional parking spots in order to get Town and Country approval to renovate our Building and put up an additional Floor Space which will be a multi-media room outfitted for Seminars, Training and Meetings and Teleconferencing. We are trying to source customers who are willing to lease at least five of the spots in the mean time to let the Car Park pay for itself while we await approval of our plan. The 2013 figure represents the entire year's rental fee. It is located at #119, Edward Street, Port-of-Spain. This is just a mere three buildings from our Head Office.

CHAPTERS' INCOME

Our Chapters have been working to ensure our membership is active and in the know, whilst camaraderie is enhanced through the various events. Each Chapter has its Board meetings, membership and bi-monthly meetings where there are guest speakers highlighting information about the industry and that which affects our industry. In 2013 the South Chapter held its MDRT Day where there were two international speakers along with our local speakers giving valuable information. The East Chapter also had their Going Green and Liming with the stars events. The North Chapter continued with their charitable event where they assist young students at NALIS, The National Library.

Collectively the Chapters' Income is $116,843.00. The increase was mainly due to the MDRT Day event held by the South Chapter. You are encouraged to continue to participate and become more involved in your Chapters where you can serve the community, become more knowledgeable about the industry, rub shoulders with the greats in our industry, for one thing we highly commend the great minds our industry for they are always ready and willing to support our Association. Through your continuous involvement in your Chapters you can also be recommended to serve on the National Board of TTAIFA.

INVESTMENTS

TTAIFA currently has Short Term Investments totalling TT$1,034,490.00 and Long Term Investments totalling TT$212,348.00. The Long Term Investment is categorized into two segments; CLICO Bonds and CLICO Shares.

FINANCIAL OVERVIEW FOR 2013

Our 2013 budget expense was TT$2,116,000.00 which includes Administrative and Education expenses. However, note based on our frugal use of our members' funds our Statement of Comprehensive Income shows TTAIFA made a surplus after taxes in the amount of TT$280,602.00 an increase over 2012 of TT$176,891.00. TTAIFA has no outstanding taxes, loans or mortgages at this time. We are debt free. Our bank account ended with TT$633,391.00 as at December 31st 2013.

I would now like to invite TTAIFA's Auditor Mr. Shastri Persad of Bertrand Hadaway & Company to read The Auditor's Report. Kindly note we will open the Floor for questions after Mr. Persad has finished his report.

"A man always has two reasons for what he does...a good one, and a real one." J. P. Morgan

Ladies and Gentlemen it is my humblest privilege to deliver this report which was given for a good reason. I thank you again for the opportunity to serve this august body.

Mariana Galindo

Secretary/Treasurer

TTAIFA National Board

AN EXCERPT FROM 'GLOBAL TRENDS IN THE FINANCIAL AND INSURANCE INDUSTRIES'

by Mr. Jacinto Martinez, Vice President Sales and Marketing, Sagicor Life Inc.

Delivered September 2013

….I want you to consider that whatever stands between you and your desires can be conquered by knowledge. If you understand the **environment** in which you exist, if you understand the **market** and if you understand **yourself** you will have the box of tools to design your own unique path to success. The key to opening the box is right here…..inside the human mind, the seat of all knowledge.
Here is what you need to know….

The Environment

Globally, the IMF keeps tinkering with its projections of growth, always in a downward direction. Its projection for global economic growth in 2013 was revised down from 3.2% to 2.9% and may yet be revised. What happens globally has implications for the global insurance industry. As we all know, the impact of global economic conditions on the Trinidad & Tobago economy has been only too real for us, as evidence by the collapse of a regional financial powerhouse that was once the largest financial conglomerate.

After three years of negative growth, we have been cautiously inching our way out of recessionary conditions. The Central Bank's Financial Stability Report of July 2013 estimated 2012 growth at 0.2%. For 2013, the Minister of Finance has projected 2.5% although it remains in doubt as to whether we will in fact achieve a 2% rate of growth.

If we did not know it before, we know now how integrated the world financial system has become. One sneeze in the US gives China the cold while we in the Caribbean get the fever. Of course, this financial collapse did not just affect the economy, it affected public confidence. When the public loses confidence in the economy, they get nervous about spending, become scared about the future and more often than not withdraw from the market.

The Market

Here in Trinidad & Tobago, one way in which market anxiety has expressed itself is in the huge build-up of liquidity with the public being inclined to avoid the risk of investment and keep their cash liquid and available. The market falls into a vicious cycle when the high liquidity levels leads to a decline in interest rates for money that sees nowhere else to go. Naturally for us in the insurance industry, this situation increases re investment risks and reduces investment returns and spreads.

The most worrying consequence of a stagnant and/or unstable economic environment is the fear factor. When the psychology of confidence is replaced by the psychology of fear, we in the insurance business are among the first to feel it. We witness it in our daily operations when policy holders give up on the future and ease the concerns of the present by ceasing to pay premiums and surrendering long-term policies. Loss of confidence is one of the greatest hazards of the insurance industry, whose business is, essentially to sell a stake in the future. When the future seems risky, it is natural for people to choose not to buy into it unless we can give them good enough reason and the comfort of confidence in us.

In the five years since 2008, economic turbulence and technological innovations have significantly transformed every element of the market- producers, consumers, service providers, traders and other intermediaries. We in the insurance industry have learned that our business begins not with the products we create, but with the people to whom we wish to sell them. We don't design people for products, we design products for people. Once you understand the implications of this, you quickly realize that unless you are intimately involved with your potential client base, you run the serious risk of being out of step, out of touch and obsolete. The first indicator of obsolescence becomes evident in your sales figures.

In every business, but most especially in a business like insurance that caters to people's greatest hopes and deepest fears, there is no substitute for understanding the people who constitute your market. There can be no opportunity for understanding unless you get their trust. I am afraid that trust is not something you will learn sitting here in a seminar, or from a book or some manual. Gaining a client's trust can only be achieved by direct and genuine engagement.

It is the personal touch that will yield the precise information needed to guide the selection or design the best possible financial solution for the specific needs of clients, each of whom, you have discovered, is unique in some way. You the advisor who knows the environment and understands the market, have everything needed for success. Everything, that is, except one more KNOWING YOURSELF.

Know Thyself

You might know the market down to the last detail and you might understand everything there is to know about the needs of the potential client. However, if you enter the market and engage a client without a clinical assessment of yourself, you run the risk of falling victim to the one thing you took for granted and overlooked. That is because every transaction is triangular- The Market, The Client and You.

Make yourself the subject of your own SWOT analysis. What are your strengths, your weaknesses, the opportunities that are present in you and what are the threats you pose to yourself? Understand too, that these are variables in every transaction. What is a strength in one transaction could become your weakness in another and so on. The importance of this perspective is that in entering every transaction, it forces you to assess your approach in relation to every client, to review your level of preparation, to identify your blind spots and to seek support where it is needed.

In today's environment you just cannot walk into a room and expect a product to sell itself or to reel off some stock speech and expect a client to fall for it. They will tell you "Ok, I'll think about it", and then go on Facebook and ask the world what they think about or google global reviews of similar products. You will be blind-sided by people you've never seen and products you've never even heard about and are therefore unable to respond to. All you will know is that you failed.

As I did at the beginning, let me emphasize my core point that **today's world belongs to the knowledgeable and the nimble-minded.** Your mastery of the financial environment and the factors that affect and influence it, will gain you the respect of the market you're trying to reach. Your insight into your client's needs and ability to match those needs to the most effective product for them will gain you their trust. Your willingness to equip yourself for managing every transaction as a unique exercise, will bring you success in this business. As professionals in our field we must distinguish ourselves by our understanding of the law, knowledge of our products and intimacy with the needs of our clients.

Technological advances are ensuring that no one can any longer count on secure and guaranteed territory. Every day, we have to go out there and earn our keep by proving our worth to the people we serve. In this world that is now recognized as global and flat, where time and space have been virtually dissolved, the only real advantage comes from closeness with a market that trusts us to understand its needs and to be knowledgeable in what we are doing.

APPENDICES

NOTICE is hereby given that the Annual General Meeting of Trinidad and Tobago Association of Insurance and Financial Advisors (TTAIFA) will be held at Kapok Hotel, on Tuesday 13th May 2014 at 9.00 am for the following:

AGENDA:

To Consider

- Minutes of the 2013 Annual General Meeting
- President's Report
- Auditor's Report
- Re-Instatement of Auditor for period December 31, 2013 – December 31, 2014
- Secretary/Treasurer's Report
- Installation of Assistant Secretary/Treasurer 2014-2015

BY ORDER OF THE BOARD OF DIRECTORS

APPENDICES

Time:	9.00am - 12noon
Date:	May 13th 2014
Venue:	Kapok Hotel
Officiating Officer:	Carol Salim

1. Call to Order
2. National Anthem –CD
3. Invocation – Mr. Garfield Clouden
4. TTAIFA Pledge
5. Welcome & Opening Remarks – Ms. Carol Salim, GM TTAIFA
6. Standing Order
7. Guest Speaker Presentation –
8. Minutes of the 2013 AGM
9. Confirmation of 2013 Minutes
10. President's Report – Mr. Curtis Dass
11. Open Floor for Questions
12. Adoption of the President's Report
13. Secretary/Treasurer's Report – Mrs. Mariana Galindo
14. Auditor's Report as at December 31, 2013 – Mr. Shastri Persad, Auditor – Hadaway & Co.
15. Open Floor for Questions
16. Adoption of Auditor's Report
17. Re-Instatement of Auditor for period December 31, 2013 – December 31, 2014
18. Installation of Assistant Secretary/Treasurer 2014-2015
19. Other Business
20. Close of Proceedings

TTAIFA'S MEMBERSHIP LISTING

BRITISH AMERICAN

AMRYL KELLAR

GERALD CRUICKSHANK

JORDAN MC INTOSH

NINA CRUICKSHANK

PATRICIA FERGUSON

COLONIAL LIFE INSURANCE COMPANY (CLICO)

FITZROY JACKMAN

LUENDA FRANCIS

INGRID SERRETTE-CARABACHE

RODNEY ALEXANDER

ROLF BARTOLO

STEVE SUMADH

TERRANCE WILLIAMS

TTAIFA'S MEMBERSHIP LISTING

GUARDIAN LIFE OF THE CARIBBEAN

AARON MILLETTE
ABENA XAVIER
ADELLE FUENTES-GHANNY
ADRIAN RAMDEO
AHILIA SANKAR
AINSLEY RAMDWAR
AKAASH KALLADEEN
ALAFIA WHISKEY
ALAIN WRIGHT
ALEEMA MOHAMMED
ALICIA MITCHELL
ALICIA O'BRIEN-SAMUEL
ALIMUDDIN MOHAMMED
ALINA RAMROOP
ALLAN JOSEPH
ALLISENE TANNER
ALLOY DATES
ALLYSON HUMPHREY-MITCHELL
ALTHEA MARTINEZ
AMANDA ALLISON BUTCHER-EMMANUEL
AMANDA MOHAMMED
AMANDA TAYLOR
AMINA HASSIM
AMOS SEENATH
AMRALL ALI
ANAND PANCHU
ANDERSON JOHN
ANDRE PERSAD
ANDREA BRAVO
ANDY RAGHUNANAN
ANDY RAMLOCHAN
ANGEL CARLOS LANDEAU
ANGELA CUFFIE
ANGELA JOSEPH
ANGELA MASON
ANGINEE L RAMBERAN
ANIL BEEPATH
ANN PUCKERIN-CHARLES
ANTHONY DAVIS
ANTHONY JOSEPH
ANTHONY KING
ANTHONY NEEL MOORE
ANTHONY O'BRIEN
ANTHONY TAITT
ANTHONY WONG SANG
ANTONIO ARRA
ANUSHKA LALL
ARELENE PAUL-GRIFFITH
ARLENE CAMBLE
ARLENE PIERRE
ASAIAH PIERRE
ASHA RICKHI
ASHLEY JOSEPH
ASHVIN AKAL
AYANNA CHARLES-NOEL
BARBARA ROBERTS-ITON
BARRY GRAHAM
BASIL JOSEPH
BERNADETTE CHARLES
BERNADETTE SAMLALSINGH
BERNADETTE STANLEY-JOSEPH
BERNICE AWAI
BEVERLY ALI
BEVERLY RAMOUTAR
BHEESHAM SONNY
BIANCA GARRAWAY
BIANCA VEDA HULL-NELSON
BILAL MILLETTE
BRANDON BEST
BRENDON ALEXANDER
BRENT DURITY
BRENT JANKIE
BRENT KOWLESSAR
BRENT ROMANO
BRIAN DOOKERAN
CALVIN MENDEZ
CAMEILLA LI
CANDICE ANDREWS
CANDICE FINGAL-MOHAMMED
CANDICE PREMDASS-KHEMKARAN
CANDIDA JOSEPH
CARLYLE L. FLETCHER
CATHERINE JARDIM
CHARLES BALGOBIN
CHARMAINE HUTCHINSON
CHE AFONG
CHERYL FORDE
CHERYL MOONAH
CHERYLANN DARABIE
CHOYLING GUERIN
CHRISTIAN ALI
CHRISTINA REVENALES
CHRISTINE SAYNEY
CHRISTOPHER NANCOO
CINDY SAMMY
CINTRA RAMGOOLAM
CLEMENTINE JARDINE
CLINTON CORBIN
CLYDE JUSTIN PAYNE
COLLEEN ARNEAUD
COLLEEN GREAVES
CRYSTAL RAMBISSOON
CUBISON THORNE

CURT GORIB
CURTIS BISHOP
DALE MC LEOD
DANIAN PETERS
DANIEL DOOKIE
DANIEL DOOKIE
DANIELLA WADE
DANIELLE FREDERICK
DARREL DUKHARAN
DARREL RAMPERSAD
DARREN BEPATH
DARREN DICKSON
DAVE SINGH
DAVID ARNOLD WEBSTER
DAVID BLANC
DAVID GORDON
DAVIKA D. RAMNARINE-RAGOO
DAWN CUNNINGHAM
DAYRON KHAN
DELIA AGOSTINI
DELON RAMSUNDAR
DENIECE THOMPSON
DENISE CALBIO
DENISE RICHARDSON
DENISE STEEPLE
DEORANIE DOOKIE-KATWAROO
DERRICK WALLACE
DEVIKA BASSAWH-SAMPATH
DEVINDRA MOONESAR
DEXTER GEORGE
DIANA KELLY
DIANNE MOHAMMED
DIAWANTEE SOOKRAM
DINDIAL PALTOO
DINESH MOONILAL
DION BABB
DIXIE-LEE AMOW

DOMINIC ROMAIN
DOMINIC STERLING HARDING
DOREEN FERNANDES
DUANE LEE
DWINEL WARNER
EARL STEEPLE
EDGAR PARIAGH
EDWARD DUCHESNE
ELIZABETH MC LAREN-STEWART
ELIZABETH MITCHELL
ELIZABETH WHITE
EMILE GREGORY JOSEPH
ENA DALLSINGH
ESBERT JOSEPH
FAITH KATHLEEN POPE
FAITH WILLIAMS-LEE
FAIZAL MOHAMMED
FAREED MOHAMMED
FELIX MAHADEO
FINBAR GARCIA
FIZE MOHAMMED
FRANAYMA LEWIS
GABRIELLE ADDLEY
GAIL JEANETTE O'BRIEN
GAIL SINGH
GAIL STEELE
GALE RICHARDSON
GARRY DEONARINE ROOPCHAND
GARY PAUL
GEEDES FREDERICK
GEETA DEONARINE
GEM RAMSUMAIR
GERARD LALLAN
GERHARD AKIEN
GILBERT DAVID ADAMS
GILLIAN THOMSON
GISELLE LAWRENCE

GLADWYN DOLABILLE
GLENN REDHEAD
GREGG MANNETTE
GREGORY STONE
HARRILAL RAMJIT
HAYDEN WALDRON
HAZEL SIMONETTE-HERNDON
HEIDI DUPONT-DE LANCY
HELEN FELICIAN
HERMAN BOODRAM
HILARY DANIEL-BROWN
HYACINTH BOYCE
IAN COURNAND
IAN PANCHU
INDRANI PERSAD
JACQUELINE FOURNILLIER
JAHI DONALDSON
JAIME GARCIA
JAMEELA ALI
JAMILA KERRY-ANN NOEL-HAREWOOD
JANELLE WATTLEY
JANET THOMAS
JANINE GUILLAUME
JASON PARGAN
JASSODRA ALI
JAVID ALI
JAYSON FRASER
JEANINE LUCAS
JEETENDRA MAHARAJ
JEFFREY GAJADHAR
JEFFREY MAZELY
JEFFREY WARD
JENIEL GITTENS-JOSEPH
JENNA SWIFT
JENNIFER GIRDHARIE
JENNIFER MANUEL

JENNY GITTENS
JESSE CLERK
JESSEL ALEXANDER
JESSIE PETERS
JEWEL DE LEON
JHONE-RAE COLLYMORE
JILL HARRIPAUL
JILLIAN LYNCH
JILLIAN SHIRLYN FRANCIS
JOAN CINDY THOMAS
JOANNE GLENN
JOANNE RUTH ALLEN
JOEL GOUR
JOEL QUAMINA
JOEY CALLISTE
JOLENE AUGUSTE
JONATHAN CABRALIS
JOSEPH LALLA
JOSEPH RAMSARRAN
JOSIANNE BOVELL
JOVON SEETAL
JOY REID
JOY SAMMAH
JUAN ALLEYNE
JUDITH VIRE
JUDY MARCHAN
JULIETTE JACOB-FELICIAN
JUNE MAYNARD
JUNE RODRIGUEZ-CYRUS
JUNE-ANN MARIE BRANDT
K. RAGOONANAN
KAMLA ALEXANDER
KAMLA MOONASAR
KARAN RAMSUNDAR
KAREEM GOMEZ
KAREN MOHAMMED
KARL CROOKS

KATHRYN JARDINE-WILLIAMS
KATHYANN KISSOON
KAYODE MC SHINE
KEHRON GRIFFITH
KEITH CALLENDAR
KELLY AUGUSTE-RAGOOPATH
KELLY CLARENCE HARPER
KELLY RENNE ST. LOUIS
KELLY-ANN JONES
KELVIN REGISFORD
KENDALL LOWHAR
KENTON JOSEPH
KERN RODGRIGUEZ
KERRY CHARLES
KERWYN RAMROACH
KEVIN LEE-A-PING
KEVIN RAMGATTIE
KHADINE BOWEN
KHADINE MOHAMMED
KHAREIM AARON
KHEMRAJ SEECHARAN
KIMBA GOMEZ
KIMLAN CHIN
KINESHA HALLS-TURNER
KRIS DEONANAN
KURLENE PRINCE-FRANCIS
KWAME ROBERTSON
KWESI CLEMENT
KYLE BRITTON
LALCHAN JAGGAT
LANA ABRAHAM
LARRY GOCOOL
LARRY SEBRO
LARRY TAI CHEW
LAURA BREWSTER-ISAAC
LAUREN COOPER
LAUREN OLLIVIA BIROT

LAUREN RAMKISSOON
LEANDRA SIMON-RICHARDS
LENA-ANNIE MENTOR-CUDJOE
LENNOX BARROW
LEROY SERRIES
LESTER ALLEYNE
LESTER CASSIMY
LESTER DES VIGNES
LILY MONIZ
LINCOLN RAMROOP
LINDA JOHN
LINDA OTWAY
LINTON PRICE
LISA CYRUS
LISA M. DEAN
LISA MAYERS
LISA POLLONAIS
LORNA VALVERDE
LURTAN PATTERSON
LYNDON ST. BERNARD
MADIENNE ALLISON MAHON
MAHINDRA SATHRAJ SINGH
MAKESI SEYOUM JAMES
MARCIA WONG
MARCUS LYNCH
MARGARET MODESTE
MARIA BREWSTER
MARIO AFFONSO
MARK ATTAI
MARK HERNANDEZ
MARK ROBERTS
MARK RODRIGUEZ
MARLON BAILEY
MARSHA ROXANNE LYONS
MARTHA GREAVES
MARTIN THOMAS

MARTINO MARCHAND
MATTHEW DAVIS
MAUREEN JOSEPH
MAUREEN PROVIDENCE
MAURICIA GRAY
MELISSA MC MILLAN
MELISSA ROMANY
MICHA JOSEPH
MICHAEL BALLOO
MICHELLE DE FREITAS
MICHELLE HERNANDEZ
MICHELLE MARK
MICHELLE PERSAD
MICHELLE RICHARDS
MIGUEL HOSPEDALES
MIRANDA GIRHARIE
MIRIAM CHARLES
MOHANIE RAMNARINE
MONA BROWNE
MOONITA BAIJOO
MRINALINI SUPERSAD
MUCLEEN FIDDLER
MULCHAN LEWIS
MURIEL CHATTERGOON
MYLES ACHAT-ALI
MYRON TENNIA
NADIA LASHLEY
NADIA MAHABIR
NADIA TYNER
NAIM ALI
NAKASHA MARSHALL-RAMDHAN
NANDIE DA SILVA
NARISSA MOHAMMED
NASHA ADHEEN
NATALIE FRANCOIS
NATALIE WHARTON-SAMLAL
NATASHA CHARLES
NATASHA DWARIKA
NATASHA GRANT-DANIEL
NAZIM MOHAMMED
NAZIR MOHAMMED
NEELA MOHAMMED
NEELAH GANESH-KISTOW
NEIL MOHAMMED
NEKEISHA LEE
NERESA AFFAN-BARTHOLOMEW
NESHA HEERALAL
NICHELLE EMMANUEL
NICHOLAS QUINNE YEE LOY
NICOLA HALL
NICOLE BENJAMIN
NICOLE BLAKE
NICOLE BUTCHER
NICOLE CARTER
NICOLE KATHY-ANN JOSEPH
NICOLE NESBITT
NICOLE VALERE-GRIMES
NIGEL CELESTINE
NIGEL GARDNER
NIGEL GRANT
NIGEL HERNANDEZ
NIGEL SOOKBIR
NIKEISHA THOMAS
NIKEYSHA CHOY-YUEN
NINA SIRJU
NIRMALA KRISHNANAN
NOEL CHARLES
NORVA WELCH
OLIVERRE RUTH AIMES-LEGGERTON
ONIKA FLANDERS
PATRICIA CADIZ
PAULA COURNAND
PAULINE DOUGLAS
PAULINE GREENIDGE
PAULINE MC KENNA-SEBRO
PEARL RAMSAROOP
PERRY MARCHAND
PETER GRIFFITH
PETER SEBRO
PETULA SMITH
PHILISHA JOSEPH
PHILLIP WILSON
PIERRE DE COTEAU
PRAIMA HOSAM
PREMATEE RAMSOOMAIR
PREMCHAND DOOKRAN
PREMDATH SEEGOLAM
PRIMILLA GAYTRIE DIAL-SEEPAUL
PYLAR SAMUEL
QUINCY TYNER
RACHAEL DELAUNAY-BELLEVILLE
RACHEL AARON
RACHEL MOHAMMED
RAECINE FORBES
RAJ MOHAM
RALPH DONAWA
RAMCHAND HOLASS
RAMLAL BASDEO
RAMLOCHAN BHAGWANDASS
RANDALL LYON
RANDY RAMDHANIE
RAPHAEL ANTHONY GOVIA
RAPHAEL BOURNES
RAPHAEL CULPEPPER
RAWLINSON JUNIOR ROWLEY’
RAY TUITT
RAYMOND TIM KEE
RENE MARTINEZ
RENE WANLISS
RENEE MOHAMMED-SINGH

RENISON RAMKHELAWAN
RESHMA SOOKDEO-MOTIE
REUBEN RAPHAEL
RHEA RAMDEO
RHONDA GUY
RHONDA RAMADEEN
RHONDA TIMOTHY
RIA BOODOO
RIA FRANKLYN
RIA MURRAY-PAYNE
RICARDO SMITH
RICARDO TULSIE
RICHARD DE FREITAS
RICHARD DEMMING
RICHARD LEE
RICHARD ROBERTSON
RICHARD SKERRIT
RICKY RAMPERSAD
ROBERT BATES
ROBERT DYAL
ROBERT JOSEPH
ROBERT STEWART
RODERICK PINHEIRO
ROGER BRUMANT
ROGER C.D. WEBSTER
ROLAND ATWELL
ROMEL BASTIEN
RONALD ROOPCHAND
RONALD STEWART
ROSLYN KELLER
ROSSI SEALEY
ROXAMME PACHECO-VELASCO
ROZANA GAFFOOR-ALI
RUBY GARBOO-PIERRE
RUBY HAMID
RUPERT RAMHARACK
RUPNARINE SAWH

RUSSELL RAMKISSOON
RUTH SALOMY SHAH
RYAN O'BRADY
SABRINA RAMSARAN
SAHADATH NAVIN DEO
SAMANTHA AMMON
SAMRAJ RAMDHANIE
SANDIE BHAGWANDEEN
SANDRA GOODING
SANDRA THEODORE
SATISH BOODOOSINGH
SEAN DAVID
SEAN DAVID
SEBASTIAN CHASE
SEERERAM SEEPERSAD
SHALIMA MAHADEO
SHANE PUSTAM
SHARADA HOSEIN
SHARON BRIZAN
SHARON LA FOND
SHARON PEREIRA
SHARON SINANAN
SHARON WILSON
SHAWN GRANT
SHAWN LEWIS
SHAWNRICK CROOKS
SHAYAMDEO MAHARAJ
SHAZAHRA KHAN-CAMCHO
SHEENA BIPTAR LALCHAN
SHELDON DICKSON
SHELLEY-ANN PAREY
SHERMAN GOBIN
SHERRY REMY
SHERWIN WONG
SHIRLENE GREAVES
SHIVAN MAHARAJ
SIDDIKA MOHAMMED-HARLEY

SIMONE SQUIRES
STACEY NUNES
STACEY PAUL
STACEY SMITH
STACY GREENIDGE
STACY-ANN WELSH
STAFFORD YORKE
STEFAN MARCANO
STEPHEN HARPER
STEPHEN JOSEPH LEWIS
STEPHEN RAMKISSOON
STEPHENELLA HECTOR-LUKE
SUNIL BASDEO
SUNITA RAHAMAN
SUSAN ANNMARIE RICHARDS
SUSHILLA MC FARLANE
SYLVESTER PINO
TARA LAL CHAN
TARRAN RAMPERSADSINGH
TARRAWATTEE PUSTAM
TENILLE CAMPO-TAYLOR
TERON MITCHELL
THOMAS NANCOO
TIFFANY DE BOULET
TOTARAM BENASRIE
TREVERSON WHITE
TRICIA FRANCIS
TRICIA HERREIRA-BRITTO
TRISTA DES VIGNES
TRUDY CUFFIE
VANESSA RAMLOGAN-MEDFORD
VANISSA SUKHBIR
VAROON RAMESAR
VEDAISH MAHARAJ
VERNON FINGAL
VICTORIA DIAZ

VIJANTIE RAMPERSAD

VIJAY OUTIM

VIKARNO HUNTE

VILLANA HINDS

VIMAL CHICKOREE

VINDRA RAMKISSOON

VISHNU GOWGEE

WANDA BABB

WAYNE BLACKMAN

WAYNE HUMPHREY SAMPSON

WAYNE JORDAN

WAYNE MOHAMMED

WENDELL GOMES

WILBERT FRASER

WILLIAM RODRIGUEZ

WILLIAM WILTSHIRE

WINSTON MAHABIR

YANNICK JIEOVANE ANTOINE

YATIM RAHAMAN

YVONNE RAMSEY

ZAITOEN BADLOE

ZAMEER ALID ADAMS

ZANIFAR TAITT

ZINA BOBB-VESPREY

ZOBIDA MATHURA

ZOLITA MOTILAL

MARITIME FINANCIAL GROUP

ALESTER BEHARRY	DONNA SALANDY	MARCIA PAUL-AUSTIN
ALFREDO GUERRA	EMILE DEAN	MARCUS BALLOSINGH
ALICIA SINGH	EVERARD WINFORD	MARLENE SEEPAUL
ALYSSA HACKETT	GEETA GUNNESS	MARLON MC PHERSON
AMOS ATWELL	GISELE MERYERS	MAURICE ALEXANDER
ANDREW MOHAN	GLORIA VANDA LANS	MELLESIA LEWIS
ANGILLA RAMJOHN	HAMMON ST JOHN	MICHAEL FYFE
ANIL HARRICHARAN	IAN WILLIAMS	MICHAEL WILLIAMS
ANITA BABULAL	INSHAN ALI	MITCH MOHESS
ANJANI ALI	JAGDISH RAMKISSOON	MOHAN RAMPERSAD
ANJANI JOSEPH	JESSE RAMNANANSINGH	NADIA BARL
ANJU BALAI	JOAN HUGGINS	NATALIE WINTER
ANNIE RAGHUNANAN	JOANALINE WICKHAM	NATHAN MARAJ
ANSLEM LOCHAN	JOCELYN BIRCH	NATOYA JACK
ANTON THOMPSON	JOEL OGEER-GORDON	NICHOLAS VANDEIHEIDE
ARTHUR BISHOP	JOSEPH ALBERT BELIX	NIVASH RAMLOGAN
ASHA GONZALES	JOYCE JASMATH-SEEJOOR	PATRICIA JAMES-WILSON
AVINASH FELMINE	JUNIOR RAMSINGH	PATRICIA RAMOUTAR
BALLIRAM SINGH	KAELAN FERREIRA	PATRICK BREWSTER
BEVERLY LOOBIE-ALLEYNE	KAMAL SEUNARINE	PAUL FRANCIS
BRENDA GOBERDHAN	KATHY ANN KAHRIM	PAULINE MAPP-NEPTUNE
BRIAN PETERSON	KEISHA LAVINES	PETRA ELIGON
CLAUDIA ROBINSON-DOUGLAS	KENDELL BALKARAN	RAJEEV SOONDARSINGH
CLIFFORD MANCHOON	KENNEDY FLEMING	RAJINDRANATH MAHARAJ
COLETTE SPRINGER	KENNETH JALSA	RAJIV MAHARAJ
CRISTALLE ROJAN	KEVERN DASS	REUBEN SINGH
CRYSTAL DJERF	KEVIN SINGH	RIA SOOKRAM
CURTIS BERKLEY	KUNTI BUNITA HARRILAL	RICHARD DJERF
CURTIS DASS	LACHME BALDEO	RICHARD HILL
CURTIS SAMUEL	LAURA SANDIFORD-WILLIAMS	RISHA BADDALOO
DAMIEN JADOONAWNAN	LESTER PERSAD	ROBERT MOHAMMED
DARIEL PEREIRA	LINCOLN TIRBANY	RODNEY SEEMUNGAL
DEBRA JUGMOHAN	LISA SYDNEY	RONDELL RAMCHARITAR
DENISE BISSESSAR-DASS	LUCKY HALL	ROSLYN SINGH
DINESH DASS	MANUELITA OUMDATH	RUPERT SEENATH

SAAD BAKSH

SALIMA MOHAMMED

SANJIV GOOLJAR

SARAH SUPERVILLE

SEAN JAGROOP

SEAN MC LEAN

SEETA RAMSOOK

SELBY LESLIE

SHANKAR SEUNARINE

SHARAZ MOHAMMED

SHARON ANDREWS-PARRIS

SHEILA SMITH

SONIA M. PETERKIN-LOUIS

SUNIL MAY

TAMARA ALLARD

TARAMATTIE RAMSARAN

TEREK ALI

TOMMY ELIAS

TORRANCE MOHAMMED

TREVOR BADDALOO

TRICIA CAMPBELL

VANESSA HERNANDEZ

VAROON SAMAROO

VENESSA LESSEY-LOPEZ

VINDRA RAMKISSOON

VISHNU MOONANSINGH

WENDELL BOBB

YVONNE DIAZ-RILEY

ZAHAIDA ALI-PERSAD

TTAIFA'S MEMBERSHIP LISTING

PAN-AMERICAN LIFE

ABIGAIL BLACKMAN
ABIGAIL LEWIS
AISHA FORTUNE
AKIL HARRY
AKIM WALKER
ALANA-MARIE FLOYD-MUNRO
ALASTAIR SAUNDERS
ALICIA BIRCH
ALICIA BLAKE-BRITTO
ALICIA FRANCOIS
ALICIA LAZARUS
ALICIA LEWIS-SPROTT
ALICIA RYAN
ALLAN SUN
ALLAN TANH CHOON
ALLISON DIAZ-LEWIS
ALYSON PROUT
AMARDEEP BHAGWANDEEN
AMEER BASHEER
ANASTASIA BURROUGHS
ANDERSON JACKSON
ANDREA ARCHER-PARRIS
ANESHA CHARLES
ANESSA GOMEZ
ANJENNIE RAMJATTAN
ANN FOSTER
ANN MARIE NICHOLAS
ANNMARIE STEPHEN
ANTHONY BEHARRY
ANTHONY MC INTYRE
ANTHONY WILSON-MAUGHN
ANTOINETTE EDWARDS
ARTURO RAUSEO
ASHELY HUGGINS
ASHLEY HUGGINS
ATASHA NICOLE THOMAS
ATHELINE ALEXANDER-VALENTINE
ATHONY SUL
AVIAN DAVIDSON
AYANA DYETTE
BALGOBIN GAJADHAR
BARBARA RENALES
BERTIN JACKSON
BERYL PROVIDENCE
BRENT GONZALES
BRENT THOMAS
BRIAN ABRAHAM
BRILAY SIMMONS
BRITTANY JOSEPH
C. RONA SURUJBALLY
CAROL ANN PIERRE
CAROL CHARLES
CHARLENE MILLETTE-BLACKMAN
CHARLES ALEONG
CHARLES MOHAMMED
CHENELE PHILLIP
CHERISH COOMBS
CHERRY-ANN PIERRE-WILLIAMS
CHERYL EDWARDS-GILKES
CHLOE MONTSERIN
CHRISTINE QUAN-KEP
CHRISTOPHER ALEXANDER
CLIFTON RYAN
CLINT SEALY
CORIN PARRIS
CURTIS ROACH
CYRIL MC ALPIN
CYRIL MURRAY
DAISHA LAWRENCE
DALANA ST. ROSE
DAMIAN CARRIBON
DAMIAN CUFFY
DANIA GARRAWAY
DANIEL HARPER
DARCEL LOPEZ
DARIO JAMES
DARRYL KASSIE
DAVID GILL
DAVID GRAINGER
DAVIDE SONNYLAL
DEANN HILLS-RAGOUT
DEBRA DASS-JAIKARAN
DELANO RAUSEO
DENICIA MILLETTE
DEON NEDD
DEV FENTON RAMJATTAN
DEXTER KELLEY
DHAYANAND LALL

DIANNE DEONARINE
DINESH RAMKHELAWAN
DION PHILLIPS
DONNA DIAZ
DONNA FELIX
DONNA JOBE
DONNESIA PRINCE
DUANE MARC-ANTHONY AUS-TIN
DYAN GUEVARA
EARLINE BRATHWAITE
EARLINE LA FOUCADE
EDMUND RILEY
ELISHA RAMDASS
ELIZABETH MORANG
EMELDA LEE FOOK
ERIC CARTY
EULALINE MENDOZA-KEITH
EZEKIEL BENAMIN
FABIAN CAREW
GABRIELLA MASCALL
GAIL ALI-PAUL
GARFIELD CLOUDEN
GARY CROSBY
GEMMA RAMPERSAD
GERALD JOHN
GILLIAN DIAZ
GINA JULIEN
HANIFFAR KHAN
HANNAH ALS
HAYDEN BORRELL
HAYDEN RUDOLFO
HAZEL ANN SUPERVILLE
IAN CLARK
ILITTY MOLLINO
IRVIN BALDEO
ISHAQ ALPHONSE
IVAN HOOD
JACQUELINE MOLLON
JAEL SALANDY
JAMELLIA CUDJOE
JAMILIA CONSTANCE
JANELLE BECKLES
JANET VIOLET QUOW
JANNELLE CHARLES
JEFFREY PHILLIP
JENELLE D'HEREAUX
JENNIFER DILLON
JENYL SEALY
JESSICA STEPHEN
JEWEL LEWIS
JOAN JAMES
JOANNA JEFFERS
JOANNA QUINTERO
JOEL JOSEPH
JONELLE SKINNER-BALLANTYNE
JOSSETTE COOMBS-SIMMONS
JULIANA MOORE
JULIUS JAMES
JUNE MIKE
KADEL ST LOUIS
KARLA CUMBERBATCH
KARLENE JOB
KATHERINE RAMDATH
KATHLEEN ALEXANDER
KEISHA MARTIN
KEITH GERARD MOOTOO
KELLY JUMAN
KENA BARTHOLOMEW
KENDELL HARRINGTON
KENNILLE PATRICK
KENRICK CUFFIE
KENWAYNE JAMES
KESTON HACKETT
KEVAUGHN LEWIS
KIMBERLY HOSEIN
KINDA JACK
KIRT SALINE
KOLLEEN BURNETTE-PAUL
KOMIRA WILSON
KRIS-ANNE MOSES
KURT FRANCOIS
KYLE JAMES
LARRY BACHANSINGH
LEANN HOBSON
LEANNA KNIGHTS-WILLIAMS
LEE MITCHELL
LEEANNA WILLIAMS
LEETHA BAPTISTE
LETITIA LEE RAMCHARAN
LEVI DUNCAN
LEVI ETTIENNE
LEZA SAMUEL
LILY FARRELL
LINDON LEWIS

PAN-AMERICAN LIFE

LINDY ANN JULIEN
LISA GURRAN
LOIS LIVERPOOL
LORENCIA VIALVA
LOTOYA REID
LOUIS MC MAYO
LYSTRA BAPTISTE
MAHADEO RAMCHARAN
MALAIKA GARRAWAY
MARCIA CALLENDER-DAVIS
MARCIA ROGERS
MARGARET SANDY-SMITH
MARIA LOPEZ
MARISA DOPWELL
MARISE-ANN BEJAI
MARISHA JOHN
MARLENE IMAMSINGH
MARSHA HARRIPAUL
MARTIN LASHLEY
MARVA SANDY
MARY MAYERS
MARY MC DONALD
MARYLN WALKER
MC EWIN JOSEPH
MEERA DEONARINE
MELISSA SYLVESTER
MELLSHA LEWIS
MICAHEL JAWAHIR
MICHAEL DERRICK
MICHAEL SAMAROO
MICHAELINA LEWIS
MICHELE WILEY-STEWART

MICHELLE CLARKE
MICHELLE GEORGE
MICHELLE HENRY-NABBIE
MYRTLE MARCANO
NADIRA SEEPERSAD
NANDA SIMBHU
NARESH RAMCHARAN
NATALIE DENNIE-AMACHI
NATASHA GOPIECHAND-MAHABIR
NEIL BHAGAN
NERVIA BARKER
NIANN MORRIS
NICKEISHA LEWIS
NICOLE ALI
NICOLE COLLINS
NICOLE DICKSON
NICOLE HERCULES
NICOLE HINES
NICOLE WOODS
NICOLETTE BRAVO
NICOLLETTE SANDIFORD
NKEDA PHILLIP
NORMAN SALANDY
NYKIMA STRAKER
ORLANDA SEBRO
OSEI SOLOMON
PAMELA SOLANO
PATRICIA CARTER
PATRICIA CARTER
PATRICIA LEZAMA
PATRICIA ROCK-ROSS

PATRICIA SEECHARAN
PETER MATURINE
PETER REGIS
PETRA MARCANO-FELIX
POOLMATIE NARINE
POONAM DASS
RACHAEL NUNEZ
RAEJANNE DESOUZE
RAJESH KUMAR
RAMNARACE BANSEE
RAMONA DE CLOU
RANDALL HOWARD
RANDY IFILL
RAYANA BOSWELL
RAYNELLE DE FREITAS
RENALDO MOHAMMED-ALI
RHONDA DHANASAR
RHONDA JACKSON
RIA LALCHAN
RISHI RAMDEEN
ROGER ARCHIE
ROMA RAMJOHN-ALI
RONA ALI
RONDELL DE FREITAS
RUPERT SONGUI
RUTH FELIX
RYAN FARFAN
SABRINA ALI
SABRINA FIGUEROA
SABRINA YATALI
SALOME BARTON
SANDRA BAKSH

SEAN DASS
SEETA KISSOONLALL
SERAPHINA LEWIS
SHANE ROSE
SHANE STANFORD
SHAREEZA LUTCHMAN
SHARON CAMPBELL PHILLIP
SHARON MARK
SHARON NELSON
SHEILA WILLIAMS
SHELINI MAHABIR
SHELLY WEEKES
SHEREEZA LUTCHMAN
SIMEON DOWDY
SISNARINE MAHARAJ
SITA MYKOO
SLEASH GANESH
SOPHIEA MOHAMMED-RAMLOCHAN
STACEY DOUGLAS
STACEY-ANN VICTORY-O'CONNOR
STEPHEN HUGGINS
SUE-ANN DIAZ
SUGRIM RAMKHELAWAN
SURENDRA RAMESHWAR-SINGH
SUSAN CHANCE
SUSAN HYPOLITE LAI-FOOK
SUSAN JACHDEO
SUSAN REGIS
SUSAN SYLVESTER-BARKER
SUZETTE DE NOBRIGA
TAMARO CARABALLO
TESHA BARTHOLOMEW
THEMBEKA JARAMOGI
TIFFANY JACKMAN
TREVOR GARCIA
UMELLA BLACKMAN DENOON
VANESSA BRERETON
VARSHA HANOOMAN
VASANTI BOODRAM
VICTOR COPELAND
VIDYA SOOKNANAN
VINCENT CHEE KEE
WARREN BRUCE
ZAHEER ALI
ZENZELE JAMES
ZORENA KHAN-ALEXANDER

TTAIFA'S MEMBERSHIP LISTING

SAGICOR LIFE INC.

ADESH MANBODH
AKASH SOOKRAM
ALAN D'ABADIE
ALLAN KERCELUS
AMANDA PATIENCE-THEAGALI
ANDRE KING
ANDREW ALLENG
ANDREW OHREE
ANDY DE VERT
ANGENIE RAMPERSAD
ANITRA RAMPERSAD-GAYADEEN
ANN POWELL-POLLARD
ANNE-AMBAH LAMONT-CHARLES
ANSON FELMINE
ANTHONY CLARKE
ANTHONY LEZAMA
ANTHONY NAGASSAR
ANTON MARCIAL
BALGOVIND INDAR LAL
BARBARA GRANDERSON-WHEELER
BASIL FRASER
BEATRICE BRIDGLAL
BERNADETTE KRETZSCHMAR
BERNARD KING
BRENT BALFOUR
CALISTON BRIDGEMOHAN
CAMILLE SINANAN
CARLA JAMES-YOUNG
CATHY REMY
CHERYL ANN HUTCHINGS
CHRISHNA JOHN
CHRISTINE PERU
CHRISTOPHER GOUVEIA
CHRISTOPHER MARAJ
CLARISSA JOSEPH
CLAUDIA OLLIVIERRE
CLIFF KHAN
CLINTON GRANT
COLIN TRIM
COLLEEN DE GANNES
CYNTRA SEEPAULSINGH
DAVE BEHARRY
DAVID BAIRD
DAVID LAWRENCE
DAVID NAMSOO
DAVID PERSAD
DAYNA VIEIRA
DEBORAH GAIL SEALEY
DEBRA NANCOO
DENELLE MOHAMMED
DENZIL SUPERSAD
DEVANAND MAHARAJ
DEXTER RAGOONANAN
DILLON RAMPERSAD
DONALD ACHÉ
DONSTEVENSON BRISTOL
DUANE MC KNIGHT
DYAL RAMCHARAN
EDMUND CHAN
EDWIN BOYCE
ELIZABETH RAMLOGAN
ELNA DU BOIS
ENRIQUE HUGGINS
EPHRAIM THOMPSON
FARZ ALI
GAIL ABBAY
GALE DE SHONG
GARNET BOODOOSINGH
GARY ALMANDOZ
GARY VIJAY LUBIN
GEETA CHAITLAL
GEMMA SAUNDERS
HAROLD NARRIE
HASHAMEEN MOHAMMED
HAZEL JACKSON
HAZRAH BAHAW
HEATHER CARR
HENRY HARRY
IAN RAGOONANAN
IRMA STANFORD
JACQUELINE POLLONAIS
JACQUELINE SMITH
JANICE GREASLEY
JASMINE SWANN
JASON LABAN
JENNIFER KHAN
JENTY MAHARAJ
JERRY EMRIT
JESSICA JOBE
JOAN CARR
JOANNE BAPTISTE
JOANNE RAPHAEL
JOANNE SUPERVILLE
JOEL MARTINEZ
JOHN ARJOON
JONATHAN DECLE
JUDITH RAMJARIE-GUMAIA
JULIE CUPEN
JUNE NOEL-LEZAMA
JUNE SEALY-WEBB
JUSTIN RAMPERSAD
KADIM MOHAMMED
KAREN BARTHOLOMEW
KETIH WOOD

KEVIN RAMPERSAD
KIM ENEAU
KIM RAMPERSAD
KIRK MC IVOR
KRISHNA ADHAR
KYLE MORRIS
LASHLEY BUTCHER
LATCHMIN SINGH
LATOYA GREEN-LUCES
LECIA CHANG-WAI
LEIGHTON DENNIS
LENNON NAIPAUL
LESLIE MUNGAL
LESLIE-ANN FRANCIS-MOHAMMED
LISA GONSALVES-JOSEPH
LISLE LEWIS
LUKE MOUTTET
LYSTRA ALEXANDER
MANOJ RAMBADAN
MARC AANENSEN
MARCIA ASSAM
MARIANA GALINDO
MARILYN GITTENS-OXLEY
MARLON DE LEON
MARY LIGHTBOURNE
MICEHLLE SOOKDEO
MICHAEL ACEVERO
MICHAEL CROMWELL
MICHELLE DUKE
MICHELLE PRASHAD
MICHELLE RAMSAMOOJ
MICHELLE SOOKDEO
MIGUEL PATY
MIKEL GRANDERSON
MOTIRAM SOOCHIT
MYRNA COMMISSIONG
NADINE THOMAS
NALINI COEPPICUS
NATHANIEL SMITH
NELTON ATTZS
NICHOLAS SUDAN
NICOLA LUMSDEN
NICOLE MATAS
NIGEL DEOSARAN
NISA POLO-SINANAN
NOEL ANTOINE
NORMAN IMAMBAKSH
OMATIE SIRJOO
ORLANDO WIGGINS
PARTAP SEENATH
PATTI HUDSON
PAUL GUILLEN
PETER JOHN
PHILLIP JR. RAPHAEL
RACHEAL KANGALEE
RADICA SAMMAH
RALPH COUTAIN
RHONDA GONZALES
RICHARD BANFIELD
RICHARD DALY
RIQUEN ALLEN
ROGER ALCANTARA
ROGER CHOO QUAN
ROGER MITCHELL
ROODAL HARILAL
ROY SYDNEY
SEAN MANOOSINGH
SERGIO MARQUES-PITA
SHARON BON
SHIRAZ MOHAMMED
SHIRMA MARAJ
SHIVA SAMAROO
SIMON HARRILAL
SOPHIA RAMSAROOP
STAFFORD RANSOME
STEFAN GRANDERSON
SURINDA MAHARAJ
SUSAN ROMANO-DAVIS
TAMIKA NIXON
THERESA DINOO
TIMOTHY SOOKLAL
TRAVITA GODDARD
TREVALYN SUCRE
ULAN SANDERSON
VASANTIE SINGH-MOHAMMED
VAUGHN PATTERSON
VICTOR CHINEMILLY
VISHNU GAJADHAR
VISHNU MAHARAJ
WAYNE GRIFFITH
WAYNE HAREWOOD
WAYNE LEZAMA
WAYNE MOHAMMED
WAYNE REZENDE
WENDELL NURSE
WESLEY JAGLAL
WILFRED HOLDER
WILLIAM GIBBS
WINSTON BOODRAM

TTAIFA'S MEMBERSHIP LISTING

TATIL INSURANCE

ABIGAIL STEWART-ISIDORE
BENECIA IRVINE
BERNADINE WILLIAMS-GROOME
BRENDON GRAY
BRYAN PEDRO
CARL A. JAMES
CHAUVAIN JOSEPH
CHRISTINE PAUL
CHRISTOPHER LYONS
COLLIN REID
CURTIS ADAMS
DAVID CHARLES
DAVID STEPHEN
DAWN MARCELLE
DEBORAH THOMAS-RENNIE
DEIYSHA PHILLIPS
DEOCHAN BISRAM
DEON GUNPAT
DIANNE MAHARAJ
EARTHA JOY MOHAMMED
ESLA MAUNDAY
FLORENCE STENSON
GALE ANN MERRICK
GAYATREE LISA NOYAN
GLENN CURTIS AHING
GLORIA SEUCHARAN
HARDEO SEUKUMAR
INDRANI AVATAR
INGA ANTHONY
JAIRAJ LUTCHMAN
JEEVAN MOHESS
JOANNE GRANT
JULIE TRAWIEL
KAARA MURRAY

KANTA FLEARY
KAREN CORRY
KEISHA CHARLES
KEITH CHARLES
KENNY WILLIAMS
KIDSINGH POWDER
KRISHENDATH GOORCHARAN
MARCUS HYPOLITE
MARY-LOU CHUNG
MULCHAN BASDEO
NARENDRA SOOKRAM
NICOLE REIS
PAULA ATHERLY
RAMNARINE MAHARAJ
RANDOLPH SAMUEL
RAYNATHA HERCULES
RICARDO DUKE
RUSSELL BHOLA
RUTH SURAJ
SAHADAI RAMPERSAD
SALLY BHIM
SETARA BALROOP
SEUKARAN SOOKHOO
SHARAN MOHAMED-ALI
SHARON LE PLATTE
SHARON RAMRATTAN
SHERINA NAREND
SHERRY-ANN PERSAD-BHAGWANSINGH
STEPHEN STREET
SUBATHIRA ARYADURAY
SUZAN MARTIN
TONYA MARHUE-MAHARAJ
TRUDY PEDRO
VINTRA MAHABIR

WALTER STEWART
ZANAMOON KHAN

ACTT
The Accreditation Council of Trinidad and Tobago
Established by Chapter 39:06
Quality is the Key

Certificate of Registration

THE ACCREDITATION COUNCIL OF TRINIDAD AND TOBAGO (ACTT) PURSUANT TO CHAPTER 39:06 HEREBY GRANTS REGISTERED STATUS TO

The Trinidad & Tobago Association of Insurance & Financial Advisors (TTAIFA) Limited

Located At

#129 Edward Street, Port of Spain

For the Period

January 05, 2014 – January 04, 2017

CHAIRMAN, ACTT D. Michael R. Dowlath

EXECUTIVE DIRECTOR, ACTT N Bradshaw

TRUSTED CERTIFICATE OF AUTHENTICITY

Registration Number **actt/reg/inst/pvt/085**

This certificate is not valid unless it bears the Council's seal

APPENDICES

ACTT Criteria and Standards

Criterion 1.0 **Legal, Policy and Regulatory Requirements**

Criterion Statement: The institution's activities comply with legal, policy and regulatory requirements.

Standard 1.1: The institution has been established as a legal entity.

Standard 1.2: The institution demonstrates the ownership of, and responsibility for, assuring access to the learning facilities that support and facilitate the learning expected of its students.

Criterion 2.0 **Governance and Administration**

Criterion Statement: The corporate governance body and management actively show their commitment to achieving the development and continual improvement of the Quality Management System.

Standard 2.1: Institution has a governance structure

Standard 2.2: Institution has a documented Vision Statement

Standard 2.3: Institution has a documented Mission Statement

Standard 2.4: Institution has an approved current Organisational Structure with supporting text that clearly identifies the role and responsibility of all personnel.

Criterion 3.0 **Quality Management System**

Criterion Statement: The institution has a well-planned Quality Management System that is in keeping with its vision, mission, policies, processed, organizational structure, responsibilities and resources, in order to assure the quality of educational outcomes.

Standard 3.1: Institution has a documented Quality Policy.

Standard 3.2: Appropriate personnel have been assigned the duty of establishing, implementing and maintaining the institution's Quality Management System (QMS).

Standard 3.3: Institution has documented student policies to ensure that quality services are delivered to them.

Criterion 4.0 **Resource Management**

Criterion Statement: The resources essential to the institution's operational activities are identified and available.

Standard 4.1: Institution has established and documented policies and/or procedures relating to the management of its resources.

Standard 4.2: Members of staff are competent on the basis of appropriate education, skill and work experience to perform their teaching functions as they relate to quality programmed delivery in the institution.

Standard 4.3: Institution has established and documented a procedure for maintaining its infrastructure.

Standard 4.4: Institution offers reliable access to student and/or guidance counselling services, whenever needed.

Standard 4.5: Physical resources are relevant and sufficient to meet the institution's needs.

Standard 4.6: Management of the institution plans makes available and controls the financial resources which are necessary for achieving the institution's objectives.

Criterion 5.0	**Teaching-Learning Process**
Criterion Statement:	The institution has a plan for the various stages in its teaching-learning process.
Standard 5.1:	Institution has established and documented an overall Quality Plan for its teaching-learning process.
Standard 5.2:	Curricula have been designed and developed to enable students to achieve the intended learning outcomes.
Standard 5.3:	Institution has established and documented policies for the teaching-learning process.
Criterion 6.0	**Review**
Criterion Statement:	The institution's management reviews the Quality Management System at planned intervals to ensure that it is suitable, adequate and effective. Records of the review are kept.
Standard 6.1:	Institution's management has established a process for collecting appropriate information.
Standard 6.2:	Institution has reliable methods for monitoring and measuring stakeholder satisfaction.
Standard 6.3:	Institution has established and documented methods for monitoring student learning outcomes.
Criterion 7.0	**Continuous Improvement**
Criterion Statement:	The institution continually reviews its Quality Management System.
Standard 7.1:	Institution has documented a process to address all activities that do not comply with established criteria and standards for registration.

2013 CHAPTERS' EVENTS

EAST CHAPTER

SEA KITS PRESENTATION	MARCH
KITE FLYING COMPETTION	APRIL
LIMING WITH THE STARS	JUNE
GOING GREEN	JULY
CHILDREN'S PARTY	DECEMBER
10 BOARD MEETINGS	
2 GENERAL MEETINGS	
1 AGM	

SOUTH CHAPTER

MDRT DAY	SEPTEMBER
PARANG LIME	DECEMBER
6 BOARD MEETINGS	

NORTH CHAPTER

3 GENERAL MEETINGS