

October 8, 2020

# Charting unknown waters

## CHANGE MANAGEMENT FOR BENEFIT AND PENSION PLANS

11:00 AM Atlantic (10:00 AM Eastern)



**Alexandra Chamberlain**

Atlantic Central & League Savings and Mortgage



**Katherine Burgess**

Aon



**Peter Head**

Provident<sup>10</sup>

The pension and benefits industry is changing at a fast pace: technology keeps evolving, customer trends are changing, new market regulations are being launched on a regular basis, and businesses have to cope with unprecedented global crises such as the COVID-19 pandemic that keeps evolving.

Many of the world's most successful organizations are those that can quickly and effectively adapt to rapidly changing environments. Implementing meaningful and proactive change within an organization can feel like an uphill battle, making these changes stick can prove to be even more challenging. Organizations that resist change can quickly find themselves left behind as new competition, new trends, and new technology emerge in the pension and benefits industry. Please join our panel as we explore some best practices and real challenges experienced in change management.

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## INSIGHTS & INVESTIGATIONS FROM THE FIELD

Benefits Breakout Session

1:00 PM Atlantic (12:00 PM Eastern)



**Hugh Wright**

McInnes Cooper



**Shelley Frohlich**

Sun Life Financial

Fraud is constantly evolving. In the past, preventing and detecting benefits fraud involved manual processes - essentially following a paper trail. Today, benefits fraud is more complex - from life and disability to health and dental - there is an increasingly more sophisticated approach critical to establishing comprehensive fraud management and prevention programs. In these uncertain times how, or will, things look differently with COVID-19?

Using examples from the field, our legal expert will identify legal responsibilities and relationships amongst the various benefit plan stakeholders, impacts of fraud on these relationships, and how plan sponsors can mitigate and allocate legal risk.

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## ESG INTEGRATION - CHALLENGES AND OPPORTUNITIES

Pension & Investment Breakout Session

2:15 PM Atlantic (1:15 PM Eastern)



**Hyewon Kong**

Investment Management Corporation  
of Ontario (IMCO)



**Judy Coffe**

ESG Global Advisors

Before the global pandemic, ESG investing was a hot topic for investors of all sizes, in all parts of the world. What impact has the global pandemic had on this trend, and has the world of ESG investing had to “pivot” with their integration strategies?

Join our panel of industry experts to learn about the opportunities available and challenges faced when integrating ESG factors into the investment decision-making process. Additional focus will include how the current environment created by the COVID-19 pandemic is creating further considerations for ESG integration.

## CHANTAL HÉBERT - CONFERENCE KEYNOTE SPEAKER


3:30 PM Atlantic (2:30 PM Eastern)



2020 can only be described as turbulent and more is yet to come. For a thoughtful presentation on what may be on the horizon, Chantal will provide her thoughts on all things 2020 and beyond. What’s in store for the last quarter of 2020, given the looming US election, COVID’s second wave and Canada’s minority government? Nothing will be left on the table as we draw on Chantal’s political background for this session.

Chantal Hébert is a national affairs writer with the Toronto Star and a guest columnist for L’Actualité. She is a weekly participant on the political panel **At**

**Issue** on the CBC’s The National as well as Radio-Canada’s Les Coulisses du pouvoir on television and Gravel le matin on Montreal radio.

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