LOMA Canada Internal Audit Virtual Annual Meeting
NOVEMBER 17–18, 2021

AGENDA

Wednesday, November 17, 2021; 1:00 – 3:15 pm ET

❶ **Day 1 Opening Remarks**

❷ **What's New in Culture and Conduct, Operational Risks and Cybersecurity**

Stephen Beker, Manager, Life Insurance Group, Supervision Sector, OSFI (Moderator)
Monet Francis, Behavioural Specialist, Culture and Compliance, Risk Support Sector, OSFI
Bao-Luan Nguyen, Specialist, Cybersecurity Risk, Technology Risk Division, OSFI
Peta Yang, Manager, Operational Risk Division, Risk Support Sector, OSFI

This expert panel from the Office of the Superintendent of Financial Institutions will outline developments and their perspective on key hot button issues that affect Canadian life insurance companies, and in particular audit and compliance professionals.

❸ **Auditing Digital Applications**

Gus Leite, Partner, Digital Assurance Upskilling Leader, PwC Canada

As more companies advance their digital strategies in order to attract and retain market share in an increasingly competitive and rapidly changing business environment, the financial services industry has been significantly impacted. Customers are looking for new and innovative ways to purchase and service their insurance needs and insurers are working quickly to keep pace. New digital services and applications are being created and launched to meet evolving customer expectations, while at the same time, introducing new risks that must be identified and mitigated. Leite will break down the key risks associated with digital services/applications and highlight some considerations in order to audit them effectively.

❹ **Day 1 Closing Remarks**

❶ **Day 2 Opening Remarks**

❷ **The Three Lines Model**

Margaret Pacheco, President, Baywall Consulting (Moderator)
Greg Dilworth, Vice-President and Chief Financial Officer, Group Retirement Services, Sun Life
Nancy Russell, Senior Vice-President and Chief Internal Auditor, Canada Life
Kathy Thompson, Senior Vice-President and Chief Risk Officer, Empire Life

Three senior executives representing the first, second and third lines from major life insurance companies will demonstrate how the Three Lines Model facilitates strong governance and risk management.

❸ **Enabling Predictive Modeling with Citizen Data Scientists**

Will Xiang, Vice-President, Cyber and Privacy, Richter
Tracy Kong, Data Scientist, Richter

Data analytics continues to evolve at an unprecedented pace. Xiang and Kong will explore opportunities to leverage machine learning to effectively and efficiently drive actionable intelligence in order to support business decisions. They will review opportunities to leverage tools to create a robust environment for citizen data scientists to thoughtfully and quickly create meaningful analysis, including building predictive models with available information.

❹ **Day 2 Closing Remarks**