

## **Welcome Remarks (Day 2)**

4<sup>th</sup> CEO and Director Forum

Hyatt Regency Miami

By Ms. Wendy Delmar

CEO, Caribbean Association of Banks Inc.

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**Good morning, once again, ladies and gentlemen.**

I do hope you all had a restful evening.

It is my privilege to welcome you to the second day of the 4th CEO and Director Forum, hosted by the Caribbean Association of Banks Inc. I think we can certainly agree that yesterday was very productive, and I would like to thank our chairperson, Mr. Dalton Lee; the chairperson of the Caribbean Governance, Training Institute, Dr. Chris Bart, who delivered an uplifting and thought-provoking keynote address; and our representatives from Deloitte, who facilitated our innovative and educational initiative, the first-ever CAB Training Day.

Today, we have a packed agenda ahead of us. It is guided by the dynamic nature of the modern banking industry, both globally and in the Caribbean. Change is the order of the day, on so many fronts.

We are seeing, for instance, consolidation in the regional financial services sector, with mergers and acquisitions now becoming the subject of common discourse. Technology is on the rise, with its attendant possibilities, and its consequent

challenges. Several jurisdictions have been mulling the introduction of digital currency, with the Eastern Caribbean Currency Union (ECCU) preparing to set the pace. The ECCU is also going to be issuing new physical currency this year. As you heard from Dalton yesterday, we as a region, and as an organisation, continue working to mitigate against the threat of de-risking. The compliance burden is ever-shifting, and ever-increasing.

This is the environment within we operate as bankers. How we are able to manage change, the degree to which we are even capable of change, will play a major role in determining how we fare going forward. The CAB has been ringing in the changes, as well. And here is one example of that. We have begun offering training to our members across the region in social media, and have become more active on social media as well. But we don't just want to talk the talk, we want to walk the walk as well. Even when that walking really entails more talking. Let me explain: I have been in discussion with RED TV Canada with the goal of helping some of our members develop content for social media. One such conversation developed into the demo version of a podcast that we hope to make a CAB staple, with the intention of bringing the banking industry closer to our end users, our customers. Have a listen.

[PODCAST]

Your feedback would, of course, be appreciated.

We have an exciting, fun day ahead. We will be addressing some of the key issues confronting the sector at this time, and to lead us off this morning, I am delighted to invite Ms. Leesa Kow, chairperson of the CAB Advocacy Committee, to give you a better idea of what the Association has been doing since we last met in Miami, just around this time last year.