

TTAIFA 2007 AGM, Kapok Hotel, Port of Spain Trinidad
April 13th 2007

The President's Address

May I on behalf of my new executive TEAM, thank you for the confidence you have reposed in us. This is another challenge in our careers in the insurance Industry to bring the greatest value to the greatest number of people, in the shortest possible time, and in the most cost effective manner. After all they don't pay us a cent!

But you pay. You pay a subscription, so to speak, for professionalism, in this labour of love that we call Selling. We know that you pay for this brand, and we pledge to deliver good value, for your money. We have no choice. The financial planner, the sales agent, the insurance man, is now more educated than ever before. He demands best practices, and will not tolerate sloth. So we pledge to deliver, faster and better than ever before, to you our members.

Ours shall be a term of servant leadership; we the Executive, and the National Board stand ready to serve you. This is perhaps the most significant time in the history of life insurance and financial planning, in this country since the Insurance Act of 1980, when we became a regulated industry.

The legislators will soon introduce a new Bill in the Parliament to add even more sophisticated strategies to enforce our professionalism, and we are the leaders of change that will shape and polish the image up from the plateau of salesman, up to the level of the financial professional.

Our job is to help you implement your plans to be top notch; our job is to help you increase your skills, manage your objectives and reach your goals, with heart and spirit in good repair.

As a team, we will work with you in pursuing a vision that is worthy of persistence, in developing measured solutions, as we share ownership of TTAIFA.

As TEAM leader I feel especially motivated to do whatever needs to be done, in the short term, to turn TTAIFA into one of the most dynamic

professional associations in the country. We will be known as the ones keeping our pulse on the real issues, forging global frontiers, pioneering a new era characterised by cross border selling, tighter legislation and global economics.

But before I go any further, and on a personal note, there are some people that I wish to thank. There are a few persons in TTAIFA who have pushed me forward and supported me over the years in this business, who always furnished a silent, wind beneath my wings. When I came into this business in 1994 as Rookie and Top Female at CLICO, Wilfred Holder of Sagicor, thought I would be a good resource for the then LUATT. Thank you Wilfred for the faith you have in me. A couple years later I was on the National Board, and Nat Wiltshire was a sharp shooter, a “big sawatee” in the business. Even though we crossed swords at many Meetings, he too, silently communicated a respect towards me, and sometimes I think unconditional support. I am grateful for that.

But you see every 20 or 25 years or so, the world comes to its senses, and realises that the best man for the job, is really a woman. So here we are full circle once more. Thank you former President, Mrs Pamela Solano.

There are other stalwarts in the Industry that I give credit to, for my leadership position today. Peter Salvary, Amardo Marcano, and the deceased Lyle Williams, may God bless his soul. And I thank CLICO for every support over each and every year.

I wish to thank the South Chapter for the wonderful example you have displayed over the last few years, winning over and over again the coveted Chapter of the Year Award. Keep up the great work of Chapter Administration, and thank you for your unbridled support.

And thank you IPP, Cecil.

And now to the business at hand.

According to the most recent Central Bank Report on the Insurance and Pension Industry, Long Term Insurance business was being written by 15 companies, from a total of 24 registered insurance companies. Nine other companies had fallen by the way side.

These 15 companies contributed 86.6% of the net premium income of 4.6 billion dollars TT, for the reporting year 2004. This represented a 9.2% growth over the previous year.

For the year ending December 2004, there were listed 364 persons as agents- those who had incorporated or carried on as sole traders. All other salespersons held salesman licenses. There were 75 Brokerage firms writing insurance business, and 22 Adjusters registered under the Insurance Act 1980.

In order to invite the widest possible participation, and engage career development initiatives, I propose to Market TTAIFA as the professional body that represents each of the entities. This will expand our membership and develop a new cadre of professionals.

WE spent the last 3 years restructuring TTAIFA into a policy driven, and membership directed organisation, streamlining operations, and upgrading our facilities. Last year we hired a new general manager, implemented an improved organisation chart, and became more technically efficient. We are now set for work, full speed ahead.

All our work shall be the result of a consultative process. We expect full participation from all our Chapters. We expect discussion and feedback, we expect full contribution. Each Chapter President is mandated to represent fully the issues affecting and concerns of the individual Chapters. We expect critical thinking!

Servant leadership is about embracing the concept that people perform best in an atmosphere of trust and freedom- it engenders commitment and involvement.

There shall be an Orientation Seminar /Workshop for the new Board within six weeks – before we leave for MDRT.

The first order of business is to lead the TTAIFA team to the CARAIFA AGM, next month. It is proposed that we will impact CARAIFA positively and become the leading player in resolving issues, and bridging gaps within the larger Caribbean Industry.

As an association party to the CARAIFA Foundation, a charity targeting Kidney disease, we plan to raise some 7000 USD through the Skip a Meal program, individual pledges, & through footwork.

And there is no time like the present; the servant leader knows that he can get more, only in exchange for giving more.

So I pledge out of my personal resources the sum of 500 USD every year for the next five years, to the CARAIFA Foundation.

The individual Chapters have promised to bring in 1000.00USD from the Skip a Meal campaign.

May I use this opportunity to invite a few quick pledges from the floor of this august meeting. All we need is 10 persons to commit AT LEAST a one time pledge of 100USD. So who'll start the Pledging.....

I see the hands coming upI have counted more than 10 ...we have reached and surpassed our target. The Pledge forms are available, you will need to fill them out. Thank You so very much!

On to other matters.

Our education summit, the TTAIFA Congress is scheduled for September 16th this year.

We plan to precede the Congress with a collaborative initiative at National Literacy, spearheaded by our Hall of Fame Inductee Garth Thomas, whose idea it is. Our thrust is to launce a National Reading Campaign that engages the widest possible simultaneous participation at the school level throughout the Caribbean islands.

I personally commit to also engage the university campuses all over the globe wherever there is a Caribbean Students Association. WE shall break records.

We are currently engaged by the Central Bank in the National Literacy Campaign. Our education programs are full speed ahead, bringing best value and best practices to our membership at minimal cost.

Not only do we read but we celebrate with our distinguished literary giants. Presently in the country is Noble Laureate Sir Vidya Naipaul. I have here two tickets for his Celebrated Reading from Selected Works at UWI, scheduled for Friday April 20th. This occasion will be a wonderful opportunity to network and prospect. They are for the brightest Insurance Woman in this group. May I see who you are?

On to other matters.

Last year a Report was completed on the Review of the TTAIFA Awards, with a view to reshaping quality of that production. WE hope to be able to produce the best show on earth.

Our partnership with MDRT will be deepened this year and in the years to come. As a Special Guest of MDRT, at this year's Annual Meeting in Denver, Co. I pledge to be an Ambassador of goodwill that will forge trade partnerships across borders, thus widening our access to goods and services necessary to our customers.

I also wish to propose to the Board that we use the media to communicate our concerns about National issues such as global warming, denudation, pension reform, long term health care, the compulsory retirement age, and preparing for a "society of all ages".

These are but some of the tasks that this new executive will embrace during its term in office. WE pledge to work for you, with you, and because of you. We want you to love your job, more than ever before!

These things we do in the name of love for this business, this industry, this life of creating estates for everyone, not just for our own families, this life of securing retirement happiness, is our life's work.

These things we do, but not without the loyal support of our membership, and not without the hard work of our committed Secretariat, to Annie, Marcia, Rhonda and the Team at the Secretariat, and General Manager Harper, we say thank you for your support, but fire up the engines, we have a lot of work lined up.

I wish to propose to the new Board that we transition this year with a new theme " Building the Professional". For the professional doesn't ask what

you can do for him, the professional says: “let me see what I can do for you”. It is servant leadership.

WE embrace this current term of leadership with renewed excitement and new passion. True leadership is not about title or privilege, it is about becoming the true servant to the people.

Thank you all.