

ANNUAL GENERAL MEETING 2010 AGENDA

Start Time: 9:30 a.m.
Date: Friday April 16, 2010
Venue: San Fernando Room, Crowne Plaza, Wrightson Road,
Port of Spain

Officiating Officer: *Joel Martinez- Branch Manager, Sagicor*

(At this time we take the opportunity to thank you for switching off your mobile phone)

ITEMS

1. Call To Order
2. National Anthem
3. Invocation – *Darren Dickson*
4. TTAIFA’s pledge – *all present*
5. Welcome & Opening Remarks – *Joel Martinez*
6. Standing Orders
(All members are asked to pay attention to the Standing Orders printed in your booklet, by which this meeting would be guided)
7. Guest Speaker – *Mr. Dale Mc Leod – Agency Manager Guardian Life*
Topic: “**The Tiger In Me**.....*how to keep on top of your business even in trying times*”
8. Minutes of the 2009 AGM *(published on www.ttaifa.com – taken as read)*
9. Confirmation of the 2009 minutes
10. Board of Directors’ Report – *President Fabian Carew*
11. Questions from the floor
12. Adoption of the Board of Directors’ Report
13. Auditor’s Report as at December 31, 2009 – *Sashtri Persad, Auditor from the firm Hadaway & Co.*
14. Questions from the floor
15. Adoption of the Auditor’s report
16. Election of the Auditor for January – December 2010 (Hadaway & Co.)
17. Election of the 2010 – 2011 Assistant Secretary/Treasurer – *I.P.P. – Mrs. Raziah Ahmed*
18. Installation of New Assistant Secretary/Treasurer
(Current Assistant Secretary/Treasurer vacates office at this time to allow for election of the new holder of the post)
19. Public Speaking competition (Prepared topics only)
20. Other business
21. Close of proceedings

TTAIFA PLEDGE

As a member of the Trinidad & 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 regard 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 policies, financial products or its agents
and under no circumstances to rebate or offer to rebate
any part of a premium.

TTAIFA MISSION

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

- T - transformational development
- T - technical advancement
- A - attitudinal change
- I - insightful resourcefulness
- F - foundation building
- A - alliances

TTAIFA VISION

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

STANDING ORDERS

1. All mobile phones must be switched off.
2. (a) A member shall stand when addressing the chair.
(b) Speeches shall be clear and relevant to the subject before the meeting.
3. A member shall address the meeting when called upon by the Chairman to do so, after which, he shall immediately take his seat.
4. No member shall address the meeting except through the Chairman.
5. A member may not speak twice on the same subject, except:-
 - (a) The mover of a motion – who has a right to reply
 - (b) He rises to object or to explain (with the permission of the chair).
6. No speeches shall be made after the question has been put and carried or negative.
7. The mover of a procedural motion – (adjournment, lay on the table, motion to postpone), shall have no right to reply.
8. 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).
9. (a) A member shall not “call” another member “to order” but may draw the attention to the chair to a “breach or order”.
10. Only one amendment, shall be before the meeting at one and the same time.
11. When a motion is withdrawn, any amendment to it falls.
12. The Chairman shall have the right to a “casting vote”.
13. If there is an equality of voting on an amendment, and if the Chairman does not exercise his casting vote the amendment is lost.
14. Provision shall be made for protection by the chairman from vilification (personal abuse).
15. No member shall impute improper motives against another
16. After giving a warning the Chairman shall have power to expel a member from the proceedings.
17. Only financial members of the Association shall be allowed to participate actively in the meeting. This includes voting rights.

2009 AGM ATTENDEES

Sherma Henry	CLICO	Patricia Cadiz	BAICO
Allison Diaz Lewis	ALGICO	Wayne Lezama	CLICO
Joel Martinez	SAGICOR	Barbara Wheeler	SAGICOR
Darren Dickson	Guardian Life	Mishael King	Guardian Life
Jacinto Martinez	SAGICOR	Pepsie James	BAICO
Geta Browne	BAICO	Richard Lee	Guardian Life
Bertram Jemmott	Guardian Life	Garth Thomas	Unit Trust
Charline Labbay	BAICO	Pamela Solano	ALGICO
Ann Marie Lee Quai	Guardian Life	Fabian Carew	CLICO
Ronald Codallo	CLICO	Paul Massiah	CLICO
Shastri Persad	BH & CO	Rosalie Dial	BAICO
Tasianna Lewis	Maritime	Alicia Birch	ALGICO
Gideon Ovid	Guardian Life	Cyril Murray	BAICO
Lesley Alfonso	Maritime	Sherry Ann Smith	BAICO
Euanson Thomas	BAICO	Beresford Morris	Guardian Life
Mary Ann Mc Donald	BAICO	Wilkinson Coker	CLICO
Beulah Castellano	BAICO	Raziah Ahmed	CLICO
Joan Ali	CLICO	Giselle Gonzales	BAICO
Kelly Marcellin	BAICO	Marlene Seepaul	Maritime
Salima Mohammed	Maritime	Colleen Arneaud	Guardian Life
David Rampersad	Guardian Life	Kris Deonanan	Guardian Life
E. Mendoza Keith	ALGICO	Marva Sandy	ALGICO
Ann Foster	Maritime	Shawn Grant	Guardian Life
Monique Hackett	BAICO	Joanne Baptiste	SAGICOR
Carlyle Fletcher	Guardian Life		

**MINUTES OF THE TRINIDAD AND TOBAGO ASSOCIATION OF
INSURANCE & FINANCIAL ADVISERS
ANNUAL GENERAL MEETING – FRIDAY MARCH 27TH 2009**

MEETING BEGAN AT 9:30 AM

VENUE: Kapok Hotel, Cotton Hill, Port of Spain

OFFICIATING OFFICER: Mr. Henry Harper, General Manager – TTAIFA

At the onset, Mr. Harper apologised for the president's absence at this point and indicated that she would be arriving soon.

He also gave a special welcome to Mrs. Lesley Alfonso, Corporate Communications Manager of the Maritime Financial Group and also Mr. Garth Thomas, Past President of TTAIFA.

At this juncture the national anthem was sung by Mr. Gideon Ovid and he also did the invocation in song.

The TTAIFA pledge was led by Mrs. Barbara Granderson-Wheeler of the Tobago Chapter.

Mr. Anthony Watkins entered the meeting at this time.

After directing those present attentions to the Standing Orders, highlighting the fact that all cell phones must be turned off, Mr. Harper then introduced Mr. Anthony Watkins.

Some Highlights of Mr. Watkins' presentation:

- We should pay attention to what's happening around us. He also added that and AGM was an interesting time, it was a time to refocus and plan for the next term. Also establishing the vision for the next term.
- In highlighting the realities of what was taking place around the world he said there were five contributors:
 1. Greed
 2. The illusion of the instant
 3. Myth of super CEO's – superheroes
 4. Illusionists – some persons involved in this were – accountants, auditors, silence by those in the know which is collusion
 5. Deception
- Mr. Watkins gave some tips on management approaches for these times:
 1. Stay calm (instead of using the words don't panic) because words are important and if the right words are used you would be in a better position to analyze things.
 2. Conviction – we must be convinced and convicted about what we are doing.

3. Confidence – coming from a number of places – e.g. the order of creation, order of life, we must have dry weather and rain, we have been through tough times and it has brought us to a point where we get more spiritual.
4. Courage – to survive and step into the new, now was the time to step into the new – the unknown. To hold on to something even though it's tough
To let go of some things

On ending his delivery, he gave us an Irish blessing.

(Full speech was posted on the TTAIFA website for the benefit of all members)

Mr. Darren Dickson of the North Chapter was asked to move the vote of thanks to Mr. Watkins on the association's behalf.

Mrs. Ann Marie Carew was asked to present Mr. Watkins with a token of appreciation.

He exited the meeting at this point.

CONFIRMATION OF THE 2008 AGM MINUTES

The motion was tabled for confirmation of the minutes of the 2008 AGM proceedings.

Moved by: Paul Massiah – CLICO
Seconded by: Wayne Lezama – CLICO

Motion carried by all present there were no dissenting voices.

BOARD OF DIRECTORS' REPORT

Mrs. Raziah Ahmed was asked to present her report for the term under review.

ADOPTION OF THE BOARD OF DIRECTORS' REPORT

A motion was tabled for the adoption of the Board of Directors' Report.

Moved by: Cyril Murray - British American
Seconded by: Barbara Granderson-Wheeler – Sagicor

AUDITORS REPORT

This report was presented by Sashtri Persad, senior auditor at Hadaway & Company.

ADOPTION OF THE AUDITED REPORT

A motion was tabled for the adoption of the audited report.

Moved by: Alicia Birch - Algico

Seconded by: Sherma Henry – Clico

Mr. Jacinto Martinez enquired why the TTAIFA building was valued at cost.

The auditor answered saying that the standards allow for a treatment value by cost or market value. He added that due to the state of affairs worldwide it was thought best to value the building at cost.

ELECTION OF THE AUDITOR – 2009-2010 TERM

Bertram Hadaway & Co was the company tabled to be the auditing firm for the association for the upcoming term of office.

Moved by: Fabian Carew – President
Seconded by: Rosalie Dyal – British American

PUBLIC SPEAKING FORUM

Mr. Garth Thomas – chief judge took to the lectern and addressed the chair explaining the rules and how the event would proceed.

Prepared Topic candidates

1st speaker - Eveonson Thomas of the East Chapter
Topic: “How would you encourage someone to join this industry at this present time”

2nd speaker - Kris Deonanan of the South Chapter
Topic: “Financial Planning in turbulent times”

3rd speaker - Mishael King of the North Chapter
Topic: “An exciting sales experience”

The following were the results:

1 st	-	Mishael King - North Chapter
2 nd	-	Kris Deonanan-South Chapter
3 rd	-	Eveonson Thomas – East Chapter

Table Topics or impromptu candidates

1st speaker - Darren Dickson of the North Chapter
Topic: - “Why TTAIFA”

2nd speaker - Sean Grant of the South Chapter
Topic: - “Be a stand up comic”

3rd speaker - Kelly Marcellin of the East Chapter

did not lend to a level playing field. He however commended the speakers who participated.

INSTALLATION OF THE 2009-2011 NATIONAL BOARD

Immediate Past President	Raziah Ahmed
President	Fabian Carew
Vice President	Alicia Birch
Secretary/ Treasurer	Curtis Dass
Assistant Secretary/ Treasurer	Paul Massiah

North Directors

Sherma Henry	Patricia Cadiz
Villana Hinds	Darren Dickson
Allison Diaz Lewis	

South Directors

Marlene Seepaul	Eartha Joy Mohammed
Salima Mohammed	

East Directors

Cyril Murray	Gerald Cruickshank
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Tobago Directors

Barbara Granderson-Wheeler

Before the members took their oath of office, Mr. Harper informed the incoming president that his was a job of leadership and decision making. He then gave the members the oath of office collectively.

President Carew then read his inaugural speech. *(Published on TTAIFA'S website for viewing)*

After completion of his speech Mr. Thomas congratulated the new president on a speech befitting the occasion.

He added that in September 2007 we launched a Literacy programme which the new president omitted in his statement of plans for the next 2 years.

Mr. Cyril Murray made a very emotional request at the last AGM and he did so again. He said that he would like TTAIFA to strongly promote good ethical practices within the industry.

Mr. Harper indicated that the president did indicate that ethics would be on the front burner

OTHER BUSINESS

None noted.

The officiating officer – Mr. Harper, thanked all for attending.

Respectfully submitted
Ann Marie Edwards-Mejaries
Administrative Manager

Report of the President of TTAIFA Fabian Carew

Introduction

“It is said, an Eastern monarch once charged his wise men to invent him a sentence, to be ever in view, and which should be true and appropriate in all times and situations. They presented him the words: ‘And this, too, shall pass away.’ How much it expresses! How chastening in the hour of pride! — How consoling in the depth of affliction!

Good Morning and welcome to TTAIFA’S AGM 2010. Allow me to thank God for allowing us all to arrive here safely this morning. To all members of the fraternity, I would like to thank you for your commitment and dedication to this association.

TTAIFA, this year celebrates its 35th Anniversary and I pay homage to our very first President, Mr. Anselm Alexander. To all the past Presidents in the audience I say a hearty welcome and thank you for our service.

I will begin with

ECONOMIC AND INDUSTRY REVIEW

At the end of the year 2009, we saw Headline Inflation decelerated to 1.5% from 14.3% the previous year. It should be recalled that there was an unusual surge in prices in the latter part of 2008. The resulting elevated price level now forms the base for measuring current inflation and this affects the measuring of inflation calculations. However, even excluding the base effect, inflation during the period January to November fell to 1.4% compared with 13.6% for the previous year.

Food Inflation fell to 1.4% from 13.6% as well for the corresponding period of 2008. A continued slump in domestic private demand in 2009 has been a factor behind the sharp fall in inflation. Private Sector Credit and Consumer Credit fell by 2% and 3.15 respectively. Only Real Estate Lending remained strong, rising by 10.6%.

There were significant changes in total assets for Life Insurance companies up to the period of September 2009; the latest value is 28.2 Billion down

11.6% from December 2008. Equities held by Life Insurance companies also fell drastically from 9 Billion in 2008 down to 2.5 Billion in 2009. Bonds held, also decreased by about 500 Million. The Premium Income of Life Insurance companies also showed dramatic decreases from 2 Billion in 2008 down to 600 Million at the end of the 3rd Quarter of 2009. Life Insurance policy holder liabilities showed an increase by 10%, it now stands at 28 Billion. Health policy holder liabilities showed an increase of 53.3% a total of 9 Billion. It should be noted that pension and retirement savings showed a decrease of 3% from 2008, it now stands at just about 19 Billion.

Education

Education continues to be the largest revenue earner for the Association, accounting for 59% of all income and expenditure of 43.5%. This year we have had to increase the cost of our courses by 20% due to increase fees by our provider. The Ethics course, however, remains the same price. TTAIFA continues to pursue the avenue of being the preferred provider of Education courses for the Insurance and Financial Industry. We have had consultation with the Central Bank of Trinidad and Tobago (CBTT) to position ourselves as the preferred provider. Our Registration process with the Accreditation Council of Trinidad and Tobago (ACTT) has been completed and they are in the process of reviewing the amended documents that were re – submitted. We hope to have the Association registered under Act 16 of 2004, which will recognize us as an institution duly registered and placed on a Register of Post Secondary and Tertiary Institutions in Trinidad and Tobago. It is our hope that once this registration is granted, we will be seen in the eyes of the Regulators as the Body of choice for Education and Professional conduct.

During the year 2009 we had 352 students enrolled for the three semesters from January to December. We had a total of 233 students passing at their first attempt, another 166 successful at supplemental exams and only 26 failures. We continue to experience a significant rate of deferrals to supplemental exams for some of the courses – 261 Retirement Planning and 211- Disability, however, the Education Chair person- Mr. Massiah has been attempting to identify its cause and treat with it.

In an effort to improve customer satisfaction, we have introduced several documents such as Student Feedback Form, Student Complaint Form, Graduate Tracer Form, Stakeholder Questionnaire (Employers), Stakeholder

Satisfaction Questionnaire (Clients). It is under the Education Chair's purview to ensure that we adhere to these standards, not just for the improvement of our services but for ensuring our adherence to our ACTT guidelines.

The Chairperson of the Education committee have contracted through the approval of the Board, the services of Dr. West, who will be serving on his committee as a consultant for Education. The addition of this individual only adds value and tremendous experience to that portfolio. We know have within this territory (5) five Train the Trainer Moderators who will be training our potential Moderators for the courses. During the period January 8th – 19th a total of 16 Moderators were recertified/ certified.

Due to our registration process with the ACTT, we were advised to have a written MOU with our provider CARAIFA . I must pause to say that this process that TTAIFA has gone through with our regulators is the first for the Caribbean Region and this experience should be taken and used as a Template for the other countries when their time reaches. It was truly a learning process for all concerned and would ensure that our courses are delivered at the highest quality to our clients.

Taxation and Reserves

The Association has applied for not for profit status but it has not yet been granted. Therefore, we are obligated to pay Corporation Tax on surpluses to date. The provision for Taxation has been calculated to be \$422,967.00. TTAIFA, since I have taken up the position of President last year, were advised that penalty and interest will continue to accrue and thus it was advisable to start paying these arrears of taxes from 2003 – 2008 inclusive immediately.

I am happy to report the following years: 2003, 2004, 2005 and 2008 have all had their principal outstanding balances paid. The last 2 outstanding years (2006, 2007) will be dealt with accordingly. We are being assisted by our Auditors and continue to be advised prudently, the best approach to use to handle the outstanding penalty and interests. It is unfortunate that this issue of taxation was not addressed and dealt with in the past years and had to fall in lap of this Board in 2009 – 2011. It may have been misunderstood,

from previous regimes that once not for profit status is granted, that we don't have to pay the arrears. However, 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.

In spite of our financial challenges, I am pleased to indicate that the association remains very strong and have been managing its reserves prudently. We are indeed hoping that through various planned activities for 2010 – 2011 together with strict adherence to budgets that we would be able to maneuver our way through these tough financial times.

Secretariat

The staff at the Secretariat must be commended for their dedication and commitment during this past year. We have had two major events that were handled admirably by the staff which is the TTAIFA awards function that was held at the Hyatt and of course the Congress in Tobago. In addition to these two events, the Secretariat had to be fully dedicated to assist in putting together the registration documents for the ACTT. Ladies and Gentlemen, this task of the registration called for almost a shutdown at the office, because the attention to detail and amount of work required within a specified deadline, made it a daunting task. I am proud to say that the entire staff rose to the occasion and delivered without virtually any disruption in service. I must give special kudos to Mrs. Mejaries for her attention to detail, hard work, commitment and dedication in completing the assignment.

At the end of January 2010, we saw the departure of our General Manager – Mr. Henry Harper, as his contract with us came to an end. This position since then remains vacant and the Board has had several recommendations made, one of course, was to elevate and promote from within the Organization and offer the position to the most suited candidate, to date, although their remains a window of opportunity, no acceptance have been given to the offer. In addition, there will also be a vacancy for the position of Administrative Manager at the end of April 2010. It is my hope and wish that we can find suitable candidates for these key positions in the very near future.

The accounts officer of the Association also has been doing a remarkable job as there have been improved systems put in place and our relationships with third party providers and our customers have been greatly improved. We

have also adopted a proper accounting system and have done some upgrades to our computer systems to maintain efficiency and controls. I must point out that accounting systems need to be reviewed on a regular basis to ensure optimum output especially as the Association continues to grow. In terms of our compliance for the ACTT registration, the Secretariat had to undergo major improvements to comply with Health and safety regulations and to be OSHA compliant. Renovations were done internally and proper security systems were installed with cameras, monitors and security response. In the past we had to deal with a couple instances of theft and break –ins at the Secretariat, however, to date we have had no such recurrence.

Our website have been updated on a regular basis and our membership can now have access to download all the required forms pertaining to the Educational courses. I wish to commend the staff for their initiative in having the speaker’s forum introduced at the AGM. I firmly believe that our membership should be able to develop the skills needed to speak publicly when called upon whether impromptu or structured. This level of confidence would assist in having better interviews and selling opportunities on the field. I brought a suggestion to the Board, to have TTAIFA form a TTAIFA TOASTMASTER’S CLUB with the guidance of our very own Past President – Garth Thomas. The logistics are still being worked out as to the structure and implementation of this club.

When one visits TTAIFA it is clear that improvements and adherence to OSHA is visible. Our Vision, Mission Statement and Core Values are prominently displayed to show the way forward in the Association.

Strategic Planning Session

Our Strategic Planning session was held from September 23 – 26 2009 in Marguerita. It was attended by members of the Executive and Secretariat and facilitated by Judy MC Sween of Odyssey Inc. This retreat was carded three years prior to the actual date and was budgeted for since then. In light of the fact that this was approved three years ago we had cost overrun due to inflation, however, this increase in costing was approved and adopted by the Board. Attempts were made for this event to be held in Trinidad and Tobago however all quotations received were way in excess of what we were able to afford.

The choice of Margarita was most appropriate for this event as all members in attendance gave one hundred percent of their time and worked well into the “wee” hours of the morning, trying to complete our five year strategic plan. This Strategic Plan has been adopted by the association and it is considered a rolling five year plan to ensure continuity and to make modifications as needed along the way.

Property

We have seen increases in values of our fixed assets to the tune of \$88,554.00 this is primarily due to the building improvements done during the year. Our loan balance on the main property that house the Secretariat stands at only \$25,316.00 as at the end of 2009. This represents a significant milestone for the Association as soon and very soon the Association would be debt free from any Long term financial obligations.

I am pleased to inform that the adjacent property that house a car park has finally been conveyed to us and this asset is fully owned by the Association without any liabilities. In my report as incoming President last year, I indicated that an expansion project needed to be done by utilizing the land next door and expanding the top floor of the main building, however, in light of the economic environment and cost cutting measures we had to undergo, it not prudent at this time to undertake that venture. As we continue to experience improvements in the economy we hope that this project would come off the ground to the benefit of our members, to hold exams, proper library facilities and on line tuitions. We have seen a drop in membership due primarily because of the CLICO/ CL matter; however, we have managed to maintain an active membership of just over 1050, a shortfall of 150 members from the previous year. This shortfall has affected us somewhat but was effectively managed nonetheless. Membership drives are on the front burner of activities for TTAIFA and we hope to see increases during this current year.

Chapters

Our Chapters continue to fly the flag of TTAIFA in their various regions very admirably. The Tobago chapter continues to be a challenge for a host of different reasons. Primarily though, its membership compliment seems to be dwindling. However, they maintain their minimum numbers as stated in the Constitution for operating a chapter. The president in Tobago continues

to work hard to drive the Chapter and we at the Board level have made some suggestions for her to work with.

The South Chapter continues to give yeoman service to the Association and the Industry. The Chapter has demonstrated its effectiveness by having regularly scheduled meetings, Fund raising ventures and social events. Their community based activities took the shape of a donation the Church of the Open Bible in San Fernando, the La Romain Community Council and six members of the Executive are all involved in Community and Charitable organizations.

The Chapter also supported the efforts of the Day of Common Concern that was headed by their I.P.P. Pat Ramoutar. Assistance was also given during our Congress – Linked by water. Finally, their talent showed at their Christmas function with the formation of a very well orchestrated Parang group. Had I not known these members, I would have sworn they were a professional Parang side doing this for years. Parang sides lookout!

The North Chapter, also admirably performed during the year 2009. They held 12 Board meetings and three special meetings for the year under review. Two Educational meetings were held, the first at the CL Financial Booth at the Queens Park Oval – theme was Water in the Desert, followed by a presentation by Anthony Watkins - Yes I can – and completing with Don La Foucade's – In Full Flight. The second meeting held saw Hugo McFarlane's presentation of Potential Markets in Changing Times. The North Chapter also launched a LiteracyProgram initiative via a scrabble program in Primary Schools. Another initiative launched saw Storytime which in collaboration with NALIS, representatives spend time reading stories to children.

Fundraising ventures took the format of the annual Agents who can Cook, In house Raffle and a BBQ in collaboration with El Pecos. Donations were made to the St Crispin Anglican School to the value of \$2500.00. Breakfast items were also donated to the D.O.C.C. event. Very well done North Chapter!

The East Chapter, has been hard on the heels on the other chapters with the adoption of a child that brought public attention. The President and his Board donated many items to her and her family and continued to raise funds to help support her education and assist her family with food and

clothing supplies. They also, assisted in getting their home renovated to a certain degree to make it as comfortable as possible for the children of the home. This Chapter brought TTAIFA into the public eye via the television and newspaper and their efforts were appreciated and commended throughout their community.

This Chapter has also gone “GREEN” they have donated several plants to the community in the East and have been doing their part to preserve the Environment in which we live. They have also launched a website for the Chapter where all their activities can be posted and information to their membership can be accessed.

Fundraising

Day of Common Concern – This event took fashion of a Walk-a-thon with the incorporation of the Scouts, Cadets, and Brownies partnering with TTAIFA. This was a success with a surplus of \$16,979.00 to be distributed as follows:

CARAIFA – 50%

RENAL CARE CENTER OF T&T – 25%

FRED WILLIAMS MEMORIAL SCHOLARSHIP FUND – 25%

Thanks to the hard work of Pat Ramoutar and her entire committee for their dedicated commitment to this event’s success. The support of all the Chapters added to the camaraderie of the day and all in attendance had a wonderful time. We also had members of the Regional Health Authority come out to do blood and pressure testing free of charge for all the participants.

The receipt of Raffle tickets for the Caraifa Foundation have been distributed to the entire Board we hope to have all tickets sold before going to the AGM in Jamaica and subsequently to the Congress.

Awards and Congress

The Awards function last year was very well attended under the Chairmanship of V.P Alicia Birch. A surplus was made on the event and was hailed as a fresh change from the historical evening function. The Breakfast awards was very well put together by the awards committee and I

congratulate them all on their hard work to bring this event off as successful as it was.

This year's awards under the direction of Mr. Curtis Dass are appropriately themed The Year of the Tiger 2010 to be held at the Hyatt Hotel again this year. It is carded to be the event that you won't want to miss.

Congress - Our Congress in Tobago – Linked by Water, under the direction of Congress Director – Louis Mc Mayo was one for the books. An excellent congress to say the least. We had approximately 258 paid participants in attendance. A Congress that people didn't want to leave. Well done to Louis and his team for a well put together event. The event showed initially a profit of Just about 28,000USD, however, this has been adjusted and discussions and clarifications have to done as to the loss noted in the Auditor's report. There were some hidden expenses that were not budgeted to the tune of 21, 206 TTD. The magazine declared that 40,000 was sold in Ads but only actually realized 28,750.00

The Hotel submitted a V.A.T. invoice and V.A.T. was deducted as a claim, however the said claim was denied in the external audit, since our stay at the facility was shorter than the duration for hotel stays, specified in the Act. This subsequent adjustment was equivalent to 20,000USD

There is a need for strict enforcement that vendors and suppliers be VAT registered and that we approve payments for VAT registered vendors only in most instances.

In Conclusion

The year 2009 was heralded as a year of extreme challenges and the awakening of the human spirit to stand and go forward in difficult times. TTAIFA, is moving forward under new legislation and under stricter regulatory controls. We can no longer operate as we did before. Change is all around and people respond differently to change. However, it is inevitable if we are to move the Association forward and deliver to our Shareholders value for money. We have to continuously ask ourselves what I can do to help this industry to grow and to take responsibility for the direction we are headed, for the betterment of all concerned.

I would like to thank my entire Board for the support, dedication and commitment shown in 2009 . I look forward to working with you all for the years 2010 -2011 and May God continue to bless and keep everyone of you.

I thank you,
Yours in service

Fabian Carew LUTCF, RFC, FSS



2009-2011 BOARD OF DIRECTORS

Immediate Past President
President
Vice President
Secretary/ Treasurer
Assistant Secretary/ Treasurer

Raziah Ahmed
Fabian Carew
Alicia Birch
Curtis Dass
Paul Massiah

North Directors

Sherma Henry
Villana Hinds
Allison Diaz Lewis

Patricia Cadiz
Darren Dickson

South Directors

Marlene Seepaul
Salima Mohammed

Eartha Joy Mohammed

East Directors

Cyril Murray

Gerald Cruickshank

Tobago Directors

Barbara Granderson-Wheeler