

## Agenda Conferintei

Saturday, July 13, 2013	
7:00 AM - 4:00 PM Loch March Golf Course	Worldwide Foundation Golf Tournament
8:00 AM - 5:00 PM Ottawa Convention Center, Level 1	Registration
8:00 AM - 5:00 PM Offsite	Tour: Montreal: One of the World's Greatest Cities
9:00 AM - 1:00 PM Offsite	Tour: Discover the Capital City w/Changing the Guard Ceremony
9:30 AM - 5:00 PM Ottawa Convention Center, Level 2, Room 210	By Invitation Only: Latin American Congress  Speakers: Ryan Donovan, SVP Legislative Affairs, Credit Union National Association, USA
5:30 PM - 7:00 PM Ottawa Convention Center, Level 2, South Foyer	Global Woman's Leadership Network Reception

Sunday, July 14, 2013	
8:00 AM - 5:00 PM Ottawa Convention Center, Level 1	Registration
8:30 AM - 3:30 PM Ottawa Convention Center, Level 2, Room 215	Global Women's Leadership Network Forum
8:30 AM - 3:30 PM Offsite	Tour: Upper Canada Village
8:30 AM - 3:30 PM Ottawa Convention Center, Level 2, Room 201	WYCUP Networking Session
9:00 AM - 1:00 PM Offsite	Tour: Discover the Capital City w/Changing the Guard Ceremony
9:30 AM - 3:30 PM Offsite	Tour: Rideau Hall and Royal Canadian Mint
5:00 PM - 6:15 PM Ottawa Convention Center, Level 3, Canada Hall 1	Opening Ceremony & International Flag Parade  Speakers: Daniel Burns, World Council Director, Canada  Scott Kennedy (MC), World Council Director, Canada  Manuel Rabines, World Council Chairman, Peru
6:15 PM - 8:00 PM Ottawa Convention Center	Welcome Reception

Monday, July 15, 2013	
8:00 AM - 5:00 PM Ottawa Convention Center, Level 1	Registration
8:30 AM - 3:30 PM Offsite	Tour: Upper Canada Village
9:00 AM - 10:45 AM Ottawa Convention Center, Level 3, Canada Hall 1	General Session: The Future of Money - Where Mobile Technology is Taking Us  Speakers: Brian Branch, President & CEO, World Council of Credit Unions, USA  Bill Cheney, President/CEO

	<p>Louise Petschler (MC), World Council Director, Australia</p> <p>Ian Shelley, Mobile Technology Expert, Former Partner KPMG, Canada</p> <p>Sponsor: Sponsored by PSCU</p>
9:00 AM - 1:00 PM Offsite	Tour: Royal Canadian Mounted Police Stables and National Gallery of Canada
9:30 AM - 3:30 PM Offsite	Sold Out Tour: Ottawa River Cruise, Gatineau Park and National Gallery of Canada
10:45 AM - 11:15 AM Ottawa Convention Center, Levels 2 & 3	<p>Networking Break</p> <p>Sponsor: Sponsored by CUNA Mutual Group</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 2, Room 214	<p>[M01] Understanding Anti-Fraud Programs and Controls</p> <p>Speakers: Grzegorz Buczkowski, President, TUW SKOK, Poland</p> <p>Cathy Smoyer, SVP/Chief Risk Officer, Mountain America Credit Union, USA</p> <p>Graham Wetter (Moderator), President &amp; CEO, Credit Union Central Alberta, Ltd., Canada</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 3, Canada Hall 2	<p>[M02] A Dialogue with Leaders in Mobile Wallets</p> <p>Speakers: Avinash Chidambaram, Director of Mobile Programs, Interac, Canada</p> <p>Jacqueline Chilton (Moderator), Partner, Glenbrook Partners, USA</p> <p>Jason Davies, Vice President, eCommerce, MasterCard, Canada</p> <p>Anjali Kapal, Head of Consumer Products, Americas &amp; Head of Product, Canada, PayPal, Canada</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 2, Room 206	<p>[M03] Getting Involved in International Development: A Call to Action</p> <p>Speakers: Victor Miguel Corro, Vice President, World Council of Credit Unions, USA</p> <p>Pawel Grzesik, Head of Warsaw Office, National Association of Cooperative Savings and Credit Unions, Poland</p> <p>John Julian, Director, International Communications &amp; Policy, Canadian Co-Operative Association, Canada</p> <p>Sylvester Kadzola, World Council, Director, Malawi</p> <p>Michael Kosen, Chairman of the Board &amp; President, Papua New Guinea Federation of Savings and Loan Societies Ltd., Papua New Guinea</p> <p>Peter Mason, Chief Executive Officer, Credit Union Foundation Australia, Australia</p> <p>Steven M. Stapp (Moderator), President and CEO, San Francisco Federal Credit Union, USA</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 2, Room 205	<p>[M04] FATCA: Perspectives for Credit Unions</p> <p>Speakers: Michael Edwards (Moderator), Chief Counsel and VP for Advocacy &amp; Government Affairs, World Council of Credit Unions, USA</p> <p>James Jatras, Managing Director, Global Strategic Communication Group, USA</p> <p>Gary Rogers, Vice President, Financial Policy, Credit Union Central of Canada, Canada</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 3, Canada Hall 1	<p>[M05] Challenging the Barriers to Credit Union Growth</p> <p>Speakers: Frank Corcoran, Chief Executive, No1 CopperPot Credit Union, England</p>

	<p>Michael Leonard, President &amp; Chief Executive Officer, Atlantic Central and League Savings and Mortgage, Canada</p> <p>Loraine D. McIntosh (Moderator), Partner, Credit Union Sector Leader, Deloitte, Canada</p> <p>Edson Nassar, Retail Banking Executive Director, Banco Cooperativo Sicredi S.A, Brazil</p> <p>Eliane O'Shaughnessy, Strategic Advisor Executive Services to the CEO, Desjardins Group, Canada</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center, Level 2, Room 214</p>	<p>[ML1] Lunch &amp; Learn: Implementing Anti-money Laundering (AML) Risk Assessments and Meeting Independent Review Requirements – A Practical Approach</p> <p>Speakers: Garth Manness (Moderator), Chief Executive Officer, Credit Union Central of Manitoba, Canada</p> <p>Pierre L. Taillefer, Partner, Risk Advisory Services, BDO Canada LLP, Canada</p> <p>Sponsor: Presented by BDO Canada</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center, Level 2, Room 206</p>	<p>[ML2] Lunch &amp; Learn: Balancing Leadership Decisions to Benefit Members and the Credit Union</p> <p>Speakers: Eric Dillon, CEO, Conexus Credit Union, Canada</p> <p>Peter Guo (Moderator), Enterprise Risk Services Leader, MNP, LLP, Canada</p> <p>Annette Kuckartz, National Credit Union Leader, MNP, LLP, Canada</p> <p>Shelley Legin, Credit Union Consulting Lead, MNP, LLP, Canada</p> <p>Launi Skinner, CEO, First West Credit Union, Canada</p> <p>Sponsor: Presented by MNP LLP</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center, Level 2, Room 205</p>	<p>[ML3] Lunch &amp; Learn: Reducing Fraud Loss by Optimizing Cross Border Authorization Strategies</p> <p>Speakers: Glyne Pilgrim (Moderator), General Manager, Barbados Co-operative &amp; Credit Union League Ltd., Barbados</p> <p>Iain G. Young, Senior Managing Consultant, MasterCard Advisors, USA</p> <p>Sponsor: Presented by MasterCard</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center</p>	<p>Luncheon</p>
<p>2:00 PM - 3:30 PM Ottawa Convention Center, Level 3, Canada Hall 2</p>	<p>[M06] Emerging Trends in Governance</p> <p>Speakers: Alan Beanland, Chairman, Credit Union Australia Ltd., Australia</p> <p>Harry Joosten, Corporate Secretary, Libro Financial Group, Canada</p> <p>David Phillips (Moderator), President &amp; CEO, Credit Union Central of Canada, Canada</p> <p>Patsy Van Ouwerkerk, President &amp; CEO, Travis Credit Union, USA</p>
<p>2:00 PM - 3:30 PM Ottawa Convention Center, Level 3, Canada Hall 1</p>	<p>[M07] Empowering Members through Mobile Banking</p> <p>Speakers: Matt Cotter, Senior Vice President, D+H, USA</p> <p>Bill Maurin, Acting CEO &amp; Chief Financial Officer, Meridian Credit Union, Canada</p>

	Paul Trylko, President & CEO, Amplify Credit Union, USA Eleonora Zgonjanin Petrovic (Moderator), CEO, FULM Savings House, Macedonia
2:00 PM - 3:30 PM Ottawa Convention Center, Level 2, Room 214	[M08] Facing Regulatory Changes for Africa's Credit Unions  Speakers: Ingrid Fischer, Africa Region Director, Canadian Cooperative Association, Uganda  Marwa N. Kesanta, Financial Advisory Service Section, Cooperative Development Department, Tanzania  George Ototo (Moderator), Managing Director, KUSCCO Ltd., Kenya  Dave Richardson, Senior Manager of Technical Development, World Council of Credit Unions, USA  Audax Peter. Rutabanzibwa, Acting Director and Registrar of Cooperative Societies, Ministry of Agriculture, Food Security and Cooperatives, Tanzania
2:00 PM - 3:30 PM Ottawa Convention Center, Level 2, Room 206	[M09] Political Economy Meets People Helping People: Regulatory Policy Impact on Your Credit Union and its Members  Speakers: Neville Parsons, CEO, Holiday Coast Credit Union Ltd., Australia  Tracy Redies, President & CEO, Coast Capital Savings Credit Union, Canada  Eric Richard, Executive Vice President and General Counsel, Credit Union National Association, USA  Sarah Snell Cooke (Moderator), Editor-in-Chief, Credit Union Times, USA
2:00 PM - 3:30 PM Ottawa Convention Center, Level 2, Room 205	[M10] The Evolution of Payments  Speakers: Jacqueline Chilton, Partner, Glenbrook Partners, USA  Brian McCrory (Moderator), World Council Director, Ireland
3:30 PM - 4:30 PM Ottawa Convention Center, Levels 2 & 3	Networking Break  Sponsor: Sponsored by Burns-Fazzi, Brock & Associates
4:30 PM - 5:30 PM Ottawa Convention Center, Level 3, Canada Hall 1	World Council Annual General Meeting
6:30 PM - 8:30 PM Canada Aviation and Space Museum	World Council Supporters' Reception (by invitation only)

**Tuesday, July 16, 2013**

7:30 AM - 8:45 AM Ottawa Convention Center, Level 2, Room 210	Sold Out Bacon, Eggs & Business Experts  Speakers: Bruce Foulke (Moderator), World Council Director, USA  Charlene Li, Founder, Altimeter Group, LLC, USA
8:00 AM - 5:00 PM Ottawa Convention Center, Level 1	Registration
8:00 AM - 5:00 PM Offsite	Tour: Montreal: One of the World's Greatest Cities
9:00 AM - 10:45 AM Ottawa Convention Center, Level 3, Canada Hall 1	General Session: Social Media and the Financial Sector  Speakers: Grzegorz Bierecki, World Council Director, Poland

	<p>Sylvester Kadzola (MC), World Council Director, Malawi</p> <p>Charlene Li, Founder, Altimeter Group, LLC, USA</p> <p>Sponsor: Sponsored by CUNA Mutual Group</p>
9:00 AM - 1:00 PM Offsite	Tour: Royal Canadian Mounted Police Stables and National Gallery of Canada
9:30 AM - 3:30 PM Offsite	Tour: Rideau Hall and Royal Canadian Mint
10:45 AM - 11:15 AM Ottawa Convention Center, Levels 2 & 3	<p>Networking Break</p> <p>Sponsor: Sponsored by Fiserv</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 2, Room 214	<p>[T01] Canadian Credit Union Young Leaders: Strengthening the Movement</p> <p>Speakers: Kris Babbings, Business Relationship Manager, Advantage Credit Union, Canada</p> <p>Brian Bevilacqua, Communications Manager, First West Credit Union, Canada</p> <p>Benjamin Janzen, Stewardship in Action Advisor, Mennonite Savings and Credit Union, Canada</p> <p>David MacLean (Moderator), Director, Credit Union Central of Canada (Atlantic Central), Canada</p> <p>Cheryl McCormack, Branch Manager, Bayview Credit Union, Canada</p> <p>Devin Selte, Corporate Trainer, Leadership Development and Change Leadership, Servus Credit Union, Canada</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 2, Room 206	<p>[T02] Advanced Payment Systems for Credit Unions</p> <p>Speakers: Patrice Dagenais, Vice President, Payment Services and Business Partnerships, Desjardins Card Services, Canada</p> <p>Kim Hester, Executive Vice President, Customer Care and Financial Solutions, CO-OP Financial Services, USA</p> <p>Philip Howard, Senior Vice President, Equens SE, Germany</p> <p>Mark Sievwright (Moderator), President, Credit Union Solutions, Fiserv, Inc., USA</p> <p>Oscar van der Meer, VP, Technology &amp; Payment Services, Central 1 Credit Union, Canada</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 3, Canada Hall 2	<p>[T03] Payment Systems for the Underserved: Case Studies from Kenya and Colombia</p> <p>Speakers: Juliana Alvarez Gallego, Director, Banca de las Oportunidades, Colombia</p> <p>Mark Cifuentes (Moderator), Senior Vice President, Technical Services, World Council of Credit Unions, USA</p> <p>Tony Mbugua, Group General Manager, Fintech Group, Kenya</p>
11:15 AM - 12:45 PM Ottawa Convention Center, Level 3, Canada Hall 1	<p>[T04] Limiting Regulatory Burdens to Promote Financial Inclusion</p> <p>Speakers: Hervé Guider, General Manager, European Association of Co-operative Banks, Belgium</p> <p>John Magill (Moderator), Executive Vice President, Credit Union National Association, USA</p> <p>William L. Myers, Director, NCUA Office of Small Credit Union Initiatives, USA</p> <p>Josée Nadeau, Senior Chief, Financial Crimes, International, Department of Finance, Canada</p>

<p>11:15 AM - 12:45 PM Ottawa Convention Center, Level 2, Room 205</p>	<p>[T05] Building the Brand: Reaching Generation Y Through Social Media</p> <p>Speakers: Daniel Ferretti, Chief Marketing Officer, Sicredi, Brazil Heather Harmse, Digital Marketing Manager, Vancity Credit Union, Canada Shel Holtz (Moderator), Principal, Holtz Communication and Technology, USA David Southall, President &amp; CEO, Innovations Federal Credit Union, USA</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center, Level 2, Room 214</p>	<p>[TL1] Lunch &amp; Learn: Capitalizing on Growth – Finding the Right Balance Between Growth, Capital, Operating Efficiency and Competitive Pricing</p> <p>Speakers: José Gallant, Chief Financial Officer, Alterna Savings, Canada Ian Glassford, CFO, Servus Credit Union, Canada Jacinto Martinez (Moderator), Chairman of the Board, Trinidad and Tobago Credit Union Deposit Insurance Fund, Trinidad and Tobago Lorraine McIntosh, Partner, Credit Union Sector Leader, Deloitte, Canada</p> <p>Sponsor: Presented by Deloitte</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center, Level 2, Room 206</p>	<p>[TL2] Lunch &amp; Learn: Embracing EMV Chip Technology: Is Your Credit Union Ready to Make the Leap?</p> <p>Speakers: Anne Cochran (Moderator), World Council Director, USA Mike J. Kelly, President &amp; CEO, PSCU Financial Services, USA</p> <p>Sponsor: Presented by PSCU</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center, Level 2, Room 205</p>	<p>[TL3] Lunch &amp; Learn: Outsourcing Your IT Functions. Is It Right for Your Credit Union?</p> <p>Speakers: Kim Robinson, Vice President, Outsource Services, Celero, Canada Murray Williams (Moderator), Chief Operating Officer, Iowa Credit Union League, USA</p> <p>Sponsor: Presented by Celero</p>
<p>12:45 PM - 2:00 PM Ottawa Convention Center</p>	<p>Luncheon</p>
<p>2:00 PM - 3:30 PM Ottawa Convention Center, Level 2, Room 214</p>	<p>[T06] Promoting Values-based Banking</p> <p>Speakers: Lucy Ito (Moderator), Executive Vice President &amp; Chief Operating Officer, California &amp; Nevada Credit Union Leagues, USA Tamara Vrooman, CEO, Vancity, Canada Damien Walsh, Managing Director, bankmecu, Australia</p>
<p>2:00 PM - 3:30 PM Ottawa Convention Center, Level 2, Room 206</p>	<p>[T07] Driving Credit Union Business through Social Media</p> <p>Speakers: Bridget Deutz, Social Media Marketing Coordinator, St. Cloud Federal Credit Union, USA Jo-Anne Ferguson (Moderator), Canadian Co-operative Association, Canada Renee Pomerleau, Marketing Officer, United Communities Credit Union, Canada Tansley Stearns, Director of Impact, Filene Research Institute, USA</p>
<p>2:00 PM - 3:30 PM Ottawa Convention Center, Level 2,</p>	<p>[T08] Keeping Your Credit Union Cyber-secure</p>

Room 205	<p>Speakers: Brent Huston, Security Evangelist &amp; CEO, Microsolved, USA</p> <p>Susan Thompson (Moderator), Chief Operating Officer, Jamaica Co-operative Credit Union League, Jamaica</p>
2:00 PM - 3:30 PM Ottawa Convention Center, Level 3, Canada Hall 1	<p>[T09] Understanding Regulatory Capital Needs: Basel III and Beyond</p> <p>Speakers: Karl Cordewener, Deputy Secretary General of the Basel Committee on Banking Supervision, Bank for International Settlements, Switzerland</p> <p>Rob Nicholls (Moderator), Director and Chair of the Audit and Risk Committee, NZACU, New Zealand</p> <p>Andy Poprawa, President &amp; CEO, Deposit Insurance Corporation of Ontario, Canada</p> <p>Dave Taylor, Chief Executive Officer, State Government Employees Credit Union, Australia</p>
2:00 PM - 3:30 PM Ottawa Convention Center, Level 3, Canada Hall 2	<p>[T10] What Credit Unions Can Learn from Consumer Trends</p> <p>Speakers: John Davin (Moderator), CEO, RTE Credit Union Ltd., Ireland</p> <p>Dominic Dunn, Head of Business Services, Abacus Australian Mutuals Ltd, Australia</p> <p>Mandy Johnston, Head of Communications, Irish League of Credit Unions, Ireland</p>
3:30 PM - 4:00 PM Ottawa Convention Center, Levels 2 & 3	<p>Networking Break</p> <p>Sponsor: Sponsored by Computershare</p>
4:30 PM - 6:00 PM Ottawa Convention Center, Level 3, Parliament Foyer	WYCUP Welcome Reception
4:30 PM - 7:00 PM Offsite	Credit Union Visits
6:30 PM - 8:30 PM Offsite	WYCUP Dinner

### Wednesday, July 17, 2013

7:30 AM - 8:45 AM Ottawa Convention Center, Level 2, Room 210	<p>Sold Out Bacon, Eggs &amp; Business Experts</p> <p>Speakers: Keith Nixon (Moderator), CEO, SaskCentral, Canada</p> <p>Simon Sinek, Author, Simon Sinek Inc., LLC, USA</p>
7:45 AM - 8:45 AM Ottawa Convention Center, Level 2, Room 202	Global Women's Leadership Network Information Session
8:00 AM - 5:00 PM Ottawa Convention Center, Level 1	Registration
9:00 AM - 10:30 AM Ottawa Convention Center, Level 2, Room 214	<p>[W01] Leadership Challenges and Solutions Among Emerging Credit Union Systems</p> <p>Speakers: Kusi Boachie Yiadom, Chief Executive Officer, Gescro Co-Operative Credit Union, Ghana</p> <p>Micah T. Davis, General Manager, Bermuda Industrial Union Credit Union Co-op. Society, Bermuda</p> <p>Shoba Gunasekaran, General Manager, TCC Credit Co-operative Limited, Singapore</p> <p>Joshua O. Ojall, Chief Executive Officer, Mwalimu National Sacco Society, Kenya</p>

<p>9:00 AM - 10:30 AM Ottawa Convention Center, Level 3, Canada Hall 2</p>	<p>[W02] Marketing Through Social Media</p> <p>Speakers: Thea Albright, Marketing Manager, Selco Community Credit Union, USA</p> <p>Paul Gentile (Moderator), Executive Vice President of Strategic Communication and Engagement, Credit Union National Association, USA</p> <p>Kelli Hawkins, Communications Manager, Numerica Credit Union, USA</p> <p>Gail Stepanik-Keber, Chief Brand &amp; Corporate Social Responsibility Officer, Servus Credit Union Ltd, Canada</p>
<p>9:00 AM - 10:30 AM Ottawa Convention Center, Level 3, Canada Hall 1</p>	<p>[W03] Applying Strategic Financial Planning for Credit Union Success</p> <p>Speakers: Manfred Dasenbrock (Moderator), World Council Director, Brazil</p> <p>Ademar Schardong, CEO, Banco Cooperativo Sicredi S.A, Brazil</p> <p>René Vásquez Pérez, Deputy Finance and Planning Director, Caja Popular Mexicana, Mexico</p>
<p>9:00 AM - 10:30 AM Ottawa Convention Center, Level 2, Room 206</p>	<p>[W04] Grassroots Advocacy: How to Win Friends and Influence Regulators</p> <p>Speakers: Ryan Donovan, SVP Legislative Affairs, Credit Union National Association, USA</p> <p>Melvin Edwards, Principal, Development Co-operators Inc., St. Lucia</p> <p>Brigitte Goulard, Vice President, Policy and Government Relations, Credit Union Central of Canada, Canada</p> <p>Henry Lynch (Moderator), President &amp; CEO, New Zealand Association of Credit Unions, New Zealand</p>
<p>9:00 AM - 10:30 AM Ottawa Convention Center, Level 2, Room 205</p>	<p>[W05] Helping Members Master Wealth Management</p> <p>Speakers: Sharon Angus-Crawshaw (Moderator), Director, Association of British Credit Unions Ltd., UK</p> <p>Randy Biberdorf, Vice President, Wealth Management, Servus Credit Union, Canada</p> <p>Robert Hague, President Credit Union Distribution, The CUMIS Group Limited, Canada</p> <p>Doce Tomic, President and CEO, Credential Financial, Canada</p>
<p>9:30 AM - 3:30 PM Offsite</p>	<p>Sold Out Tour: Ottawa River Cruise, Gatineau Park and National Gallery of Canada</p>
<p>9:30 AM - 3:30 PM Offsite</p>	<p>Tour: Rideau Hall and Royal Canadian Mint</p>
<p>10:30 AM - 11:00 AM Ottawa Convention Center, Levels 2 &amp; 3</p>	<p>Networking Break</p> <p>Sponsor: Sponsored by CRI Canada</p>
<p>11:00 AM - 12:45 PM Ottawa Convention Center, Level 3, Canada Hall 1</p>	<p>General Session: Start with Why</p> <p>Speakers: Patrick Jury (MC), World Council Director, USA</p> <p>Margaret Shine, Global Head for Advisors' Local Bank and Credit Union Segment, MasterCard Advisors, USA</p> <p>Simon Sinek, Author, Simon Sinek Inc., LLC, USA</p>
<p>5:00 PM - 6:45 PM Ottawa Convention Center, Level 3, Canada Hall 1</p>	<p>Awards Ceremony &amp; Closing Session</p> <p>Speakers: Daniel Burns, World Council Director, Canada</p> <p>Ron Hance, World Council Director, USA</p>



	Yvonne Ridguard Harris (MC), World Council Director, Caribbean
6:45 PM - 12:00 AM Canadian Museum of Civilization	Closing Celebration