

JAMAICA INSTITUTE OF BANKERS

REGISTRATION FORM

FUNDAMENTALS OF THE FINANCIAL SERVICES SECTOR

PLEASE PRINT CLEARLY OR TYPE

Name of Participant

Title/Position

Name of Organisation/Company

Address of Organisation/Company

Phone Number(s)

Facsimile Number(s)

Contact Person

Signature(s) of Signing Officer for Organisation/Company

COURSE FEE

Fundamentals of the Financial Services Sector: \$13,500 + GCT
(includes all course material, lunch and coffee breaks)

The number of participants in these programmes is limited to 25 persons; early registration to secure a place is critical.

PAYMENT AND REGISTRATION PROCEDURE

Kindly complete and return registration form, plus full payment of \$15,727.50 no later than:

- October 2, 2009

Cheque should be made payable to:
The Jamaica Institute of Bankers
The Carlton Alexander Building
39 Hope Road
Kingston 10

CANCELLATION POLICY

Applicants will be refunded 50% of total fee paid, if their notice of cancellation is received at least 3 days prior to the date of the programme. There will be no refund for cancellation made after that date.

Substitutions may be made at any time.

The programme facilitators reserve the right to cancel the programme at any time if there is insufficient enrolment. In that event, the full course fee paid will be refunded.



FUNDAMENTALS
OF THE
FINANCIAL
SERVICES SECTOR

One - day workshops

April 7, 2010

8:30 a.m. - 4:30 p.m.



For further information contact:
Jamaica Institute of Bankers
39 Hope Road
Kingston 10
Tel: (876) 927-3337, 978-6212
Fax: (876) 927-9405
Email: jiobinfo@jiob.org.jm
Website: www.jiob.org.jm

The Jamaica Institute of Bankers
Training Room
39 Hope Road
Kingston 10

ABOUT JOB

The Jamaica Institute of Bankers (JIOB) was established in 1977 to promote and facilitate the training and educational needs of the financial services sector and later the wider business community. It is registered by the University Council of Jamaica as a tertiary educational institution.

In addition to offering short-term development programmes and seminars, it offers the Manchester Business School Worldwide MBA programmes. It also offers, in collaboration with the International Compliance Association (UK), an International Advanced Certificate in Financial Crime and Compliance, International Diplomas in Compliance, Anti-Money Laundering and Financial Crime Prevention.

PRESENTER

Mrs. Marcia Woon Choy
MWC Associates Limited

Marcia Woon-Choy is currently the Managing Director of MWC Associates Limited, a company which she owns and operates.

Former Vice President and Global Transaction Services Business Head of Citigroup Jamaica, she has managed various aspects of the Global Transaction Services business for over fifteen (15) years. She also has proven experience in areas of Local and International Cash and Treasury Management, Trade, Finance and Services, Marketing, Sales and Product Management, Relationship Selling and Management and Customer Service Delivery.

A proven professional and motivator with excellent marketing and solution structuring experience, Mrs. Woon Choy prides herself in facilitating the process through which Corporate and Financial Institutional clients will ensure sustained competitiveness in their respective business environments.

She holds a BSc General with honours, a Post Graduate Diploma in Management Studies and an Executive MBA in Finance (Distinction) from the University of the West Indies.

WHO SHOULD ATTEND

Persons working in the financial services sector need to be familiar with the intricacies of the operations in order to be more effective in the performance of their duties. In this regards this programme has been developed for new staff in the Financial Services sector. The following categories of persons will benefit from this development programme:

- Frontline staff
- Supervisors
- Administrators
- Junior Managers

COURSE OBJECTIVE

The programme will provide new staff in the Financial Services sector with basic knowledge and skills to facilitate the process of orientation.

- At the end of this program, participants will become
- more familiar with the operations of the Financial Services sector
 - more equipped in carrying out their day to day functions



TOPICS TO BE COVERED

1. Overview of the Jamaican Financial Services Sector
 - Commercial Banks
 - Building Societies
 - Trust and Merchant Banks
 - Investment Houses
2. Basic Products and Services offered by the Financial Services Sector
 - Current and Savings Accounts
 - Loans
 - Investment Accounts
 - E-services
3. Quality Customer Service in the Financial Sector
4. Basic Operations in the Financial Services Sector
 - Banking Transactions
 - The Jamaican Clearing System
 - The US Clearing System
 - International Transactions
5. Know your customer

HOTEL ACCOMMODATION

Participants wishing hotel accommodation should contact the JIOB directly at:

Telephone numbers: (876) 978-6212 or
927-3337

Facsimile number: (876) 927-9405

Email: jiobinfo@jiob.org.jm

Website: www.jiob.org.jm