

Financial and Consumer Affairs Authority of Saskatchewan



2021-2024 Strategic Plan





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Who We Are

As a regulator and quasi-judicial adjudicator, we protect Saskatchewan consumers, public interests and businesses by providing effective, balanced and timely market regulation.

Financial and Consumer Affairs Authority (FCAA) is a Treasury Board Crown corporation assigned to the Minister of Justice and Attorney General and led by an eight-person Board of Directors established under *The Financial and Consumer Affairs Authority of Saskatchewan Act*. FCAA is dedicated to advancing the interests of consumers by ensuring fair trading conduct and minimizing opportunities for unfair, unlawful, or deceitful commercial activity.

- Financial services are essential to the growth, development and strength of market economies because they support corporate growth and innovation and make managing financial risk easier. Regulation is essential for maintaining the integrity, efficiency, and transparency of financial markets. Except for banks, FCAA regulates or oversees all financial services in Saskatchewan including: the credit union system, insurance, pensions, securities and derivatives, trust and loans, payday loans and mortgage brokers.
- Consumer protection regulation is also critical to helping Saskatchewan residents acquire wealth and retirement savings. Enforcement of consumer protection laws is necessary to ensure Saskatchewan residents have a high quality of life, confidence in their government, institutions and the marketplace.

FCAA is responsible for helping to develop provincial legislation, regulations, policies and rules and for interpreting and applying those rules while protecting the rights and interests of consumers when the rules are violated.

Our regulatory functions for financial services include prudential and market conduct regulation. Prudential regulation means making sure regulated businesses and institutions are financially sound. Market conduct regulation entails ensuring businesses comply with consumer protection provisions such as disclosure requirements, fair practices and record keeping requirements.

We rely on and oversee key partners for licensing and regulation including:

- Credit Union Deposit Guarantee Corporation
- Funeral and Cremation Services Council of Saskatchewan
- General Insurance Council of Saskatchewan
- Life Insurance Council of Saskatchewan
- Hail Insurance Council of Saskatchewan
- Saskatchewan Real Estate Commission
- Investment Industry Regulatory Organization of Canada
- Mutual Fund Dealers Association of Canada

The FCAA supports consumer education and awareness as a means of encouraging consumers to protect themselves.

Governing Legislation

The Auctioneers Act

The Auctioneers Regulations

The Cemeteries Act, 1999

The Cemeteries Regulations, 2001

The Charitable Fund-raising Businesses Act

The Charitable Fund-raising Businesses Regulations

The Collection Agents Act

The Collection Agents Regulations

The Consumer Protection and Business Practices Act

The Consumer Protection and Business Practices Act Regulations (Consumer Contracts, Pre Paid Purchase Cards, Vehicle Dealers)

The Co-operatives Act, 1996

The Cost of Credit Disclosure Act, 2002

The Credit Reporting Act

The Credit Reporting Regulations

The Credit Union Act, 1985

The Credit Union (Extraprovincial Forms) Regulations, 2016

The Credit Union Act, 1998

The Credit Union Regulations, 1999

The Credit Union Insurance Business Regulations

The Credit Union Central of Saskatchewan Act, 2016

The Credit Union Central of Saskatchewan Regulations

The Direct Sellers Act

The Direct Sellers Regulations, 1997

The Film and Video Classification Act

The Film Video Classification Regulations, 1997

The Financial and Consumer Affairs Authority of Saskatchewan Act

The Funeral and Cremation Services Act

The Funeral and Cremation Services Regulations

The Insurance Act

The Insurance Regulations

The Mortgage Brokerages and Mortgage Administrators Act

The Mortgage Brokerages and Mortgage Administrators Regulations

The New Generation Co-operatives Act

The Payday Loans Act

The Payday Loans Regulations

The Pension Benefits Act, 1992

The Pensions Benefits Regulations, 1993

The Pooled Registered Pension Plans (Saskatchewan) Act, 2016

The Pooled Registered Pension Plans (Saskatchewan) Regulations

The Real Estate Act

The Real Estate Regulations

The Sale of Goods Act

The Securities Act, 1988

The Securities Regulations

The Securities Commission (Regulation Procedures) Regulations

Securities Commission (Disclosure of Personal Information) Regulations, 2008

Securities Commission (Adoption of National Instruments) Regulations

Securities Commission (Local Instruments) Regulations

The Ticket Sales Act

The Ticket Sales Regulations

The Trust and Loan Corporations Act, 1997

The Trust and Loan Corporations Regulations, 1999

Our Strategic Direction

Vision:

A dynamic and thriving Saskatchewan marketplace.

Mission:

The Financial and Consumer Affairs Authority (FCAA) promotes confidence through innovative regulation and education for Saskatchewan's marketplace.

Regulatory Principles:

The FCAA is guided by the following regulatory principles when administering the rules, providing advice or pursuing solutions:

- **Accessibility.** The FCAA is open, available, and approachable by consumers and those it regulates.
- **Accountability.** All who are regulated are held to account by the FCAA if they do not comply with the rules.
- **Consultation.** The FCAA consults those who may be affected by a proposed regulatory change.
- **Cooperation.** The FCAA works with regulators in other jurisdictions, self-regulatory organizations, and other entities which share responsibility for market confidence to achieve regulatory efficiency and effectiveness.
- **Equipping Industry and Consumers.** The FCAA provides tools and information that help industry and consumers understand their responsibilities, rights, and remedies.
- **Flexibility and Discretion.** Recognizing there are many possible solutions, the FCAA exercises its discretion to achieve the most practical and affordable solutions that achieve the intended objective without compromising consumer protection.
- **Harmonization.** The FCAA seeks to harmonize rules and systems across sectors and jurisdictions to the greatest extent possible.
- **Proportionate Regulation.** When developing and applying rules, the FCAA considers the cost of compliance and the intended results. The FCAA's actions are proportionate to the risk posed and focus on addressing risks the marketplace is unable to adequately address on its own.
- **Transparency.** The FCAA develops understandable rules that are easy to access. When appropriate, it provides explanations and communicates its decisions.

Values:

These values guide our decisions, conduct, and actions as we work towards our vision and mission:

- **Collaboration.** Employees of the FCAA work together internally and with those who are regulated to deliver the best possible solution.
- **Decisiveness.** Employees of the FCAA make clear, timely, and responsible decisions.
- **Fairness.** Employees of the FCAA are impartial and unbiased in their decision making. Those in similar situations receive consistent treatment.
- **Initiative.** The FCAA empowers its staff. Employees of the FCAA encourage innovation and continuous improvement of business processes and service provision.
- **Openness.** Employees of the FCAA share information and listen receptively. Employees of the FCAA encourage understanding of and involvement in decision making.
- **Professionalism.** Employees of the FCAA take ownership of their work and demonstrate competency. Employees of the FCAA maintain a positive and businesslike manner in the workplace.
- **Recognition.** The FCAA recognizes and shows appreciation for results achieved by its employees.
- **Respect.** Employees of the FCAA treat everyone with courtesy, dignity, and empathy.
- **Service.** Employees of the FCAA provide quality and timely service by understanding and addressing the needs of stakeholders.
- **Work/life balance.** The FCAA recognizes and accommodates employees' needs to balance their responsibilities and interests outside of work with meeting the increasing demands of the workplace.

2021 – 2024 Key Strategic Initiatives

Goal 1: Establish and support effective rules for Saskatchewan's marketplace

Meaning:

The FCAA makes or supports changes to legislation, regulations and policies (the rules) to reflect evolving market requirements, increase harmonization with other Canadian jurisdictions and reduce regulatory burden, while maintaining robust consumer and investor protection.

Strategic Priority:

- Reduce regulatory burden and make rules that are adaptable to industry change by using innovative approaches.

Strategic Initiatives:

1. Explore a conceptual re-design of the fee structure under *The Securities Act, 1988* to improve adaptability to changes in filing and other regulatory requirements, while ensuring revenue stability.
2. Consult with Saskatchewan capital markets participants to identify improvements to the capital raising framework, including potential new capital raising exemptions.
3. Explore potential new approaches to film classification in Saskatchewan to deliver consumer protection through a more streamlined and efficient classification process for the film and video industry.
4. Review and develop recommendations for Government with respect to credit union system concerns regarding outdated and burdensome regulatory requirements in credit union legislation.

Goal 2: Administer the rules in Saskatchewan's marketplace

Meaning:

Those regulated should be held to account to follow the rules. The FCAA implements effective licensing, registration, and compliance requirements and enforcement to ensure regulated entities understand and follow the established rules. This includes facilitating remedies or resolution, introducing or changing compliance programs to reflect new rules, and applying appropriate sanctions and/or penalties when rules are breached.

Strategic Priority:

- Increase regulatory effectiveness by leveraging technology.

Strategic Initiatives:

1. Make enhancements to the Registration and Licensing System to obtain efficiencies and better support the FCAA's risk-based supervisory frameworks by increasing the use of automated processes, including:
 - a. Automated reviews; and
 - b. Automated risk identification and risk-rating processes.
2. Identify opportunities with the implementation of SEDAR+ to improve our access to, management and use of securities and derivatives data available for the Saskatchewan capital markets to more effectively deploy resources and better identify policy priorities.
3. Acquire and implement an online dispute resolution system (ODR) for consumer disputes under consumer protection legislation. The ODR will provide a 24/7 online, system-guided dispute resolution service to improve accessibility, timeliness and outcomes for both consumers and businesses that serve them.

Goal 3: Promote consumers' and regulated entities' understanding of their respective rights and responsibilities

Meaning:

The FCAA communicates with consumers, investors, pension plan members, and those regulated to help increase awareness of the rules that are in place, and the FCAA's powers to enforce those rules. The FCAA also strives to educate consumers and investors to make better decisions and to avoid scams.

Strategic Priority:

- Enhance engagement with industry and the public through increased two-way communication.

Strategic Initiatives:

1. Establish collaborative relationships with organizations or groups representing specific communities to identify the information relating to business regulation and investor and consumer protection that would most benefit those communities. The identified information will be delivered directly by the FCAA or through third parties. The initial focus will be on the following demographics:
 - a. Indigenous communities; and
 - b. Women.

Goal 4: The FCAA has the people, processes and systems to achieve its regulatory goals

Meaning:

Maximizing use of limited resources while providing effective service delivery remains a strategic priority for the FCAA. In some cases, this means relying on others that share responsibility for market confidence.

Strategic Priorities:

- Improve our ability to innovate.
- Improve our ability to recruit, develop and retain regulatory expertise.

Strategic Initiatives:

1. Establish a dedicated policy innovation and economic growth function.
2. Review our human resource and workplace policies for opportunities to make enhancements that will position the FCAA to respond to the needs and expectations of the future workforce and be an employer of choice.
3. Develop a framework for establishing and maintaining external advisory groups for FCAA regulated sectors, such as advisory groups representing:
 - a. Consumers;
 - b. Investors; and
 - c. Industry.

Status of Action Items from 2018-2021 Strategic Plan

Goal 1: Establish and support effective rules for Saskatchewan's marketplace

Description	Status
Continue to develop and implement, with other participating jurisdictions, uniform provincial legislation and regulations in support of the Cooperative Capital Markets Regulatory System.	In progress*
Continue to implement <i>The Insurance Act</i> and <i>The Insurance Regulations</i> , including: A. Development of all forms, processes and guidelines to allow for proclamation of the new Act; and B. Development of new regulatory approaches to address trading in insurance policies and employee benefit plans.	In progress* Part A, is complete. Part B, is in progress.*
Develop amendments to <i>The Real Estate Act</i> and <i>The Real Estate Regulations</i> to enhance the regulatory framework for the real estate industry, including streamlining and clarifying the investigation and hearing processes established in the legislation, and expanding the enforcement and bylaw-making powers provided to the Saskatchewan Real Estate Commission.	Complete
Develop and implement regulations under <i>The Consumer Protection and Business Practices Act</i> respecting direct sales and commercial for-profit cemeteries to replace the regulatory frameworks for those industries currently set out in <i>The Direct Sellers Act</i> , and <i>The Cemeteries Act</i> .	In progress*
Along with our Canadian Securities Administrators (CSA) colleagues complete the Targeted Reforms and Embedded Commissions projects that will reshape the investor-registrant relationship and improve investor outcomes.	Complete
Review the enforcement powers and processes used in the administration of <i>The Consumer Protection and Business Practices Act</i> and <i>The Pension Benefits Act, 1992</i> to identify potential enhancements.	Complete
Review the approach in Saskatchewan's cemeteries legislation to deal with insolvent commercial cemeteries.	Complete

* Work related to "In progress" action items is continuing in the Operational Plans.

Goal 2: Administer the rules in Saskatchewan's marketplace

Description	Status
Review the regulatory framework applied to provincial deposit-taking institutions (trust and loan companies) to identify if modifications to the framework are required.	In progress*
Work with Credit Union Deposit Guarantee Corporation on significant initiatives impacting the Saskatchewan credit union system, including enhancing the crisis management framework, assessing potential participation in the Bank of Canada's emergency lending assistance program, and monitoring enhancements to the Canadian Centrals' group clearing joint venture.	In progress*
Establish and communicate expectations to prudentially regulated businesses regarding measures to address cybersecurity risk.	Complete
Review and enhance as appropriate crisis management frameworks for prudential program areas that includes action plans to proactively respond to unfolding regulatory crises.	In progress*

Goal 3: Promote consumers' and regulated entities' understanding of their respective rights and responsibilities

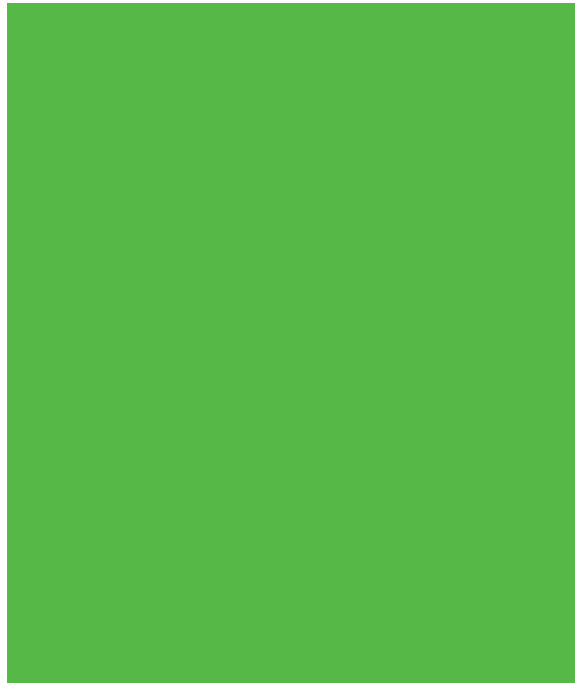
Description	Status
Execute communications campaigns several times each year to improve public awareness of the FCAA and to provide the public with important information on consumer issues.	Complete
Develop and execute campaigns and events to promote financial literacy to post-secondary students and newcomers to Canada.	Complete
Develop and execute campaigns and events focused on key issues facing seniors and retirement age workers, including maximizing pensions and elder abuse.	Complete

* Work related to "In progress" action items is continuing in the Operational Plans.

Goal 4: The FCAA has the people, processes and systems to achieve its regulatory goals

Description	Status
Continue the work to establish, with other participating jurisdictions, a capital markets regulatory authority to administer uniform securities legislation and regulations. The capital markets regulatory authority will have an office in Saskatchewan. FCAA employees currently involved in capital markets regulations will be seconded to the capital markets regulatory authority for three years following its establishment, at which time they will be permanently transferred to the capital markets regulatory authority.	In progress*
Establish a comprehensive corporate Learning Plan to develop and support the diverse knowledge and skillsets required to carry out the FCAA's long term mandate, focusing on all employee career phases including orientation, technical expertise acquisition and leadership development.	Complete
Implement and fully operationalize the new regulatory license management system (RLS) for all regulatory divisions other than the Securities Division. (The Securities Division utilizes national systems developed by securities regulators.) When fully operational RLS will streamline and standardize the FCAA's licensing processes, allow the FCAA to identify and focus resources on higher risk entities by making better use of data analysis and improve client services through online filing.	Complete
Continue to develop corporate-wide processes and policies for data and records management.	In progress*
Complete the first phase of the FCAA's SRO oversight framework by reviewing the existing oversight relationship with each regulatory organization the FCAA oversees and update or enhance as required to ensure the formal documentation of the relationship (1) defines roles and responsibilities, (2) sets out the expectations of the regulatory organization, and (3) establishes mechanisms of reporting and oversight.	In progress*

* Work related to "In progress" action items is continuing in the Operational Plans.



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