

Workshops on Market Conduct Supervision
February 11 - 15 2019
State Bank of Pakistan

Feb 11 – Day 1

MC Supervision: Main Concepts and Importance

Session 1: Opening and Introduction

Session 2: Program overview and objectives, introductions

Session 2: Primer on market conduct regulation and supervision

Session 3: Global market conduct regulatory frameworks – good practices

Feb 12 – Day 2

Session 4: Global institutional arrangements – options and good practices

Session 5: Market conduct supervisory frameworks – good practices and global trends

Session 6: Supervisory cycle, tools and techniques in market conduct supervision

Session 7: Thematic reviews x institution-focused inspections x market monitoring

Feb 13 – Day 3

Session 8: Mystery shopping, customer testimony, and in-depth interviews

Session 9: Case study: Regulation, supervision (thematic reviews)

Session 10: Market conduct supervision in Pakistan: Mandate, Powers and Institutional Arrangements

Session 11: Data for market conduct supervision with focus on ongoing monitoring

Feb 14 – Day 4

Session 12: Risk-based supervisory approach and risk matrix

Session 13: Standards for internal dispute resolution mechanisms and assessing effectiveness of complaints handling mechanisms at supervised institutions

Session 14: Complaints data and analysing consumer complaints data for supervision purposes

Session 15: Case Study: data analysis to assess risk profiles in market conduct

Feb 15 – Day 5

Session 16: Prime on fair treatment regulation and assessing fair treatment through supervision

Session 17: A prime on effective disclosure regulation

Session 18: Case Study: Assessing effectiveness of disclosure through supervision

Session 19: Presentation by participants about lessons learned and SBP priorities/Way forward/Wrap up



AGENDA

WORKSHOP ON MARKET CONDUCT SUPERVISION – Part II

**Joint Training Program
World Bank Group and Toronto Centre**

APRIL 9 – 11, 2019
KARACHI, PAKISTAN





WORKSHOP ON MARKET CONDUCT SUPERVISION – Part II

APRIL 9 – 11, 2019

KARACHI, PAKISTAN

Tuesday, April 9

9:00 **Welcome and Opening Remarks**

Introductions

Program Overview and Objectives for the week

Session 1

Group Activity: Key Gaps and Challenges

Salvador Chang

10:30 *Break*

10:45 Session 2

A Primer on Action Planning

Salvador Chang

11:30 Session 3

Assessing Effectiveness of Disclosure through Supervision

Sergio Jose de Mesquita

12:30 *Lunch*

13:30 Session 3 (Cont.)

Assessing Effectiveness of Disclosure through Supervision

Sergio Jose de Mesquita

14:30 Session 4

Case Study: Assessing Disclosure

Sergio Jose de Mesquita

15:15 *Break*

15:30 Session 4 (Cont.)

Case Study: Assessing Disclosure

16:30 **End of day**



Wednesday, April 10

9:00 Session 5

Assessing Fairness through Supervision

Sergio Jose de Mesquita

10:30 *Break*

10:45 Session 6

Case Study: Assessing Unfair Contractual Terms

Sergio Jose de Mesquita

12:30 *Lunch*

13:30 **Ideas I will use – collecting feedback from other groups**

Salvador Chang

14:00 Session 7

Data for Market Conduct Supervision

Sergio Jose de Mesquita

15:15 *Break*

15:30 Session 8

Brazil's Experience in the Development of an RBS Framework for Market Conduct

Sergio Jose de Mesquita

16:30 **End of day**



Thursday, April 11

9:00 Session 9

Fintech and Global Innovation and their Impacts in MC Supervision

Sergio Jose de Mesquita

10:30 *Break*

10:45 **Ideas I will use – collecting feedback from other groups**

Salvador Chang, Toronto Centre

11:00 Session 10

Case Study: Data Analysis to Assess Risk Profiles in Market Conduct

Sergio Jose de Mesquita

12:30 *Lunch*

13:30 Session 11

Behavioural Considerations Relevant for Market Conduct

Sergio Jose de Mesquita

14:30 **Group Table Activity – Preparing your Action Plans**

Salvador Chang

15:15 *Break*

15:30 Session 12 (Cont.)

Action Plans - Presentation by Participants and SBP Priorities/ Way Forward

Wrap up

16:30 **End of Program**