

FinTech Association of Trinidad And Tobago

# MEMBER HANDBOOK



February 2021

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## **Purpose of Handbook**

This Member Handbook of the FinTech Association of Trinidad and Tobago is intended to communicate the Association's philosophy, goals, policies and benefits to its members. The handbook will seek to protect the Association against any claims of discrimination or unfair treatment and should be observed along with the approved by-laws. Given the nature of the industry and the wider ecosystem within which members exist, this handbook will be reviewed on an annual basis from the date of approval.

Approved by:  
**Maria Daniel**  
**President**

**FinTech Association of Trinidad and Tobago**  
1 February 2021

# **ABOUT FINTECHTT**



## Vision, Mission and Services

The **FinTech Association of Trinidad and Tobago** (FinTechTT) is a not-for-profit company incorporated under the Companies Act, 1995 and in accordance with the Non Profit Organisation Act, 2019. The establishment and launch of a FinTech Association in February 2020 was a critical pillar in the roadmap to positioning Trinidad and Tobago as a FinTech enabled financial services hub. The FinTechTT brand proposes that it will be the compass that leads the T&T FinTech Evolution. As an extension of the brand, members are guided by the by-laws, code of conduct and other standards set in this Member Handbook. This handbook will be reviewed and updated on an annual basis by the Board of Directors.

### Vision

A globally competitive domestic ecosystem that will establish Trinidad & Tobago as the leading FinTech-enabled society in Latin America and the Caribbean.

### Mission

FinTechTT will facilitate an interconnected, cash-less society made possible by flourishing FinTech companies, embraced by the GORTT, and the business/financial services sector, demanded and endorsed by the general public.

**FinTechTT will provide its members and other stakeholders with the following services:**

- Connection to a FinTech network
- Database of FinTech experience/expertise
- Guidance for startups and other FinTech companies
- Lobbying/FinTech Advocacy
- Financial Services Sector knowledge



## Organizational Structure

The following depicts the proposed organizational structure of FinTechTT and descriptions of the roles and responsibilities of the members of the Board.



BOARD OF DIRECTORS	DESCRIPTION
<b>President</b>	Presides at all meetings of the directors and members, and is the main signatory. The President provides direction and control of the business, activities and officers of the Association
<b>(Treasurer) Director, Finance and Investment Sourcing</b>	Has the care and custody of all the funds and securities of the Association
<b>Secretary</b>	Performs secretarial duties at all meetings of the Board. The Secretary has charge of the minute books, registers and other documents of the Association
<b>Director, Membership and Stakeholder Engagement</b>	Directs and oversees all membership activities, including programs, policies and initiatives to increase membership
<b>Director, Public Education and Brand Development</b>	Supervises the Association's public education initiatives. Responsible for ensuring that the Association's marketing and communications are aligned to the brand
<b>Director, Technology and Infrastructure</b>	Charged with evaluating current and future infrastructure needs/trends and provides guidance on investment and research. Coordinates the technological requirements for the efficient operations of the Association
<b>Director, Regulatory and Compliance</b>	Oversees industry-specific practices and provides advice to the Association and its members on compliance. This role also includes assessing the Association's compliance with laws/regulations and develops internal operational policies.



## Membership

### What does it mean to be a member?

Creating a collective voice requires a strong network of industry stakeholders. FinTechTT will provide its members with valuable opportunities to collaborate with other market participants, a platform to engage with agencies of the Government of the Republic of Trinidad and Tobago, learning opportunities, and forums for sharing best practices. Through our Working Groups, events, public outreach and resources, FinTechTT will offer its members a professional space to share ideas, showcase new projects, promote best practices, explore common challenges, learn from shared experiences and shape the future of the industry in Trinidad and Tobago.

### Types of membership:

FinTechTT has 4 membership types:

#### INDUSTRY MEMBERSHIP

Open to central players in the FinTech ecosystem including start-ups, scale ups and other technology businesses which support the delivery of financial services

#### ASSOCIATE MEMBERSHIP

Open to organisations and individuals that support or complement FinTech service providers such as: incubators; accelerators; research firms; local authorities; professional services; investors; and educational institutions

#### STUDENT MEMBERSHIP

Open to individuals registered with a tertiary institution who are interested in the future of the FinTech industry and the role they could play

#### INTERNATIONAL MEMBERSHIP

Open to FinTech businesses which are domiciled outside the territorial borders of Trinidad and Tobago

# **CODE OF CONDUCT**



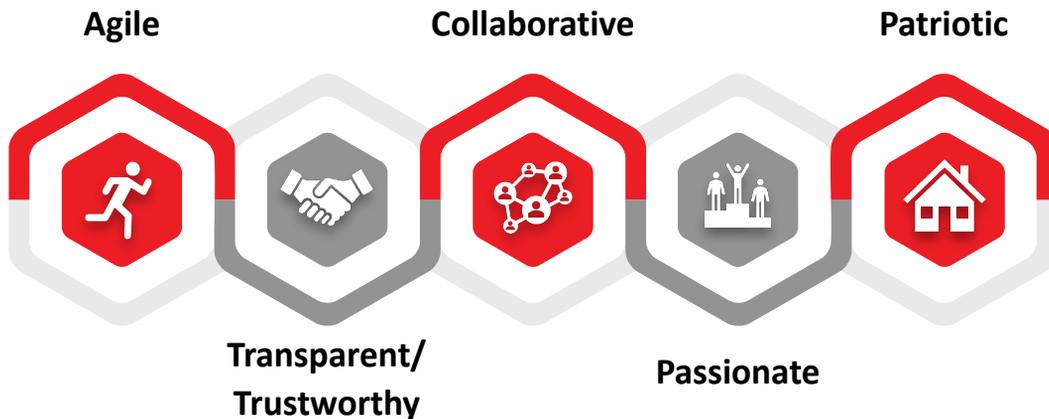
# Code of Conduct

## Introduction

The FinTech Association of Trinidad and Tobago (FinTechTT) was established to be a collective voice for the advancement of the FinTech industry in Trinidad and Tobago. In order to do this, we will seek to develop a healthy ecosystem made up of a variety of players. This will only be possible by a membership that shares the same purpose and is able to demonstrate similar values. We, the Association, have sought to create a set of guidelines for the clear, structured and transparent conduct of our business and by extension of our members. This **Code of Conduct** shall be regarded as a standard of ethics and behaviours which will enable us to ensure that all stakeholders – our members, partners, regulators, media and the general public – trust and fully understand our efforts. When you join the FinTech Association of Trinidad and Tobago, you agree to abide by this **Code of Conduct**.

## Our Values

The FinTech Association of Trinidad and Tobago is founded on the following values:



We expect that our members will live and represent similar values in their own businesses, activities and during their work in the Association. We believe that members should strive to be:

- |           |   |           |  |
|-----------|---|-----------|--|
| <b>01</b> | Passionate – towards national development and to their work | <b>05</b> | Receptive, listening, knowledgeable, proactive |
| <b>02</b> | Undaunted by challenges                                     | <b>06</b> | Responsive and reliable                        |
| <b>03</b> | Masters of their craft; creators of new rules               | <b>07</b> | Ready to share key learnings from experience   |
| <b>04</b> | Early adopters of new technology                            | <b>08</b> | Ready to effect change                         |



## Code of Conduct (cont'd)

### Respect for the Law

The FinTech Association of Trinidad and Tobago is an entity created under the laws of Trinidad and Tobago. Our partners are reputable institutions on both the local and international stage. Therefore, our members should be committed to demonstrating strict compliance with all relevant laws and regulations, nationally and internationally. We will not tolerate crimes like the disregard for consumer protection, corruption, money laundering, terrorism financing and any other illegal activity. Any (potential) member must inform the Association, if legally possible, as soon as they are made aware that they are the subject of any criminal or possible criminal proceedings and investigations by law enforcement bodies or regulators.

### Aim for Best in Class

Our members should aim to establish best practice or to be 'best in class' for their respective business fields. The FinTech Association of Trinidad and Tobago promotes the use of business methods which are generally accepted as superior to alternatives and meet local and international standards and regulations. The Association will endeavour to provide members with the knowledge and technology within its remit to ensure that members reach the 'best in class' status. *"Together We Aspire, Together We Achieve!"* - Trinidad and Tobago Motto.

### Communication is Key

The Association maintains the strong position that through effective communication and collaboration among our members that we will be able to promote and progress the Financial Technology (FinTech) industry. Although not 'new', the terminology and rapid advancements can be overwhelming for our various stakeholders. Members should also understand that each member may be at a different level on the learning curve and should share their experiences, exchange information about developments, trends, insights and news on the financial technology sector, on a regular basis with other members. Further, members should promote collaboration, cooperation, and partnership among other stakeholders, associations and international partners in the financial technology industry for the development of a robust ecosystem.

### Maintaining Confidentiality and Privacy within the Association

It is expected that members will maintain the greatest respect for the confidentiality of sensitive information known only to the Association or its members. Also, members should refrain from abusing power or 'name-dropping' for personal gain during their dealing with other members of the Association. In this way, members should maintain a professional level of courtesy and objectivity in all activities related to the FinTech Association of Trinidad and Tobago.

### Grievance Procedure

The Association values transparency and must be regarded as being trustworthy. Members are encouraged to lodge reports on any actions taken by member(s) that are not aligned to the values and ethics as set out by the Association's governing documents. Members can express their dissatisfaction through the secure established channels and addressed to the Director Membership and Stakeholder Engagement of the FinTech Association of Trinidad and Tobago.

# CONTRIBUTING TO NATIONAL DEVELOPMENT



## Membership Benefits

### General

All members of the FinTech Association of Trinidad and Tobago can benefit from the following:

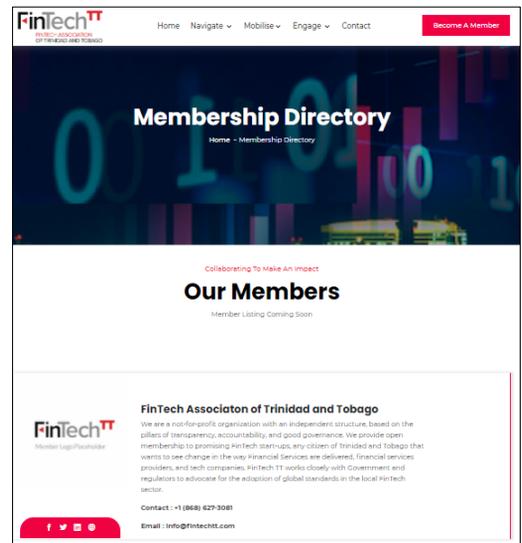
- |  |                                    |
|--|------------------------------------|
| <b>01</b> Provision of a Digital Membership Badge    | <b>04</b> Networking opportunities |
| <b>02</b> Access to tailored events at special rates | <b>05</b> Learning opportunities   |
| <b>03</b> Connecting with industry leaders           |                                    |

### Member specific

#### **01** Join the membership directory

Upon confirmation of membership: Industry, Associate (organisations) and International members can opt to join the membership directory. The membership directory will be publicly available on the website of the FinTech Association of Trinidad and Tobago. The membership directory can be accessed via the [Mobilise Tab](#) on the website. The following information would be required from interested members:

- Official company logo (350 X 350 pixels)
- URL link to company's website and other social media handles (must be a current/valid link)
- Brief description of company (no more than 100 words): including services/products, key target audience/sector, contact information and location as examples



**Contact the Director Membership and Stakeholder Engagement for more information.**



## Membership Benefits (cont'd)

### Member specific (cont'd)

#### 02 Publish job opportunities

FinTechTT is happy to provide eligible members (Industry, Associate (organisations) and International members) with the service of posting job opportunities from within their organisations. This is our commitment to fostering the development of the FinTech ecosystem.

Members who wish to access this service are advised of the following:

- Job postings must be related to the FinTech industry
- The FinTechTT will **not be responsible** for recruitment and selection on behalf of its members
- Jobs will be posted under the following conditions:
  - Company must provide:
    - Name of Vacancy;
    - Deadline date for submission of applications;
    - Links to company's website with more information on vacancy;
    - Contact information for submission of application/more information on vacancy.

**Contact the Director Membership and Stakeholder Engagement for more information.**



## Working Groups

### ELIGIBILITY: All members

**Working groups are voluntary** committees established for the purpose of providing inputs into the development of documents, projects, initiatives of the FinTechTT with a view to shaping the FinTech industry in Trinidad and Tobago. Members are encouraged to join these committees in order to provide practical and expert level insights to issues/trends which will advance the industry and to provide evidence-based feedback for the lobbying effort of the FinTechTT's Board of Directors. Currently there are three working groups of the FinTechTT: Regulatory Improvement, Infrastructure Development and Public Education.

### 01 Structure and Governance

- Each working group should develop a scope of work/terms of reference
- Each working group should elect a team lead and a deputy team lead
- Each working group should establish a regular meeting schedule
- Each working group should log attendance and maintain meeting notes
- Each working group, should have a quorum of two members at meetings, unless otherwise determined by the directors
- Each working group, should follow a majority vote process should any questions arise at any meeting of a committee. In case of an equality of votes, the team lead shall have a second or casting vote.
- Each working group should provide regular feedback to the FinTechTT Board of Directors on the status of projects and present any request for funds in written format (including electronically)

### 02 Skills/Knowledge/Experience

- Experience and general understanding of the sector/field as necessary
- Communication and interpersonal skills
- Ability to work towards a common goal and purpose
- Digital literacy

### 03 Competencies

- Team player
- Reliable and committed
- Flexible thinking and problem solving skills
- Purpose oriented and ethical
- Open-mindedness and progressive
- Feedback skills

### 04 Roles and Responsibilities

- To respect the confidentiality of the Association's initiatives
- To complete any assigned work based on agreed project plans and timelines
- To actively participate in the working group discussions
- To work with other members to submit proposals to the Board of Directors
- To share experience, knowledge and expertise within the working group
- To participate in or host national, regional and international forums and sessions which will seek to add credibility to the FinTechTT
- To conduct research as required
- To plan and participate in promotional activities as required

### 05 Working Group Mandates

- Regulatory Improvement – Work with local regulators to address regulatory issues inhibiting FinTech locally and develop a framework for raising capital for FinTechs locally e.g. angel investors or private equity
- Infrastructure Development – Identify the technological and telecom infrastructure required to support FinTech as well as Develop standards that should be met by FinTechs operating locally
- Public Education – Develop the public education programme to engage general public and educate them about FinTech solutions and how they can improve their lives

## FinTech Association of Trinidad and Tobago

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