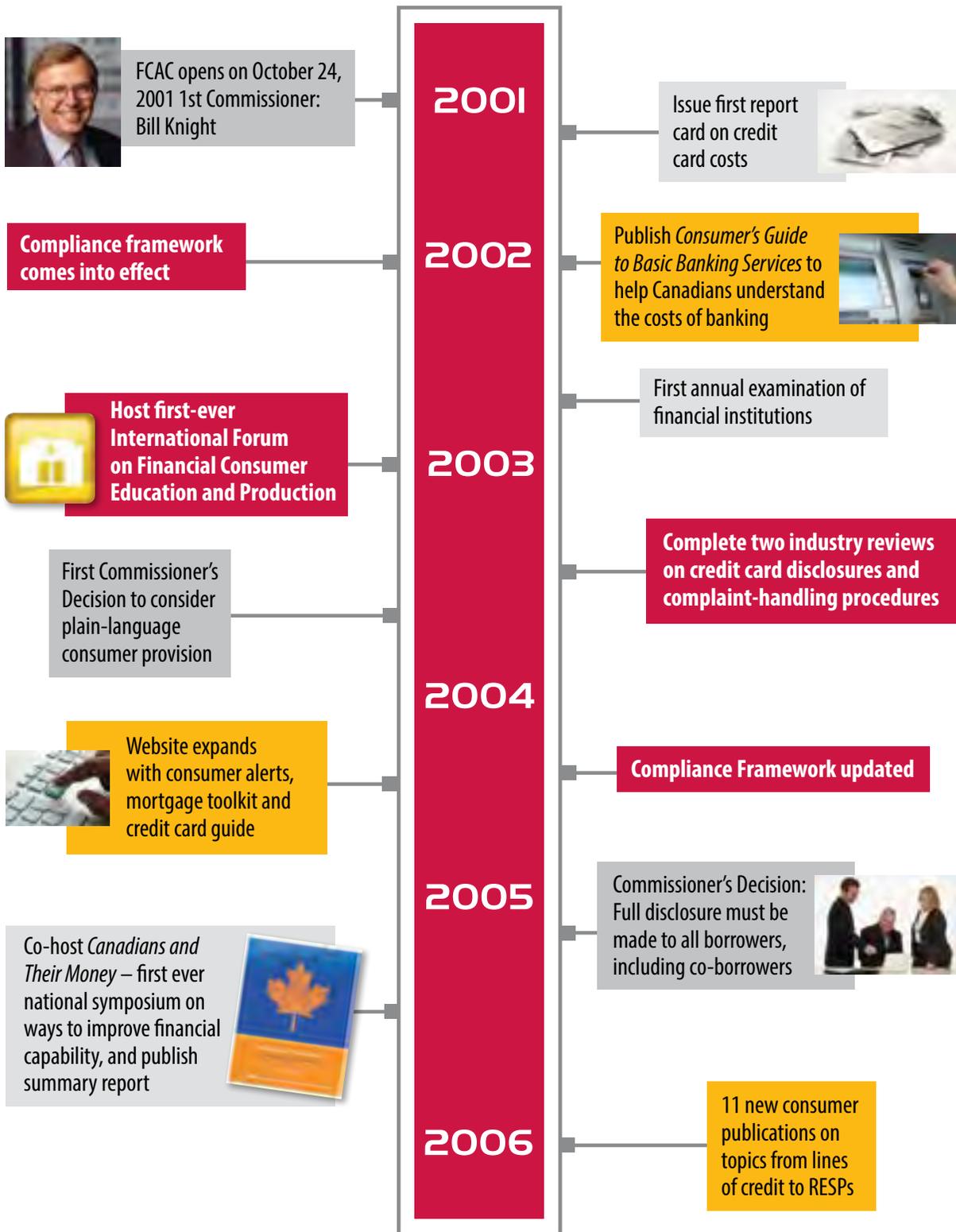


# FCAC: THE FIRST 10 YEARS



Federal government grants \$3 million to FCAC to spearhead Financial Literacy initiative to help Canadians make more informed decisions



Begin work to update Compliance Framework and shift to risk-based supervisory approach

Co-host Canadian financial literacy conference, *Reaching Higher*, in Montréal and publish follow-up report summarizing themes



Create *Clear Language and Presentation Principles and Guidelines* to improve how FCAC and the financial industry communicate with Canadians

Commissioner imposes first maximum administrative monetary penalty

Design and pilot *Financial Basics* program for young adults in collaboration with the Investor Education Fund and journalist Ellen Roseman



Launch revamped website with fresh design and new features

FCAC goes social with presence on Twitter and YouTube



# 2007

Develop industry guidance for basic banking services



New Commissioner: Ursula Menke

# 2008



Flagship program, *The City: A Financial Life Skills Resource*, launched in partnership with BC Securities Commission

# 2009



Begin to regulate payment card network operators

# 2010



Receive Public Service Award of Excellence for developing *The City*

New Research Division strengthens capacity to study consumer issues

Create External Stakeholder Advisory Committee for input on consumer financial issues

# 2011



Co-host 3rd global financial literacy conference in Toronto

10th anniversary! Thank you to all our employees and partners

# OUR PROGRAMS

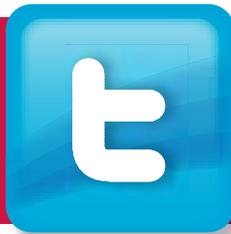
## THE YEAR IN NUMBERS

**60+** **FREE RESOURCES**  
available to help Canadians build their financial  
knowledge, skills and confidence



**380 institutions**  
regulated to ensure compliance with  
federal laws and industry commitments  
created to protect financial consumers

**69**  
employees



**1,400 followers**  
on Twitter and over 450,000 users reached

**640,000**  
Web visits





**4/5**  
Average consumer  
satisfaction rating  
of FCAC materials

**798** mentions

in Canadian publications and news sites,  
generating 46+ million impressions

**16,641**

new student and teacher  
registrations for *The City*,  
FCAC's financial literacy  
program for youth



**96%**

of participants rated FCAC's  
global financial literacy  
conference from good to excellent



**700+**

teachers trained to  
deliver financial  
subject matter  
to their students



**1,268**

cases investigated for  
potential compliance breaches

Note: data for FCAC's 2011–12 fiscal year,  
as at March 31, 2012 unless noted otherwise.