



# TRINIDAD AND TOBAGO Securities & Exchange Commission

## WORLD CONSUMER RIGHTS DAY

**The Trinidad and Tobago Securities and Exchange Commission (TTSEC) is responsible for ensuring that the financial marketplace operates in a fair, transparent and efficient manner so as to protect the rights of investors. Today, on World Consumer Rights Day, we take this opportunity to remind you of your rights and responsibilities as an investor.**

### Investing and the rights of the investor

#### Your Right to INFORMATION

All consumers have the RIGHT to truthful and honest information about the investments they intend to purchase.

##### AS AN INVESTOR YOU HAVE THE RIGHT TO:

- Receive information about a firm's history and expertise and to receive similar information about your investment advisor
- Receive complete information about the risks, obligations, benefits and costs of any investment before investing
- Get investment advice that is consistent with your personal objectives and your risk tolerance
- Be clearly informed about the process for raising and resolving complaints.

#### Your Right to CHOOSE

You should always compare before making your selection.

##### AS AN INVESTOR YOU HAVE THE RIGHT TO:

- Choose the investment products that best satisfy your goals.
- Choose which providers of investment services best serve your needs

#### Your Right to REDRESS

If you have a problem with an investment product you have purchased or the service that you have received, you are entitled to complain and receive some form of redress.

##### AS AN INVESTOR YOU HAVE THE RIGHT TO:

- Receive information about alternatives available to you if the firm is unable to resolve a dispute to your satisfaction.
- Move your account to another representative or new investment firm in a simple, timely and efficient manner if you are dissatisfied with the service you have received

- Lodge a complaint with the Trinidad and Tobago Securities and Exchange Commission in relation to a securities matter

#### RESPONSIBILITIES

The Commission protects you by enforcing the following rules:

- Market Intermediaries who distribute securities or engage in securities transactions on behalf of others MUST be registered with the Commission;
- Companies offering securities to the public must provide or disclose certain information about the organisation, the securities they are offering for sale and the risks of investing in those securities;
- The Commission conducts ongoing market surveillance to ensure that registrants comply with the provisions of the law;
- The Commission has enforcement powers under the Securities Industry Act, 1995 to deal with those who break the law;
- Investors are educated about capital markets, through outreach sessions, seminars and workshops arranged by the Commission, so that they can make informed investment choices.

The TTSEC encourages you to exercise your rights but reminds you of your responsibilities.

#### Check the registration:

- Make sure that you are conducting business with an individual or firm registered with the Trinidad and Tobago Securities & Exchange Commission (TTSEC).
- Our website [www.ttsec.org.tt](http://www.ttsec.org.tt) provides a comprehensive list of registrants

#### Ask questions:

- Even though you are dealing with registered issuers you should still thoroughly evaluate the background of any financial professional or firm with whom you intend to do business
- Make sure your questions are answered to your satisfaction

#### Know what you are investing in:

- Compare information on similar products from different sources
- Read documents thoroughly especially the fine print
- Understand how the investment works as well as your risk
- Don't fall for high-pressure sales tactics

For additional information contact the Trinidad and Tobago Securities and Exchange Commission, Communications Unit at **627-4861 Ext 1275** or **1259** or visit our website at [www.ttsec.org.tt](http://www.ttsec.org.tt)

**REMEMBER, THE POWER IS YOURS!**