



TRINIDAD & TOBAGO SECURITIES & EXCHANGE COMMISSION

CELEBRATING WORLD CONSUMER RIGHTS DAY



**"OUR MONEY,
OUR RIGHTS"**

Every year on March 15th the international community celebrates World Consumer Rights Day. The United Nations Guidelines on Consumer Protection were adopted by the UN in 1985 and had a desire to help ordinary people make informed buying decisions and get good value for their money. This gave legitimacy to the principles of consumer rights and practical support for developing national consumer protection legislation.

The theme for World Consumer Rights Day (WCRD) 2010 is 'OUR MONEY, OUR RIGHTS' and will highlight consumer issues in relation to financial services.

ROLE OF THE SECURITIES & EXCHANGE COMMISSION (SEC)

The Trinidad and Tobago Securities and Exchange Commission is the agency charged with the responsibility for maintaining oversight in the securities market and for ensuring that fairness, equity and transparency prevail in the marketplace.

The primary purpose of securities regulation is investor protection. Securities regulators strive to ensure that investors are provided with timely, relevant and accurate information with respect to investment opportunities. To this end, securities regulators employ a disclosure based model in their regulation of the securities market. The Commission does not seek to pass judgement on the merits of any security. Rather, it seeks to ensure that investors have the necessary information to make their own assessment of investment products.

INVESTOR EDUCATION

The Commission conducts investor education programmes which are intended to give people the skills and confidence they need to take control of their financial future. Our vision is for a better informed, educated and more confident citizenry, able to take greater responsibility for its investment and financial affairs. As global markets become more complex and volatile, investors require access to more reliable information in order to guide their investment decisions. Our initiatives aim to demystify financial concepts and are designed to equip ordinary investors with the tools they need to understand and evaluate the risks and benefits of various financial products and to recognize, avoid and report illegal investment schemes.

KNOW YOUR RIGHTS: TO INFORMATION

All consumers have the RIGHT to truthful information about the products 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
- Having information is the only way that consumers can make informed choices.

KNOW YOUR RIGHTS: TO CHOOSE

You should always compare among competing alternatives, whether products or services, 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
- Remember, you have the right to choose to invest or not to invest depending on your assessment of the benefit to you. No one should force you to choose.

KNOW YOUR RIGHTS: 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 on a clearly defined process for raising and resolving complaints regarding the provision of investment advice
- Receive information about alternatives available to you if the firm is unable to resolve a dispute to your satisfaction.
- Change investment advisers 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

INVESTOR TIPS:

Remember: Bad information can lead to bad choices!

- The best way to protect yourself is to always double check everything you are told
- Use the facilities of the SEC's website to obtain a current list of persons registered to deal in securities or call us
- Scams can be very convincing and real-looking — If something sounds too good to be true it usually is!

For additional information contact the Communications Unit at 624-2991 Ext 1275 /1259 or visit our website at www.ttsec.org.tt

INVEST WITH CONFIDENCE!

Trinidad and Tobago Securities and Exchange Commission

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