

Tiziana Mazzilli, Senior Vice President and Corporate Secretary, Talks to James Porter, EVP & Head of Canadian and Institutional Business

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EVP & Head of Canadian and Institutional Business

Tiziana Mazzilli
Senior Vice President and Corporate Secretary

The COVID-19 global pandemic has challenged businesses and individuals in unprecedented ways. In the span of a few weeks, the world has changed dramatically. At Cidel, our board and executive teams have always prioritized business continuity. In this recent period, the foresight has proven invaluable. Our investment in technology and systems has allowed us to remain nimble and serve you while keeping the safety of our teams paramount. We have transitioned to a remote work environment while delivering on our goal of excellence in all that we do.

I sat down with Cidel's Tiziana Mazzilli, Senior Vice President and Corporate Secretary, to get her perspective. Tiziana is a senior leader with our Canadian business and oversees client services, fund accounting, operations and is actively involved in governance.

James Porter (JP): Tiziana, how are things working at Cidel since the various jurisdictions moved to a work from home protocol?

Tiziana Mazzilli (TM): We are very pleased. All of our departments have been hard at work and continue to serve our clients since we transitioned to working from home. For many of us, it is a little odd to not be face-to-face with our colleagues and see clients and friends in the office daily. But, our work has continued flawlessly. We have used various methods such as group messaging chats and video conferences to maintain a team atmosphere. Our routinely scheduled group meetings are now virtual meetings. We are conducting periodic checks of mail and couriered items to ensure timely processing and are always available by phone and email.

JP: Has it been more challenging to get some projects done?

TM: That's a timely question! This is our busiest time of the year. The work from home protocol was implemented in the midst of the Canadian tax filing deadlines and other audit/regulatory deadlines. Although the tax authorities have extended the filing deadlines, I am pleased to say that we were able to complete all of our reporting on time. All account reconciliations continue in a business-as-usual fashion. Our client services team continues to open new accounts, with only a slight delay from our typical timelines. Additionally, trading and settlements have all functioned smoothly and without disruption. I credit the team for their dedication and resourcefulness. We are using many tools to keep in touch and to ultimately ensure clients are served and that we meet our obligations to them during this unique time.

JP: Why has it all worked so well?

TM: Cidel has excellent governance and strong teams. We have taken measures for years to ensure the continuity of our businesses - starting with the management team and flowing to the working groups. That has meant fulfilling the requirements of banking and securities regulators while also adopting and testing best practices. Our investment in platforms and tools, and the corresponding implementation has really paid off. We need to be there for our clients and our response to this health crisis proves that we have the mettle.

On behalf of everyone at Cidel, we hope you are all keeping safe and well. Please reach out to your Wealth Consultant if you have any questions or need assistance.

April 2020

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