



# CENTRAL BANK OF TRINIDAD & TOBAGO

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February 17, 2021

**CIRCULAR LETTER TO:**  
ALL LICENSEES UNDER THE  
FINANCIAL INSTITUTIONS ACT, 2008

**REF: CB-OIFI-351/2021**

## MARKET CONDUCT SURVEY REPORT

Pursuant to Section 5(3)(a) of the Financial Institutions Act, 2008 (“FIA”), one of the Central Bank of Trinidad and Tobago’s (“Central Bank”) objectives is to promote efficient and fair banking and financial services markets.

In accordance with this objective, the Central Bank issued a Market Conduct Guideline (“Guideline”) to institutions licensed under the FIA (“licensees”) on November 15, 2018 to provide guidance to the industry on the Central Bank’s expectation of good market conduct practices by financial institutions.

To assess the sector’s compliance with the Guideline, the Central Bank issued a Market Conduct Survey (“Survey”) to all licensees in June 2020. The results of the Survey were compiled and a Market Conduct Survey Report (“Report”) has been completed and is being submitted for your information.

Where necessary, the Central Bank will also be issuing individual letters to the licensees with recommendations for improving compliance with the Guideline.

The Report can also be viewed on the Central Bank’s website at <https://www.central-bank.org.tt/node/7381>.

Please be guided accordingly.

Yours sincerely

Michelle Francis-Pantor  
Deputy Inspector – Banks, Non-Banks & Payment Systems Oversight  
**FINANCIAL INSTITUTIONS SUPERVISION DEPARTMENT**

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