



Arlene Stephen

Director, Corporate Communications, Education and Information Division, Trinidad and Tobago Securities and Exchange Commission (TTSEC)

Arlene Stephen has been employed with the Trinidad and Tobago Securities and Exchange Commission (TTSEC) for the past 11 years. She is currently the TTSEC's Director – Corporate Communications, Education and Information Division and is responsible for guiding all of the Commission's communications with its stakeholders.

The Division's mission is to promote informed investor decisions and the TTSEC's role as regulator, through all aspects of corporate communications such as public education and communication. The Division is also responsible for performing the Commission's public relations, protocol and crisis communications functions and managing the Commission's corporate website

In accordance with IOSCO principles, the Division coordinates a multi-faceted investor education programme designed to provide investors and potential investors with suitable information to guide informed decisions. Under Mrs. Stephen's stewardship, the Commission has incorporated new and modern approaches, including the use of new and digital media, in its investor education initiatives. This includes the creation of a standalone Investor Education website, Facebook page and a digital app. The Division also created a YouTube page to host the Commission's TV PSAs, Ads and webinars. Mrs. Stephen continues to conduct all of the Commission's interactive investor education outreach sessions for diverse groups including schools, private and public sector organizations.

Mrs. Stephen is a member of the IFIE Americas Chapter Leadership team and since 2014 has been the Co-Chair of the IFIE Americas Chapter Working group (WG) which is charged with the responsibility of helping members to strengthen their FC/IE programmes and resources within the Caribbean region. This committee's model is based on coordinating virtual meetings every three weeks, to progress the agenda of its members. The WG has been highly successful and has seen the financial literacy and investor education initiatives among its membership grow by leaps and bounds.

Prior to joining the TTSEC, Ms. Stephen spent a number of years working at the Consumer Affairs Division in the field of consumer rights and advocacy. There, her role was two-fold: investigating consumer complaints in order to obtain suitable redress and leading outreach sessions educating varied groups regarding their rights and responsibilities as consumers.