

**Regulatory Update – CAFII Board of Directors and Executive Operations Committee, April 22, 2017**

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## Federal/National

### Financial Consumer Agency of Canada (FCAC)

#### FCAC Introduces New Consumer Protection Advisory Committee

In February 2018, the Financial Consumer Agency of Canada (FCAC) announced the appointment of nine members to its new Consumer Protection Advisory Committee. The committee will be chaired by FCAC Commissioner Lucie Tedesco and support the agency's financial consumer protection mandate.

"In today's rapidly changing and increasingly complex financial marketplace, strengthening collaboration is essential," says Tedesco, in a statement. "This new committee will broaden stakeholder engagement beyond traditional players, enhancing FCAC's capacity to identify and respond to emerging financial consumer protection issues.

The members of the committee are:

- Marie Elaine Farley, Chambre de la sécurité financière, Montreal
- Maryse Guénette, Option Consommateurs, Montreal
- Scott Hannah, Credit Counselling Society, New Westminster, B.C.
- Luc Hervé Thibaudeau, Lavery, De Billy Law Firm, Montreal
- George Iny, Automobile Protection Association, Montreal
- Marc Lacoursière, Université Laval, Faculté de droit, Quebec
- Kelley Keehn, personal finance educator/consumer advocate, Edmonton
- Don Mercer, Consumers Council of Canada, Ladysmith, B.C.; and
- Louise Simbandumwe, Supporting Employment & Economic Development, Winnipeg.

#### CBC News Issues Follow-Up Story On FCAC's Investigation Into Bank Sales Practices

On April 22/18, CBC News posted a story which leads with the assertion that an unnamed CIBC financial adviser says she and her colleagues are "stunned" that a recent report by Canada's banking regulator did not find widespread instances of customers who were upsold due to pressure on employees to meet sales targets. The CBC story reads as follows:

*"I can't even explain to you how disheartened we all were," says the financial adviser. CBC has confirmed her employment, but is not identifying the woman because she fears she would lose her job. "We've been waiting for a year for this report," she says. "It's very hard, because it doesn't feel accurate."*

*The Financial Consumer Agency of Canada (FCAC) recently released the findings of a review of sales practices at the country's six big banks. It was prompted by a series of Go Public investigations last year, revealing intense pressure on bank employees to sell customers products and services they may not need in order to meet sales targets.*

*Between May and November 2017, the FCAC interviewed more than 600 employees at BMO, CIBC, National Bank, RBC, Scotiabank and TD, reviewed 100,000 pages of bank documents and looked at more than 4,500 complaints.*

*The regulator found that the requirement for retail banking employees to sell products and services "can increase the risk of mis-selling and breaching market conduct obligations," but also said it "did not find widespread mis-selling during its review."*

*The CIBC employee says "there obviously wasn't good enough research," and that she is "doing daily harm to customers" because of her upselling. The financial adviser — and several employees from other banks who've contacted Go Public — say the pressure to sell initially eased up after media reports last year, but then gradually worsened.*

*"Sometimes two, three times a day, you'll get an email wanting to know where are your sales numbers at? What have you sold today?" says the financial adviser. "Now that this [FCAC] report has come out, the [sales] pressure is 100 per cent full force. It's every single day. 'How many products did you sell?' "*

*She describes feeling "desperate" to meet sales targets — by doing everything from tacking on a savings account, to extending a customer's line of credit, to putting customers into bank-owned investments [when another option might be more suitable]. "You're saying to customers, 'Let's go over your finances. I'm here and I want to help,'" she says. "But what we're doing is trying to find products you don't have, that we can sell you."*

*In order to find sales opportunities — or "gaps" — the financial adviser says they're instructed to pull a customer's credit profile, which can affect someone's credit score. "You don't feel good. All the time," she says. "You go home and you know that you told somebody that they needed to put their money into an investment because you had gaps that needed to be filled."*

*In an email to Go Public, CIBC spokesperson Caroline Van Hasselt wrote: "The actions described are not representative of our culture, which is focused on putting our clients at the centre of all we do. At CIBC, we are committed to continuously reviewing our business to ensure we do what's right for our clients every day."*

*Michelle Bechthold of Airdrie, Alta., thinks she's a victim of the upselling the FCAC says its review did not find to be a widespread problem. She has filed a complaint to the FCAC about a recent issue with her bank, which is now being investigated.*

*In December, Bechthold went to her local BMO branch and says the teller told her she "qualified for a complimentary upgrade" to her credit card. "All she said was, 'It's so easy, and you'll get all these [travel] points.'" says Bechthold.*

*But when the card arrived in the mail, instead of having a 13.9 per cent interest rate like her current credit card, it had an interest rate of 19.9 per cent, something Bechthold says the teller never mentioned. "I would've never said, 'Send it,'" she says. "That's a six per cent increase on my interest rate. Are you kidding me? No way!"*

*After Bechthold complained several times, BMO apologized and gave her \$150 compensation. But she still doesn't trust that another new card BMO sent her actually has her original interest rate of 13.9 per cent, and hasn't activated it yet.*

*BMO did not respond to a request for comment from Go Public.*

*In an interview with Go Public, FCAC deputy commissioner Brigitte Goulard said she "can understand" why bank employees and customers might feel disappointed by the regulator's report. "The bank environment is a sales environment," says Goulard. "If you're not a salesperson, perhaps working in a bank is not for you. People [bank customers] need to know that the bank is not there to look after their interest."*

*Goulard says the FCAC can't address many of the concerns the public and bank employees have about selling products. "Offering higher credit limits to Canadians or extending credit lines or offering more credit cards isn't, per se, illegal," says Goulard. "There are some questions about whether Canadians should have a third or fifth credit card. But that behaviour is not illegal."*

*Goulard said the regulator's investigation did reveal an unnamed number of instances of possible wrongdoing, and those cases are now being investigated, along with 4,500 other consumer complaints the agency received between April 2015 and May 2017. The deputy commissioner says she encourages bank employees to contact the FCAC confidentially if they have concerns.*

*Frank Allen, Executive Director of the Canadian Foundation for Advancement of Investor Rights, says the FCAC review was too general — it didn't name banks where problems were found, it recognized sales targets as being an issue but didn't examine their impact, and made "vague recommendations" for banks to make improvements.*

*"It's disappointing in the short term," says Allen. "But hopefully in the long term, it will be a step that advances the interests of bank customers." Allen says the report is more fodder for calls for the banks to have a best interest standard, something FAIR Canada has long championed.*

*"It would require bank personnel to put the interests of the bank customer first," says Allen. "Not just focusing on sales targets."*

*In a statement, Canadian Bankers Association spokesperson Dave Bauer wrote that banks are committed to operating with high ethical standards, "which has been consistently neglected in Go Public's reporting" and pointed to the fact that the FCAC's review did not find widespread misselling. "When mistakes happen, banks work diligently and quickly to make them right," Bauer says.*

*The CIBC financial adviser says she'll try to focus on the 25 per cent of her job that is actually about helping customers with good financial advice. "The bank should be a place you go to where you get the help, the support, the advice, and the products that you actually need," she says. "I understand it's a business. But to what end? And at what cost to Canadians?"*

## **FAIR Canada and Public Interest Advocacy Centre**

### Fair Canada and PIAC Joint Backgrounder Takes Issue With FCAC Report

On March 20/18, FAIR Canada (Canadian Foundation for the Advancement of Investor Rights) and the Public Interest Advocacy Centre (PIAC) issued the following joint Backgrounder on the FCAC's Report on Banks' Sales Practices:

*The Financial Consumer Agency of Canada (FCAC) has published a report on its review of domestic banks' retail sales practices (the "Report"). The Report, which follows 9 months of investigation, finds that the banks do not prioritize financial consumer protection, fairness and product suitability and as a result there is an increased risk of mis-selling to consumers and of bank employees breaching market conduct obligations.*

*The FCAC News Release identifies the following as key findings in the Report:*

- *Retail banking culture is predominantly focused on selling products and services, increasing the risk that consumers' interests are not always given the appropriate priority.*
- *Banks' financial and non-financial incentives, sales targets and scorecards may increase the risk of mis-selling and breaches of market conduct obligations.*
- *Certain products, business practices and distribution channels present a higher sales practices risk.*
- *Governance frameworks do not manage sales practices risk effectively.*
- *Controls to mitigate the risks associated with sales practices are underdeveloped.*

*FAIR Canada and the Public Interest Advocacy Centre's (PIAC's) Key Observations from the Report include:*

- *Compensation structures (sales practices) and firm-wide practices place employees' and banks' interests ahead of the interests of Canadians.*
- *Legislative and regulatory requirements for banks are inadequate. The Report defines "mis-selling" as the sale of financial products or services that are unsuitable for the consumer; sales that are made without taking reasonable account of the consumer's financial goals, needs and circumstances; and sales where consumers are provided with incomplete, unclear or misleading information. Mis-selling, according to the Report, does not amount to a violation of a market conduct obligation. In other words, the rules are inadequate.*
- *There is inadequate protection for Canadians at banks and reforms are needed. FAIR Canada and PIAC call for a best interest standard so Canadians get the advice they expect and deserve. We believe that a best interest standard is urgently needed for those engaged in providing financial advice to consumers. Such a best interest standard should include acting fairly, honestly, with a duty of loyalty to the client and avoiding conflicts of interest, among other things. As part of a best interest standard, banks would be required to avoid financial and non-financial incentives, targets, scorecards or performance measures that put Canadians at risk of harm.*
- *A best interest standard would lead banks to adapt their business practices so that employees no longer prioritize sales over the interest of the client.*

- *The Report notes that branch and call centre channels have shifted their focus to other kinds of services including “providing financial advice and sales-related customer service”. The fact that these institutions purport to provide “advice” warrants a higher standard of conduct. FAIR Canada and PIAC are disappointed that the Report does not provide any specifics as to how many Canadians were harmed or what percentage of products sold were done in a manner that was wrongful or unsuitable for consumers. There is no support for their key finding that they “did not find widespread mis-selling.”*
- *Although Canadians may conduct millions of routine deposit, withdrawal and payment transactions through banks, when they seek to make important financial decisions, such as obtaining a credit card, obtaining a line of credit, taking out a mortgage, or purchasing various types of complex investments such as market linked GICs, PPNs, Structured Products or Mutual Funds, they are at serious risk of being ill-advised, misinformed and mis-sold these products. This demonstrates inadequate consumer protection and has serious consequences for Canadians’ financial well-being.*
- *The Report should have greater emphasis on what the risks mean for the financial well-being of Canadians.*

#### *Consumer Complaints*

- *The FCAC found “Weaknesses in policies, procedures and systems for handling complaints limit the ability of banks to adequately monitor, identify and report complaints to management, boards and FCAC.”*
- *FAIR Canada and PIAC call for a complete overhaul of the internal bank oversight, management and reporting and handling of consumer complaints.*
- *Banks should be required to follow the FCAC Internal Guidelines for internal complaints and the Internal Guidelines need to be reformed so that consumers do not have to complain at two separate levels at their bank. In addition, consumers should have the right to go the external complaints body if they have not obtained a resolution of their complaint at the bank within 90 days. They should not have to wait for a 90 day letter from the bank (which may not be forthcoming in a timely manner).*
- *FAIR Canada and PIAC also call for major reform to the consumer complaint handling system. The Minister of Finance should work towards having one, national, statutory ombudservice for financial services complaints that can issue binding decisions.*
- *Finally, we are concerned about the robustness and rigour of the proposed enhancements to the FCAC’s supervisory and enforcement functions set forth at page 24 of the Report.*

#### **Insurance Brokers Association of Canada**

##### IBAC And CAMIC Lobby To Keep Banking and Insurance Separate

The Insurance Brokers Association of Canada (IBAC) is welcoming explicit restrictions on banks’ business powers related to insurance contained in Bill C-74, but wants to make sure the historical separation between banks and insurance continues.

The federal government’s recently introduced budget implementation Bill includes proposed amendments to the Bank Act that give greater flexibility for financial institutions to undertake fintech activities.

In essence, the Bill proposes to give banks expanded networking capabilities to newly permitted entities, as well as new powers to make customer referrals to other entities, such as fintechs, IBAC chief executive officer Peter Braid said in a recent interview with Canadian Underwriter.

Currently under the Bank Act, with few exceptions, banks cannot provide a customer's banking information to any insurance provider, including subsidiaries. The rules are designed to protect consumers from feeling pressure to accept the bank's insurance at the point of sale instead of exploring other options.

While IBAC is pleased that the changes specifically maintain banks' existing restrictions, Braid said that "it will be important to ensure the historical separation between banking and insurance continues to be preserved. As fintechs are essentially 'unchartered waters,' care must be taken to ensure that the regulations continue to maintain the restrictions that prevent banks from selling insurance at the point of credit, and prevent any loopholes or unforeseen consequences that may arise through the use of emerging technologies."

Not selling insurance at the point of credit is a position that has been upheld by successive governments and further expanded to include the online environment, Braid added.

Braid said in a release that it's encouraging that the Bill reinforces the prohibitions on banks entering the insurance space. "However, as the government now moves to develop regulations, it will be important to guard against unintended consequences. We must ensure that banks are not allowed to do through the back door what they're prohibited from doing through the front door with regards to retailing or make referrals in the insurance marketplace."

Braid's concerns were echoed by Normand Lafrenière, president of the Canadian Association of Mutual Insurance Companies (CAMIC). Under Bill C-74, nothing prevents banks from sharing their information with fintechs. And nothing prohibits the unregulated fintech from passing along the bank's information to an insurance company (whether owned by the bank or not). Lafrenière told Canadian Underwriter on April 4/18 that he fears the Bill will indirectly allow banks to share their information with insurers, currently not allowed under the Bank Act.

Lafrenière said that CAMIC took its concerns about the Bill to the federal Minister of Finance, Bill Morneau. While the mutual insurance Association was told that the government's "purpose is not to go against the intent of the Bank Act to protect consumers from being forced to buy the [bank's] insurance," CAMIC didn't get the assurance that they would enshrine Bank Act protections into Bill C-74.

### **Travel Health Insurance Association (THiA)**

#### THiA Considering Fraud Database; Voluntary Legal Opinion Contributions Sought

On April 19/18, the Travel Health Insurance Association (THiA) issued a member advisory which indicated that its Claims Committee had been discussing the possible establishment of a Fraud Database whereby insurers, claims and assistance providers could share information in a secured environment. The THiA member advisory went on to say the following:

*We would like your opinion by participating in a one-minute survey. Obviously there are a number of potential legalities involved in a Fraud Database and the first step would be to obtain a legal opinion. The cost of such an opinion, estimated to be in the \$50,000 range, is not something that THIA has the funds to pay for. We are reaching out to the membership to see whether you would be willing to share in the cost of such an opinion and if the database were to move forward, would your organization be willing to share your claims data and utilize the database. Obviously if things were to move forward, your own legal would need to render its opinion. Right now we are just trying to determine whether or not there is interest. Please click on the link below to answer our two-question survey by April 30.*

## **Insurance Bureau of Canada**

### Regulators Are Stifling Innovation In Insurance Industry: IBC CEO

Consumers want more out of auto insurance, but insurers' hands are tied by regulators, says Don Forgeron, president and CEO of the Insurance Bureau of Canada (IBC).

"We live in a time when we can see, learn, or order almost anything we desire by touching the screen of our phone, and yet we live in a country where only one province has taken steps to allow for the use of electronic pink slips," Forgeron said at the recent annual Swiss Re Canadian Insurance Outlook Breakfast. Forgeron referenced an IBC survey on usage-based insurance (UBI) that found that two thirds of Canadians agree that determining premiums based on driving performance was a fair way to price auto insurance.

"The public sentiment is clear and overwhelming," he said. "And yet here in Canada we still can't use UBI to help fully determine premiums." In order for insurers to be able to adapt to evolving consumer expectations, Forgeron suggested regulators and politicians will have to get with the times.

"Regulators and policymakers need to adapt to the world as it is—not cling to the world as it was," he said. "There comes a moment when regulations become so out of touch with the world that they begin to adversely affect an industry's ability to innovate."

### Canadians Want Digital Access To Insurance Documents

Nearly 6 in 10 Canadians (58%) who pay for auto insurance would choose to receive their insurance documents online or electronically if it were available to them, finds a survey by Insurance Bureau of Canada (IBC). That number increases to 71% among millennials.

In addition, two-thirds of Canadians who have auto insurance agree that determining premiums based on driving performance or vehicle usage is a fair way to price auto insurance.

"We are living in an age of disruption. How we engage with our customers is evolving and consumer expectations are changing," said Don Forgeron, the IBC's president and CEO. "As insurers, we need to have the ability to adapt to the rapid changes that are impacting our business. Only by embracing innovation and new ways of thinking will we be able to keep the door open to new products and services and new ways of delivering them to Canadians."



## **Alberta**

### Five Stakeholders Issue Joint Letter To Government On Single Financial Regulator

On March 9/18, CLHIA and four allied insurance industry stakeholders (Canadian Association of Direct Response Insurers; The Co-operators; Insurance Brokers Association of Alberta; and Insurance Bureau of Canada) issued a joint letter to Alberta Minister of Finance Joe Ceci with respect to the province's proposed single financial sector regulator.

The letter, which was c.c.'d to Lorna Rosen, Deputy Minister, Treasury Board & Finance; and Nilam Jetha, Assistant Deputy Minister, Financial Sector Regulation and Policy, and Superintendent of Insurance, reads as follows:

*We are writing today representing regulated industries that would be impacted by the Government of Alberta's transition to a Single Financial Sector Regulator. We recognize government's goal of further diversifying Alberta's economy and welcome growth in our respective sectors. We also welcome the concept of providing industry and consumers with a simpler, more efficient regulatory system. A single agency could allow the industry to be more agile in the face of evolving consumer expectations and technological change.*

*That said, we have concerns about the establishment of a Single Financial Sector Regulator, including clarity on its objectives, transparency in the framework development process, and the timing of both development and implementation.*

*We believe that meaningful results for industry and consumers will come from Alberta engaging in a transparent and comprehensive consultation process with stakeholders. This could include the formation of an expert panel representing the sectors involved to carry out a mandate review, conduct stakeholder consultations, and issue final recommendations, as has been done in a number of provinces (e.g. Ontario).*

*Notionally there are benefits to a single coordinated entity, including a streamlined process; however these benefits would be limited without meaningful consultation with the impacted stakeholders. We look forward to an opportunity to discuss this in a meaningful way in the near future.*

## **Saskatchewan**

### FCAA Moves "In Force" Date For New Act and Regulations Back To January 1, 2019

Saskatchewan's Financial and Consumer Affairs Authority (FCAA) recently published on its website an indication that the "in force"/implementation date for the province's new Insurance Act and related Regulations has been pushed back to January 1, 2019. Previous communications to CAFII from Jan Seibel, Legal Counsel in the FCAA's Legal Branch, in 2017 had indicated that the tentative in force date would be in the Fall of 2018. The FCAA's latest announcement reads as follows:

*In 2015 the Government of Saskatchewan passed The Insurance Act, which modernizes the regulation of the insurance industry and improves consumer protection. This new legislation will increase harmonization with other western provinces and will replace The Saskatchewan Insurance Act, which has not undergone substantial revision for decades.*

*On June 22, 2017, The Insurance Regulations were filed with the Registrar of Regulations. These regulations are required in order to implement the new Act, and will come into effect when the new Act is proclaimed into force.*

*Research, interprovincial comparisons, consultations with industry participants along with reviews of national and provincial projects have led to the creation of the new legislation.*

*The Superintendent of Insurance will be recommending that The Insurance Act and The Insurance Regulations come into force on January 1, 2019. FCAA officials will be working toward the implementation of the new legislation throughout 2018 in anticipation of the new Act coming into force on the recommended date. Further information regarding the transition will be provided as it becomes available. In the meantime we encourage all licensees to become familiar with the Act and Regulations.*

## **Ontario**

### CLHIA Calls On Ontario To Ensure FSRA Consults With Life And Health Industry

In a January 19/18 pre-budget consultation submission , CLHIA called upon the Ontario government to "ensure FSRA has a governance structure that supports meaningful consultation with the life and health insurance industry and continues to support the harmonization of life and health insurance regulation across Canada."

### CLHIA Shares Update On Ontario Bed Repatriation Issue

On April 20/18, Joan Weir, Director, Health and Disability Policy at CLHIA, shared with CAFII and THiA the following update which had just been issued to CLHIA's Committee on Travel Insurance:

*This email is to provide you with an update on CLHIA initiatives with respect to Bed Repatriation in Ontario and interactions with government.*

*The short-term bed repatriation initiative has been in place since April 2/18 and is working well. As a reminder, the information required to initiate the escalation is:*

- 1. Patient's name, OHIP #, destination hospital and contact information*
- 2. Medical details, type of bed required*
- 3. Ontario hospital(s) contacted and the contact information (name, number) for the individual(s) who declined repatriation*
- 4. Contact name, phone number, email address for the individual responsible for the transfer on behalf of the insurer (insurer, assistance company or bed finder)*
- 5. Copy of consent from patient/substitute decision-maker re: disclosure of personal health information*

*(The OHIP # and patient name is conveyed by CLHIA to the Ministry of Health and Long-Term Care by telephone and the rest of the information by secure email.)*

*Yesterday we met with the Health Minister, Helena Jaczek, as well as staff from MOHLTC and from the Ontario Hospital Association. This was an opportunity to revisit the issues with bed repatriation, reconfirm the short term process and understand what the longer term plan may be. While it is still too early to confirm what the longer term resolution is, we were cheered to hear that MOHLTC staff are actively working on developing a plan in conjunction with the Ontario Hospital Association. As soon as I know anything concrete, I will be back in touch.*

#### THiA Issues Member Advisory On Ontario Bed Repatriation Issue

On April 19/18, the Travel Health Insurance Association (THiA) issued the following Member Advisory:

*In mid-March, the Ontario hospital bed issue surfaced in the media and both Premier Wynne and Health Minister Jaczek spoke on the issue in the legislature. There have been at least three cases in the media where travellers outside Canada received emergency treatment in hospital at destination, were cleared for travel to return home to an Ontario hospital, but were denied a bed over a period of days stretching into a week or more.*

*In each case, the families of the patient reached out to the media with the message that the Ontario healthcare system is not working while also noting that the insurer had done everything they could to bring their family member home. The responses by Premier Wynne and the Health Minister indicated that it is the insurers' fault, as beds are available.*

*On March 27, 2018, a meeting regarding operational issues that insurers are encountering during the repatriation process took place between the Ministry of Health, CLHIA, and THiA. This was a very positive and productive meeting that has resulted in the Ministry providing a short-term solution while they continue to solve for the long-term. This in-person meeting was followed on March 28 by a brief teleconference meeting in which the Ministry of Health saw its objective of ensuring all Ontarians have equal access to beds as potentially taking somewhat longer to resolve, possibly a few months. In the meantime, as they realize the situation is acute, they would like to put in a short-term plan. The short term plan includes Ministry officials securing a bed for your case. In order to be eligible as an escalation to the Ministry, your case would need to be rejected by hospital or physician on a second day of contact.*

*The information required by the Ministry would be:*

- 1. Patient's name, OHIP #, destination hospital and contact information*
- 2. Medical details, type of bed required*
- 3. Ontario hospital(s) contacted and the contact information (name, number) for the individual(s) who denied a bed*
- 4. Contact name, phone number, email address for the individual responsible for the transfer on behalf of the insurer (insurer, assistance company or bed finder)*
- 5. Copy of consent from patient/substitute decision-maker re: disclosure of personal health information*

*For the interim, you would scan and email these details to Karen Voin (kvoin@clhia.ca, 416-359-2020) AND Joan Weir (jweir@clhia.ca, 416-359-2003). Both Joan and Karen will be watching intently for these cases and will get them to the Ministry right away. They will also confirm back to you the four individuals who have received the information at the MOHLTC (Ministry of Health), as the sender can expect to hear back from one of them within a few hours. They have committed to review any cases that come in urgently.*

*Also, your patient/substitute decision-maker consents will extend to other organizations within the repatriation process (ie: CLHIA and MOHLTC). That said, I would urge each of you to review your wording.*

## **Quebec**

### AMF Posts “Fair Consumer Credit Practices Guideline” For Consultation

In late March, the AMF posted on its website a “Fair Consumer Credit Practices Guideline” for consultation, allowing less than a month for submissions by the April 20/18 deadline.

Discussion of the Guideline among CAFII EOC Chair Pete Thorn, Market Conduct Committee Chair Rose Beckford, and Co-Executive Directors Brendan Wycks and Keith Martin determined that the Guideline constituted no change to the creditor insurance-related obligations set out in the AMF’s Sound Commercial Practices Guideline and other documents; and that creditor insurance was largely out-of-scope for the new Guideline’s purposes and intent.

## **Newfoundland and Labrador**

### Newfoundland Superintendent of Insurance Departs For New Position

In early April, Craig Whalen, Deputy Superintendent of Insurance in Newfoundland, informed Brendan Wycks that Friday, April 6/18 would be John O’Brien’s last day as the province’s Superintendent of Insurance, as he was moving on to take up a new executive position at the province’s Public Utilities Board.

Therefore, on Thursday, May 17/18, Craig Whalen will meet with CAFII representatives in St. John’s either as Acting Superintendent of Insurance himself or with the new Superintendent of Insurance, his new boss, in place already and in tow at the meeting. Craig will also arrange for Sean Dutton, Deputy Minister of Service Newfoundland, to attend our meeting if he is available to do so.