

CAFII Board of Directors Virtual Meeting Agenda

Date: Tuesday, April 12, 2022
Chair: C. Lobbezoo
Location: [Virtual MSTEams Meeting](#)

Time: 2:00 to 4:00 p.m. EDT
Dial-in: 437-703-4263
Phone Conference ID: 965 295 258#

1. Welcome, Call to Order, and Meeting Confirmation	2:00 p.m.	Presenter	Action	Document
a. Declaration of Meeting Properly Called and Constituted		C. Lobbezoo		
b. Approval of Agenda		C. Lobbezoo	Approval	✓

2. Consent Items	2:05 p.m.	Presenter	Action	Document
a. Draft Board Meeting Minutes, December 7/21		C. Lobbezoo		✓
b. Summary of Board and EOC Action Items				✓
c. January 2022 Regulatory Update				✓
d. February 2022 Regulatory Update				✓
e. March 2022 Regulatory Update				✓
f. Consultations/Submissions Timetable				✓
g. Regulator and Policy-Maker Visit Plan Recap				✓
h. Board-Approved CAFII 2022 Schedule of Meetings and Events				✓

3. Governance Matters	2:07 p.m.	Presenter	Action	Document
a. Appointment of a New CAFII Director		C. Lobbezoo	Approval	✓
b. Welcome to and Self-Introduction by New CAFII Director Atanaska Novakova, TD Insurance		C. Lobbezoo		
c. Need For Successor CAFII Treasurer		T. Pergola/ B. Wycks	Update	✓ (2)
d. Plans for June 7/22 Return to In-Person CAFII Annual Meeting of Members; First Meeting of 2022-23 CAFII Board; and CAFII 25 th Anniversary Celebration		B. Wycks	Update	

4. Financial Management Matters	2:25 p.m.	Presenter	Action	Document
a. Draft CAFII 2021 Audited Financial Statements and Independent Auditor's Report Thereon		T. Pergola/ H. Lopez, KPMG	Discussion/ Approval	✓
b. Timelines for Board and Membership Approval of CAFII 2021 Audited Financial Statements		B. Wycks	Update	✓
c. Recommendation Re Closure of Existing Restricted Fund In CAFII Financial Statements; and Related Transfer of Residual Funds into General Fund during Fiscal Year 2022		T. Pergola	Discussion/ Approval	✓ (Briefing Note Only)
d. CAFII Financial Statements as at February 28/22		T. Pergola	Update/ Approval	✓
e. Forecast for CAFII 2022 Fiscal Year as at February 28/22		T. Pergola	Update	✓
f. Dissemination of 2022 Member Renewal Letters and First Instalment Dues Invoices; and 2022 Associate Renewal Letters and Dues Invoices		B. Wycks	Update	
g. Canadian Premier Life's Acquisition of Sun Life's CPI Business; and Resulting Loss of Sun Life as a CAFII Member After 2022		T. Pergola/ B. Wycks	Update	✓

5. Strategy Setting and Implementation; and Regulatory Matters	2:55 p.m.	Presenter	Action	Document
a. Next Steps on Deloitte Canada Research Paper on "Best Practices In The Digitization Of Credit Protection Insurance": Recommendation from EOC Re Public Release/Publication of Results	2:55 p.m.	A. Stuska/ K. Martin	Discussion/ Approval	✓ (2)
b. CAFII's Next Steps on AMF Credit Card-Embedded Insurance Benefits Issue	3:05 p.m.			
i. AMF's Consideration of CAFII's January 17/22 Submission on Proposed Wording Modifications to Fact Sheet and Notice of Rescission to Make Them Fit Credit Card-Embedded Insurance Benefits	3:05 p.m.	K. Martin	Update	✓ (2)

ii. AMF's Plans for Issuing Feedback Letter to The Industry With Respect to December 17/21 Action Plans Submitted for Bringing Credit Card-Embedded Insurance Benefits into Compliance with AMF's RADM-Based Expectations 3:11 p.m.	K. Martin/ B. Wycks	Update	✓
c. Insights Gained from February 17/22 Meeting with FCAC Staff Executives for Feedback on How CAFII's Submission on Consultation on Proposed "Guideline on Appropriate Products and Services for Banks and Authorized Foreign Banks" Has Resonated with FCAC and Influenced Final Version of the Guideline (Released February 24/22) 3:16 p.m.	K. Martin	Update	✓ (3)
d. Insights Gained From CAFII/CLHIA/THIA Biweekly Meetings Re Impact of COVID-19 on Travel and the Travel Insurance Industry 3:25 p.m.	B. Wycks	Update	
e. Highlights of EOC-Approved 2022 Scope of Work Proposal from Operatic Agency Re CAFII Website and Search Engine Optimization Results Enhancements 3:30 p.m.	J. Marcus/ K. Martin	Update	✓

6. Read Only Items	3:35 p.m.		Read Only	Document
a. CAFII Signed 2022-24 (Three Year) Contract With Managing Matters for Association Management Services				✓
b. Recently Completed and Imminent CAFII Regulatory Submissions As At April 5/22				✓
c. December 8/21 CAFII Response Submission to AMF on "Draft Regulation Respecting Complaint Processing and Dispute Resolution in the Financial Sector"				✓ (2)
d. December 11/21 CAFII Submission to FCAC on "Proposed Guideline on Complaint Handling Procedures for Banks and Authorized Foreign Banks"				✓
e. January 6/22 CAFII Response Submission to FCAC on proposed "Guideline on Appropriate Products and Services for Banks and Authorized Foreign Banks"				✓
f. January 28/22 CAFII Response Submission to AMF on Revised/Updated "Sound Commercial Practices Guideline"				✓ (2)
g. February 7/22 CAFII Response Submission to FCNB on "Rule INS-001: Insurance Intermediaries Licensing and Obligations"				✓
h. February 15/22 CAFII Response Submission to FSRA on "Information Guidance on Complaints Resolution"				✓
i. February 18/22 CAFII Response Submission to FCNB on "Proposed Rule INS-002: Insurance Fees"				✓
j. February 18/22 CAFII Response Submission to AMF on "Incentive Management Guideline"				✓ (2)
k. March 1/22 CAFII Response Submission to BCFSa on "Discussion Paper: Information Security Incident Reporting"				✓
l. April 4/22 CAFII Response Submission to CCIR/CISRO on Updated Draft "Incentive Management Guidance"				✓
m. February 2/22 Operatic Agency Annual Accountability Report on CAFII Website Performance in 2021				✓
n. CAFII 2021 Media Engagement Accomplishments Summary				✓
o. Summary of Completed and Upcoming 2022 CAFII Webinars				✓ (Briefing Note Only)

7. In Camera Session	3:35 p.m.	Presenter	Action	Document
a. Members' Contributions to CAFII's Advancement Through Contribution of Volunteer Resources to Committee Chair, Committee Vice-Chair, and Committee Member Roles; and Need For Successor CAFII Treasurer		R. Dobbins	Discussion	✓
b. 2022 Implementation Of Board-Approved CAFII Policy On Executive Staff Annual Performance Review; and Resulting Consideration For Compensation Adjustment		R. Dobbins	Discussion	✓
c. Other Business		C. Lobbezoo	Discussion	

Next Board Meeting: Tuesday, June 7/22, 3:20 to 5:15 p.m. EST,

Immediately Following 2022 Annual Meeting of Members;

and Immediately Preceding CAFII 25th Anniversary Celebration from 5:30 to 7:30 p.m.

(All Tentatively Scheduled To Be In-Person Meetings Hosted By BMO Insurance at BMO Corporate Event Space, 68th Floor, First Canadian Place, Toronto)