

## CAFII Executive Operations Committee Meeting Agenda

**Date:** Tuesday, April 25, 2023

**Chair:** R. Dobbins

**Location:** BMO, First Canadian Place, 100 King St. West,  
68<sup>th</sup> Floor, Toronto; and [Virtual MSTeams Meeting](#)

**Time:** 2:00 – 4:00 p.m. EST

**Dial-in:** 437-703-4263

**Phone Conference ID:** 965 295 258#

1. Call to Order, Welcome, and Priority Matters	2:00 p.m.	Presenter	Action	Document
a. Call to Order; and Welcome to New EOC Member: -Lauren Ross, CIBC Insurance		R. Dobbins		

2. Consent Items	2:05 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. CAFII Response Submission to CISRO Consultation on “Draft 2023-2026 Strategic Plan” (Submission Deadline: April 21/23)				✓ (2)
c. April 2023 Regulatory Update				✓
d. Regulator and Policy-Maker Visit Plan Recap				✓
e. Summary of Board and EOC Action Items				✓
f. Board-Approved Schedule of CAFII 2023 Meetings and Events				✓

3. Financial Management Matters	2:06 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at March 31/23		D. Hinnecke	Update	✓
b. Forecast for CAFII 2023 Fiscal Year as at March 31/23		D. Hinnecke	Update	✓
c. Next Steps in Board and Membership Approval of CAFII 2022 Audited Financial Statements		B. Wycks	Update	✓

4. Committee Updates	2:15 p.m.	Presenter	Action	Document
a. Market Conduct & Licensing				✓
i. Responses Received from FCNB Re Licensure Deadline Extension Request and Related Compliance Issues; and Direction Received From CAFII Board On April 4/23 Re Next Steps on Impasse Issue with FCNB Re Section 46 of Rule INS-001 2:15 p.m.		B. Wycks/K. Martin	Update/ Discussion	✓ (3)
ii. Insurance Council of BC Outreach for Preliminary Consultation Meeting with CAFII Re Restricted Insurance Agency Licensing Regime To Be Launched In BC 2:24 p.m.		B. Wycks/K. Martin	Update/ Discussion	✓
b. Quebec/AMF Issues 2:28 p.m.				
i. Insights Gained from March 29/23 CAFII Quebec/AMF Issues Committee Meeting 2:28 p.m.		J. Russell/K. Martin	Update	✓
c. Media Advocacy 2:34 p.m.				✓
i. Creating A Body Of Followers Of CAFII’s Newly Launched LinkedIn Page 2:34 p.m.		K. Martin	Update	✓
d. Research & Education 2:38 p.m.				✓
i. Results of CAFII 2022 Tracking Study Research with Pollara Strategic Insights on ‘Consumers’ Satisfaction with Credit Protection Insurance’ (including 2023 Follow-up ‘Deeper Dive Research’); and Requested EOC Recommendation to CAFII Board Around Utilization and Public Release of the Research Results 2:38 p.m.		A. Stuska/K. Martin	Update/ Discussion/ Approval	✓
e. Networking & Events 2:48 p.m.				
i. Plans for April 27/23 CAFII Webinar on International Regulatory Developments with Nicholas Herbert-Young, UK Financial Conduct Authority (FCA) and IAIS 2:48 p.m.		K. Martin	Update	✓
ii. Plans for Upcoming May 9/23 CAFII Annual Members and Associates Luncheon 2:51 p.m.		B. Wycks	Update	✓
iii. Plans for May 18/23 CAFII Webinar on Quebec’s Charter of the French Language with Quebec-Based Legal Experts from Stikeman Elliott and Norton Rose 2:54 p.m.		K. Martin	Update	✓

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:57 p.m.	Presenter	Action	Document
a. Insights Gained from March 22/23 One-on-One Virtual Meeting Between CAFII Board Chair Peter Thompson and AMF’s Eric Jacob; and Next Steps Arising 2:57 p.m.		K. Martin	Update	✓
b. Plans for Upcoming Virtual CAFII/AMF Meetings on AMF Definition of Complaints and Related Complaints Handling Regime; and AMF Gathering of Industry Statistics on Claims Denials and ‘Return of Premium’ to Consumers, and Utilization Intentions 3:01 p.m.		K. Martin	Update	

c.	Insights Gained from April 5/23 Meeting of FSRA's Stakeholder Advisory Committee (SAC) for Life and Health Insurance <b>3:05 p.m.</b>	K. Martin	Update	✓
d.	Firmed-Up Plans for CAFII Insurance Regulators and Policy-Makers Visits Tour to Western Canada in Late May/Early June 2023; and Opportunity for Member Representatives To Be Part Of Delegations For BC, Alberta, Saskatchewan, and Manitoba Visits <b>3:09 p.m.</b>	B. Wycks	Update	✓
e.	Firmed-UP CAFII Liaison Meetings With Insurance Regulators During CLHIA Conference in Montreal, May 3-5/23 <b>3:13 p.m.</b>	B. Wycks	Update	✓

6.	Governance Matters	3:17 p.m.	Presenter	Action	Document
a.	Recent Appointments of New CAFII Board Members	3:17 p.m.	B. Wycks	Update	✓
b.	Board-Approved Principles-Based Guideline on Appointment of CAFII Board Members Into Leadership Roles of Board Chair and Board Vice-Chair; and Resulting Next Steps	3:20 p.m.	R. Dobbins/ K. Martin	Update	✓
c.	Implementation of Board-Approved 'New CAFII Management Structure' (Post-2023)	3:25 p.m.	K. Martin	Update	
d.	Further Discussion Around Issue of "CAFII Board Diversity"	3:29 p.m.	R. Dobbins/ K. Kasperski	Update/ Discussion	✓
e.	Preparation and Dissemination of June 6/23 CAFII 2023 Annual Meeting Materials Package	3:34 p.m.	B. Wycks	Update	
f.	CAFII "Thank You" Recognition of 2022-23 Committee Chairs and Vice-Chairs; and External Body Appointees, To Be Executed Prior to June 6/23 Annual Meeting of Members	3:37 p.m.	B. Wycks	Update	
g.	Draft Minutes of March 21/23 EOC Meeting	3:42 p.m.	B. Wycks	Approval	✓

7.	Read Only Items		Presenter	Action	Document
a.	BCFSA Advisory Re 2023-24 Regulatory Roadmap, Released April 4/23				✓ (2)
b.	CCIR/CISRO Incentives Management Guidance Questions & Answers Document, Released April 17/23				✓
c.	FSRA Consultation on "Proposed Guidance: Administrative Monetary Penalties" (Submission Deadline: May 31/23)				✓
d.	Insights Gained from March 23/23 AMF Virtual Presentation, in French Only, on Plans to Review the Consultation Process for the Prudential and Regulatory Framework Applicable to Financial Institutions (Optimizing the Compliance Burden) (See April 2023 Regulatory Update)				✓ (See April 2023 Regulatory Update)
e.	Insights Gained from March 30/23 CAFII Webinar on "Mental Health Issues In The Workplace" (See April 2023 Regulatory Update)				✓ (See April 2023 Regulatory Update)
f.	Insights Gained from April 4/23 CAFII Reception Event with Kartik Sakthivel, Guest Speaker (See April 2023 Regulatory Update)				✓ (See April 2023 Regulatory Update)
g.	Confirmed Speaker for June 6/23 CAFII Reception Event				Briefing Note Only

8.	In Camera Session	3:44 p.m.	Presenter	Action	Document

9.	Tracking Issues		Presenter	Action	Document
a.	AMF Consultation on Declaration of Operational Incidents				
b.	FCAC: Phase 2 of Domestic Bank Retail Sales Practices Review				

**Reminder:** EOC Members are requested to remain after the conclusion of the open, minuted portion of each EOC meeting for an informal, unminuted *In Camera Session* discussion involving CAFII Member representatives alone – i.e. absent CAFII management/staff – typically of 10 to 15 minutes duration

**Next EOC Meeting:** Tuesday, May 16/23, 2:00 to 3:30 p.m. Virtual-Only Meeting

**Next Board Meeting:** Tuesday, June 6/23, 3:20 to 5:15 p.m. EST, immediately following 2023 Annual Meeting of Members from 3:00 to 3:20 p.m.; and Immediately Preceding CAFII Reception Event Featuring Anthony Ostler, CEO, Canadian Bankers Association, as Guest Speaker, from 5:30 to 7:30 p.m., to be hosted by Manulife Financial at 200 Bloor St. East, Toronto