

## CAFII Executive Operations Committee Meeting Agenda

**Date:** Tuesday, April 27, 2021  
**Chair:** R. Dobbins  
**Location:** [Virtual MSTEams Meeting](#)

**Time:** 2:00 – 3:30 p.m. EST  
**Dial-in:** 437-703-4263  
**Phone Conference ID:** 965 295 258#

1. Welcome, Call to Order, and Priority Matters	2:00 p.m.	Presenter	Action	Document
a. Call to Order		R. Dobbins		

2. Consent Items	2:02 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. Regulatory Update				✓
c. Regulator and Policy-Maker Visit Plan				✓
d. Summary of Board and EOC Action Items				✓
e. Board-Approved Schedule Of CAFII 2021 Meetings And Events				✓

3. Financial Management Matters	2:03 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at March 31/21		T. Pergola	Update	✓
b. Forecast For CAFII 2021 Fiscal Year as at March 31/21		T. Pergola	Update	✓
c. Update on Board and Membership Approval of CAFII 2020 Audited Financial Statements		B. Wycks	Update	

4. Committee Updates	2:12 p.m.	Presenter	Action	Document
a. Research & Education		A. Stuska		
i. Results Report From CAFII 2020-21 Consumer Research Project With Pollara Strategic Insights On Consumers' Digitization Preferences: Next Steps		A. Stuska/K. Martin	Update	✓
b. Media Advocacy		C. Blaquiere	Update	
c. Market Conduct & Licensing		B. Kuiper	Update	
d. Travel Insurance Experts		B. Wycks	Update	
e. Networking & Events		S. Kirby	Update	
i. CAFII Engagement with Glen Padassery, EVP and Chief Consumer Officer, FSRA, in Preparation for April 28/21 Webinar on "Tapping FSRA's Consumer Office and Consumer Advisory Panel To Help Shape The Authority's Regulatory Policy; and Fostering Internal and External Innovation at FSRA for the Benefit of Consumers and the Regulated Sectors"		K. Martin	Update	✓

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:35 p.m.	Presenter	Action	Document
a. Board-Approved Next Step #1 Arising from AMF's March 30/21 Response Letter to CAFII's July 7/20 Creative Solutions Submission on Credit Card-Embedded Insurance Benefits: CAFII Working Group on Industry Alignment Around Compliance with AMF's Expectations		K. Martin	Update	✓
b. Board-Approved Next Step #2 Arising from AMF's March 30/21 Response Letter to CAFII's July 7/20 Creative Solutions Submission on Credit Card-Embedded Insurance Benefits: CAFII Outreach Request To CBA That It Engage In This Issue, Given Implications For Core Credit Card Offerings in Quebec		K. Martin/B. Wycks	Update	✓
c. Board-Approved Next Step #3 Arising from AMF's March 30/21 Response Letter to CAFII's July 7/20 Creative Solutions Submission on Credit Card-Embedded Insurance Benefits: CAFII Outreach to Norton Rose Around Furtherance of Legal Arguments/Opinion Opposed to AMF's Interpretation on RADM's Applicability and Resulting Regulatory Expectations		K. Martin/B. Wycks	Update	✓
d. Board-Approved CAFII Working Group on Industry Alignment Re Interpretation of FCAC's Appropriateness Guideline's Application to Authorized Insurance Products/CPI; and Potential Approaches to Compliance		K. Martin/M. Boyle	Update	✓
e. Insights Gained From CAFII/CLHIA/THIA Weekly Calls Re Impact Of COVID-19 On Travel Insurance Industry		B. Wycks/K. Martin	Update	

6. Governance Matters	3:05 p.m.	Presenter	Action	Document
a. CAFII Board Confirmation of Tweaks/Amendments to Three-to-Five-Year CAFII Strategic Plan		K. Martin	Update	✓
b. CAFII Board Input Around Planning For Return to In-Person Meetings: (i) October 5/21 Board Meeting and Linked "Industry Issues Dialogue Session" with AMF Staff Executives; (ii) December 7/21 Board Meeting and Immediately Ensuing Holiday Season/Year-End Reception; (iii) General Need To Deliver An Enhanced Experience For Virtual/Remote Attendees		B. Wycks/K. Martin	Update	
c. Results and Next Steps Arising From CAFII Outreach to EOC Members Re Creating Better Engagement and Succession Pipeline of CAFII Committee Chairs and Other Volunteer Leadership Roles; and Need to Secure Near-Term Successor Chairs for Two CAFII Committees		B. Wycks/ R. Dobbins	Update/ Discussion	✓
d. New CAFII Initiation Membership Applicant: Canadian Tire Bank (CTB)		B. Wycks/K. Martin	Update	
e. Draft Minutes of March 30/21 EOC Meeting		B. Wycks	Approval	✓
f. Draft Minutes of April 13/21 Board Meeting		B. Wycks	Endorsement	✓

7. Read Only Items		Presenter	Action	Document
a. CAFII Data Improvements Working Group With RSM Canada Around Quarterly CPI Benchmarking Study: Progress Report				Briefing Note Only
b. Board Approval of Further CAFII Research on "Digitization and the Customer Experience": Next Steps				Briefing Note Only
c. Board-Approved Website Blog As An Ongoing CAFII Initiative: Next Steps				✓
d. Responses to Two FSRA Questions Arising From CAFII Submission on FSRA's Proposed Unfair and Deceptive Acts or Practices (UDAP) Rule				✓
e. Rationale for CAFII Decision Not to Make Submissions In Response To Recent BCFSA Consultations on Outsourcing and Information Security				✓
f. Plans For Future 2021 CAFII Webinars				Briefing Note Only

8. Other Business	3:20 p.m.	Presenter	Action	Document

9. In Camera Session	3:20 p.m.	Presenter	Action	Document

10. Tracking Issues		Presenter	Action	Document
a. Upcoming AMF Consultations on Updated Sound Commercial Practices Guideline and Draft Regulation Respecting Complaint Processing				
b. BC Ministry of Finance Drafting of Regulations To Implement Financial Institutions Amendment Act, 2019				
c. FCAC: Phase 2 of Domestic Bank Retail Sales Practices Review				

**Next EOC Meeting:** Tuesday, May 25/21, 2:00 to 4:30 p.m., Virtual MSTEams Meeting

**Next Board Meeting, Immediately Preceded By 2021 Annual Meeting of Members:** Tuesday, June 8/21, 2:00 to 4:00 p.m., Virtual MSTEams Meeting