

CAFII Executive Operations Committee Meeting Agenda

Date: Tuesday, January 17, 2023

Chair: R. Dobbins

Location: [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 Members: -Konstance Allain, CIBC Insurance -Ibrahim Idowu, CIBC Insurance -Doug Weir, CIBC Insurance -Deliska Beauregard, Canadian Premier Life Insurance -Shannon Dowe, RBC Insurance		R. Dobbins		

2. Consent Items	2:09 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. November 30/22 CAFII Response Submission to CCIR on "Draft 2023-2026 Strategic Plan"				✓
c. November 2022 to January 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	2:10 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at December 31/22 (full 2022 fiscal year)		D. Hinnecke	Update	✓
b. Board-Approved CAFII 2023 Operating Budget		D. Hinnecke	Update	✓

4. Committee Updates	2:19 p.m.	Presenter	Action	Document
a. Market Conduct & Licensing	2:19 p.m.	B. Kuiper	Update	✓
i. AMF Second Consultation on Updated "Regulation Respecting Complaint Processing and Dispute Resolution in the Financial Sector" (Submission Deadline: February 6/23)	2:21 p.m.	K. Martin	Update/ Discussion	✓ (6)
ii. AMF Publication of Final Updated "Sound Commercial Practices Guideline: 2022"	2:26 p.m.	K. Martin	Update	✓ (7)
iii. FCNB December 13-14/22 Publication of 'Notices to Industry' Re February 1/23 Coming Into Force of Rule INS-001: Insurance Intermediaries Licensing and Obligations and Rule INS-002: Insurance Fees (Including Launch of "New Licensing Framework for a Restricted Insurance Representative for the Incidental Sale of Insurance Products")	2:29 p.m.	B. Wycks	Update/ Discussion	✓
iv. BCFSIA Interim Update on How It Plans to Proceed on Proposed "Insurer Code of Market Conduct" and Related "Supplemental Guideline"	2:35 p.m.	B. Wycks	Update	✓
v. BC Ministry of Finance Next Steps for Development of BC Restricted Insurance Agent Licensing Regime Framework	2:38 p.m.	B. Wycks	Update	✓
vi. CCIR December 15/22 Publication of "2021 Annual Statement on Market Conduct Public Report"	2:41 p.m.		Update/ Discussion	✓ (2)
b. Media Advocacy	2:46 p.m.	J. Marcus		
i. Launch of EOC-Approved CAFII LinkedIn Strategy	2:48 p.m.	J. Marcus/K. Martin	Update	
ii. Plans for January 23/23 Chris Barrett, CEO, Operatic Agency, Presentation on 'CAFII Website Enhancement, Search Engine Optimization, and Other 2022 Results Achieved'	2:51 p.m.	K. Martin	Update	
c. Research & Education	2:54 p.m.	A. Stuska		
i. Results of Informal CAFII Member Survey Re Research On 'The Consumer Financial Resiliency and Social Resiliency Benefits of Credit Protection Insurance'	2:56 p.m.	B. Wycks	Update	✓
ii. Results of CAFII 2022 Tracking Study Research with Pollara Strategic Insights on 'Consumers' Satisfaction with Credit Protection Insurance'	2:59 p.m.	A. Stuska/K. Martin	Update/ Discussion	
iii. Possible CAFII 2023 Research Initiatives	3:05 p.m.	A. Stuska/K. Martin	Update	
d. Networking & Events	3:10 p.m.	C. Manno	Update	
i. Plans for Q1 2023 CAFII Webinars	3:12 p.m.	K. Martin	Update	

e. Travel Insurance Experts	3:15 p.m.	K. Umtoniase	Update	
i. Insights Gained From CAFII/CLHIA/THIA Bi-Weekly Meetings Re Impact Of COVID-19 On Travel and the Travel Insurance Industry; and Related Regulatory Issues	3:16 p.m.	B. Wycks	Update	

5. Recent and Upcoming Strategic and Regulatory Initiatives	3:19 p.m.	Presenter	Action	Document
a. Insights Gained and Next Steps Arising from CAFII Board Chair Peter Thompson's Dialogue with AMF Superintendent Eric Jacob Re Finding A Solution To Impasse Issues Around RADM's Applicability to Credit Card-Embedded Insurance Benefits	3:19 p.m.	K. Martin/B. Wycks	Update/ Discussion	✓
b. Insights Gained from CAFII December 14/22 Virtual Meeting with Nathalie Sirois, AMF on Clarifications Associated With CAFII's Feedback Comments in November 4/22 Virtual Stakeholder Meeting with CCIR on Its "Draft 2023-2026 Strategic Plan"	3:24 p.m.	K. Martin	Update	✓
c. Planned Timing of and Approach to CAFII Western Canada Insurance Regulators and Policy-Makers Visits Tour in Spring 2023; and CAFII Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour in Fall 2023	3:28 p.m.	B. Wycks/K. Martin	Update/ Discussion/ Approval	✓

6. Governance Matters	3:33 p.m.	Presenter	Action	Document
a. Proposed Terms of Reference for New EOC Committee: "CAFII Quebec/AMF Committee"	3:33 p.m.	K. Martin	Update/ Discussion/ Approval	✓
b. Draft Minutes of December 6/22 Board Meeting	3:38 p.m.	B. Wycks	Endorsement	✓
c. Draft Minutes of November 24/22 EOC Meeting	3:40 p.m.	B. Wycks	Approval	✓
d. CAFII Initiation Membership Application Received from Chubb Life Insurance Company of Canada		B. Wycks	Update	✓

7. Read Only Items	3:45 p.m.	Presenter	Action	Document
a. Board Appointment of Valerie Gillis as New CAFII Director from TD Insurance				✓ (2)
b. Written Acknowledgement/Feedback Received from CCIR Chair Robert Bradley In Response to CAFII's November 30/22 CAFII Written Submission on CCIR's "Draft 2023-2026 Strategic Plan"				✓
c. Critical Path with KPMG for CAFII 2022 Fiscal Year Audited Financial Statements				✓
d. Determination That Ombudsman for Banking Services and Investments' (OBSI) "Organizational Governance Review" Consultation (Submission Deadline: January 31/23) Is Out-of-Scope For CAFII				✓ (3)
e. CCIR Consultation on Annual Statement on Market Conduct (ASMC) Forms (2023 data)				✓ (3)

8. In Camera Session	3:45 p.m.	Presenter	Action	Document
a. Process for Engagement with CAFII Board for Review and Approval of "Proposed CAFII Management Structure Post-2023"		R. Dobbins/ K. Kasperski		
b. Possible EOC and/or Board Future Deliberations Around Issue of "CAFII Board Diversity"		R. Dobbins/ K. Kasperski		

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 minutes duration

Next EOC Meeting: Tuesday, February 14/23, 2:00 to 4:00 p.m. EST In-Person/Virtual Hybrid Meeting; Location: TBA

Next Board Meeting: Tuesday, April 4/23, 3:00 to 5:00 p.m.; followed by immediately ensuing CAFII Reception, 5:30 to 7:30 p.m.; Location: TBA