

## CAFII Executive Operations Committee Meeting Agenda

**Date:** Tuesday, January 18, 2022

**Chair:** R. Dobbins

**Location:** [Virtual MSTEams Meeting](#)

**Time:** 2:00 – 4:00 p.m. EDT

**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 and Welcome to New EOC Members (Afsheen Aslam, Manulife; and David Self, CIBC Insurance)		R. Dobbins		
b. Members' Contributions to CAFII's Advancement Through Contribution of Volunteer Resources to Committee Chair, Committee Vice-Chair, and Committee Member Roles: Current Status and Next Steps Needed		R. Dobbins/B. Wycks	Update	✓

2. Consent Items	2:05 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. Regulatory Update				✓
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 Response 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. Regulator and Policy-Maker Visit Plan				✓
g. Summary of Board and EOC Action Items				✓
h. Board-Approved Schedule of CAFII 2022 Meetings and Events				✓

3. Financial Management Matters	2:07 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at December 31/21 (full 2021 fiscal year)		T. Pergola	Update Only	
b. Board-Approved CAFII 2022 Operating Budget		T. Pergola	Update	✓
c. 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	✓
d. Critical Path With KPMG For CAFII 2021 Fiscal Year Audited Financial Statements		B. Wycks	Update	✓
e. Dissemination of 2022 First Instalment CAFII Member Dues Invoices		B. Wycks	Update	

4. Committee Updates	2:30 p.m.	Presenter	Action	Document
a. Research & Education		A. Stuska		
i. Plans for January 19/22 Presentation of Results of CAFII-Commissioned Deloitte Canada Thought Leadership Paper on Trends, Consumer Demands/Expectations, and Best Practices in Digitization of Insurance		A. Stuska/K. Martin	Update	✓
b. Media Advocacy				
i. Production/Finalization of CAFII Website Videos on Pollara CPI Digitization Research Results; Job Loss CPI; and Consumer Protections Embedded In CPI; and Planned 2022 Initiatives		K. Martin	Update	
c. Market Conduct & Licensing		B. Kuiper	Update	✓
i. AMF Consultation on Revised "Sound Commercial Practices Guideline" (Submission Deadline: January 28/22)		K. Martin/B. Wycks	Update	✓
ii. CAFII and CLHIA Collaboration on Joint Response to "New Brunswick Insurance Act Modernization: Questions For Industry" (15 Questions from David Weir, FCNB), with Late January/Early February Target Submission Date		B. Wycks/K. Martin	Update	✓ (2)
iii. FCNB Consultation on "Proposed Rule INS-001: Insurance Intermediaries Licensing and Obligations" (Submission Deadline: February 7/22)		B. Wycks/K. Martin	Update	✓
iv. AMF Consultation on Draft "Incentive Management Guideline" (Submission Deadline: February 18/22)		K. Martin/B. Wycks	Update	✓
v. FCNB Consultation on "Proposed Rule INS-002: Insurance Fees" (Submission Deadline: February 18/22)		B. Wycks/K. Martin	Update	✓
d. Travel Insurance Experts		K. Umtoniawase	Update	

i. Insights Gained From CAFII/CLHIA/THIA Weekly Calls Re Impact Of COVID-19 On Travel Insurance Industry	B. Wycks	Update	
e. Networking & Events	C. Manno	Update	
i. Insights Gained from November 30/21 CAFII Webinar with Marlena Labieniec, Director of FSRA Innovation Office, on FSRA's Innovation Framework	K. Martin/B. Wycks	Update	✓
ii. Upcoming January 31/21 CAFII Webinar on "The Ins and Outs of Life Insurers' Health and Wellness Incentivization Programs"	K. Martin/B. Wycks	Update	✓
iii. Possible Topics and Dates For 2022 CAFII Webinars	K. Martin	Update	✓

5. Recent and Upcoming Strategic and Regulatory Initiatives	3:10 p.m.	Presenter	Action	Document
a. Outcomes of December 20/21 CAFII Follow-up Meeting with Eric Jacob and Louise Gauthier, AMF Re Improving Future CAFII/AMF "Industry Issues Dialogue" Meetings		K. Martin/B. Wycks	Update	✓
b. CAFII Working Group on Industry Alignment Around Compliance with AMF's Expectations Re RADM's Applicability to Credit Card-Embedded Insurance Benefits		K. Kasperski/K. Martin	Update	
c. CAFII January 17/22 Submission to AMF on Proposed Wording Modifications To Fact Sheet and Notice of Rescission to Make Them Fit/Suit Credit Card-Embedded Insurance Benefits		K. Martin	Update	✓ (2)
d. Upcoming January 19/22 CAFII Virtual Meeting with Mario Beaudoin and Charlene Boucher, AMF Re Member Action Plans Submitted CAFII By Members (December 17/21) For Bringing Credit Card-Embedded Insurance Benefits Into Compliance With RADM; and Related Issues		K. Martin	Update	
e. 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		M. Boyle/K. Martin	Update	
i. Completion of Working Group's mandate; Dissolution; and Accomplishments Highlights		M. Boyle/K. Martin	Update	
ii. Outcomes of January 15/22 CAFII Virtual Stakeholder Session with FCAC on proposed "Guideline on Appropriate Products and Services for Banks and Authorized Foreign Banks"		K. Martin/B. Wycks	Update	✓
f. CAFII "Get Acquainted and Dialogue Meeting" with Saskia Tolsma, Vice-President, Stakeholder Engagement, BCFSA		B. Wycks/K. Martin	Update	✓
g. 2022 FSRA "Exchange" Virtual Mini-Conference: Thursday, January 27/22		B. Wycks	Update	✓

6. Governance Matters	3:45 p.m.	Presenter	Action	Document
a. Draft Minutes of November 23/21 EOC Meeting		B. Wycks	Approval	✓
b. Draft Minutes of December 7/21 Board Meeting		B. Wycks	Endorsement	✓

7. Read Only Items		Presenter	Action	Document
a. CAFII Determination Re Out-of-Scope Nature of OSFI "Draft Guideline B-13: Technology and Cyber Risk Management"				✓

8. Other Business	3:50 p.m.	Presenter	Action	Document

9. In Camera Session	3:50 p.m.	Presenter	Action	Document

10. Tracking Issues		Presenter	Action	Document
a. CAFII March 15/22 Two Hour Consultation Meeting with AMF to Provide Feedback on Regulatory Regime Supporting Insurance Offered/Sold Over The Internet				
b. AMF Consultation on Declaration of Operational Incidents				
c. BC Ministry of Finance Drafting of Regulations to Implement Financial Institutions Amendment Act, 2019				
d. FCAC: Phase 2 of Domestic Bank Retail Sales Practices Review				
e. New CAFII "Associate" Prospects For 2022		B. Wycks/K. Martin	Update	

**Next EOC Meeting:** Tuesday, February 15/22, 2:00 to 3:30 p.m., Virtual MSTEams Meeting

**Next Board Meeting:** Tuesday, April 12/22, 2:00 to 4:00 p.m., Virtual MSTEams Meeting