

**CAFII Executive Operations Committee In-Person/Hybrid Meeting Agenda**

**Date:** Tuesday, June 27, 2023

**Chair:** K. Kasperski

**Location:** Chubb Insurance Company of Canada, 199 Bay St  
(Commerce Court West), Muskoka Meeting Room, 25<sup>th</sup>  
Floor, Toronto; and [Virtual MTeams 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: -Mais El-Magraby, Scotia Insurance; and Prithipal Rajasekaran, Scotia Insurance		K. Kasperski		

2. Consent Items	2:03 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. May 31/23 CAFII Submission to FSRA on “Proposed Guidance: Administrative Monetary Penalties”				✓
c. June 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	2:04 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at May 31/23		D. Hinnecke	Update	✓
b. Forecast for CAFII 2023 Fiscal Year as at May 31/23		D. Hinnecke	Update	✓

4. Committee and Working Group Updates	2:12 p.m.	Presenter	Action	Document
a. Diversity, Equity and Inclusion	2:12 p.m.			
i. June 19/23 Meeting of CAFII Diversity, Equity and Inclusion Working Group	2:12 p.m.	T. Harri-Morar/ K. Martin	Update	✓
b. Market Conduct & Licensing				✓ (Written Update Only)
c. Quebec/AMF Issues	2:16 p.m.			✓ (Written Update)
i. Quebec “Bill C-30: An Act to amend various provisions mainly with respect to the financial sector” Clause 106 Which Bans Single Premiums For Multi-Year Insurance Contracts	2:16 p.m.	K. Martin	Update	✓
ii. Quebec Government Appointment of New AMF CEO	2:20 p.m.	K. Martin	Update	✓
d. Media Advocacy	2:24 p.m.			✓ (Written Update)
i. CAFII-Requested Proposal from Operatic Agency for Development of New Back-End to CAFII Website	2:24 p.m.	K. Martin	Update	✓
e. Research & Education	2:27 p.m.	A Stuska		✓ (Written Update)
i. Impact of CAFII Utilization of Results of 2022 Tracking Study on ‘Consumers’ Satisfaction with Credit Protection Insurance’ in Presentation Deck for Spring 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour	2:27 p.m.	K. Martin	Update/ Discussion	✓
ii. Arranging an Opportunity to Present CAFII’s Current Research Results-Focused Deck to FSRA and AMF Regulators?	2:31 p.m.	K. Martin	Update/ Discussion	
f. Networking & Events	2:34 p.m.	C. Manno		✓ (Written Update)
i. Insights Gained from May 18/23 CAFII Webinar on Quebec’s Charter of the French Language with Quebec-Based Legal Experts from Stikeman Elliott and Norton Rose	2:34 p.m.	K. Martin	Update	✓
g. Travel Insurance Experts	2:37 p.m.	K. Umutoiniwase		✓ (Written Update)
i. Insights Gained from June 21//23 THIA 2023 Annual General Meeting	2:37 p.m.	K. Martin/B. Wycks	Update	✓
ii. Insights Gained from Recent CAFII CAFII/CLHIA/THIA Biweekly Meetings on Regulatory Issues		B. Wycks	Update	

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:42 p.m.	Presenter	Action	Document
a. Insights Gained from June 8/23 CAFII Special Purpose Virtual Meeting with Christian Beaulieu and Mario Beaudoin on AMF's Gathering of Industry Statistics on Claims Denials, and Utilization Intentions 2:44 p.m.		K. Martin	Update/ Discussion	
b. Insights Gained from June 21/23 CAFII Special Purpose Virtual Meeting with Louise Gauthier and Melissa Perreault on AMF's Regulation on Complaints Handling and Dispute Resolution 2:49 p.m.		K. Martin	Update/ Discussion	✓ (2)
c. Insights Gained from Liaison Meetings (7) Held During CAFII 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2: 2:55 p.m. -May 31/23 Meeting with Jan Seibel and Ann Ottenbrite, Saskatchewan Financial and Consumer Affairs Authority (FCAA); -June 1/23 Joint Meeting with Scott Moore, Manitoba Superintendent of Insurance; and Stacey Aubrey, Executive Director, Insurance Council of Manitoba; - June 13/23 Meeting with Kari Toovey, Joey Primeau, and Tiffany Norman, BC Ministry of Finance; - June 13/23 Meeting with Blair Morrison, Saskia Tolsma, and Other BCFSa Staff Executives; - June 14/23 Meeting with Janet Sinclair, Brett Thibault, and Galen Aker, Insurance Council of BC - June 15/23 Meeting with Joanne Abram, Brent Rathgeber, Joseph Fernandez, and Other Alberta Insurance Council Staff Executives; and - June 15/23 Meeting with David Sorensen, David Mulyk, and Thembi Mathwasa, Alberta Treasury Board and Finance.		K. Martin/B. Wycks	Update/ Discussion	✓
d. EOC Overall Feedback on Just Completed CAFII Spring 2023 Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2 3:20 p.m.		K. Kasperski	Discussion	✓ (2)
e. Adjusted Schedule and Outreach for Meeting Confirmations for CAFII 2023 Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour in Late September and Early October 3:26 p.m.		B. Wycks	Update	✓

6. Governance Matters	3:29 p.m.	Presenter	Action	Document
a. Outcome of Deliberations of 2023 CAFII Nominating Committee, Taking Into Account Board-Approved Principles-Based Guideline on Appointment of CAFII Board Members Into Leadership Roles of Board Chair and Board Vice-Chair 3:29 p.m.		K. Martin/B. Wycks	Update	✓
b. Implementation of Board-Approved 'New CAFII Management Structure' (Post-2023) 3:33 p.m.		K. Martin	Update	✓
c. Draft Minutes of May 16/23 EOC Meeting 3:38 p.m.		B. Wycks	Approval	✓

7. Read Only Items	3:40 p.m.	Presenter	Action	Document
a. Appointment of a New Director to the CAFII Board: Julie Gaudry, RBC Insurance				✓
b. CAFII and FCNB Exchange Around Deferral Of Contemplated Virtual Liaison Meeting in May 2023 In Favour of September 2023 In-Person/Hybrid Meeting As Part of CAFII's Atlantic Canada Regulators Visits Tour				✓
c. Plans for September 27/23 CAFII Webinar with Stuart Wilkinson, Director, Consumer Office, FSRA				Briefing Note Only

8. In Camera Session	3:40 p.m.	Presenter	Action	Document

9. Tracking Issues and Bring Forward Items		Presenter	Action	Document
a. Summary of Insights/Intelligence Gathered From 2023 CLHIA Compliance and Consumer Complaints Virtual Conference, May 3-5/23				
b. Insights Gained from May 9/23 CAFII Annual Members and Associates Luncheon				
c. AMF Consultation on Declaration of Operational Incidents				
d. 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, July 18/23, 2:00 to 3:30 p.m. Virtual-Only Meeting.

**Next Board Meeting:** Tuesday, October 10/23, 2:15 to 4:00 p.m. EST, immediately following CAFII Informal Liaison Lunch and Industry Issues Dialogue with AMF Staff Executives, to be hosted by RBC Insurance in Montreal.