

### CAFII Executive Operations Committee Meeting Agenda

**Date:** Tuesday, March 22, 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. Call to Order, Welcome, and Priority Matters	2:00 p.m.	Presenter	Action	Document
a. Call to Order		R. Dobbins		
b. Welcome to New EOC Members: -John Burns, Canadian Premier Life; -Robert Huang, CUMIS/Co-operators; -Jacqlyn Marcus, Valeyo; -Ivan Murray, National Bank Insurance; -Almas Satwat, CUMIS/Co-operators		R. Dobbins		
c. Appointment of Jacqlyn Marcus, Valeyo, as Chair of Media Advocacy Committee		R. Dobbins	Update/ Approval	
d. 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 Planned/Needed (Including Need For New CAFII Treasurer)		R. Dobbins/B. Wycks	Update	✓

2. Consent Items	2:15 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. Regulatory Update				✓
c. February 15/22 CAFII Response Submission to FSRA on "Information Guidance on Complaints Resolution"				✓
d. February 18/22 CAFII Response Submission to FCNB on "Proposed Rule INS-002: Insurance Fees"				✓
e. February 18/22 CAFII Response Submission to AMF on "Incentive Management Guideline"				✓ (2)
f. March 1/22 CAFII Response Submission to BCFSA on "Discussion Paper: Information Security Incident Reporting"				✓
g. Regulator and Policy-Maker Visit Plan Recap				✓
h. Summary of Board and EOC Action Items				✓
i. Board-Approved Schedule of CAFII 2022 Meetings and Events				✓

3. Financial Management Matters	2:15 p.m.	Presenter	Action	Document
a. CAFII 2021 Audited Financial Statements and Independent Auditor's Report Thereon		T. Pergola	Update/ Endorsement	✓ (2)
b. Critical Path for KPMG Audit of CAFII 2021 Fiscal Year Financial Statements		B. Wycks	Update	✓
c. Dissemination of 2022 Member Renewal Letters and First Instalment Dues Invoices; and 2022 Associate Renewal Letters and Dues Invoices		B. Wycks	Update	

4. Committee Updates	2:30 p.m.	Presenter	Action	Document
a. Travel Insurance Experts		K. Umutoniwase	Update	
i. Issues Discussed and Insights Gained from Two Recent Meetings of Travel Insurance Experts Committee		K. Umutoniwase	Update	
ii. Insights Gained From CAFII/CLHIA/THIA BiWeekly Meetings Re Impact Of COVID-19 On Travel Insurance Industry		B. Wycks	Update	
b. Networking & Events		C. Manno	Update	
i. Insights Gained from January 31/21 CAFII Webinar on "The Ins and Outs of Life Insurers' Health and Wellness Incentivization Programs"		K. Martin	Update	✓
ii. Insights Gained From March 7/22 CAFII Webinar on "Mental Health Issues and Challenges in the Workplace, At Home, and In Society: Coping With The Persistent Pandemic's Impact"		K. Martin	Update	✓
iii. Plans For CAFII 25 <sup>th</sup> Anniversary Celebration In 2022, Including Possible Movement from June 7/22 to October 11/22		B. Wycks	Update/ Discussion	
c. Market Conduct & Licensing		B. Kuiper	Update	✓
i. CCIR/CISRO Consultation With Industry Stakeholders On Incentives Management (Submission Deadline: April 4/22)		K. Martin/B. Wycks	Update	✓ (2)

ii. FCNB Informal <i>Joint Sounding Board Consultation</i> With CLHIA and CAFII On Imminent Amendments to Life and Health Sections of New Brunswick Insurance Act: David Weir Request For Smaller CAFII Review/Input Group, Given Confidential/Embargoed Terms of Release	B. Wycks	Update	✓
iii. FSRA Consultation on Principles-Based Regulation (Submission Deadline: April 29/22)	K. Martin/B. Wycks	Update	✓ (2)
d. Media Advocacy	J. Marcus		
i. 2022 Scope of Work Proposal From Operatic Agency	K. Martin	Update/ Approval	✓
e. Research & Education	A. Stuska		
i. Next Steps for Deloitte Canada Thought Leadership Paper on Trends, Consumer Demands/Expectations, and Best Practices in Digitization of CPI; Including Possible Public Release of Results	A. Stuska/K. Martin	Update/ Endorsement	✓ (2)

5. Recent and Upcoming Strategic and Regulatory Initiatives	3:15 p.m.	Presenter	Action	Document
a. Insights Gained From CAFII Internal Dialogue and Subsequent Email Exchange With AMF, Which Led To Cancellation Of Scheduled CAFII March 15/22 Feedback/Dialogue Meeting with AMF on RADM's Governance of Insurance Offered/Sold Over The Internet Since 2019		B. Wycks/K. Martin	Update/ Discussion	✓
b. AMF's Plans For Issuing Feedback Letter To The Industry With Respect To December 17/21 Action Plans Submitted For Bringing Credit Card-Embedded Insurance Benefits Into Compliance With AMF's RADM-Based Expectations		K. Martin/B. Wycks	Update	
c. AMF's Consideration of CAFII's January 17/22 Submission on Proposed Wording Modifications To Fact Sheet and Notice of Rescission to Make Them Fit/Suit Credit Card-Embedded Insurance Benefits		K. Martin	Update	
d. Insights Gained from February 24/22 CAFII Virtual Consultation Meeting With BCFSAs Staff Executives On Authority's "Discussion Paper: Information Security Incident Reporting"		B. Wycks/K. Martin	Update	
e. Insights Gained From February 17/22 Meeting With FCAC Staff Executives For Feedback on How CAFII's Submission on "Guideline on Appropriate Products and Services for Banks and Authorized Foreign Banks" Has Resonated With FCAC and Influenced Final Version of the Guideline (Released February 24/22)		K. Martin/B. Wycks/M. Boyle	Update	✓ (3)
f. Insights Gained from February 22/22 CAFII Feedback Meeting with Auditor General of Ontario on FSRA's Performance		K. Martin/B. Wycks	Update	

6. Governance Matters	3:40 p.m.	Presenter	Action	Document
a. Draft Minutes of February 15/22 EOC Meeting		B. Wycks	Approval	✓
b. EOC Members' Comfort With Return To In-Person EOC Meetings Planned For May 17/22?		B. Wycks	Discussion	

7. Other Business	3:45 p.m.	Presenter	Action	Document

8. In Camera Session	3:45 p.m.	Presenter	Action	Document

9. Tracking Issues		Presenter	Action	Document
a. AMF Consultation on Declaration of Operational Incidents				
b. BCFSAs Consultation on "Code of Conduct For BC-Authorized Insurers" (pending proclamation into force of section 94.3 of BC Financial Institutions Act)				
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				

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

**Next EOC Meeting:** Tuesday, April 26/22, 2:00 to 3:30 p.m., Virtual MStTeams Meeting