

CAFII Executive Operations Committee Meeting Agenda

Date: Tuesday, March 30, 2021
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. Welcome, Call to Order, and Priority Matters	2:00 p.m.	Presenter	Action	Document
a. Call to Order		R. Dobbins		
b. Welcome to New EOC Member: Fernando Heleno, RBC Insurance		R. Dobbins		

2. Consent Items	2:03 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	2:05 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at February 28/21		T. Pergola	Update	✓
b. Forecast For CAFII 2021 Fiscal Year as at February 28/21		T. Pergola	Update	✓
c. Update on KPMG Audit of CAFII 2020 Fiscal Year Financial Statements		B. Wycks	Update	

4. Committee Updates	2:15 p.m.	Presenter	Action	Document
a. Research & Education		A. Stuska		
i. CAFII 2020-21 Consumer Research Project With Pollara Strategic Insights On Consumers' Digitization Preferences: Progress Report		A. Stuska/K. Martin	Update	
b. Media Advocacy		C. Blaquiére	Update	
i. Finalization/Launch of CAFII Motion Graphic Website Video On Credit Protection Critical Illness Insurance and Credit Protection Disability Insurance; Media Release; and Sharing of This News with Insurance Regulators and Policy-Makers Across Canada		K. Martin	Update	
ii. Proposed Website Blog As An Ongoing CAFII Initiative (Visitor: D. Moorcroft, CAFII Media Consultant)		K. Martin	Discussion/ Approval	✓
c. Market Conduct & Licensing		B. Kuiper	Update	
d. Travel Medical Insurance Experts		A. Baig	Update	
e. Networking & Events		S. Kirby	Update	
i. Cancellation of Planned CAFII Fireside Chat Webinar with Helen Troup		R. Dobbins/K. Martin	Update	
ii. Plans For CAFII 2021 Webinars: -Glen Padassery, EVP and Chief Consumer Officer, FSRA; -RIA Regimes in Canada; -The Future of Travel Insurance As The World Emerges From COVID-19; -Lesli Martin, Pollara Strategic Insights, On Results Of CAFII 2020-21 Consumer Research On Consumers' Digitization Preferences: (i) Webinar 1 For CAFII Board, EOC, and Other Member Representatives; (ii) Webinar 2 For Allied Industry Association Representatives; (iii) Webinar 3 For Insurance Regulators and Policy-Makers -Two Relatively New Superintendents of Insurance (Alberta and Newfoundland) and Their Priorities; -BCFSA and Its Priorities (Introduction To/Profile-Raising of Blair Morrison and Peta Wales); -Consumer-Focused Innovation In The Life and Health Insurance Industry		K. Martin/B. Wycks	Update/ Discussion	

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:50 p.m.	Presenter	Action	Document
a. New Brunswick's "An Act To Amend The Insurance Act," Tabled March 17/21		B. Wycks/K. Martin	Update/ Discussion	✓

b.	AMF's Recently Confirmed <i>Distribution Act</i> Interpretation Which Requires That A Licensed Insurer Representative Be Involved In The Sale/Distribution of A Group Policy to The Distributor, Including Auto Dealers; and Industry Monitoring of/Intervention on This Issue Under CLHIA	M. Costello/R. Dobbins	Update/ Discussion	✓
c.	Updates Arising From CAFII's and Members' Monitoring of Developments Around FCAC's "Appropriateness Guideline" Initiative	K. Martin/B. Wycks	Update/ Discussion	✓
i.	Proposed 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	Update/ Discussion	✓
d.	Outcomes of March 24/21 Special FSRA-Called Meeting with CLHIA and CAFII Around Concerns Raised By Group Insurance/Employee Benefits Advisors Related To How Section 7 (Incentives) of Proposed UDAP Rule Would Apply To Their Sector Within Life and Health Insurance	B. Wycks/K. Martin	Update	✓ (2)
e.	CAFII Data Improvements Working Group With RSM Canada Around Quarterly CPI Benchmarking Study: Progress Report	K. Martin	Update	✓
f.	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	3:25 p.m.	Presenter	Action	Document
a.	Proposed Mechanisms for Creating Better Engagement/Succession Pipeline of CAFII Committee Chairs and Other Volunteer Leadership Roles; and Need To Secure Near-Term Successor Chairs for Two CAFII Committees		R. Dobbins/M. Gill	Discussion	
b.	Application Review and Admission of RSA as a New CAFII Associate		B. Wycks/K. Martin	Approval	✓
c.	Draft Minutes of February 11/21 Special Purpose Board Meeting		B. Wycks	Approval	✓
d.	Draft Minutes of February 23/21 EOC Meeting		B. Wycks	Approval	✓

7.	Read Only Items		Presenter	Action	Document
a.	CAFII Response Submission On FSRA's Proposed Rule [2020-002]: Unfair or Deceptive Acts or Practices				✓
b.	Decision to Defer/Delay Contemplated CAFII Website Video on Consumer Protections Built Into Credit Protection Insurance Offered By CAFII Members				(Briefing Note Only)
c.	CAFII 2021 Website Investments				(Briefing Note Only)

8.	Other Business	3:40 p.m.	Presenter	Action	Document

9.	In Camera Session	3:40 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 Board Meeting: Tuesday, April 13/21, 2:00 to 4:00 p.m., Virtual MSTEams Meeting

Next EOC Meeting: Tuesday, April 27/21, 2:00 to 3:30 p.m., Virtual MSTEams Meeting