

## CAFII Executive Operations Committee Meeting Agenda

**Date:** Tuesday, May 16, 2023  
**Chair:** R. Dobbins  
**Location:** [Virtual MSTEams Meeting](#)

**Time:** 2:00 – 3:30 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: -Jason Beauchamp, Canada Life Assurance -Catherine Laspina, Canada Life Assurance -Catherine Latulippe, Canadian Tire Bank -Jonathan Poulin, National Bank Insurance -Mais El-Magraby, Scotia Insurance -Sean Kradjian, Scotia Insurance -Alfonso Movilla, Scotia Insurance -Prithipal Rajasekaran, Scotia Insurance		R. Dobbins		

2. Consent Items	2:10 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. May 2023 Regulatory Update				✓
c. Regulator and Policy-Maker Visit Plan Recap				✓
d. Summary of Board and EOC Action Items				✓
e. Board-Approved Schedule of CAFII 2023 Meetings and Events				✓

3. Financial Management Matters	2:11 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at April 30/23		D. Hinnecke	Update	✓
b. Forecast for CAFII 2023 Fiscal Year as at April 30/23		D. Hinnecke	Update	✓

4. Committee Updates	2:18 p.m.	Presenter	Action	Document
a. Market Conduct & Licensing				
i. Insights Gained from May 8/23 CAFII Preliminary Consultation Meeting with Insurance Council of BC Re Contemplated 'Competency Model' Component of Restricted Insurance Agency Licensing Regime To Be Launched In BC 2:18 p.m.		B. Wycks/K. Martin	Update/ Discussion	✓ (2)
ii. Insights Gained from May 8/23 BCFSa Virtual Update Meeting With CAFII Re BCFSa's Plans For Proceeding With A BC Insurer Code of Market Conduct 2:25 p.m.		K. Martin/B. Wycks	Update	
b. Quebec/AMF Issues 2:28 p.m.				
i. Insights Gained from April 26/23 CAFII Quebec/AMF Issues Committee Meeting 2:28 p.m.		J. Russell/K. Martin	Update	✓
ii. AMF Annual Statement of Priorities, 2023-2024 2:33 p.m.		K. Martin	Update/ Discussion	✓
c. Media Advocacy 2:37 p.m.		J. Marcus	Update	✓
d. Research & Education 2:41 p.m.				
i. Next Steps Around Possible Public Release of Results of CAFII 2022 Tracking Study on 'Consumers' Satisfaction with Credit Protection Insurance' 2:41 p.m.		M. Costello/K. Martin	Update/ Discussion	✓
e. Networking & Events 2:46 p.m.				
i. Plans for May 18/23 CAFII Webinar on Quebec's Charter of the French Language with Quebec-Based Legal Experts from Stikeman Elliott and Norton Rose 2:46 p.m.		K. Martin	Update	✓

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:49 p.m.	Presenter	Action	Document
a. Insights Gained from CAFII Liaison Meetings with Insurance Regulators During CLHIA Conference in Montreal, May 3-5/23 2:49 p.m.		B. Wycks/K. Martin	Update	✓
b. Insights Gained from May 11/23 CAFII Special Purpose Virtual Meeting with AMF on Its Definition of Complaints and Related Complaints Handling Regime; and Next Steps Arising 2:53 p.m.		K. Martin	Update	
c. Plans for June 8/23 CAFII/AMF Special Purpose Virtual Meeting on AMF Gathering of Industry Statistics on Claims Denials, and Utilization Intentions 2:57 p.m.		K. Martin	Update	

d.	Insights Gained from Recent Meetings of FSRA's Stakeholder Advisory Committee (SAC) for Life and Health Insurance <b>3:01 p.m.</b>	K. Martin	Update	✓ (2)
e.	Adjusted Schedule and Resulting Meetings Confirmed for CAFII Western Canada Insurance Regulators and Policy-Makers Visits Tour in Late May and June 2023 <b>3:05 p.m.</b>	B. Wycks	Update	✓

6.	Governance Matters	3:08 p.m.	Presenter	Action	Document
a.	Implementation of Board-Approved 'New CAFII Management Structure' (Post-2023)	3:08 p.m.	K. Martin	Update	✓
b.	Outcomes of First Meeting of CAFII Board Diversity Working Group	3:11 p.m.	T. Harri-Morar/K. Martin	Update	✓
c.	Plans for June 6/23 CAFII 2023 Annual Meeting of Members; First Meeting of 2023-24 Board of Directors; and Immediately Ensuing Reception Event	3:14 p.m.	B. Wycks	Update	
d.	Change In Date of Next EOC Meeting to Tuesday, June 27/23	3:17 p.m..			
e.	Draft Minutes of April 4/23 Board Meeting	3:19 p.m.	B. Wycks	Endorsement	✓
f.	Draft Minutes of April 25/23 EOC Meeting	3:19 p.m.	B. Wycks	Approval	✓

7.	Read Only Items		Presenter	Action	Document
a.	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				✓
b.	FSRA's Life and Health Insurance Agent Supervision Report, 2021-22 (Released May 2/23)				✓ (2)
c.	FSRA 2023-2026 Annual Business Plan				✓
d.	FSRA Consultation on "Proposed Guidance: Administrative Monetary Penalties" (Submission Deadline: May 31/23)				✓
e.	Final Version of OSFI's Guideline B-10: Third Party Risk Management Guideline (Released April 24/23)				✓
f.	Confirmed Speaker for June 6/23 CAFII Reception Event				Briefing Note Only

8.	In Camera Session	3:20 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.	Insights Gained from April 27/23 CAFII Webinar on International Regulatory Developments with Nicholas Herbert-Young, UK Financial Conduct Authority (FCA) and IAIS				
d.	AMF Consultation on Declaration of Operational Incidents				
e.	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 Board Meeting:** Tuesday, June 6/23, 3:20 to 5:15 p.m. EST, immediately following 2023 Annual Meeting of Members from 3:00 to 3:20 p.m.; and Immediately Preceding CAFII Reception Event Featuring Anthony Ostler, CEO, Canadian Bankers Association, as Guest Speaker, from 5:30 to 7:30 p.m., to be hosted by Manulife Financial at 200 Bloor St. East, Toronto

**Next EOC Meeting:** Tuesday, June 27/23 (Revised Date), 2:00 to 4:00 p.m. In-Person/Hybrid Meeting, Location: TBA.