

CAFII Executive Operations Committee Meeting Agenda

Date: Tuesday, November 23, 2021

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		R. Dobbins		
b. Appointment of Vice-Chair of Networking & Events Committee: Marco DeiCont, Valeyo		R. Dobbins	Approval	
c. 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. October 25/21 CAFII Response Submission to AMF on "Concrete Examples of Regulatory Burden Reduction Opportunities"				✓ (2)
d. October 29/21 CAFII Response Submission to FSRA on "FY2022-23 Statement of Priorities and Budget"				✓
e. November 18/21 CAFII Response Submission to FSRA on "Proposed Innovation Framework"				✓
f. Regulator and Policy-Maker Visit Plan				✓
g. Summary of Board and EOC Action Items				✓
h. Board-Approved Schedule of CAFII 2021 Meetings and Events				✓

3. Financial Management Matters	2:07 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at October 31/21		T. Pergola	Update	✓
b. Forecast for CAFII 2021 Fiscal Year as at October 31/21		T. Pergola	Update	✓
c. Proposed CAFII 2022 Operating Budget		T. Pergola/K. Martin/B. Wycks	Update/ Discussion/ Endorsement	✓

4. Committee Updates	2:30 p.m.	Presenter	Action	Document
a. Research & Education		A. Stuska		
i. CAFII-Commissioned Deloitte Canada Thought Leadership Paper on Trends, Consumer Demands/Expectations, and Best Practices in Digitization of Insurance		K. Martin	Update	✓ (3)
b. Media Advocacy				
i. Update on CAFII Website Videos on Pollara CPI Digitization Research Results; Job Loss CPI; and Consumer Protections Embedded In CPI		K. Martin	Update	
c. Market Conduct & Licensing		B. Kuiper	Update	✓
i. CISRO Survey of Industry Stakeholder Associations on "Understanding the Consumer Awareness Strategies Currently Undertaken By Industry" (Response Deadline: November 30/21)		B. Wycks	Update/ Discussion	✓ (2)
ii. AMF Consultation on "Draft Regulation Respecting Complaint Processing and Dispute Resolution in the Financial Sector" (Submission Deadline: December 8/21)		K. Martin/B. Wycks	Update	✓ (2)
iii. FCAC Consultation on "Proposed Guideline on Complaint Handling Procedures for Banks and Authorized Foreign Banks" (Submission Deadline: December 11/21)		K. Martin/B. Wycks	Update	✓
iv. AMF Consultation on Revised "Sound Commercial Practices Guideline" (Submission Deadline: December 17/21)		K. Martin/B. Wycks	Update	✓ (2)
v. FCNB Consultation on "Proposed Rule INS-001: Insurance Intermediaries Licensing and Obligations" (Submission Deadline: February 7/22)		B. Wycks/K. Martin	Update	✓

vi. OSFI "Draft Guideline B-13: Technology and Cyber Risk Management" (Submission Deadline: February 9/22): Insights As To CAFII Relevance Will Be Gained From November 30/21 OSFI Information Session Webinar	B. Wycks/K. Martin	Update	✓ (2)
d. Travel Insurance Experts	K. Umutoiwase	Update	
i. Insights Gained From CAFII/CLHIA/THIA Weekly Calls Re Impact Of COVID-19 On Travel Insurance Industry	B. Wycks/K. Martin	Update	
e. Networking & Events	C. Manno	Update	
i. Insights Gained from October 25/21 CAFII Webinar on "Provincial Insurance Policy and Regulatory Priorities and Emerging Issues as Canada Emerges from COVID-19"	K. Martin/B. Wycks	Update	✓
ii. Insights Gained from November 9/21 CAFII Virtual Annual Members and Associates Luncheon	K. Martin/B. Wycks	Update/ Discussion	✓
iii. Upcoming November 30/21 CAFII Webinar with Marlena Labieniec, Director of FSRA Innovation Office, on FSRA's Innovation Framework	K. Martin/B. Wycks	Update	✓

5. Recent and Upcoming Strategic and Regulatory Initiatives	3:15 p.m.	Presenter	Action	Document
a. Outcomes of November 10/21 CAFII Meeting with Mario Beaudoin and Charlene Boucher, AMF Re Plan For Modifying Fact Sheet and Notice of Rescission To Suit Credit Card-Embedded Insurance Benefits		K. Martin/B. Wycks	Update/ Discussion	✓
b. CAFII Follow-up Meeting with Eric Jacob, AMF Re Improving Future CAFII/AMF "Industry Issues Dialogue" Meetings		K. Martin/B. Wycks	Update	
c. 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	✓
d. Insights Gained from October 24/21 Meeting of FSRA Sectoral Advisory Committee for Life and Health Insurance (SAC) with FSRA Management; and November 23/21 SAC Meeting with FSRA Board of Directors		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	✓

6. Governance Matters	3:45 p.m.	Presenter	Action	Document
a. Draft Minutes of October 26/21 EOC Meeting		B. Wycks	Approval	✓
b. Board-Approved Schedule of CAFII 2022 Meetings and Events		B. Wycks	Update	✓

7. Read Only Items		Presenter	Action	Document
a. Deferral of CAFII Webinar on Life Insurers' Healthy Lifestyle Incentivization Programs to January 2022				✓
b. "Summary of Options" In Response to Proposal from CAFII Director Z. Fuerstenberg That CAFII Investigate Development and Launch of an Education/Master Class/Certification Program for Member Company Employees on "CPI Legislative and Regulatory Principles and Environment"				✓

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. AMF Consultation on Management of Incentives				
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				

Next Board Meeting: Tuesday, December 7/21, 2:00 to 4:00 p.m., Virtual MSTEams Meeting

Next EOC Meeting: Tuesday, January 18/22, 2:00 to 4:00 p.m., Virtual MSTEams Meeting