

CAFII Executive Operations Committee Meeting Agenda

Date: Thursday, November 24, 2022
Chair: R. Dobbins
Location: Manulife, Think Big Room, 12th Floor, 200 Bloor St. East, Toronto; and
[Virtual MSTeams 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		R. Dobbins		

2. Consent Items	2:02 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. November 11/22 CAFII Response Submission to FSRA on “Proposed 2023-24 Statement of Priorities and Budget				✓
c. November 15/22 CAFII Response Submission to BCFSa on Two Follow-up Questions for CAFII Re Inconsistencies Between Principles in Its Draft Insurer Code of Market Conduct and CCIR/CISRO’s “Guidance: Conduct of Insurance Business and Fair Treatment of Customers”				✓
d. November 2022 Regulatory Update				✓
e. Regulator and Policy-Maker Visit Plan Recap				✓
f. Summary of Board and EOC Action Items				✓
g. Board-Approved Schedule of CAFII 2022 Meetings and Events				✓
h. 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 October 31/22		D. Hinnecke	Update	✓
b. Forecast For CAFII 2022 Fiscal Year as at October 31/22		D. Hinnecke	Update	✓
c. Proposed CAFII 2023 Operating Budget		D. Hinnecke/ B. Wycks/K. Martin	Update/ Discussion/ Endorsement	✓
d. Revised Critical Path for Development and Approval of CAFII 2023 Operating Budget		B. Wycks	Update	✓

4. Committee Updates	2:24 p.m.	Presenter	Action	Document
a. Market Conduct & Licensing	2:24 p.m.	B. Kuiper	Update	✓
i. Insights Gained from November 4/22 CAFII Virtual Stakeholder Feedback Session with CCIR on Its Draft 2023-2026 Strategic Plan; and CAFII Written Feedback Submission on CCIR’s Draft 2023-2026 Strategic Plan (November 30/22 Submission Deadline)		K. Martin/B. Wycks	Update	✓
ii. Ombudsman for Banking Services and Investments’ (OBSI) “Organizational Governance Review” Consultation (Deadline: January 31/23): In-Scope or Out-of-Scope for CAFII?		K. Martin/B. Wycks	Update/ Discussion	✓ (2)
b. Media Advocacy	2:34 p.m.	J. Marcus		
i. Insights Gained and Next Steps Arising from November 15/22 Media Advocacy Committee In-Person Meeting, Including Proposed CAFII LinkedIn Strategy		J. Marcus/K. Martin	Update/ Discussion/ Approval	✓ (2)
ii. Recent Operatic Agency Deliverables Re CAFII Website Videos; and Enhancements to FAQs on CAFII Website		K. Martin	Update	
c. Research & Education	2:41 p.m.	A. Stuska		
i. Execution of EOC-Approved CAFII 2022 Tracking Study Research on Consumers’ Satisfaction with CPI, with Pollara Strategic Insights		K. Martin	Update	✓
d. Networking & Events	2:45 p.m.	C. Manno	Update	
i. Insights Gained from November 3/22 CAFII Webinar on “Expert Panel On Travel Insurance As Society Emerges From The COVID-19 Pandemic”		K. Martin	Update	✓
ii. Plans for December 1/22 CAFII Webinar: “A Fireside Chat With Blair Morrison, CEO of BCFSa”		K. Martin	Update	✓

e.	Travel Insurance Experts	2:52 p.m.	K. Umtoniwase	Update	
i.	Issues Discussed in and Insights Gained from Recent Meetings of Travel Insurance Experts Committee		K. Umtoniwase	Update	
ii.	Insights Gained From CAFII/CLHIA/THIA Bi-Weekly Meetings Re Impact Of COVID-19 On Travel and the Travel Insurance Industry; and Related Regulatory Issues		B. Wycks	Update	

5.	Recent and Upcoming Strategic and Regulatory Initiatives	2:58 p.m.	Presenter	Action	Document
a.	Insights Gained and Next Steps Arising from November 4/22 One-on-One Virtual Meeting Between CAFII Board Chair Peter Thompson and AMF Superintendent Eric Jacob Re Finding A Solution To Issue Around RADM's Applicability to Credit Card-Embedded Insurance Benefits	2:58 p.m.	K. Martin/B. Wycks	Update/ Discussion	✓
b.	Insights Gained from November 22/22 AMF 2022 Rendez-Vous Mini-Conference	3:10 p.m.	K. Martin	Update	✓
c.	Recently Arisen Quebec/AMF Issues Impacting Upon CAFII Members: -AMF Information Requests Re Debtor Life, Health, and Employment (DLHE) Insurance; and -Quebec Charter of the French Language (Bill 96) Implications for Insurance Contracts (Contracts of Adhesion)	3:14 p.m.	M. Costello R. Dobbins	Update/ Discussion	✓
d.	Planned Timing of and Approach to CAFII Western Canada Insurance Regulators and Policy-Makers Visits Tour in Spring 2023; and CAFII Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour in Fall 2023	3:26 p.m.	B. Wycks/K. Martin	Update/ Discussion	✓

6.	Governance Matters	3:34 p.m.	Presenter	Action	Document
a.	Board Appointment of New Director from TD Insurance	3:34 p.m.	B. Wycks	Update	
b.	Plans for December 6/22 CAFII Board Meeting and Immediately Ensuing Year-End/Holiday Season Reception	3:37 p.m.	B. Wycks	Update	
c.	Draft Minutes of October 11/22 Board Meeting	3:40 p.m.	B. Wycks	Endorsement	✓
d.	Draft Minutes of October 25/22 EOC Meeting	3:42 p.m.	B. Wycks	Approval	✓

7.	Read Only Items	3:45 p.m.	Presenter	Action	Document
a.	Insights Gained from November 17/22 KPMG "2022 Insurance Issues Conference"				
b.	Insights Gained from CAFII Co-Executive Directors' Participation as Judges in "2022 Insurance Business Canada Awards" and Attendance at November 17/22 Awards Gala Dinner				

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.	FCAC: Phase 2 of Domestic Bank Retail Sales Practices Review				

In-Person Entry/Access for this EOC meeting: please access the Manulife building at 200 Bloor St. East, Toronto via the side entrance on St. Paul's Square. There you will need to show photo ID at the security desk, in order to be granted access to the building and be able to take the elevator up to the Think Big Room on the 12th floor.

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 minutes duration

Next Board Meeting and Year-End/Holiday Season Reception: Tuesday, December 6/22, 3:00 to 5:00 p.m. EST In-Person/Hybrid Meeting hosted by CIBC Insurance at CIBC Corporate Headquarters, 81 Bay St., Room 809BC, 8th Floor, Toronto; and to be followed by CAFII Holiday Season/Year-End Reception from 5:30 to 7:30 p.m. EST at St. Andrew's Lounge in Vantage Venues, 150 King St. West (northeast corner at University Avenue), 27th Floor, Toronto (accessible via the PATH)

Next EOC Meeting: Tuesday, January 17/23, 2:00 to 4:00 p.m. EST MSTeams Virtual-Only Meeting