

CAFII Executive Operations Committee Meeting Agenda

Date: Tuesday, October 25, 2022
Chair: R. Dobbins
Location: [Virtual MSTeams Meeting](#)

Time: 2:00 – 3:30 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		

2. Consent Items	2:02 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. October 2022 Regulatory Update				✓
c. Regulator and Policy-Maker Visit Plan Recap				✓
d. Summary of Board and EOC Action Items				✓
e. Board-Approved Schedule of CAFII 2022 Meetings and Events				✓

3. Financial Management Matters	2:03 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at September 30/22		D. Hinnecke	Update	✓
b. Forecast For CAFII 2022 Fiscal Year as at September 30/22		D. Hinnecke	Update	✓
c. Development of Draft 2023 CAFII Operating Budget		B. Wycks	Update	✓

4. Committee Updates	2:12 p.m.	Presenter	Action	Document
a. Market Conduct & Licensing	2:12 p.m.	F. Coleman	Update	✓
i. CAFII Feedback on CCIR's Draft 2023-25 Strategic Plan (To Be Delivered in November 4/22 Virtual Stakeholder Session; and Subsequently In Writing)		B. Wycks	Update	✓
ii. FSRA Consultation on Proposed 2023-24 Statement of Priorities and Budget (Submission Deadline: November 11/22)		K. Martin	Update	✓ (2)
iii. BCFSFA's 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" Budget (Submission Deadline: November 15/22)		K. Martin	Update	✓ (2)
b. Media Advocacy	2:22 p.m.			
i. Recent Operatic Agency Deliverables Re CAFII Website Videos; and Enhancements to FAQs on CAFII Website		K. Martin	Update	
c. Research & Education	2:26 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	2:30 p.m.		Update	
i. Insights Gained from October 5/22 CAFII Webinar with Lesli Martin, Pollara Strategic Insights, on "Consumer Preferences and Product Development Insights Emerging from Recent Research in Financial Services and Relevant Comparator Industries"		K. Martin/B. Wycks	Update	✓
ii. Upcoming CAFII Webinars on "Expert Panel On Travel Insurance As Society Emerges From The COVID-19 Pandemic" (November 3/22); and "A Fireside Chat With Blair Morrison, CEO of the BC Financial Services Authority (December 1/22)		K. Martin	Update	

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:38 p.m.	Presenter	Action	Document
a. Debrief on CAFII's October 11/22 Industry Issues Dialogue with AMF Staff Executives and Subsequent Developments; and Possible Next Steps	2:38 p.m.	K. Martin/B. Wycks /R. Dobbins	Update/ Discussion	✓ (4)
b. Insights Gained from October 19/22 THIA Innovation Summit	2:53 p.m.	K. Martin /B. Wycks	Update	✓
c. Insights Gained from October 19/22 In-Person Meeting of Saskatchewan Restricted Insurance Agent Advisory Committee (RIAAC)	2:57 p.m.	M. Gill/B. Wycks	Update	

6. Governance Matters		3:01 p.m.	Presenter	Action	Document
a.	Board Appointment of New Director from Scotia Insurance; and Imminent Appointment of New Director from TD Insurance	3:01 p.m.	B. Wycks	Update	✓
b.	Board-Approved CAFII 2023 Schedule of Meetings and Events	3:04 p.m.	B. Wycks/K. Martin	Update	✓
c.	Insights Gained from CAFII 25 th Anniversary Celebration on October 19/22	3:07 p.m.	B. Wycks	Update	✓
d.	Plans for November 24/22 EOC Meeting	3:11 p.m.	B. Wycks	Update	
e.	Plans for December 6/22 CAFII Board Meeting and Immediately Ensuing Year-End/Holiday Season Reception	3:13 p.m.	B. Wycks	Update	
f.	Draft Minutes of September 20/22 EOC Meeting	3:15 p.m.	B. Wycks	Approval	✓

7. Read Only Items		3:20 p.m.	Presenter	Action	Document
a.	Board-Approved Recommendations for Revisions to CAFII Alerts Weekly Digest				✓
b.	Board-Approved Resolution Re CAFII Board Vice-Chair Position in 2022-23				Briefing Note Only
c.	Board Approval of Recommendation That CAFII Member Dues Be Consolidated Into One Invoice/Payment Starting in 2023				Briefing Note Only
d.	Board-Approved Plan for CAFII's Return to Regulator and Policy-Maker Visit Tours				Briefing Note Only
e.	October 3/22 CAFII Response Submission to BC Ministry of Finance on Consultation Regarding Restricted Insurance Agent Licences; and Acknowledgement Responses Received				✓ (2)
f.	AMF 2022 Rendez-Vous Mini-Conference in Montreal on Tuesday, November 22/22				✓

8. In Camera Session		3:20 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				

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 EOC Meeting: Thursday, November 24/22, 2:00 to 4:00 p.m. In-Person/Hybrid Meeting at Think Big Room, Manulife, 200 Bloor St. East, Toronto

Next Board Meeting: Tuesday, December 6/22, 3:00 to 5:00 p.m. In-Person/Hybrid Meeting hosted by CIBC Insurance at Commerce Court North, 25 King St. West, 7th Floor, Toronto; and to be followed by CAFII Holiday Season/Year-End Reception from 5:30 to 7:30 p.m. at a TBA Nearby Downtown Toronto Location