

CAFII Executive Operations Committee Meeting Agenda

Date: Tuesday, October 26, 2021

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. Welcome, Call to Order, and Priority Matters	2:00 p.m.	Presenter	Action	Document
a. Call to Order and Welcome to New EOC Member (Asma Desai, Canadian Premier Life Insurance)		R. Dobbins		
b. 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	Update/ Discussion	✓(2)

2. Consent Items	2:04 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. Regulatory Update				✓
c. September 22/21 CAFII Response Submission Response to CCIR/CISRO on Draft Incentives Management Guidance				✓
d. September 24/21 CAFII Response Submission to FSRA on "Enforcement Proceedings and Investigations" Consultation				✓
e. Regulator and Policy-Maker Visit Plan				✓
f. Summary of Board and EOC Action Items				✓
g. 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 September 30/21		T. Pergola	Update	✓
b. Forecast for CAFII 2021 Fiscal Year as at September 30/21		T. Pergola	Update	✓
c. Recommendation on Renewal of CAFII's Association Management Services Contract with Managing Matters		K. Martin/B. Wycks	Update/ Discussion	✓
d. Critical Path (Amended) for Development of 2022 CAFII Operating Budget		B. Wycks	Update	✓

4. Committee Updates	2:19 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	✓
b. Media Advocacy		K. Martin	Update	
c. Market Conduct & Licensing		B. Kuiper	Update	
i. Implications for CAFII of CCIR's October 12/21 Release of "Cooperative Fair Treatment of Customers (FTC) Review – Consolidated Observations Report"		K. Martin/B. Wycks	Update/ Discussion	✓
ii. AMF Consultation on Draft Regulation Respecting Complaint Processing and Dispute Resolution in the Financial Sector (Submission Deadline: November 8/21)		K. Martin/B. Wycks	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"		B. Wycks/K. Martin	Update	✓

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:41 p.m.	Presenter	Action	Document
a. "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"		K. Martin/B. Wycks	Update/ Discussion	✓
b. CAFII-Relevant Insights Arising From CCIR's Appointment of Robert Bradley as its New Chair		M. Boyle	Update/ Discussion	✓

c.	Insights Gained From October 14/21 CAFII <i>Industry Issues Dialogue</i> With AMF Staff Executives	K. Martin/B. Wycks	Update/ Discussion	✓
d.	Next Steps in CAFII's Board-Approved Action Plan for Responding to AMF's Interpretation on RADM's Applicability to Credit Card-Embedded Insurance Benefits and Resulting Regulatory Expectations, Including CAFII Board Decision Not To Re-Attempt To Secure CBA's Engagement In This Issue (See Also Read Only Items 7(b) and 7(c))	K. Martin/B. Wycks	Update	
e.	Insights Gained from October 4/21 Meeting of FSRA Sectoral Advisory Committee for Life and Health Insurance (See Also Read Only Item 7(f))	K. Martin	Update	✓
f.	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	✓ (2)
g.	CLHIA Plans to Liaise with NWT Government on Credit Protection Insurance Licensing Issue	D. Ewen/B. Wycks	Update	

6.	Governance Matters	3:20 p.m.	Presenter	Action	Document
a.	Draft Minutes of September 14/21 EOC Meeting		B. Wycks	Approval	✓
b.	Draft Minutes of October 5/21 Board Meeting		B. Wycks	Endorsement	✓
c.	Board-Approved Schedule of CAFII 2022 Meetings and Events		B. Wycks	Update	✓

7.	Read Only Items		Presenter	Action	Document
a.	Possible Topics to Engage with Insurance Lawyers Panel on in November 9/21 CAFII Virtual Annual Members and Associates Luncheon				✓
b.	September 27/21 CAFII Follow-up Thank You Letter Sent to AMF to Confirm Fact Sheet and Notice of Rescission Concession Outcome of September 10/21 Meeting; and Transmit Legal Arguments Excerpts (on Norton Rose Letterhead)				✓ (2)
c.	CAFII Working Group on Industry Alignment Around Compliance with AMF's Expectations Re RADM's Applicability to Credit Card-Embedded Insurance Benefits				✓
d.	Canadian Tire Bank's Participation In CAFII-Managed Quarterly CPI Benchmarking Study with RSM Canada				
e.	Draft CAFII Submission To AMF on Concrete Examples of Areas for Regulatory Burden Reduction in Quebec				✓
f.	Draft CAFII Submission on FSRA's Proposed 2022-2023 Statement of Priorities				✓
g.	Insights Gained from September 14/21 CAFII Meeting with Erica Hiemstra and FSRA Colleagues Re FSRA's Life Agent Reporting Form (LARF) Initiative				Briefing Note Only
h.	Finalization and Utilization of (i) New Website FAQs and Vignettes; (ii) New Website Video on Results of Research Project On Insurance Consumers' Digitization Preferences; and (iii) New Website Video on Job Loss CPI				✓
i.	Proposed CAFII Motion Graphics Website Video on Consumer Protection Features of Credit Protection Insurance (now that Regulations in support of federal Financial Consumer Protection Framework aspects of Bill C-86 have been released)				Briefing Note Only
j.	Insights Gained from September 29/21 CAFII Webinar on "Climate Science, Our Changing Planet, and Implications for Life Insurance"				✓
k.	CAFII Webinar On Life Insurers' Healthy Lifestyle Incentivization Programs Planned for November 29/21 or November 30/21				✓

8.	Other Business	3:25 p.m.	Presenter	Action	Document

9.	In Camera Session	3:25 p.m.	Presenter	Action	Document

10. Tracking Issues	Presenter	Action	Document
a. AMF Consultation on Updated Sound Commercial Practices Guideline			
b. AMF Consultation on Management of Incentives			
c. AMF Consultation on Declaration of Operational Incidents			
d. BC Ministry of Finance Drafting of Regulations to Implement Financial Institutions Amendment Act, 2019			
e. FCAC: Phase 2 of Domestic Bank Retail Sales Practices Review			

Next EOC Meeting: Tuesday, November 23/21, 2:00 to 4:00 p.m., Virtual MSTEams Meeting

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