

CAFII Executive Operations Committee Meeting Agenda

Date: Tuesday, September 20, 2022
Chair: R. Dobbins
Location: Canada Life, The Hamilton Room, 330
University Avenue, 1st Floor, Toronto; and
[Virtual MTeams Meeting](#)

Time: 3:00 – 5:00 p.m. EDT
Dial-in: 437-703-4263
Phone Conference ID: 965 295 258#

1. Call to Order, Welcome, and Priority Matters	3:00 p.m.	Presenter	Action	Document
a. Call to Order		R. Dobbins		
b. Welcome to New EOC Members: Sharon Murrell-Foster, Manulife; Jawid Kargger, CUMIS/Co-Operators; and Pierre-Olivier Cyr, Desjardins Insurance		R. Dobbins		

2. Consent Items	3:05 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. September 9/22 CAFII Response Submission to BCFSa on “Draft Insurer Code of Market Conduct and Supplemental Guideline”				✓
c. Regulatory Update				✓
d. Regulator and Policy-Maker Visit Plan Recap				✓
e. Summary of Board and EOC Action Items				✓
f. Board-Approved Schedule of CAFII 2022 Meetings and Events				✓

3. Financial Management Matters	3:06 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at August 31/22		B. Wycks (for D. Hinnecke)	Update	✓
b. Forecast For CAFII 2022 Fiscal Year as at August 31/22		B. Wycks (for D. Hinnecke)	Update	✓
c. Payment of CAFII Member 2022 Second Instalment Dues Invoices as at September 15/22		B. Wycks	Update	
d. Recommendation from CAFII Management, Supported by Treasurer, That CAFII Member Dues Be Consolidated Into One Invoice/Payment Starting in 2023		K. Martin	Endorsement	
e. Critical Path For Development of 2023 CAFII Budget		B. Wycks	Update	✓

4. Committee Updates	3:20 p.m.	Presenter	Action	Document
a. Market Conduct & Licensing	3:20 p.m.	B. Kuiper	Update	✓
i. CAFII Response Submission on BC Ministry of Finance Consultation on “Proposed Introduction of A Restricted Licensing Regime for The Sale of Some Insurance in BC” (Submission Deadline: October 3/22)		B. Wycks/K. Martin	Update/ Discussion	✓
b. Media Advocacy	3:30 p.m.	J. Marcus		
i. Operatic Agency Efforts on CAFII Website Video on Highlights of CAFII-Commissioned Research with Deloitte Canada on “Best Practices in the Digitization of CPI”; and Enhancements to FAQs on CAFII Website		K. Martin	Update	
c. Research & Education	3:37 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	3:43 p.m.	C. Manno	Update	
i. Insights Gained From September 13/22 In-Person CAFII 2022 Annual Members and Associates Luncheon with Mark White, CEO, FSRA, as Guest Speaker		B. Wycks/K. Martin	Update	✓
ii. Plans For October 5/22 CAFII Webinar with Lesli Martin, Vice-President, Pollara Strategic Insights, as Fireside Chat Discussant on “Consumer Preferences and Product Development Insights Emerging From Recent Research In Financial Services and Relevant Comparator Industries”		K. Martin	Update	✓
iii. Topic Proposals For November 2022, December 2022, and January 2023 Webinars		K. Martin	Update/ Discussion	✓

e. Travel Insurance Experts	3:52 p.m.	K. Umutoniwase	Update	
i. Issues Discussed in and Insights Gained from Recent Meetings of Travel Insurance Experts Committee		K. Umutoniwase	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	3:58 p.m.	Presenter	Action	Document
a. Results of CAFII Member Company Canvass on AMF Outreach Re Burden Reduction Initiative Related To Updating of Branch Distribution Lists; and Ensuing September 15/22 CAFII Update Meeting with AMF Staff Executives		B. Wycks/ R. Dobbins	Update	✓ (2)
b. Outcomes of September 15/22 Meeting of CAFII Working Group On Compliance With AMF's Expectations Re RADM's Applicability To Credit Card-Embedded Insurance Benefits		K. Martin	Update	
c. Feedback From FSRA on CAFII's Submission on "Use of Retained Revenues under Regulation Money Retained Outside the Consolidated Fund" Guidance"		K. Martin/B. Wycks	Update	
d. Plans for Tuesday, October 11/22 CAFII Board Meeting in Montreal; and Related Liaison Lunch and Industry Issues Dialogue with AMF Staff Executives, Including <ul style="list-style-type: none"> Proposed Two CAFII Mini-Presentations to AMF Staff Executives As Part of 'Shared Agenda Approach' to Industry Issues Dialogue 		K. Martin/B. Wycks	Update/ Endorsement	✓
e. Plans For October 20/22 CAFII Stakeholder Session With CCIR On Its Draft 2023-25 Strategic Plan		B. Wycks	Update	✓
f. Proposal Re CAFII's Return To Insurance Regulator and Policy-Maker Visit Tours in 2023		K. Martin	Endorsement	✓

6. Governance Matters	4:20 p.m.	Presenter	Action	Document
a. Recommendations for Revisions To CAFII Alerts Weekly Digest Based on June/July EOC Member Input Survey		R. Dobbins/ K. Kasperski	Update/ Endorsement	✓
b. Proposed Schedule of CAFII 2023 Meetings and Events		B. Wycks	Update/ Endorsement	✓
c. Plans for Tuesday, September 20/22 EOC Annual Appreciation Dinner		B. Wycks	Update	
d. Plans for In-Person CAFII 25 th Anniversary Celebration on October 19/22		B. Wycks	Update	✓
e. Draft Minutes of July 26/22 EOC Meeting		B. Wycks	Approval	✓

7. Read Only Items	4:45 p.m.	Presenter	Action	Document
a. CAFII Decision Not To Make A Response Submission on OSFI Consultation's On Updated Guideline B-10: Third Party Risk Management		B. Wycks/K. Martin	Update	✓
b. Recent Change at RSM Canada Re Staff Executive Leadership Involvement in CAFII's Quarterly Benchmarking Study				Briefing Note Only
c. CAFII Participation in September 19/22 Alberta Insurance Council Stakeholder Feedback Interview With Independent Agency Berlin Communications				✓
d. Confirmation of Date Change of November 2022 EOC Meeting to Thursday, November 24/22 to Avoid Conflict with AMF 2022 Rendez-Vous Mini-Conference on Tuesday, November 22/22				Briefing Note Only
e. AMF 2022 Rendez-Vous Mini-Conference in Montreal on Tuesday, November 22/22				✓
f. THIA Innovation Summit on October 19/22				✓

8. In Camera Session	4:45 p.m.	Presenter	Action	Document
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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 to 15 minutes duration

Next Board Meeting: Tuesday, October 11/22, 2:20 to 4:00 p.m., Hybrid Meeting (Both In-Person and Virtual via MStTeams); Hosted by Desjardins Insurance in Montreal, Quebec, Immediately Following An In-Person-Only Liaison Lunch and Industry Issues Dialogue with AMF Staff Executives from 12 Noon to 2:15 p.m.

Next EOC Meeting: Tuesday, October 25/22, 2:00 to 3:30 p.m. Virtual MStTeams-Only Meeting