

CAFII Executive Operations Committee In-Person/Hybrid Meeting Agenda

Date: Tuesday, September 19, 2023 **Time:** 3:00 – 5:00 p.m. EST
Chair: R. Dobbins **Dial-in:** 437-703-4263
Location: BMO Insurance, First Canadian Place, 100 King St. West, **Phone Conference ID:** 583 839 248#
68th Floor, Toronto; and [Virtual MSTeams Meeting](#)

1. Call to Order, Welcome, and Priority Matters	3:00 p.m.	Presenter	Action	Document
a. Call to Order; and Welcome to New CAFII Staff and Support Team Members: - Robyn Jennings, Research Analyst; - Shanay Smith, Operations Manager; and - Troy Woodland, CAFII Association Co-ordinator (at Managing Matters)		R. Dobbins		

2. Consent Items	3:03 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. September 2023 Regulatory Update				✓
c. Regulator and Policy-Maker Visit Plan Recap				✓
d. Summary of Board and EOC Action Items				✓
e. Board-Approved Schedule of CAFII 2023 Meetings and Events				✓

3. Financial Management	3:04 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at August 31/23	3:04 p.m.	D. Hinnecke	Update	✓
b. Forecast for CAFII 2023 Fiscal Year as at August 31/23	3:08 p.m.	D. Hinnecke	Update	✓
c. Planned Updates and Changes to Current CAFII Cheque Signing Authorities Policy (To Be Approved by Board at October 10/23 Meeting)	3:11 p.m.	B. Wycks	Update	✓
d. Proposal from Operatic Agency for Development of New Back-End of CAFII Website (for Inclusion in CAFII 2024 Operating Budget)	3:14 p.m.	K. Martin	Update/ Endorsement	✓

4. Committees and Working Groups	3:18 p.m.	Presenter	Action	Document
a. Diversity, Equity and Inclusion	3:18 p.m.			✓ (Written Update)
i. Current Priorities and Initiatives for the Working Group	3:18 p.m.	T. Harri-Morar/ K. Martin	Update	✓
b. Market Conduct & Licensing	3:22 p.m.			✓ (Written Update)
i. Approach That CAFII Should Take in Raising Issues of Industry Concern Re Compliance with Rule INS-001 and with Restricted Insurance Representative (RIR) Licensing Regime Generally in September 22/23 Liaison Meeting with New Brunswick Superintendent of Insurance A. Mazerolle and FCNB Insurance Division Colleagues	3:22 p.m.	K. Martin/ B. Wycks	Update/ Discussion	✓ (2)
ii. Market Conduct & Licensing Committee's Recommended Next Steps Re CAFII's Raising with FCNB of Insurer Proprietary/Competitive Issue Identified Re Complying with Section 45(1) of Rule INS-001 Re RIR Licensee Disclosure of Compensation/Inducement/Benefit Received from Insurer that Exceeds 30% of Premium to be Paid by Consumer	3:32 p.m.	B. Wycks/ K. Martin	Update/ Discussion	✓
c. Quebec/AMF Issues	3:37 p.m.			
i. Issues Discussed at and Insights/Initiatives Emerging from September 13/23 Committee Meeting	3:37 p.m.	J. Russell/ K. Martin	Update	✓
ii. Plans for September 28/23 Presentation of CAFII's 2023 Research Results-Focused PowerPoint Deck to AMF Staff Executives in a Special Purpose In-Person (in Quebec City)/Hybrid Meeting in French Only	3:42 p.m.	K. Martin	Update/ Discussion	✓
iii. Plans for September 29/23 Quarterly Virtual Liaison Meeting Between CAFII Board Chair P. Thompson and AMF Superintendent E. Jacob	3:46 p.m.	K. Martin	Update/ Discussion	
iv. Re-opening Dialogue with AMF on Spousal Insurance Issue	3:50 p.m.	K. Martin	Update/ Discussion	

d. Media Advocacy	3:55 p.m.			✓ (Written Update)
i. CAFII Website Video on How to Make a Credit Protection Insurance Claim	3:55 p.m.	K. Martin	Update	
ii. Transition to a New CAFII Media Consultant	3:58 p.m.	J. Marcus/ K. Martin	Update	✓
e. Research and Education	4:01 p.m.	A. Stuska		✓ (Written Update)
i. EOC-Approved CAFII 2023 Research Project with LIMRA on CPI's Accessibility to and Utility for Canadian Consumer Segments	4:01 p.m.	K. Martin	Update	✓
ii. Arranging an Opportunity to Present CAFII's 2023 Research Results-Focused PowerPoint Deck to FSRA Staff Executives	4:05 p.m.	K. Martin	Update	
f. Networking & Events	4:08 p.m.	C. Manno		✓ (Written Update)
i. September 26/23 CAFII Webinar with Stuart Wilkinson, FSRA's Chief Consumer Officer	4:08 p.m.	K. Martin	Update	✓
g. Travel Insurance Experts	4:11 p.m.	K. Umtoniwase		✓ (Written Update)

5. Strategic and Regulatory Initiatives	4:13 p.m.	Presenter	Action	Document
a. a. Feedback Received from Western Canada Insurance Regulators and Policy-Makers Upon CAFII's Post-Tour Dissemination of Research Results-Focused Presentation Deck	4:13 p.m.	K. Martin	Update	
b. Survey of CAFII Member Companies on Distribution of CPI Fulfilment Packages	4:16 p.m.	K. Martin	Update/ Discussion	✓
c. Confirmed Itineraries/Plans for an In-Person Representation at CAFII 2023 Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour: Phase 1 (PEI and New Brunswick) and Phase 2 (Nova Scotia and Newfoundland)	4:21 p.m.	B. Wycks	Updates	✓ (2)

6. Governance	4:25 p.m.	Presenter	Action	Document
a. CAFII Board Vice-Chair Succession	4:25 p.m.	K. Martin	Update	
b. Implementation of Board-Approved 'New CAFII Management Structure'	4:28 p.m.	K. Martin	Update	✓
c. Proposed 2024 CAFII Schedule of Meetings and Events	4:32 p.m.	B. Wycks	Update/ Discussion/ Endorsement	✓
d. Plans for September 19/23 EOC Appreciation Dinner	4:35 p.m.	B. Wycks	Update	✓
e. Plans for October 10/23 CAFII/AMF Informal Liaison Lunch; CAFII/AMF 'Industry Issues Dialogue'; and Abbreviated CAFII Board Meeting in Montreal	4:37 p.m.	B. Wycks	Update	
f. Draft Minutes of July 18/23 EOC Meeting	4:39 p.m.	B. Wycks	Approval	✓

7. Read Only Items		Presenter	Action	Document
a. Retirement of Joanne Abram as CEO of Alberta Insurance Council				✓

8. In-Camera Session	4:40 p.m.	Presenter	Action	Document

9. Tracking Issues and Bring-Forward Items		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 10/23, 2:15 to 4:00 p.m. EST, immediately following CAFII Informal Liaison Lunch and Industry Issues Dialogue with AMF Staff Executives, to be hosted by RBC Insurance in Montreal.

Next EOC Meeting: Tuesday, October 24/23, 2:00 to 3:30 p.m. Virtual-Only Meeting.