

CAFII Executive Operations Committee Meeting Agenda

Date: Tuesday, January 23, 2023
Chair: R. Dobbins
Location: [Virtual MS Teams Meeting](#)

Time: 2:00 – 4:00 p.m. EST
Dial-In: 437-703-4263
Phone Conference ID: 899 984 739#

1. Call to Order, Welcome, and Priority Matters	2:00 p.m.	Presenter	Action	Document
a. Call to Order		R. Dobbins		
b. Welcome to New CAFII EOC Members: Moushami Dullabh, BMO Insurance; Shahnoor Khimjee, TD Insurance; Lindsey Leclair, Securian Canada.	2:01 p.m.	M. Dullabh/ S. Khimjee/ L. Leclair		

2. Consent Items	2:07 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. January 2024 Regulatory Update				✓
c. Regulator and Policy-Maker Visit and Communication Recap				✓
d. Summary of Board and EOC Action Items				✓
e. Board-Approved Schedule of CAFII 2024 Meetings and Events				✓
f. List of CAFII Member Company Primary Contacts for Specifying Invitees to May 28/24 CAFII Annual Members and Associates Luncheon				✓ (2)

3. Financial Management	2:07 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at December 31/23	2:07 p.m.	D. Hinnecke	Update	✓
b. Update on Board Approval of 2024 CAFII Operating Budget	2:15 p.m.	K. Martin/ D. Hinnecke	Update/ Discussion	✓
c. Update on Discussion with Canadian Western Bank About It Joining CAFII	2:22 p.m.	K. Martin	Update	✓ (2)
d. Dissemination of CAFII 2024 Member and Associate Dues Invoices	2:25 p.m.	S. Smith	Update	

4. Committees and Working Groups	2:27 p.m.	Presenter	Action	Document
a. Diversity, Equity and Inclusion	2:27 p.m.	T. Harri-Morar	Update	✓
b. Market Conduct & Licensing	2:30 p.m.	B. Kuiper	Update	
i. Plans for FCAC Submission on Proposed Guideline on Complaint-Handling Procedures for Trust and Loan Companies and Insurance Companies (Submission Deadline: February 5/24)	2:33 p.m.	K. Martin	Update	✓
ii. FSRA Consultation on Proposed Approach to Strengthening Protection of Vulnerable Consumers (Submission Deadline: March 8/24)	2:37 p.m.	K. Martin	Update	✓ (3)
iii. CAFII Written Submission to FCNB on Ongoing Issues/Concerns Re Rule INS-001 and FCNB Portal Process for Obtaining Restricted Insurance Representatives (RIR) Licences	2:41 p.m.	K. Martin	Update	
iv. Plans for CAFII Hybrid Presentation of 2023 Research Results-Focused PowerPoint Deck to FCAC Staff Executives in Q1 2024	2:45 p.m.	K. Martin	Update	
c. Quebec/AMF Issues	2:50 p.m.			
i. Insights Gained from Get Acquainted and Dialogue Meeting with AMF's New CEO Yves Ouellet and Éric Jacob on December 14, 2023 in Montreal	2:50 p.m.	K. Martin	Update	✓ (2)
ii. CAFII-Commissioned RSM Canada Study on Attrition Rate of Spousal Insurance Policies in Quebec and Related Projections to 2030	2:54 p.m.	K. Martin	Update	✓ (5)
d. Media Advocacy	2:59 p.m.			✓ Written Update
i. Update on 2023 Website Enhancements, Including Video on Claims	2:59 p.m.	K. Martin	Update	✓
ii. Plans to RFP New Supplier for Website Enhancements	3:03 p.m.	K. Martin	Update	
e. Research and Education	3:07 p.m.	A. Stuska	Update/ Discussion	✓
i. Final Study from CAFII 2023 Research Project with LIMRA on CPI's Accessibility to and Utility for Canadian Consumer Segments	3:15 p.m.	K. Martin	Update	✓
f. Networking & Events	3:20 p.m.			

i. Discussion of Proposed Speakers for CAFII Receptions and Webinars 2024	3:20 p.m.	C. Manno/ K. Martin	Update/ Discussion	✓
ii. Insights Gained from November 22/23 Webinar on "Travel Insurance Trends"	3:25 p.m.	K. Martin	Update	
iii. Plans for February 1/24 Webinar on Artificial Intelligence with Amber Mac	3:28 p.m.	K. Martin	Update	
g. Travel Insurance Experts	3:31 p.m.			

5. Strategic and Regulatory Initiatives	3:31 p.m.	Presenter	Action	Document
a. Outcome of Survey of CAFII Members on Distribution Methods of CPI Fulfillment Packages in Jurisdictions Across Canada	3:31 p.m.	R. Jennings		✓

6. Governance	3:34 p.m.	Presenter	Action	Document
a. Board Appointment of New CAFII Director from CIBC Insurance	3:34 p.m.	S. Smith	Update	✓ (2)
b. Update on Policies and Procedures Document and Related New Management Structure Issues	3:35 p.m.	K. Martin/ S. Smith	Update	
c. CAFII Electronic Payables and Cheque Signing Authority Policy	3:38 p.m.	K. Martin	Update/ Endorsement	✓
d. Draft Minutes of December/23 Board Meeting	3:45 p.m.	R. Jennings	Endorsement	✓
e. Draft Minutes of November/23 EOC Meeting	3:45 p.m.	R. Jennings	Approval	✓

7. Read Only Items	3:45 p.m.	Presenter	Action	Document
a. Efforts to Attract More Associates to CAFII in 2024				✓ (2)
b. Critical Path with KPMG for CAFII 2023 Fiscal Year Audited Financial Statements				✓
c. Upcoming Rendez-Vous Meeting Organized by the AMF in Montreal (February 12/24)				✓
d. FSRA Exchange Event in Toronto (March 4/24)				✓
e. Response from the Ontario Minister of Finance to CAFII's Submission on the Ontario Government Consultation on Changing the Minimum Time Period for Consultations from 90 days to 60 days				✓

8. In-Camera Session	3:45 p.m.	Presenter	Action	Document
a. Update on CAFII 2024 Operating Budget				
b. Update on CAFII Executive Director Succession Plan in Event of Departure of EA				

9. Tracking Issues and Bring-Forward Items		Presenter	Action	Document

Next EOC Meeting: Tuesday, February 27/24, 2:00 to 4:00 p.m. EST Virtual Meeting

Next Board Meeting: Tuesday, April 9/23, 3:00 to 5:00 p.m. EST Hybrid Meeting - Location TBD