

## CAFII Executive Operations Committee Meeting Agenda

**Date:** Tuesday, May 14, 2024

**Chair:** R. Dobbins

**Location:** [Virtual Teams Meeting](#)

**Time:** 2:00 – 3:30 p.m. EST

**Dial-In:** 437-703-4263

**Phone Conference ID:** 899 984 739#

| 1. Call to Order, Welcome, and Priority Matters               | 2:03 p.m. | Presenter                 | Action       | Document |
|---|-----------|---------------------------|--------------|----------|
| a. Call to Order  | 2:03 p.m. | R. Dobbins                | Update       |          |
| b. Welcome to New EOC Vice-Chair, John Burns, Securian Canada | 2:03 p.m. | K. Kasperski/<br>J. Burns | Introduction |          |

| 2. Consent Items   | 2:04 p.m. | Presenter | Action | Document |
|--|-----------|-----------|--------|----------|
| a. Consultations/Submissions Timetable   |           |           |        | ✓        |
| b. May 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            | 2:04 p.m. |           |        |  |
|------------------------------------|-----------|-----------|--------|--|
| a. Update on April 2024 Financials | 2:04 p.m. | K. Martin | Update |  |

| 4. Committees and Working Groups  | 2:04 p.m. | Presenter                | Action                  | Document |
|---|-----------|--------------------------|-------------------------|----------|
| a. Diversity, Equity and Inclusion  | 2:04 p.m. | T. Harri-Morar           | Introduction            | ✓        |
| i. CAFII Member DEI Survey – Deadline May 15/24   | 2:04 p.m. | R. Jennings              | Update                  |          |
| b. Market Conduct & Licensing   | 2:04 p.m. | B. Kuiper                | Update/<br>Introduction |          |
| i. Update on Status of Insurance Council of British Columbia's "Restricted Agency Performance Requirements" Framework, Including CAFII Intention to Make a Written Submission | 2:04 p.m. | B. Kuiper/<br>K. Martin  | Update/<br>Discussion   | ✓        |
| ii. Summary of the Challenges Members Face on Multiple Complaints Regulations   | 2:14 p.m. | K. Martin                | Update                  | ✓        |
| iii. CAFII Intention to Make a Submission to AMF Consultation on "Best Practices for the Responsible Use of AI in the Financial Sector" (Submission Deadline: June 14/24)     | 2:17 p.m. | K. Martin                | Update                  |          |
| c. Quebec Committee   | 2:23 p.m. | J. Russell               | Introduction            |          |
| i. Discussions with AMF on Spousal Coverage Issue   | 2:24 p.m. | J. Russell/<br>K. Martin | Update/<br>Discussion   |          |
| ii. Review of AMF Regulation on Complaints Handling and Dispute Resolution  | 2:32 p.m. | J. Russell               | Update                  |          |
| iii. Update on Virtual Meeting Between M. Beaudoin and K. Martin on May 3/24  | 2:36 p.m. | K. Martin                | Update                  |          |
| d. Media Advocacy   | 2:36 p.m. | J. Marcus                | Introduction            |          |
| i. Options Around Op-Ed Piece by CAFII  | 2:40 p.m. | W. Bairos/<br>K. Martin  | Update/<br>Discussion   |          |
| e. Research and Education   | 2:49 p.m. | A. Stuska                | Introduction            |          |
| i. Next Steps for 2024 CAFII Research Project Initiative, Coming Out of April 23/24 EOC Meeting   | 2:54 p.m. | A. Stuska/<br>K. Martin  | Update/<br>Discussion   |          |

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| f. Networking & Events                                  | 2:58 p.m. | C. Manno | Introduction |   |
| i. Update on Speaker for Remaining 2024 CAFI Receptions | 2:58 p.m. | C. Manno | Update       | ✓ |
| g. Travel Insurance Experts                             |           |          | No Update    |   |

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| <b>5. Strategic and Regulatory Initiatives</b>  | 2:58 p.m. |         |                       |  |
| a. Job Loss Issue Relating to Fraudulent Claims | 2:58 p.m. | A. Baig | Update/<br>Discussion |  |

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| <b>6. Governance</b>   | 3:01 p.m. | <b>Presenter</b>         | <b>Action</b>                         | <b>Document</b> |
| a. CAFII Strategic Plan<br><i>EOC Feedback on Circulated Document Requested</i>            | 3:01 p.m. | K. Martin                | Update/<br>Discussion                 | ✓               |
| b. CAFII Succession Plan   | 3:10 p.m. | K. Martin                | Update/<br>Discussion                 | ✓               |
| c. Recommendation to Renew Managing Matters Contract                                       | 3:15 p.m. | K. Martin                | Update/<br>Discussion/<br>Endorsement | ✓               |
| d. Update on Migration of CAFII's Website  | 3:20 p.m. | S. Smith                 |                                       |                 |
| e. One-on-One EOC and CAFII Dialogue and Q&A Sessions with Robyn Jennings and Shanay Smith | 3:20 p.m. | R. Jennings/<br>S. Smith | Update                                | ✓               |
| f. Draft Minutes of April 25/24 EOC Meeting  | 3:20 p.m. | R. Jennings              | Approval                              | ✓               |
| g. Draft Minutes of April 9/24 BOD Meeting   | 3:20 p.m. | R. Jennings              | Endorsement                           | ✓               |

|   |           |                  |               |                 |
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| <b>7. Read Only Items</b>   | 3:20 p.m. | <b>Presenter</b> | <b>Action</b> | <b>Document</b> |
| a. Press Release on Canadian Western Bank as New CAFII Member   |           |                  |               | ✓               |
| b. FSRA's Presentation at April 17/24 FSRA Management Meeting with L&H Sectorial Advisory Committee (SAC) Members |           |                  |               | ✓               |
| c. Alberta Government Review of the "Personal Information Protection Act"   |           |                  |               | ✓               |

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|--|-----------|------------------|---------------|-----------------|
| <b>8. In-Camera Session</b>                                | 3:20 p.m. | <b>Presenter</b> | <b>Action</b> | <b>Document</b> |
| Update from Quebec AMF Committee on Spousal Coverage Issue |           |                  |               |                 |

**Next EOC Meeting:** Tuesday, June 25/24, 2:00 to 4:00 p.m. EST (Hybrid), Hosted by BMO  
250 Yonge Street; 12th Floor Meeting Room YNG 12 Ferdinand Magellan - 1212 (16+); Meeting Room YNG 12 David Suzuki

**Next Board Meeting:** Tuesday, June 4/24, 2:30 to 5:00 p.m. EST (Hybrid), Hosted by Securian Canada  
Followed by a CAFII Reception with Keynote Speaker Leslie Martin, Senior-Vice President, Pollara  
TMX Group, 100 Adelaide St W, Toronto, ON M5H 1S3