

CAFII Executive Operations Committee Hybrid Meeting Agenda

Date: Tuesday, November 14, 2023
Chair: R. Dobbins
Location: Chubb Insurance Company of Canada, 199 Bay St.
(Commerce Court West), Muskoka Meeting Room,
25th Floor, Toronto [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		

2. Consent Items	2:01 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. November 2023 Regulatory Update				To Follow
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				✓
f. Board-Approved Schedule of CAFII 2024 Meetings and Events				✓

3. Financial Management	2:01 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at October 31/23	2:01 p.m.	D. Hinnecke	Update	✓
b. Forecast for CAFII 2023 Fiscal Year as at October 31/23	2:06 p.m.	D. Hinnecke	Update	✓
c. 2024 CAFII Operating Budget	2:11 p.m.	K. Martin/ D. Hinnecke	Update/ Discussion	✓
d. Updated Critical Path for Development and Approval of CAFII 2024 Operating Budget	2:21 p.m.	B. Wycks	Update	✓

4. Committees and Working Groups	2:26 p.m.	Presenter	Action	Document
a. Diversity, Equity and Inclusion				✓ (Written Update Only)
b. Market Conduct & Licensing	2:26 p.m.	B. Kuiper	Update	
i. Plans for In-Person/Hybrid Presentation of CAFII's 2023 Research Results-Focused PowerPoint Deck to FSRA Staff Executives on November 15/23	2:30 p.m.	K. Martin	Update	✓
ii. Outcomes of Committee Meeting Re CCIR Consultation on Type and Nature of Complaints to Be Disclosed Through Annual Statement on Market Conduct (ASMC) via Complaint Report Tool (Original Submission Deadline of November 3/23 Extended to November 17/23)	2:34 p.m.	K. Martin	Update/ Discussion	✓
iii. Ontario Government Consultation on Changing Minimum Time Period for Consultations From 90 days to 60 days (Submission Deadline: December 4/23)	2:40 p.m.	K. Martin	Update	✓ (2)
iv. Insights Gained from November 2/23 FSRA Life and Health Insurance Stakeholder Advisory Committee Meeting Re FSRA Consultation on "2024-25 Statement of Priorities and Budget" (Submission Deadline: November 13/23), and Update on CAFII's Submission	2:44 p.m.	K. Martin	Update	✓ (2)
v. CAFII Written Submission to FCNB on Ongoing Issues/Concerns Re Rule INS-001 and FCNB Portal Process for Obtaining Restricted Insurance Representatives (RIR) Licences	2:48 p.m.	K. Martin	Update	
vi. Plans for CAFII Hybrid Presentation of 2023 Research Results-Focused PowerPoint Deck to FCAC Staff Executives in Q1 2024	2:52 p.m.	K. Martin	Update	
vii. Insights Gained from November 1/23 FCAC In-Person Launch Event for Financial Literacy Month in Ottawa	2:56 p.m.	R. Jennings	Update	✓
c. Quebec/AMF Issues	3:00 p.m.	J. Russell	Update	
i. CAFII-Commissioned RSM Canada Study on Attrition Rate of Spousal Insurance Policies in Quebec and Related Projections to 2030	3:02 p.m.	K. Martin	Update	
ii. Plans for Hybrid Get Acquainted and Dialogue Meeting with AMF's New CEO Yves Ouellet	3:06 p.m.	K. Martin	Update	

d. Media Advocacy	3:10 p.m.			
i. Welcome to and Dialogue with Wendy Bairos, New CAFII Media Consultant	3:10 p.m.	K. Martin/ W. Bairos	Introduction/ Discussion	✓ (2)
e. Research and Education				
i. Update on EOC-Approved CAFII 2023 Research Project with LIMRA on CPI's Accessibility to and Utility for Canadian Consumer Segments	3:20 p.m.	K. Martin	Update	
f. Networking & Events				
i. Insights Gained from October 26/23 CAFII Webinar on "Words Matter" with Elissa Gurman, MacPhie Consulting	3:24 p.m.	K. Martin	Update	
g. Travel Insurance Experts			No Update	

5. Strategic and Regulatory Initiatives	Presenter	Action	Document
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6. Governance	3:28 p.m.	Presenter	Action	Document
a. Board Appointment of New CAFII Director from Manulife	3:28 p.m.	S. Smith	Update	✓ (2)
b. Implementation of New CAFII Management Structure, Including Development of Comprehensive "Policies and Procedures Manual"; and Development of Document Re CAFII Succession Plan	3:32 p.m.	K. Martin	Update/ Discussion	
c. Draft Minutes of October 10/23 Board Meeting	3:36 p.m.	B. Wycks	Endorsement	✓
d. Draft Minutes of October 24/23 EOC Meeting	3:38 p.m.	B. Wycks	Approval	✓

7. Read Only Items	3:40 p.m.	Presenter	Action	Document
a. CAFII Media Release Announcing Paul Cosgrove as Board Vice-Chair				✓ (2)
b. Plans for November 22/23 Webinar on "Travel Insurance Trends" with Katia Umtoniawase (Manulife), Helen Cosburn (Allianz Global Assistance), and Sheila Burns (CLHIA)				✓
c. Responses Received from Atlantic Canada Insurance Regulators and Policy-Makers to CAFII Dissemination of Physical Copy of its 2023 Research Results-Focused Presentation Deck (Utilized in 2023 Atlantic Canada Tour Visits)				✓
d. Results of FSRA Survey of Sectoral Advisory Committee on FSRA's Performance				✓

8. In-Camera Session	3:40 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, December 5/23, 3:00 to 5:00 p.m. EDT Hosted by Scotia Insurance at 40 Temperance Street, Toronto, Ontario, to be Followed by CAFII Holiday Season/Year-End Reception at 40 Temperance Street, 10th Floor, Toronto, Ontario

Next EOC Meeting: Tuesday, January 23/24, 2:00 to 4:00 p.m. EST Virtual-Only Meeting