

|     | 2015 Summary of Meeting Action Items: BOARD & EOC |   |                             |           |                               |  |  |  |  |
|-----|---|---|-----------------------------|-----------|-------------------------------|--|--|--|--|
|     | Source  | Action Item   | Responsible                 | Deadline  | <b>Status</b> as of 01-Apr-15 |  |  |  |  |
| BAL | BALANCED SCORECARD / PERFORMANCE MANAGEMENT       |   |                             |           |                               |  |  |  |  |
|     |   |   |                             |           |                               |  |  |  |  |
|     | ANCIAL MANAGE                                     |   |                             |           |                               |  |  |  |  |
| 1   | EOC Mar 24,<br>2015                               | • Revision to be requested and the updated draft audited financial statements to be presented to the Board of Directors on April 7, 2015.   | Raja, Brendan               | 30-Mar-15 | Completed                     |  |  |  |  |
| MEI | MBERSHIP  |   |                             |           |                               |  |  |  |  |
|     |   |   |                             |           |                               |  |  |  |  |
| GO\ | VERNANCE AND A                                    | DMINISTRATION   |                             |           |                               |  |  |  |  |
|     | <u> </u>  |   |                             |           |                               |  |  |  |  |
| REG | ULATOR / POLICY                                   | Y-MAKER RELATIONS AND ADVOCACY  |                             |           |                               |  |  |  |  |
|     | 50011 01  | Central Canada: MB, ON, QC  | 500                         | 22.4      | D !!                          |  |  |  |  |
| 2   | EOC Mar 24,<br>2015                               | Ontario Review of FSCO Mandate: Draft a preliminary plan regarding the ON Review of FSCO's Mandate for board consideration.   | Moira, EOC                  | 28-Apr-15 | Pending                       |  |  |  |  |
| 3   | EOC Feb 17,<br>2015                               | • CAFII to investigate the merits of sending a letter to Laura Albanese, leader of the Ontario 5-<br>Year Review of the Credit Unions and Caisses Populaires Act, to address any misinformation<br>contained in other industry Association submissions and providing facts that may be of interest. | Brendan                     | 27-Feb-15 | Not making submission         |  |  |  |  |
| 4   | EOC Nov 18,<br>2014                               | • CAFII to consider making a submission on the Ontario Credit Unions 5-Year Review Review (Deadline Jan 15, 2015). Follow-up on Greg's email suggesting our two credit union members lead this initiative and report back to EOC.   | Brendan, Greg               | 13-Jan-15 | Not making submission         |  |  |  |  |
|     |   | Eastern Canada: NB, NL, NS  |                             |           |                               |  |  |  |  |
| 5   | EOC- June 19,<br>2014                             | • Submit a letter on the potential changes to the New Brunswick Insurance Act to Invest New Brunswick.  | LEIC                        | Jan 2015  | In progress                   |  |  |  |  |
|     |   | Western Canada: BC, AB, SK  |                             |           |                               |  |  |  |  |
| 6   | EOC Jan 13,<br>2015                               | • Draft CAFII response to Saskatchewan Bill 177. EOC to be provided with draft response before it is submitted to the province  | Market Conduct, B.<br>Wycks | 16-Feb-15 | Completed                     |  |  |  |  |
| 7   | EOC Nov 18,<br>2014                               | • Request legal counsel to develop draft by-law terms of reference for RIA Advisory Committee to Executive Director, ICS.   | LEIC, Moira                 | TBA       | Not proceeding                |  |  |  |  |
| 8   | EOC<br>June 19, 2014                              | Make recommendation to EOC on BC representation for banks-in-insurance sector.  | LEIC                        | 15-Sep-14 | In progress                   |  |  |  |  |

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|-----|------------------------|---|----------------|-----------|-------------------------------|
| 9   | EOC Mar 24,<br>2015    | • Draft CAFII response to Insurance Council of BC's proposal – to be put forward during the 10-Year Review of the Financial Institutions Act that a dollar limit ceiling be imposed on the amount of coverage that can be sold under the province's licensure exemption for CGI; and determine how our position should be communicated and to whom. | Greg, Brendan  | tba       | Pending                       |
|     |                        | Investigate potential regulatory visit opportunities with licensing regulators from CISRO members during the CISRO LLQP Stakeholder Information Sessions that will be held in Toronto in June and September 2015, and add them to the Regulator and Policy-Maker Visit Plan.  | Brendan        | 21-Apr-15 | In progress                   |
|     |                        | New Ministers   |                |           |                               |
| 10  | EOC Feb 17,<br>2015    | • A congratulatory letter to be sent to Roger Sobotkiewicz, Interim Chairperson of the Financial Consumer Affairs Authority and Superintendent of Insurance in Saskatchewan, including a high level reference to CAFII's submission on Bill 177, The Insurance Act (Saskatchewan).  | Brendan        | asap      | Completed                     |
|     |                        | LLQP Modernization  |                |           |                               |
| 11  | EOC<br>July 22, 2014   | Draft letter of support for LLQP modernization for review at the July 30 MAC meeting  | Brendan        | 30-Jul-14 | Completed                     |
| 12  | Ad Hoc                 | Present final LLQP letter to EOC for approval   | Brendan, Moira | 13-Jan-15 | Completed                     |
| 10  | Board<br>June 10, 2014 | Develop a list of relevant policy-makers and legislators; and drafting a letter to them in support of the LLQP modernization  | Brendan, EOC   | 13-Jan-15 | Completed                     |
| 13  |                        | Continue to monitor developments on this issue and consider scheduling follow-up meetings with the recipients of the letter.  | EOC            | Ongoing   | In progress                   |
|     |                        | Regulator and Policy-Maker Visit Plan   |                |           |                               |
| 14  | EOC Feb 17,<br>2015    | Review the list of regulators attending the CLHIA Compliance and Consumer Complaints Annual Conference for opportunities to meet with regulators who will be in attendance, and build that into the Regulator and Policy-Maker Visit Plan.  | Brendan        | tba       | Completed                     |
|     |                        | • Investigate a potential meeting with Gerry Matier in Toronto, around the CISRO Stakeholder Information Sessions (Feb 27/15), to discuss BC's 10-Year Review of the Financial Institutions Act and any other CAFII issues in this jurisdiction.  | Brendan        | asap      | Completed                     |
| IND | JSTRY RESEARCH         |   |                | •         |                               |
|     |                        | Travel Insurance  |                |           |                               |
| 15  | EOC Mar 24,<br>2015    | The Travel Insurance Action Items/Priorities to be presented to the board of directors on April 7th and members advised that the EOC will be proceeding under the existing subcommittee structure, working through the issues on the list.  | Emily, Sue     | 7-Apr-15  | In progress                   |

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|-------------|--------------------------|---|------------------------|-----------|-------------------------------|--|--|
| 16          | EOC Feb 17,<br>2015      | • CAFII to form an internal travel insurance project group, led by the Research & Education committee. Travel insurance resources and expertise to be sourced from Desjardins, CIBC, TD, RBC and a request to be issued to the remaining member companies by email. | Sue                    | tba       | In progress                   |  |  |
|             |                          | CAFII Value Proposition Project   |                        |           |                               |  |  |
| 17          | EOC<br>Oct 28, 2014      | • An interim report to be presented to the EOC (November 18) and Board (December 2) at their upcoming meetings. The final results to be presented at the Board meeting in April 2015.   | DMC                    | 2-Dec-14  | In progress                   |  |  |
| MED         | MEDIA AND COMMUNICATIONS |   |                        |           |                               |  |  |
|             |                          | Media Outreach  |                        |           |                               |  |  |
| 18          | Board<br>Oct 7, 2014     | Key Messages Map and Key Messages to be provided to the board for approval.   | Brendan, Greg          | 2-Dec-14  | Completed                     |  |  |
| 19          | EOC<br>Sep 23, 2014      | Hold lunch education session with Toronto Star reporter. CAFII's key messages and Q&A portion of an educational meeting to be finalised for use at the sessions.  | Brendan, Greg,<br>Paul | 19-Nov-14 | Completed                     |  |  |
| 20          | EOC<br>July 22, 2014     | • A plan to be developed leading to a future lunch meeting with Ms. Roseman, including documenting key messages and collecting data and, if appropriate, recommending an alternate media contact(s) to engage   | Brendan, Charles       | 30-Jul-14 | Under review                  |  |  |
| 21          | Ad Hoc                   | • Schedule and hold additional media outreach sessions with other media, e.g. Ellen Roseman, Toronto Star; Rob Carrick, Globe and Mail; Gary Marr, National Post; Gail Vaz-Oxlade, independent consumer financial literacy writer, etc.                             | Brendan, Charles       | TBD       | Under review                  |  |  |
| <b>EVEI</b> | NTS AND NETWO            | PRKING  |                        |           |                               |  |  |
| 22          | EOC Feb 17,<br>2015      | Follow-up on the potential speakers for April 7/15 including Brian Mills, Interim CEO and Superintendent of Insurance at FSCO.  | Maria                  | asap      | In progress                   |  |  |

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