

**Agenda Item 2.6**  
**October 2/18 Board Meeting**

**Committee Reports Addressing CAFII Priorities**

**Market Conduct Committee—Chair, Brad Kuiper**

- FSCO's Treating Consumers Fairly (TCF) Guideline and CCIR/CISRO's Guidance: Conduct of Insurance Business and Fair Treatment of Customers – As we are aware, the IMF will be conducting a follow-up Financial Sector Assessment Program (FSAP) review, on behalf of the International Association of Insurance Supervisors, of the policies, procedures, and initiatives of Canada's insurance regulators. One such initiative was related to work around the Fair Treatment of Customers or Treating Consumers Fairly. Both CCIR/CISRO and FSCO have just released, on September 27 and 28, the final versions of their Guideline/Guidance documents on Fair Treatment of Customers, no doubt linked to the fact that the IMF review is slated to happen before the end of 2018. Both FSCO and CCIR/CISRO believe their respective documents to be complementary and not in conflict.
- Saskatchewan Bill 177 – Comes into force on January 1, 2019. CAFII had, as recently as September 14, provided commentary to the FCAA around the need for clarity on a number of issues. While we have not received feedback specific to our recent submission, including our concerns about the requirement for a 'warning statement' to be included for consumers purchasing online, we have been advised that much of the industry's concerns will be addressed (and we hope positively) in subsequent regulatory guidance. For example, questions and concerns around the new licensing regime are expected in the form of SK Insurance Council guidance/bulletins expected over the course of October.
- Quebec Bill 141 and Related Regulations – We anticipate that draft regulations may be released for public consultation as early as Q4 2018. In particular, we will be looking to how the draft Regulations speak to online distribution of insurance as well as regulatory efforts aimed towards revising the Distribution Guide.
- Alberta Consultation on Creating a Single Financial Services Regulator – We still anticipate Alberta to release a consultation paper on creating a single services financial services regulator, perhaps as early as Q4 2018.

**Media Advocacy Committee—Chair, Charles Blaquiere**

- RankHigher has shared its first metrics report with us. Website traffic has significantly increased, people are accessing our site through many sections (not just the home page), and CAFII is now viewed by Google as an authority.
- Many of our 2018 website initiatives are now implemented—the first CAFII website video has been launched, 100 online directories have CAFII information, 16 consumer examples are now on the website, and the News and Research section has been redeveloped.

- The EOC has approved the second video being produced, summarizing the Travel Medical consumer research study.
- We have asked EOC members to consult internally about the possibility of putting a “Proud Member of CAFII” badge on a page of their companies’ insurance websites.

#### **Licensing Committee—Chair, Moira Gill**

- Insurance Councils of Saskatchewan executives Ron Fullan and April Stadnek met with CAFII and CLHIA on 17 July and had positive input into our proposal for creating an Advisory Council to the ICS. A formal proposal was sent jointly from the two Associations on 3 August, 2018.
- CAFII’s input on Financial Services Issues For Inclusion In Canadian Free Trade Agreement was submitted on 4 July, 2018 to William Ngu, Superintendent of Insurance, Nova Scotia Finance and Treasury Board, with a strong emphasis on national harmonization of licensing issues: “The need for harmonization, modernization, and simplification of licensing” was emphasized, noting that “It is administratively very costly and cumbersome to have to manage licensing for 13 separate jurisdictions (including separate background checks; monitoring expiry dates for each jurisdiction; completion of forms; and compliance with multiple continuing education requirements, errors and omissions insurance requirements, and notification requirements). The current situation consumes a disproportionate amount of agent, insurer, and regulator time and resources. It also poses risks to licensed agents and companies in navigating the system, mainly through the possibility of errors and inadvertent non-compliance.”

#### **Research and Education—Chair, Diane Quigley**

- Committee has been working hard to move Credit Protection Insurance Consumer Research forward.
- Over the summer, the Committee has met in-person for a kick-off meeting, and then had seven one-hour teleconference calls to develop the Credit Protection Insurance Consumer Research questionnaire.
- The Credit Protection Insurance Consumer Research will be on life, critical illness, disability, and job loss insurance, for mortgages and HELOCs.
- A contract has been signed with Pollara, along with an NDA in relation to Pollara confidentially and anonymously collecting information from our members on life claims; the data will be reported on in aggregated form only.
- Omnibus questions were sent out to field in September, results are now in---this is to determine whether our sample size is sufficient to get statistically relevant information. The results have now been analyzed and indicate that our sample size is sufficient.

- The main Credit Protection Insurance Consumer Research questionnaire is now going to field; results will be back in 2-3 weeks, following which Pollara will conduct analysis. We should be able to share results later in October

#### **Travel Medical Insurance Experts Working Group—Chair, Sue Manson**

- Lesli Martin of Pollara presented the Travel Medical Insurance research results to the Annual General Meeting of THiA on 11 September, 2018, with Keith Martin and Brendan Wycks also making supporting comments. Over 100 people were in attendance and CAFII's keynote presentation, i.e. the content of the research, generated a great deal of positive interest.
- Physical "leave-behinds" on the Travel Medical Insurance research results have been produced and are now available to share with policy-makers, regulators, and influencers.
- A liaison meeting is being arranged between CCIR's Travel Insurance Working Group and CAFII's Travel Medical Experts Working Group while Harry James and other TIWG members are in town for the CCIR Stakeholder Meetings. The Liaison meeting will probably take place on 24 October, 2018.