

CAFII EOC Meeting Minutes

Tuesday, July 22, 2014

Location: CIBC Insurance

Commerce Court, 199 Bay Street, 4th Floor [Imperial Room], Toronto, ON

Present:	Carol Allen	Assurant Solutions
	Rose Beckford	ScotiaLife Financial
	Derek Blake	RBC Insurance
	Charles Blaquiere	Canadian Premier Life Insurance Co.
	Andre Duval	Desjardins Financial Security Life Assurance
	Eleanore Fang	TD Insurance (<i>by teleconference</i>)
	Moira Gill	TD Insurance (<i>by teleconference, for part</i>)
	Greg Grant	CIBC Insurance, <i>Chair</i>
	John Lewsen	BMO Insurance
	Sue Manson	CIBC Insurance
	Rosemary Pulla	BMO Insurance
	Maria Sanchez-Chung	TD Insurance
	Paul Yeung	RBC Insurance (<i>by teleconference</i>)
Regrets:	Emily Brown	BMO Insurance
	Raja Rajaram	CIBC Insurance
	Brian Wise	Assurant Solutions
	Cecilia Xiao	Assurant Solutions
Also Present:	Leya Duigu	T•O Corporate Services, <i>Recording Secretary (by teleconference)</i>
	Brendan Wycks	CAFII Executive Director

1. Call to Order

The meeting was called to order at 1:05 p.m. Greg acted as Chair and Leya acted as Recording Secretary.

2. Approval of Agenda and Previous Minutes

The agenda was approved as presented. Greg informed members that he will be managing the Action Items against the combined Board and EOC Action Items list in the meeting materials.

The minutes of the Board Meeting held June 10, 2014 were accepted as presented and the minutes of the EOC Meeting held June 19, 2014 were approved as presented.

Moira joined the meeting at 1:23 pm

3. Update on EOC and Board Action Items

The Action Items from the combined EOC and Board Action Items list were reviewed. Updates were provided regarding items completed or still in progress with additional discussion occurring as follows:

The CUMIS Group Application for Regular Membership

Member organizations present at the meeting indicated their support for the application. John indicated that BMO Insurance may be willing to act as a sponsor and he will confirm this support internally before a commitment is made. Upon confirmation of BMO's commitment, the process will proceed to step #3 outlined in the briefing document, i.e. an interview with CUMIS representatives and CAFII will be arranged. CAFII participants shall include Brendan, Greg and the EOC member from the sponsoring organization.

Action: BMO Insurance sponsorship of The CUMIS Group membership application by to be confirmed by John. Upon confirmation, Brendan to arrange an interview with CUMIS representatives as outlined in step #3 of the briefing document. [John, Brendan; date tba]

CAFII Financial Reserves Policy

Action: June 2014 balance sheet, showing the updated description of the financial reserves policy, when circulating the draft EOC Meeting Minutes for July 22, 2014. [Leya; date tba]

Joint Visit to Atlantic Canada Insurance Regulators

Leya reported that a meeting room has been confirmed at the Crowne Plaza in Fredericton. As requested at the June EOC meeting, an email invitation was sent to Board and EOC members by Brendan.

CAFII Board Chair

A successor Chair has not been identified at this time. Greg will follow-up with potential candidates.

LLQP Modernization

The Media and Communications Committee will be taking the lead on developing a list of relevant policy-makers and legislators and drafting a letter to them in support of LLQP modernization, as agreed during the last Board meeting on June 10, 2014. The committee will be discussing this at its next meeting on July 30, 2014. Members discussed latest developments on this issue from other industry players.

Action: Draft letter of support for LLQP modernization for review at the July 30 MAC meeting. [Brendan; July 30, 2014]

Pan-Industry Group on Travel Insurance Issues

Brendan, Greg and John are currently representing CAFII on the Pan-industry Group. The group has held some robust discussions focusing on three main distribution issues and producing background information. CAFII has not taken a firm position on any issues to date.

It was agreed that the DMC committee is the most appropriate group to be engaged on the Pan-industry Group issues. However, the work of the Pan-industry group is moving quickly along an aggressive time line and the DMC is not in a position to support this effort at this time. As a means of updating CAFII members on the work of the Pan-industry group, a conference call shall be arranged to provide an update after each Pan-industry group meeting.

It was agreed that CAFII members should be canvassed for subject matter experts to serve on a CAFII working group to receive the teleconference updates and to develop CAFII positions. A DMC leader for this CAFII working group has not yet been identified.

Action: Setup a 30 minute briefing of the CAFII working group on Thursday, July 24 at 8:30 a.m. and following each pan-industry group meeting moving forward. Attendees shall include John, Greg, Brendan from the working group and Derek, Andre (or Isabelle Choquette), Rosemary, Rose and Eleanor. [Leya; ongoing]

Action: Confirm subject matter experts on travel insurance from CAFII members to serve on CAFII working group. [Brendan; date tba]

Action: Identify a DMC leader for the CAFII working group on travel insurance. [Greg; date tba]

Balanced Scorecard

Greg advised members that the Balanced Scorecard developed earlier this year documents CAFII strategy and tactics for the current period, 2014. The next step for the EOC will be to develop the strategy and tactics for next year (2015) and beyond.

4. Update on Pan-Industry Project Group on Travel Insurance

As discussed above.

5. The CUMIS Group Application for Regular Membership

As discussed above.

6. Regulatory Update

Brendan summarised the key highlights of the Regulatory Update document included in the meeting materials.

- FICOM, British Columbia. A meeting is scheduled with Harry James, BC FICOM on July 28. Regulators from Alberta and Saskatchewan will be on the call, along with CAFII EOC members.

Action: Schedule a pre-meeting for CAFII attendees to discuss the proposed agenda and CAFII's responses for the conference call with Harry James, BC FICOM. [Leya; date tba]

- Manitoba. Scott Moore confirmed that the regulator is working towards a proclamation date for the Regulation establishing a Restricted License Holder/ISI Regime.
- Ontario. FSCO's Life Insurance Product Suitability Review mini-survey of insurers was released, and respondents include a small sample of CAFII members. FSCO staff informed members that the scope and breadth of the mini-survey would not be onerous; however, the amount of information and detail being requested is significantly more than expected. A consultation period would have benefited the process by setting more realistic expectations and reducing the ambiguity in some of the questions and information requested. CAFII members agreed to reserve judgement until the results are released; we may wish to comment on the process, survey and findings at that time.
- Quebec Distribution Guide. CAFII received the latest draft of the proposed Distribution Guide in French and the AMF has committed to send Brendan an English version by August 1. Rose to lead a working group charged with analysis of the Guide, with support from Moira, Sue, Rosemary, Andre, Derek and Greg.

Action:

- Circulate the English template of the Guide when received from the AMF. [Brendan; upon receipt]
- Convene a meeting to discuss the Guide. [Leya; date tba]

- CISRO Presentation on Multi-Jurisdictional Licensing Issues
Brendan reported that CISRO has confirmed CAFII's invitation to present on multi-jurisdictional licensing issues at its September 29-30 meeting. However, this is not a concern for the majority of CAFII members and it was agreed that our offer to present should be withdrawn.

Action: Inform Ron Fullan, Chair of CISRO, that CAFII is withdrawing its offer to present on multi-jurisdictional licensing issues. [Brendan, date tba]

a. October 1/14 Joint Visit with Atlantic Canada Insurance Regulators

As discussed above.

7. Distribution and Market Conduct Committee

Sue reported on the Comparative Project on Creditor Insurance Customer Value Proposition based on the attachment included in the meeting materials. Members discussed the proposed communication and it was agreed that the initial message shall indicate the survey was commissioned by an *industry association in insurance*. The name of the Association (CAFII) shall only be provided after the survey is completed, in the executive summary that will contain highlights of the survey results.

8. Licensing Efficiency Issues Committee

A committee meeting has been booked for July 31 and the items listed in today's meeting agenda will be addressed at that time.

9. Media and Communications Committee

John reported that the committee will be meeting on July 30. Greg noted that one of the agenda items for that meeting relates to two negative articles penned by Ellen Roseman that recently appeared in the Toronto Star. He related that the common theme coming from Board and EOC members was that we should not react specifically to these articles but engage with her at a later time under less hostile circumstances. The MAC committee would be charged with developing a plan leading to a future lunch meeting with Ms. Roseman, including documenting key messages, collecting data to support our position and, if appropriate, recommending an alternate media contact(s) to engage.

Action: 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. [MAC, Brendan; July 30, 2014]

10. Events and Networking Committee

Confirmed Speaker for October 7/14 Event

Brendan reported that Carolyn Rogers has confirmed her agreement to speak at the next CAFII event on October 7, 2014.

February 2015 Annual Members' Luncheon Speaker

Planning for the February speaker series has begun with the proposed topic of Consumer Financial Literacy. Maria will be reaching out to FCAC for a guest speaker once she has received more information about the tentative dates for the event.

Brendan reported that CAFII has received an invitation to sponsor the FCAC's National Conference on Financial Literacy which takes place November 6-7, 2014 in Vancouver. This offer shall be discussed during the next Media and Communications Committee Meeting.

Future Speaker Events

A firm date for the February 2015 speaker series event needs to be set. Also, the committee is requesting speaker suggestions for the April 2015 event.

Action: Maria to be provided with possible dates for the February 2015 speaker series event. [Leya; date tba]

11. Other Business

12. Termination

There being no further business, the meeting terminated at 3:30 p.m. The next CAFII EOC Meeting will be held on September 23, 2014, in Toronto.

Date

Chair

Recording Secretary