

Agenda Item 2(c)
March 24/20 EOC Teleconference Meeting

CAFII Insurance Regulator and Policy-Maker Meetings From February 21, 2020 To March 18, 2020

<u>Date</u>	<u>Event/Occasion</u>	<u>Who</u>
5 March 2020	<p>Delegation of three (3) CAFII in-person representatives (Huma Pabani, TD Insurance; and B. Wycks and K. Martin, Co-Executive Directors) had quarterly stakeholder meeting with CCIR/CISRO Fair Treatment of Customers Working Group Re Industry Implementation of CCIR/CISRO "Guidance: Conduct of Insurance Business and Fair Treatment of Customers (supplemented by several CAFII representatives on the phone: Martin Boyle, BMO Insurance and EOC Chair; John Lewsen, BMO Insurance; Greg Cairns, BMO Insurance; Dana Easthope, Canadian Premier Life Insurance; Shawna Sykes, Co-operators/CUMIS Services Inc.; Diane Quigley, CUMIS Services Inc.; Michelle Costello, CUMIS Services Inc.)</p>	<p><u>From CCIR/CISRO: In-Person</u></p> <p>-Louise Gauthier, Senior Director, Distribution Policies, AMF Quebec and Co-Chair of the FTCWG</p> <p>-Isabelle Berthiaume, Director, Prudential Insurance Supervision, AMF Quebec</p> <p>-Antoinette Maramieri, Head, Insurance, FSRA Ontario</p> <p>-Swati Agarwal, Senior Manager, Life Insurance Market Conduct, FSRA Ontario</p> <p>-Chris (Christine) Caldarelli, Senior Policy and Technical Lead, FSRA Ontario</p> <p>-Tim Mifflin, Specialist, Insurance Market Conduct Division, FSRA Ontario</p> <p>-April Stadnek, Director, Strategic Initiatives at ICS Saskatchewan</p> <p>-Jennifer Calder, Deputy Superintendent of Insurance, Nova Scotia</p> <p>-Tony Toy, CCIR Policy Manager</p> <p><u>From CCIR/CISRO: By Teleconference</u></p> <p>-Ron Fullan, Executive Director, ICS Saskatchewan and Co-Chair of the FTCWG</p> <p>-Harry James, Senior Regulatory Advisor, BC Financial Services Authority</p> <p>-Veronique Martin, AMF</p>

		-Robert Picard, Compliance Officer, Pensions and Insurance Division, FCNB New Brunswick
9 March 2020	Delegation of six (6) in-person CAFII representatives (Chris Lobbezoo, RBC Insurance; Martin Boyle, BMO Insurance; Rob Dobbins, Assurant; Dana Easthope, Canadian Premier Life Insurance; and B. Wycks and K. Martin, Co-Executive Directors) had presentation and dialogue meeting with Financial Consumer Agency of Canada (FCAC) staff executives at FCAC office in Ottawa on "Credit Protection/Authorized Insurance Products Sales Practices and Related Fair Treatment of Customers Considerations"	-Teresa Frick, Acting Managing Director: Supervision & Promotion Branch -Stephen Wild, Senior Research & Policy Officer -Laury Johnson, Senior Supervisor -Vincent Gadbois, Supervision Officer -Ruth Stephen, Director: Research, Policy & Education -Véronique Milot, Manager: Consumer Education -Dave Hayes, Research & Policy Officer -Thierry Plante, Senior Consumer Education Officer