

Committee Reports Addressing CAFII Priorities as at April 2, 2024

Diversity, Equity, Inclusion Working Group (Chair: Tejal Harri-Morar)

The Working Group has significantly expanded its membership in recent months. The priorities of the Working Group are:

- To assemble information and knowledge about the DEI activities of CAFII's membership;
- To assemble a repository of documents from other organizations around best practices in DEI;
- To provide a forum for Working Group members to share insights about DEI initiatives and experiences;
- To develop and circulate a questionnaire to CAFII members to learn about what members are currently focused on around DEI.

Market Conduct & Licensing Committee (Chair: Brad Kuiper; Vice-Chair: Fay Coleman)

Since the last Board meeting, the Committee has overseen the following regulatory submissions:

- **FCNB:** CAFII written submission to FCNB on ongoing/lingering concerns about Rule INS-001, and problems with FCNB licensing portal for obtaining an RIR licence—Submitted on March 6, 2024;
- **AMF:** CAFII submits letter to Véronique Martel, directrice de la surveillance des pratiques commerciales, on the issue of spousal policy coverage—submitted on March 6, 2024;
- **FSRA:** CAFII response submission to FSRA's consultation on Proposed Approach to Strengthening Protection of Vulnerable Consumers – Consultation (Deadline of March 8, 2024)-Submitted on March 8, 2024;
- **FCAC:** Submission to FCAC on its consultation on the Proposed Guideline on CHPs for Trust and Loan Companies and Insurance Companies (Deadline of February 5, 2024);
- **AMF:** CAFII submits RSM Canada report on attrition of spousal policies to AMF staff executives (January 8, 2024);

Media Advocacy Committee (Chair: Jacqlyn Marcus)

The Media Advocacy Committee has been focused on supporting the media strategy for the release of the LIMRA research on homeowners and insurance coverage. A webinar on the research was held on March 19, 2024 and the research was publicly released and posted on CAFII's website on March 20, 2024. There was a newswire news release about the research with the following trade press pickup:

1. **Assurance:** [La plupart des propriétaires canadiens ne sont pas suffisamment assurés](#)
2. **Insurance Portal:** [Most Canadian homeowners do not carry sufficient coverage](#)
3. **Insurance Business Magazine:** [CAFII study shines light on 'concerning trend' among homeowners.](#)

The Committee has also been supporting investments in the CAFII website, including the intention to get quotes through an RFP for investments in the front end of the website, as CAFII has decided not to continue with Operatic Agency as its website provider; and the rebuilding of the backend of the website.

Media Consultant Wendy Bairos has worked with the Committee to develop strong content on LinkedIn, and to develop some options around media strategy for presentation to the EOC and Board.

Networking & Events Committee (Chair: Carmelina Manno; Vice-Chair: Marco DeiCont)

Since early December, the Networking & Events Committee has been engaged in planning and delivering the following CAFII events:

- Assisting CAFII staff in the identification of an appropriate speaker/panelists for the 2024 Annual Members and Associates Luncheon that will take place on May 28/24;
- A presentation at the reception following the Board meeting on April 9/24 by Deloitte partners Melissa Carruthers and Azadeh Dehghanpour;
- A presentation at the reception following the Board meeting by Keegan Iles, partner at PWC;
- A February 1/24 webinar on Artificial Intelligence, Technology, and the Impact of Life and Health Insurance in Canada with guest speaker Amber Mac, who is an expert in this field;
- A March 19/24 webinar on Results of the LIMRA Research with Regulators and Policy-Makers, with guest presenter Justeena Zaki-Azat from LIMRA's research team; and
- An upcoming April 25/24 Webinar on Mental Health Issues in the Workplace, with guest speakers Jeff Scott, BMO; Jennifer Heaslip, Canada Life; Paula Allen, Telus Health.

Quebec/AMF Issues Committee (Chair: Jennifer Russell; Vice-Chair: Jason Beauchamp)

Since the CAFII Board's last meeting on December 5/23, the Quebec/AMF Issues Committee has been focusing mainly on the attrition of spousal insurance policies in Quebec issue, with efforts to get the AMF to agree to extending the deadline for cancellation of these coverages. The Committee has also been monitoring the publication of the AMF Regulation respecting complaint processing and dispute resolution.

Research & Education Committee (Chair: Andrea Stuska; Vice-Chair: Michelle Costello)

The Research & Education Committee has been actively involved in the various strategies around the release of the LIMRA study on *Credit Protection Insurance's Accessibility to and Utility for Canadian Consumer Segments*. The research has been shared with regulators and policy-makers in a March 19, 2024 webinar at which 29 regulators and policy-makers attended; and has been publicly released and posted on CAFII's website. The Committee is now turning to what it will recommend that CAFII focus on for 2024 research.

Travel Insurance Experts Committee (Chair: Katia Umutoniwase)

The Travel Insurance Experts Committee has not met since the December 5, 2023 Board meeting.