

## CAFII Regulator Visits and Communications Recap

January 15 to February 18, 2025

### CAFII Insurance Regulator and Policy-Maker Meetings/Interactions

Date:	January 30, 2025	Event/Occasion/Issue:	Webinar
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Keith Martin, with Robyn Jennings' involvement, moderates a fireside webinar with Stephanie Apprave, Director, Innovation at FSRA, and Layial El-Hadi, Executive Director, Fintech Cadence, on "A Conversation on FSRA's Innovation Office Partnership with Fintech Cadence to Support Fintech Innovation in Ontario."

Date:	February 10, 2025	Event/Occasion/Issue:	Email
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Galen Aker of the Insurance Council of BC writes Keith Martin requesting a meeting to discuss the next steps in the Performance Requirements for BC's Restricted Insurance Agency Regime:

*Hi Keith,*

*I'm reaching out to schedule a meeting to discuss elements of the accreditation program that will support the introduction of the Restricted Insurance Agency (RIA) regime. We appreciate your participation so far in discussing the Performance Requirements Framework and this is the next step in discussions.*

*We would appreciate the opportunity to meet with you to discuss and hear your input about key components of the accreditation program, including the application process, assessment of course material, course providers and provide a general timeline.*

*We are hoping to meet the week of February 24, can you tell us your availability to meet? I will send along a calendar hold once confirmed.*

*Thank you,*

**Galen Aker** (he, him) | Stakeholder Engagement Specialist | **Insurance Council of British Columbia**

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Date:	December 2024-February 2025	Event/Occasion/Issue:	Emails
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Keith Martin engages with the office of Tolga Yalkin, new BCFSA CEO, to get him to be CAFII's keynote speaker at the reception following the Board meeting on April 8, 2025. Mr. Yalkin has now confirmed he will be the speaker.

Date:	February 11, 2025	Event/Occasion/Issue:	Virtual Meeting
Keith Martin, along with representatives from THIA and CLHIA, meet with Rob O'Brien, Director, Regulatory Initiatives, BCFSa and Thomas Taller, Assistant Vice President, Policy and Stakeholder Engagement, to discuss the principle of insurers ensuring that fair treatment of customers (FTC) was being adhered to by third-party claims administrators. A summary of the meeting is included in the consolidated package for the February 25, 2025 EOC meeting in the "Read Only" section.			
Date:	February 12, 2025	Event/Occasion/Issue:	Virtual Meeting
Keith Martin has a 30-minute virtual meeting with Mario Beaudoin (entirely in French) to discuss the letter that CAFII is about to send to the AMF on the gathering of statistics on the return of premium to customers and the claims denial rate for CPI products. Keith Martin wanted to give Mr. Beaudoin a "heads up" that the letter was coming. Mr. Beaudoin said he was pleased to hear about the letter as it meant that CAFII members were thinking about the issues raised in the presentation Mr. Beaudoin gave in October, 2024. He repeated many of the same points he has made in the past about industry generally performing well on these metrics, although there could be improvements for credit cards. He said that the AMF produces an annual reporting – "Annual Report on Financial Institutions" – published in June, and this year it may include very high level indications of the performance of industry, stating that generally the industry is performing well but that consumers should be vigilant especially about credit cards around what coverages they are actually getting. He said that if industry can demonstrate improvements in performance on these key metrics the AMF will not need to get into more detail in future years, but that if industry does not improve the AMF may in future feel the need to publish some of these statistics.			
Date:	February, 2025	Event/Occasion/Issue:	Email
The Insurance Council of British Columbia reaches out to Keith Martin to request an in-person, one-hour meeting with CEO Janet Sinclair and Director, Governance and Stakeholder Engagement Brett Thibault on March 19, 2025 in Toronto.			
Date:	February 13, 2025	Event/Occasion/Issue:	Email
Keith Martin reaches out to Dexter John, incoming CEO of FSRA, to invite him to be CAFII's keynote speaker at the reception following the Board meeting on June 3, 2025.			