

Agenda Item 2(d)
January 17/23 EOC Meeting

CAFII Insurance Regulator and Policy-Maker Meetings/Interactions
From November 22/22 To January 13/23

<u>Date</u>	<u>Event/Occasion/Issue</u>	<u>Who</u>
November 22/22	AMF Rendez-Vous Mini-Conference in Montreal	Keith Martin had a private, one-on-one in-person conversation with Mario Beaudoin, the AMF's Director of Alternative Distribution Practices in Insurance, for 20 minutes, which provided an extensive list of CAFII member-relevant insights, which Keith then shared with EOC members on November 24/22 and with CAFII Board members on December 6/22.
November 25/22; and December 1/22	November 25/22 Practice Session for upcoming CAFII Fireside Chat Webinar with Blair Morrison, CEO, BC Financial Services Authority (BCFSA); followed by actual Fireside Chat Webinar with Blair Morrison, CEO, BC Financial Services Authority (BCFSA) on December 1/22	The November 25/22 practice session provided an opportunity for Keith Martin and Brendan Wycks to re-establish/reaffirm a friendly, cordial dialogue relationship with three BCFSA staff executives: Blair Morrison, CEO; Saskia Tolsma, Vice-President, Policy and Stakeholder Engagement; and Harry James, Director, Regulation Advisory Services. In the December 1/22 webinar, Keith Martin moderated an insightful fireside chat with Blair Morrison, in which Mr. Morrison came across as a gracious, strategic, and statesman-like CEO.

December 6/22	CAFII receives email message from Robert Bradley, Chair, CCIR, thanking and acknowledging the Association for participating in the recent feedback process on CCIR's "Draft 2023-2026 Strategic Plan" including via a November 4/22 Virtual Stakeholder Feedback Session and a November 30/22 written submission.	Robert Bradley's note reads as follows: "CCIR very much appreciated CAFII's participation in this year's stakeholder meeting. In addition, thank you very much for providing CAFII's written feedback. I can assure you it'll be taken into full account as we strive to continue to work to promote a high level of cooperation and collaboration on regulatory issues going forward."
December 2/22 and December 14/22	CAFII sends December 2/22 clarification message to Nathalie Sirois, Senior Director of Prudential Supervision, AMF; and then holds a brief virtual meeting with her on December 14/22, at her request	Keith Martin reached out to Nathalie Sirois via email on December 2/22; and then Keith Martin and Brendan Wycks met with her via MSTeams on December 14/22. See Appendix A.

December 8/22 to January 13/23 (and ongoing)	Email exchange with Mark White, CEO of Financial Services Regulatory Authority of Ontario (FSRA)	Keith Martin had an iterative, back-and-forth email exchange with Mark White arising from CAFII's favour request to him, seeking to identify an international regulatory authority -- likely from the International Association of Insurance Supervisors (IAIS), at which Mark represents FSRA and chairs a key committee -- who could serve as the discussant in a CAFII Fireside Chat Webinar on international insurance regulatory developments. That webinar, likely in March 2023, is likely to feature an expert of Mark's acquaintance who works for the UK's Financial Conduct Authority (FCA).
January 12/23	AMF Virtual Information Session, conducted in French only, on Draft 2 of the 'Regulation respecting Complaint Handling and Dispute Resolution in the Financial Sector', about which the AMF is currently holding a follow-up consultation with a submission deadline of February 6/23.	Keith Martin attended this French-only virtual session; and then prepared and disseminated to CAFII member representatives an intelligence/analysis report, in English, on January 13/23.

January 12/23	CAFII receives Information Bulletin from CCIR	Keith Martin received an emailed Information Bulletin from the CCIR Secretariat (Tony Toy) announcing that CCIR was launching a brief, short turnaround consultation on the Council's "Annual Statement on Market Conduct: Life and Health Forms (2023 data)" with a submission deadline of January 27/23.
January 13/23	CAFII email exchange with Kari Toovey, Director, Financial Institutions, Financial and Corporate Sector Policy Branch, BC Ministry of Finance	Brendan Wycks reached out to Kari Toovey with a request for an update on the Ministry's timelines for moving forward on the plan to introduce a Restricted Insurance Agent Licensing (RIA) regime in BC, following completion of the Ministry's consultation on that issue, and received the following response: "at this stage, we are hoping to be able to move the Regulation forward this Spring (dependent on government priorities and approval). However, the bulk of the actual implementation work will be in the form of Insurance Council Rules. The Insurance Council must publicly consult on any Rules it proposes and will not be able to develop and/or consult on Rules until after the Regulation has been passed. I don't expect that the restricted licensing regime will be in effect until mid-2024 or later. I'll let you know once we have a Regulation and then the Insurance Council will be undertaking significant consultation respecting implementation."

Appendix A

From: Sirois Nathalie <nathalie.sirois@lautorite.qc.ca>
Sent: December 2, 2022 1:45 PM
To: Keith Martin <Keith.Martin@cafii.com>
Cc: Brendan Wycks <brendan.wycks@cafii.com>
Subject: Re: CAFII Feedback on CCIR Draft Strategic Plan, 2023-2026

Hi Keith and Brendan,

Thank you for taking the time to send me this e-mail and to provide me with these clarifications. It is really appreciated.

I will make myself available to meet with you virtually, as suggested.

Best regards,

Nathalie

Téléchargez [Outlook pour iOS](#)

De : Keith Martin <Keith.Martin@cafii.com>
Envoyé : Friday, December 2, 2022 12:55:40 PM
À : Sirois Nathalie <nathalie.sirois@lautorite.qc.ca>
Cc : Brendan Wycks <brendan.wycks@cafii.com>
Objet : FW: CAFII Feedback on CCIR Draft Strategic Plan, 2023-2026

Bonjour Nathalie,

I trust this note finds you well. I am following up on CAFII's Virtual Stakeholder Session with CCIR on 4 November, 2022 at which our Association mentioned its desire that the CCIR promote the harmonization of Guidance on the fair treatment of customers, and in particular promote using the CCIR/CISRO *Guidance: Conduct of Insurance Business and Fair Treatment of Customers*, as opposed to provinces developing their own separate provincial Guidance.

In the concluding Q&A portion of that Stakeholder Session, you expressed your view that that particular CAFII suggestion was directed at the AMF, and I wanted to reach out to you personally to assure you that the AMF was definitely not the inspiration for that CAFII request. We recognize that there are unique issues for Quebec and for the AMF, and we have explicitly mentioned those in our attached 30 November, 2022 written submission to CCIR. (Beneath my signature block below, I have also excerpted those comments for your convenient reference.)

We are currently in a consultation with another province that is contemplating issuing its own version of a fair treatment of customers Guidance, and it is that other jurisdiction that we were indirectly referencing in our 4 November Virtual Stakeholder Session.

I did want to share that clarification with you.

Nathalie, si vous souhaitez en discuter davantage lors d'une reunion virtuelle, n'hésitez pas à me le faire savoir.

Cordialement,

--Keith

Keith Martin

Co-Executive Director / Co-Directeur général

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However, we also recognize that national harmonization is an ideal and that there will sometimes be unavoidable exceptions. We note that in the Q&A Session which wrapped up our November 4/22 Virtual Stakeholder Session with CCIR, a Council member inferred (mistakenly) that the feedback comment we had delivered about the implications of a lack of harmonization was directed at the fact that Quebec/the AMF has its own version of an FTC Guidance. However, CAFII fully appreciates the reality of Quebec's unique culture, language, and heritage; and we are aware that the AMF developed the province's own FTC Guidance (the Sound Commercial Practices Guideline) well before the CCIR/CISRO Guidance was developed and released in 2018; that the AMF is an integrated financial services regulator with responsibility for more than just insurance and, as such, its Guidance needs to encompass more than just the insurance industry; and that Quebec is governed by a civil law, not common law, legal framework which makes its situation different from other provinces and territories. Our feedback comment about the implications of a lack of harmonization was meant to be general in nature, and reflective of jurisdictions other than Quebec that may be contemplating their own FTC Guidance.