

Agenda Item 2(e)
June 6/23 Board Meeting

CAFII Insurance Regulator and Policy-Maker Meetings/Interactions
From April 25/23 To May 12/23

| <u>Date</u> | <u>Event/Occasion/Issue</u> | <u>Who</u> |
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| April 26/23 | Brief Prep Meeting in advance of a scheduled May 8, 2023 CAFII Preliminary Feedback Meeting with Insurance Council of BC officials around their proposal to introduce a ``Performance Requirements Framework`` for individual representatives offering insurance under a corporate Restricted Insurance Agency licence to be issued under the still-to-be-developed BC RIA regime. | Keith Martin and Brendan Wycks met for 30 minutes virtually with Brett Thibault, Director of Governance and Stakeholder Engagement, and Galen Aker, Stakeholder Engagement Specialist, of the Insurance Council of BC staff team. |
| April 27/23 | CAFII Webinar on international developments in insurance regulation with Nicholas Herbert-Young, a staff executive at the UK's Financial Conduct Authority and a volunteer leader at the International Association of Insurance Supervisors (IAIS). | Keith Martin moderated this Fireside Chat Webinar with Nicholas Herbert-Young, who had been referred to CAFII by Mark White, CEO of the Financial Services Regulatory Authority of Ontario (FSRA), who himself is now involved in the IAIS and Chair its Market Conduct Working Group. |

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| April 27 through May 3/23 | Arrangement/securing of liaison meetings with insurance regulators who would be attending the 2023 CLHIA Compliance and Consumer Complaints Conference, May 3 to 5/23, in Montreal | Brendan Wycks sent out email invitations to Angela Mazerolle, New Brunswick Superintendent of Insurance, FCNB; Joanne Abram, CEO, Alberta Insurance Council; Kandace Hopkins, Director, Practice and Quality Assurance, Insurance Council of BC; and April Stadnek, Executive Director, Insurance Councils of Saskatchewan for liaison meetings on the sidelines of the CLHIA Conference in Montreal. Joanne Abram and April Stadnek graciously accepted CAFII's invitation, whereas Angela Mazerolle and Kandace Hopkins sent polite declines. |
| May 3 -5/23 | Informal chats with regulators during breaks at the 2023 CLHIA Compliance and Consumer Complaints Conference, May 3 to 5/23, in Montreal | Keith Martin and/or Brendan Wycks chatted informally with the following regulators during breaks at the CLHIA Conference in Montreal: Huston Loke, Executive Vice-President, Market Conduct, Financial Services Regulatory Authority of Ontario; Erica Hiemstra, Head, Insurance Conduct, Financial Services Regulatory Authority of Ontario; Swati Agrawal Nevatia, Director, Market Conduct – Life and Health Insurance Companies & National Supervision, Financial Services Regulatory Authority of Ontario; Louise Gauthier, Senior Director of Distribution Regulation Policies, AMF (Quebec); Angela Mazerolle, Superintendent of Insurance, New Brunswick (FCNB); Joanne Abram, CEO, Alberta Insurance Council; Kandace Hopkins, Director, Practice and Quality Assurance, Insurance Council of BC; and April Stadnek, Executive Director, Insurance Councils of Saskatchewan. |

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| May 4/23 | CAFII liaison meeting with Joanne Abram, CEO, Alberta Insurance Council; and Joseph Fernandez, newly hired Director of Licensing, Alberta Insurance Council. | Approximately 15 CAFII representatives attended this in-person pre-dinner snacks and beverages liaison meeting with two key Alberta Insurance Council staff executives on the sidelines of the CLHIA Conference in Montreal (at the Conference hotel restaurant/bar), including 13 member company representatives and Co-Executive Directors Keith Martin and Brendan Wycks. |
| May 8/23 | CAFII One Hour Preliminary Feedback Meeting with Insurance Council of BC officials around their proposal to introduce a ``Performance Requirements Framework`` for individual representatives offering insurance under a corporate Restricted Insurance Agency licence to be issued under the still-to-be-developed BC RIA regime. | Approximately 13 CAFII representatives – 11 member company representatives plus the two Co-Executive Directors -- attended this meeting with the following Insurance Council of BC staff executives: -Brett Thibault, Director, Governance and Stakeholder Engagement; -Ugie Ifesi, Director, Licensing; -Galen Aker, Stakeholder Engagement Specialist; and -Mark Kittson, Manager, Agency Licensing. |

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| May 8/23 | Brief CAFII Virtual Update Meeting (30 minutes) with BC Financial Services Authority staff executives, at BCFSAs request, to hear how the Authority has decided to move ahead with its legislatively mandated BC ``Insurer Code of Market Conduct``, but under a markedly different approach than what was originally proposed. | CAFII Co-Executive Directors Keith Martin and Brendan Wycks attended this meeting with the following BCFSAs staff executives: -Saskia Tolsma, Vice President, Policy and Stakeholder Engagement; -Harry James; Director, Regulation Advisory Services (currently representing BCFSAs at the CCIR table); -Marina Makhnach; Director, Market Conduct, Financial Institutions; -Rob O'Brien; Manager, Financial Institutions Policy; and -Lucas Neufeld, Senior Policy Analyst, BCFSAs. |
| May 11/23 | CAFII special purpose meeting with relevant AMF staff executives on the Autorite's regulatory initiative around complaints and dispute resolution. | The prime AMF spokesperson in this meeting was Louise Gauthier, Senior Director of Distribution Regulation Policies. She was joined by Mélissa Perreault, Director of Distribution Practices and Self-Regulatory Organizations, and Cindy Côté, Analyst. The participants from CAFII were Peter Thompson, Board Chair; Rob Dobbins, EOC Chair; Karyn Kasperski, EOC Vice-Chair; and Keith Martin, CAFII Co-Executive Director. It was agreed that it would be beneficial to have a further discussion on these issues, including what is captured and not captured by the new AMF definition of complaints. |

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| May 11/23 | CAFII sends out formal meeting requests, via email, to senior staff executives at the Saskatchewan Financial and Consumer Affairs Authority (FCAA); the Insurance Councils of Saskatchewan; the Manitoba Superintendent of Insurance/Financial Institutions Regulation Branch (FIRB); and the Insurance Council of Manitoba. | Co-Executive Director Brendan Wycks sent out these invitations on behalf of CAFII; and received prompt/immediate responses from April Stadnek, Executive Director, Insurance Councils of Saskatchewan; and Jan Seibel, Director, Insurance and Real Estate Division, Saskatchewan FCAA. Responses are still to come from the Manitoba Superintendent of Insurance/Financial Institutions Regulation Branch (FIRB); and the Insurance Council of Manitoba, before the full meeting schedule/itinerary for the CAFII tour visits to those two provinces can be firmed up. |
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