

***Agenda Item 2 f  
December 5/23 Board Meeting***

**Committee Reports Addressing CAFII Priorities; October and November 2023**

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

The DEI Working Group met on Monday, October 16, 2023.

The group discussed:

- Scope - CAFII to review its HR policy and scope should also include DEI advancement at the board level;
- Still Looking at high level principles which will be informed by the survey that we will send out to member companies. The proposed idea is to gather information from member companies who will also be provided the opportunity to advance any principles or practices that they believe should be incorporated;
- Also what succession planning do our member companies currently have in place which will also be part of the scope of the working committee.

The Working Group also met on November 20, 2023, at which a special subject matter expert visitor from RBC Insurance, arranged by Karyn Kasperski, gave an informative presentation on how RBC Insurance has launched and is furthering DEI initiatives as a unit within RBC's overall bank enterprise approach to this issue.

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

For the past two months, since the Board's last meeting on October 10/23, the Market Conduct & Licensing Committee has been focused on the following written consultation submissions:

- November 13/23 CAFII Submission to FSRA on "2024-2025 Statement of Priorities and Budget"
- November 17/23 CAFII Submission to CCIR on Type and Nature of Complaints to Be Disclosed Through Annual Statement on Market Conduct (ASMC) via Complaint Report Tool
- CAFII Consultation Opportunity Re Ontario Government Proposal to Reduce Minimum Consultation Period for FSRA and OSC Rule-Related Consultations from 90 Days to 60 Days (Submission Deadline: December 4/23)

In the weeks ahead, we will be providing input and review feedback for the following critically important informal written submission opportunity for CAFII:

- Draft CAFII Submission Letter to FCNB on Lingering Problematic Issues Re Rule INS-001 and Licensing Portal for New Brunswick Restricted Insurance Representative (RIR) Regime

### **Media Advocacy Committee (Chair: Jacqlyn Marcus)**

Over the past two months, the Media and Advocacy Committee has been building towards a vitally important semi-annual in-person meeting on November 28/23, the agenda for which is as follows:

1. Welcome (Jacqlyn)
2. Introducing, In-Person, new CAFII Hires Shanay Smith (Operations Manager) and Robyn Jennings (Research Analyst) (Keith, Shanay, Robyn)
3. Introducing new Media Advocacy Consultant Wendy Bairos (Keith, Wendy)
4. Introductions—all, for Shanay, Robyn, and Wendy (all)
5. Achievements in 2023 (Jacqlyn, Keith)
  - a. Website enhancements including video to come on claims
  - b. New content on website including FAQs, and webinar recordings
  - c. New homepage look
  - d. Improvements to French side
6. Discussion for group—should we RFP website consultant in 2024 given performance issues with Operatic Agency (Jacqlyn, Keith)
7. Plans for 2024 (Jacqlyn, Keith)
  - e. Website enhancements including videos
  - f. New backend (intranet) site—approved by Board
8. Discussion for group—negative article, Rob Carrick (all)
9. Meeting schedule for 2024 (all)
10. Other business (all)
11. Close of meeting (Jacqlyn)

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

Since early October, the Networking & Events Committee has been engaged in planning for the following CAFII events:

- an October 22/23 webinar on “Words Matter,” with guest presenter Elissa Gurman from MacPhie Consulting who is an expert on inclusive language;
- a November 22/23 webinar on “Travel Trends and Travel Insurance Developments in 2023”, with guest presenters Katia Umutoniwase, Sheila Burns, and Helen Cosburn; and
- 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.

### **Quebec/AMF Issues Committee (Chair: Jennifer Russell; Vice-Chair: Iman Muntazir)**

Since the CAFII Board's last meeting on October 10/23, the Quebec/AMF Issues Committee has been focusing mainly on the attrition of spousal insurance policies in Quebec issue, gearing up for a November 29/23 Special-Purpose EOC and Quebec/AMF Issues Committee Meeting on a special CAFII-commissioned RSM Canada Study on the Attrition of Spousal Insurance Policies in Quebec.

A critical focus of that special joint meeting will be arriving at a consensus position on whether to recommend to the Board the possible release to the AMF of the results of the RSM Canada Study on Attrition of Spousal Insurance Policies in Quebec.

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

Since the October 10/23 Board meeting, the Research & Education Committee has been very busy working closely with the LIMRA team to finalize the questionnaire for and execute the CAFII 2023 research project on Credit Protection Insurance's Accessibility to and Utility for Canadian Consumer Segments.

The LIMRA team carried out the survey in the field with consumer respondents in late October, and has since been analyzing the data and preparing a result report, which we expect will be delivered to CAFII imminently.

### **Travel Insurance Experts Committee (Chair: Katia Umutoniwase)**

The Travel Insurance Experts Committee last met when it held two virtual meetings in Q1 of 2023 to discuss ongoing and emergent travel medical insurance issues.

While the industry is generally very busy at this time dealing with a significant increase in consumer travel; however, the volume of leisure travel seems to be plateauing and declining slightly at this time, as elevated interest rates bite into consumer spending. That said, the number of problematic issues has diminished as the COVID-19 pandemic's impact has declined.

When the Committee next meets, it will be pleased to welcome two new members of the Committee – Michel Winterburn, Senior Manager, Scotia Insurance; and Ryan Basant, Product Manager, Wellness & Protection Insurance, CIBC Insurance -- to their first meeting.