

Agenda Item 2(h)
April 4/23 Board Meeting

Committee Reports Addressing CAFII Priorities

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

The Market Conduct Committee has been very active over the past four months, with meetings on:

- FSRA's Consultation on "Proposed Guidance on IT Risk Management";
- Feedback/Input To CCIR re its Annual Statement on Market Conduct Life and Health Insurance Form;
- a February 28/23 CAFII in-person/hybrid Stakeholder Meeting with the CCIR/CISRO Fair Treatment of Consumers Working Group (FTCWG) to discuss any questions and/or clarification issues which CAFII had around the final version of the CCIR/CISRO "Incentive Management Guidance" which was published on November 30/22;
- FSRA's Consultation on its "Proposed Rule 2022-001: Assessments and Fees"; and
- AMF's Consultation of Draft 2 of its Regulation respecting Complaints Handling and Dispute Resolution.

Media Advocacy Committee (Chair: Jacqlyn Marcus)

The Committee met on 27 March, 2023 to review the Proposed 2023 Statement of Work (SOW) from Operatic Agency. The Committee approved the SOW for implementation.

The Committee also approved proceeding with exploring a new backend solution for the CAFII website.

CAFII's new LinkedIn page has been soft-launched and the next steps will include its more formal launch.

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

The Networking & Events Committee has been engaged in CAFII's very active set of events, including the following:

- A 30 March, 2023 webinar on mental health issues in the workplace, with Paula Allen of Telus Health and CAFII Board member Nigel Branker from Securian Canada;
- A webinar on 27 April, 2023 with Nicholas Herbert-Young, from the UK's Financial Conduct Authority and a participant in the International Association of Insurance Supervisors (IAIS);
- a webinar on 26 September, 2023 with Stuart Wilkinson, head of the FSRA's Consumer Office, which will also include an introduction by FSRA's Glen Padassery, Executive Vice-President Policy & Chief Consumer Officer;
- a 4 April, 2023 in-person CAFII Reception presentation by Kartik Sakthivel, Vice-President & Chief Information Officer, LIMRA/LOMA; and
- an 6 June, 2023 in-person CAFII Reception presentation by Anthony Ostler, President & CEO of the Canadian Bankers Association (CBA).

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

CAFII's new Quebec/AMF Issues Committee has held three meetings in early 2023 and is having a regular, recurring meeting once per month, covering such issues as the Charter of the French Language, new privacy legislation in Quebec, the AMF's new complaints and dispute resolution regulation, and the AMF's initiative to collect industry data on claims payout ratios.

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

The Research & Education Committee met with Lesli Martin from Pollara Strategic Insights in mid-March, and committee members provided input to Lesli on the draft questionnaire for a follow-up survey with 'deep dive' questions for a select group of respondents who participated in our late 2022 survey on consumers' perceptions of and satisfaction with CPI on mortgages and HELOCs: those who answered that they thought that enrolling in CPI coverage for their mortgage or HELOC was 'mandatory.'

Given that this is a recontact from the original survey, we want to keep it in field a bit longer than usual to ensure that the recontacted respondents have adequate time to complete the follow-up survey.

Pollara Strategic Insights is aiming to deliver the results report from the 'deep dive' follow-up survey to the R&E committee by Monday, April 3; and an R&E committee meeting is being scheduled for later that week.

The R&E committee will then bring the 'deep dive' follow-up survey results forward to the EOC for its next meeting on Tuesday, April 25.

We will then either arrange for a Special Purpose CAFII Board Meeting to share the 'deep dive' follow-up survey results with the Board; or we will have those results presented at the Board's next regularly scheduled meeting on Tuesday, June 6. We don't want to go beyond the June 6 CAFII Board meeting to finalize the Association's decision as to how we will utilize and possibly publicize the results of this research tracking study initiative, since the delay between the original in field time period (December 2022) and the public release of the results would then become too lengthy.

Travel Insurance Experts Committee (Chair: Katia Umutoniwase)

The Committee has 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, the number of problematic issues has diminished as the COVID-19 pandemic's impact has declined.