

Agenda Item 4(d)
March 26/19 EOC Meeting

Itinerary For Helen Troup, Executive General Manager, Comminsure, Australia:
Meetings With CAFII; CAFII Member Companies; and Allied Industry Associations
In Toronto, Ontario, Canada
Monday, February 18/19 to Friday, February 22/19

Saturday, February 16/19

Helen Troup arrives at Toronto's Pearson International Airport at 4:40 p.m. and takes taxi/limousine to One King West Hotel in downtown Toronto.

Monday, February 18/19 ("Family Day" statutory holiday in Ontario, Canada)

-2:15 p.m.: Brendan Wycks and Keith Martin arrive in lobby of One King West Hotel and meet up with Helen Troup. They walk 10 to 15 minutes (mainly indoors) to Scotiabank Arena for Toronto Marlies versus Syracuse Crunch ice hockey game (AHL professional hockey game, one level below the top level National Hockey League (NHL)).

-2:30 to 5:30 p.m.: attendance at Toronto Marlies game at Scotiabank Arena with Brendan and Keith.

-5:30 to 5:50 p.m.: Helen Troup, Brendan Wycks, and Keith Martin walk 15 minutes (mainly indoors) to restaurant for dinner.

-6:00 to 8:00 p.m.: Welcome to Canada Dinner with Brendan Wycks and Keith Martin at The Keg Restaurant & Bar, 165 York St., Toronto; (416) 703-1773.

-8:00 to 8:15 p.m.: Brendan Wycks and Keith Martin escort Helen Troup back to One King West Hotel.

Tuesday, February 19/19

- 8:05 a.m.: Keith Martin arrives in lobby of One King West Hotel and meets up with Helen Troup. Together, they walk 10 to 12 minutes (outdoors) to Arcadian Loft, 401 Bay St., 8th floor, Toronto, where nearly all of this day's meetings/proceedings will take place.

-8:30 to 10:00 a.m.: confidential/proprietary meeting with Nicole Benson, CEO, Canadian Premier Life Insurance Company (CPL)/Valeyo and CAFII Board Chair, with other CPL/Valeyo executives possibly in attendance, in private meeting room at Arcadian Loft.

-10:00 to 10:15 a.m.: Break

-10:15 to 11:40 a.m.: confidential/proprietary meeting with Kelly Tryon, Vice-President, Creditor Insurance and Retail Distribution – Eastern Canada, CUMIS Services Inc. (and CAFII Board member); Diane Quigley, Director, Creditor Insurance Product & Pricing, CUMIS Services Inc. (and CAFII Executive Operations Committee (EOC) member), with other CUMIS Services executives possibly in attendance, in private meeting room at Arcadian Loft.

Tuesday, February 19/19 (continued)

-11:45 a.m. to 2:15 p.m.: *2019 CAFII Annual Members' Luncheon* in main/large room at Arcadian Loft, where Helen will be a VIP guest seated at a special reserved table but with no official/speaking role (Martyn Gilling, Vice-President, Business Development at RGA Life Reinsurance Company of Canada (a CAFII "Associate" company), who hails from Australia and is an acquaintance of Helen's, will be seated at the same table). Attendance of between 95 and 115 representatives from CAFII Member and Associate companies expected (see Appendix A for further details).

-2:15 to 2:30 p.m.: Break and transition time at Arcadian Loft, following conclusion of *2019 CAFII Annual Members' Luncheon*.

-2:30 to 4:30 p.m.: CAFII Board Confidential Dialogue and Intelligence-Sharing Meeting with Helen Troup, Executive General Manager, Comminsure, Australia. (Attendance at this confidential meeting with Helen Troup is restricted to CAFII Directors (13); Co-Executive Directors Brendan Wycks and Keith Martin; EOC Members (approximately 20) as observers; and CAFII's Communications Consultant David Moorcroft.)

-4:30 p.m. to 4:45 p.m.: Brendan Wycks escorts Helen Troup back to One King West Hotel.

-4:45 to 5:45 p.m.: free time to relax and freshen up for dinner.

-6:00 p.m.: Chris Knight, Senior Vice-President, Life, Health and Creditor Products, TD Insurance, (and CAFII Board member) arrives in lobby of One King West Hotel and meets up with Helen Troup. They walk approximately 10 minutes (mainly indoors) to restaurant for dinner.

-6:15 to 8:15 p.m.: Dinner with Chris Knight and small group from TD Insurance at Reds Wine Tavern, 77 Adelaide St. West, First Canadian Place, Toronto; (416) 862-7337.

-8:15 to 8:30 p.m.: Pete Thorn, Senior Manager, Life & Health Product Operations, TD Insurance (and CAFII EOC member) escorts Helen Troup back to One King West Hotel.

Wednesday, February 20/19

-8:25 a.m.: Peter Thompson, Senior Vice-President, Insurance, National Bank of Canada; and President, National Bank Insurance (and CAFII Board member), arrives at Teller's Bar & Lounge, in lobby of One King West Hotel, for private breakfast meeting with Helen Troup.

-8:30 to 10:00 a.m.: confidential/proprietary meeting with Peter Thompson, President, National Bank Insurance in Teller's Bar & Lounge, One King West Hotel.

-10:00 a.m.: Brendan Wycks arrives at Teller's Bar & Lounge, lobby of One King West Hotel, to pick up Helen Troup and travel with her on the TTC subway to her next appointment in North York.

-10:05 to 10:55 a.m.: Helen Troup and Brendan Wycks take TTC subway northbound Yonge line from King St. station to North York Centre station; and then walk five minutes outdoors to Assurant Canada.

Wednesday, February 20/19 (continued)

-11:00 a.m. to 12 Noon: confidential/proprietary meeting with Paul Cosgrove, Vice-President, Business Partnerships, Assurant Canada (and CAFII Board member); Rob Dobbins, Senior Director, Compliance, Assurant Canada (and CAFII EOC member), and possibly other Assurant Canada executives at Assurant Canada, 5000 Yonge St., Suite 2000, North York.

-12 Noon: Brendan Wycks arrives back at Assurant Canada, to pick up Helen Troup and travel with her on the TTC subway to her next appointment with Scotiabank Financial back in downtown Toronto.

-12:05 to 1:15 p.m.: Helen Troup and Brendan Wycks take TTC subway southbound Yonge line from North York Centre station to King station; and then walk two minutes outdoors to Scotiabank Financial, 44 King St. West, 25th floor, Toronto (take elevator to 24th floor; and then walk up one flight of stairs, in northeast corner, to 25th floor).

-1:15 to 1:50 p.m.: Zack Fuerstenberg, Senior Vice-President, Insurance Canada, Scotiabank Financial (and CAFII Board member), greets/receives Helen Troup; and they have a quick lunch and dialogue prior to short walk next door for meeting with Scotiabank senior executives at Scotia Plaza (adjoining building).

-2:00 to 3:00 p.m.: confidential/proprietary meeting with Zack Fuerstenberg, Senior Vice-President, Insurance Canada, Scotiabank Financial; and Scotiabank senior executives at Scotia Plaza, 40 King St. West, Toronto.

-3:00 to 3:10 p.m.: Zack Fuerstenberg hails a cab or Uber/Lyft for five to 10 minutes drive with Helen Troup to Scotiabank's Digital Factory (innovations lab) at 333 King St. East (between Sherbourne and Parliament Sts.), Toronto, for a tour of that lab.

-3:25 p.m.: Brendan Wycks and Keith Martin meet up with Zack Fuerstenberg and Helen Troup at Scotiabank's Digital Factory at 333 King St. East (between Sherbourne and Parliament Sts.), to be included in the tour.

-3:30 to 5:00 p.m.: tour of Scotiabank's Digital Factory and dialogue/Q&A with its leaders.

-5:00 to 5:10 p.m.: Keith Martin hails a cab or Uber/Lyft and escorts Helen Troup back to One King West Hotel.

-5:10 to 5:50 p.m.: free time to relax and freshen up for dinner.

-5:50 p.m.: Keith Martin returns to lobby of One King West Hotel and meets up with Helen Troup. They walk approximately 10 minutes (mainly outdoors) to restaurant where Helen has a dinner appointment.

-6:00 to 8:00 p.m.: Dinner with Gillian Noble, Chief Operating Officer, BMO Insurance at Jump Restaurant, 18 Wellington St. West, Toronto; (416) 363-3400.

-8:00 to 8:15 p.m.: Gillian Noble, Chief Operating Officer, BMO Insurance escorts Helen Troup back to One King West Hotel.

Thursday, February 21/19

-7:30 a.m.: Brendan Wycks arrives in lobby of One King West Hotel and meets up with Helen Troup. They walk approximately 20 minutes (mainly indoors) to CIBC Insurance location where full-day “Law Firm Bidder Presentations and CAFII Board Decision(s) Meeting Re CAFII Credit Card Balance Protection Insurance (CCBPI) Special Project” will take place from 8:00 a.m. to 4:00 p.m., at which Helen will be a guest observer/advisor.

-8:00 a.m. to 4:00 p.m.: “Law Firm Bidder Presentations and CAFII Board Decision(s) Meeting Re CAFII Credit Card Balance Protection Insurance (CCBPI) Special Project” at CIBC Insurance, 18 York St., 9th floor, Toronto (continental breakfast; lunch; refreshments provided).

-4:00 to 4:20 p.m.: Brendan Wycks escorts Helen Troup back to One King West Hotel.

-4:20 to 6:05 p.m.: free time to relax and freshen up for dinner.

-6:05 p.m.: Keith Martin arrives in lobby of One King West Hotel and meets up with Helen Troup. They walk approximately 10 minutes (mainly outdoors) to restaurant where Helen has a dinner appointment.

-6:15 to 8:15 p.m.: Dinner with Wally Thompson, Vice-President, Sales & Marketing, Partnerships and CoverMe, Insurance, Manulife Financial (and CAFII Board member) and other Manulife Financial executives at Drake One Fifty restaurant, 150 York St., Toronto; (416) 363-6150.

-8:15 to 8:25 p.m.: Wally Thompson and/or Monika Spudas, Director, Account Management, Consumer Markets, Manulife Financial escort(s) Helen Troup back to One King West Hotel.

Friday, February 22/19

-8:35 a.m.: Keith Martin arrives in lobby of One King West Hotel and meets up with Helen Troup. They walk approximately 10 minutes (mainly outdoors) to head office of the Canadian Bankers Association.

-9:00 to 10:00 a.m.: confidential/proprietary meeting for Helen Troup with Darren Hannah, Vice-President, Finance, Risk & Prudential Policy, Canadian Bankers Association (CBA), 199 Bay St., 30th floor, Toronto; (416) 362-6092 (contact: Claudia Landres-Hansen, Darren Hannah’s Executive Assistant: 416-362-6093, ext. 283; chansen@cba.ca; 41) Keith and Helen must obtain a security pass from the concierge on the main floor (pre-arranged) in order to be able to access the elevator up to the 30th floor.

-10:00 a.m.: Keith Martin returns to CBA office at 199 Bay St., 30th floor to pick up Helen Troup and escort her to her next appointment at CIBC Insurance, a 10 to 15 minutes walk away (mainly outdoors); no need to rush as next appointment is not until 10:30 a.m.

-10:30 to 11:30 a.m.: confidential/proprietary meeting with Sandra Rondzik, Vice-President, CIBC Insurance and President & CEO, CIBC Life Insurance Co. Ltd. (and CAFII Board member), with other CIBC Insurance executives possibly in attendance also, at CIBC Insurance, 33 Yonge St., 7th floor, Canada Room, Toronto.

-11:30 a.m.: Keith returns to CIBC Insurance at 33 Yonge St., 7th floor, Canada Room, Toronto to pick up Helen Troup and escort to her lunch appointment; no need to rush as lunch appointment is not until 12 Noon.

Friday, February 22/19 (continued)

-12:00 to 1:30 p.m.: lunch meeting with Chris Lobbezoo, Vice-President, Creditor Product & Sales Distribution, RBC Insurance, with other RBC Insurance executives in attendance also (Brendan Wycks and Keith Martin invited to join/sit in on this lunch meeting) at Stratus Restaurant, 79 Wellington St. West, TD South Tower, 36th floor, Wine Room, Toronto.

-1:30 to 1:35 p.m.: Brendan Wycks escorts Helen Troup to her next appointment at the Canadian Life and Health Insurance Association (CLHIA), which is located in the same office tower as Stratus Restaurant but on the 23^d floor.

-1:35 p.m. to 2:35 p.m.: confidential/proprietary meeting with Erica Hiemstra, Assistant Vice-President, Market Conduct Policy and Regulation, CLHIA, with other CLHIA executives possibly in attendance also, at CLHIA offices, 79 Wellington St. West, Suite 2300, Toronto.

-2:35 p.m.: Brendan Wycks returns to CLHIA office at 79 Wellington St. West, Suite 2300, Toronto, to pick up Helen Troup and take her to her next appointment at Canada Life Assurance, a 10 to 12 minutes walk away (outdoors).

-2:50 to 4:00 p.m.: confidential/proprietary meeting with David Fear, Senior Vice-President, Creditor Insurance, The Canada Life Assurance Company (and a CAFII Board member), with other Canada Life Assurance executives possibly in attendance also, at Canada Life Assurance, 330 University Avenue, Toronto (David Fear to meet Helen and Brendan in the building lobby at 330 University Avenue).

-4:00 p.m.: Brendan Wycks returns to Canada Life Assurance at 330 University Avenue to pick up Helen Troup; and escorts her back to One King West Hotel.

-4:20 p.m.: Helen Troup's itinerary with CAFII is concluded. Free time to be a tourist and enjoy Toronto and vicinity.