

Agenda Item 4(d)(i)
August 13/19 EOC Teleconference Meeting

From: Keith Martin <Keith.Martin@cafii.com>

Sent: August-09-19 1:11 PM

Subject: Call for Volunteers to Join EOC/CAFII Credit Card Balance Protection Insurance (CCBPI) Working Group on "Gap Analysis"

Dear EOC Member:

At the 4 June 2019 Board meeting, the Board's *in camera* session discussion on the Credit Card Balance Protection Insurance (CCBPI) Special Project concluded with a request that a Working Group of the EOC/CAFII membership develop a "gap analysis" along with ways to close any gaps that are identified. That gap analysis is to assess regulatory expectations (as expressed in the FCAC's 2018 review of Domestic Banks' Sales Practices, the AMF's Sound Commercial Practices Guideline, and CCIR/CISRO's Guidance: Conduct of Insurance Business and Fair Treatment of Customers) against both *CLHIA Guideline G7: Creditor's Group Insurance* and current industry practices -- to determine if there are gaps/areas to address or areas where the industry's standards and practices with respect to CCBPI can be improved.

We are now issuing a Call For Volunteers to join the Working Group, which is about to be formed.

If you, or a colleague, is interested in joining the CCBPI Working Group on Gap Analysis, please let Brendan and me know asap.

Meetings of the Working Group will begin next **Thursday, 15 August, 2019 from 1-2pm via teleconference**, and continue **every Thursday thereafter from 1-2pm until the work is complete**. One in-person meeting of the Working Group will be held on Thursday, 5 September, 2019.

This matter will also be on the agenda for next Tuesday's EOC meeting.

Keith Martin

Co-Executive Director / Co-Directeur général

Canadian Association of Financial Institutions in Insurance

L'association canadienne des institutions financières en assurance

keith.martin@cafii.com

T: 647.460.7725

www.cafii.com