

***Agenda Item 4(c)(i)
September 19/23 EOC Meeting***

CAFII Quebec/AMF Issues Committee Agenda, Wednesday, 13 September, 2023 1-2pm

1. Welcome and Start of Meeting (Jennifer Russell)
2. Introducing Two New CAFII Hires: Robyn Jennings, Research Analyst; Shanay Smith, Operations Manager (Jennifer Russell, Robyn Jennings, Shanay Smith)
3. Update on CAFII Presentation, In French in Quebec City, to the AMF on our Key Priorities, on 28 September, 2023 (Regulatory Tour Presentation) (Keith Martin)
4. Update on the 10 October, 2023 Liaison Lunch and Issues Dialogue Meeting with the AMF in Montreal, Hosted by RBC Insurance (Keith Martin)
5. NEW Possible Topics for the Upcoming 3 October, 2023 Quarterly Meeting Between Peter Thompson and Eric Jacob
6. Update on Final Regulation re: Complaints and Dispute Resolution (Keith Martin, all)
7. Update on Spousal Insurance Issue (Keith Martin, All)
8. Proposal for Consideration by the Committee: Inviting AMF CEO Yves Ouellet as the Keynote Speaker at the May 28, 2024 Annual Members and Associates Luncheon, at St. James Cathedral in Toronto (Keith Martin, All)
9. Other business (Jennifer Russell, All)

Tracking Issues

- AMF initiative around statistics on Debtor Life, Health, and Employment (DLHE) Insurance claims denial rates, and return of premium to customers
- Next steps, spousal issue