



The Travel Health Insurance  
Association of Canada

Calendar of Events

## THIA 2023 AGM

**June 21, 2023, 9:00 AM - 12:30 PM**

### MARK YOUR CALENDAR

The Annual General Meeting of members of the Travel Health Insurance Association of Canada will be held on Wednesday, June 21, 2023, at the Cricket Club in Toronto, Ontario. At the meeting, new members of the board of directors will be elected and we will have two guest speakers. The AGM is free to attend but only open to active THIA members. For those members who are unable to attend, we encourage you to vote in the elections using the proxy form that will be emailed to you in May.

### AGENDA

#### 9AM – 10AM

Light Breakfast & Registration

#### 10AM – 10:15AM

Welcome and introduction by the President

Confirmation of quorum

Motion to approve the minutes of the June 15, 2022 AGM

President's message

Confirmation of the new General By-Law No. 1 enacted on January 18, 2023

#### 10:15AM – 10:30AM

Treasurer's Report & Motion to appoint the auditor

#### 10:30AM – 10:45AM

Nominating Committee report and election of the Board of Directors

#### 10:45AM – 10:50AM

Other Business

(over)

11:00AM

Adjournment of formal meeting

11:00AM – 11:25AM

Special Guest Presentation from Warren Brown on "Journeying Out: LGBTQ Travel Trends"

11:25AM – 11:55AM

A Fireside Chat with Mark White, CEO of Financial Services Regulatory Authority of Ontario (FSRA) and Sean McGurran, Co-Chair of the THIA Regulatory Affairs Committee

11:55AM – NOON

Closing remarks from the President

Location & Hotel Information

## Registration

THIA MEMBERS

*This registration type is restricted to members.*

49 left

**REGISTER NOW**

Add THIA 2023 AGM to my calendar.

(over) 200

**The Slate of Nominees for election to  
The Travel Health Insurance Association of Canada /  
Association Canadienne De L'assurance Voyage  
Board of Directors for 2023 to 2025**

**ANNELAURE MASSON, LL.M., MA**  
**Compliance Manager & Privacy Officer**  
**TuGo**

Annelaure is a seasoned bilingual travel insurance professional with 18+ years of experience. She has extensive experience with travel insurance products and regulatory matters. She is currently the Compliance Manager and Privacy Officer for TuGo and is a member of THIA's Regulatory Affairs Committee and a past member of both the COVID-19 and Super Visa task forces/working groups. Annelaure has a law degree from France, a Master of Laws from the UK, and a Master of Arts from UBC. She looks forward to helping THIA and its members, in both English and French.

**CASSANDRA TIMMS, BScN**  
**Vice President, A&S Operations**  
**Old Republic Insurance Company of Canada**

Cassandra has 25 years of progressive experience and expertise in the travel insurance industry. Cassandra started her insurance career in medical case management and presently heads Old Republic Canada's Accident & Sickness (travel) division, where she passionately leads a team of experts in the areas of claims management, client service delivery, TPA relationships, business development, marketing and sales. Cassandra is a graduate of McMaster University's Nursing program and holds many industry designations including a Fellowship in Life and Health Claims (FLHC). She is the current co-chair of THIA's Claims Committee and an active member of the Canadian Life and Health Insurance Association's Travel Working Group.

**DAN KEON**  
**Vice President, Marketing & Insights**  
**Regional Head of Product Management & Innovation, Canada and LATAM**  
**Allianz Global Assistance**

Dan is a seasoned leader with over 23 years of experience in the Canadian travel insurance industry, including roles across marketing, corporate communications, business development and operations areas. A marketer through and through, Dan possesses a passion for his areas of expertise, including strategic marketing, external communications, brand management, market insights and product innovation. Dan is a Communications graduate of Wilfrid Laurier University and is a member of THIA's Innovation Committee.

**ELLIOTT DRAGA, MBA**  
**Chief Commercial Officer**  
**NIS**

Elliott Draga is the Chief Commercial Officer at Nordic Insurance Software (NIS). NIS is a leading global provider of insurance back-end platforms for travel, health and private medical insurance. Elliott has led NIS' geographic and product market expansion in recent years and is now responsible for the company's overall commercial strategy, including continued growth into new market segments and reinforcing that NIS remains the market leader for travel, health and private medical insurers and assistance companies across the globe. Elliott is also the Vice President of the Travel Health Insurance Association of Canada (THIA). Elliott has been a member of THIA since 2014, and was a founding member of THIA's Innovation Lab.



**JANET PACINI THIBODEAU, BA, B.Ed.**

**National Account Executive**

**Manulife, Affinity Markets**

Janet Pacini Thibodeau obtained her Bachelor of Arts degree from York University and Bachelor of Education from the University of Toronto. She began in the travel industry in 1997 and worked in the retail travel sector until 2010 when she joined Manulife. Since then, she has held positions of Product Manager, Education, Advocacy, Trade Manager and National Account Executive. Janet has been a member of THIA since 2013 and took on the role of Chair for the Education Committee in 2019.

**KIM CONNOR, BAA**

**VP – Strategic Partnerships, North America**

**Global Excel Management**

A graduate of Toronto Metropolitan University, Kim began in the travel industry in 1992. She joined Global Excel in 1995 and was one of the original members of the Managed Care team. Kim played a key role in the creation of the Corporate Client Services department where she was the Director from 2003-2006. She also served as Director of Claims Services from 2005-2008 where she oversaw both the Managed Care and Claims departments. From 2008 – 2019 Kim was Vice President - International Business Development where she was responsible for expanding business opportunities in all French-speaking markets. In 2019, Kim moved to her current role of VP – Strategic Partnerships, North America where she has overall responsibility for client relationships, business development and retention initiatives in the Canadian and U.S. travel markets.

**MICHAEL CAMACHO, MBA CFP, CLU, CHFC, CHS, FLMI**

**President**

**CSI Brokers Inc.**

**(NOMINEE FOR THIA PRESIDENT)**

Michael Camacho obtained his degrees from the University of Toronto and Dalhousie University and began working in the insurance industry in 1990. He has worked with London Life and World Travel Protection. In 2000, Michael joined Credit Security Insurance Brokers Inc. (now known as CSI Brokers Inc.) and has been its President since May 2001. In 2017, he co-founded Snowbird Advisor Insurance Inc.

In 1998, Michael was one of 25 people who attended the meeting in Lakeland, FL which would later become The Travel Health Insurance Association of Canada. Between 2009 and 2022, he co-chaired THIA's Annual Conference and became THIA President in June 2022. Michael has been a member of the Advocis Toronto Board of Directors since 2016 and is on the Nominating Committee of The National Club.

**PATRICK CHARBONNEAU, ASA**

**Director, Travel Insurance,**

**Optimum Reassurance**

Patrick has acquired extensive experience with insurance companies working on pricing, strategic planning and compensation in group insurance. He is a specialist in travel health insurance for insurance risk. In addition to current role as THIA's Treasurer, Patrick is also involved with various industry committees as a member, co-chair, chair, and board director including with the Canadian Institute of Actuaries and the Canadian Life and Health Insurance Association.