

# CAFII Regulator and Policy-Maker Visit Plan 2014

updated June 18, 2014

Jurisdiction	Regulator/Policy-Maker	Annual Courtesy Call	Purpose/Issues	Attendees	Date/Venue	Status
British Columbia	<b>Insurance Council of BC:</b> Gerry Matier, Executive Director	X	-Update on Council priorities -Maintain and strengthen relationship	M. Gill G. Grant D. Blake B. Wycks  S. Gelgor J. Lewsen R. Beckford T. VanMeggelen B. Wycks	Invite when in Toronto	- <b>CAFII group met with G. Matier on May 28/14. Insights gained reported in Regulatory Visit Report. CAFII implored to take further action in support of LLQP modernization, to counter campaign by opposed parties focused on “The Underserved Market”.</b> G. Matier informed that matter to be discussed at <b>June 10/14 CAFII Board meeting.</b>  -Five CAFII reps had liaison lunch meeting with G. Matier in Toronto on May 15/13; covered range of topics in CAFII Briefing document.  -G. Matier is member of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meetings on February 10 and May 28/14.

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	<p><b>Financial Institutions Commission(FICOM):</b> Carolyn Rogers , CEO, FICOM &amp; Superintendent of Insurance (CCIR chair);</p> <p>Doug McLean, Deputy Superintendent</p> <p>Harry James, Director, Policy Initiatives</p>	X	<p>-update on FICOM priorities -Maintain and strengthen relationship</p> <p>(-CAFII decided not to submit a formal response to FICOM’s summer 2013 Consultation on Use of Managing General Agents, as that is not CAFII members’ distribution channel.)</p>		Surrey, BC When Carolyn is in Toronto; or CAFII Board member in Vancouver	<p>-CAFII group of C. Knight, M. Gill, M. Sanchez-Chung, J. Lewsen, J. Beauchamp, G. Grant, and B. Wycks had liaison dinner with C. Rogers in Ottawa on May 6/14. C. Rogers accepted invitation to be speaker at October 7/14 CAFII event.</p> <p>-B. Wycks called H. James on May 26/14 for update on “Creditor’s Group Insurance” issue.</p> <p>-H. James phoned B. Wycks on March 12/14 with heads-up about “Creditor’s Group Insurance” issue involving large life insurer that led to Consent Order and \$150,000 in fines (see March and April 2014 Regulatory Updates)</p> <p>-J. Lewsen and B. Wycks met with H. James, Chair of CCIR’s Agencies Regulation Committee, and Carol Shevlin of CCIR on September 26, 2013 around CCIR’s TPA Review initiative. Presented opportunity to have brief side meeting with Harry around BC/FICOM regulatory issues.</p> <p>-Targeted networking with C. Rogers occurred during CAFII 15<sup>th</sup> Anniversary event on April 10, 2013; at CLHIA Compliance Conference in Vancouver in May 2013; and at CAFII/CCIR Industry Stakeholder Meeting on October 30, 2013.</p>

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Alberta	<b>Alberta Insurance Council :</b> Joanne Abram, CEO; Tom Hampton, Chief Operating Officer; Ron Gilbertson, Chair (2012-15)	X	-Update on Council priorities -Council Representation for Restricted Licence Holders -Licensing for 3 <sup>rd</sup> party providers -Business number registration system -Maintain and strengthen relationship		When Joanne or Tom is in Toronto; or CAFII Board member in Edmonton	<p><b>-M. Gill, J. Lewsen, and B. Wycks had lunch liaison meeting with J. Abram and R. Gilbertson on March 17/14 (see March 2014 Regulatory Update)</b></p> <p>-J. Abram and W. Martinson of AIC are members of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meetings on February 10 and May 28/14 -CAFII arranged opportunity for two AIC staff execs. to give demo presentation of new “Canadian Insurance Participant Registry” (CIPR) to CAFII member audience on January 8/14. Highlights captured in Regulatory Update. CAFII arranged follow-up opportunity for electronic demo presentation of CIPR for CAFII and CADRI members which occurred on March 17/14</p> <p>-M. Gill, J. Lewsen, B. Wycks and L. Duigu met with J. Abram and S. Boyetchko on December 12/13 around AIC’s interest in Representation for Restricted Licence Holders in Alberta. Discussion captured in Regulatory Report. <b>CAFII to submit formal proposal on two viable options to J. Abram</b></p> <p>-B. Wycks met with J. Abram at the CLHIA Consumer Complaints Officers Section Fall Seminar on November 21/13; insights captured in ED’s Report</p>

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	<b>Ministry of Finance:</b> Mark Prefontaine, Superintendent of Insurance  Brad Geddes, Deputy Superintendent of Insurance  Laurie Balfour, Acting Deputy Superintendent of Insurance		-Update on Superintendent's priorities -Maintain and strengthen relationship		When Mark is in Toronto; or CAFII Board member in Edmonton	Targeted networking with M. Prefontaine and B. Geddes occurred during CAFII 15 <sup>th</sup> Anniversary event on April 10/13  Effective June 27/13, Laurie Balfour became Deputy Superintendent of Insurance - Alberta. Brad Geddes has been seconded to the Government of Alberta's Flood Recovery Task Force as the Director of Stakeholder Engagement. This is for an indefinite period of time, likely for at least 6 months. Briefing networking with L. Balfour occurred during CAFII/CCIR Industry Stakeholder Meeting on October 30/13
	<b>New President of Treasury Board and Minister of Finance</b> Doug Horner					

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Saskatchewan	<b>Insurance Councils of Saskatchewan:</b> Ron Fullan, Executive Director; and Chair, CISRO	X	-Update on Council priorities -Council Representation -Maintain and strengthen relationship		Invite when Ron is in Toronto	-R. Fullan is Chair of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meetings on February 10 and May 28/14. -B. Wycks had Get Acquainted discussions with April Stadnek, Director of Compliance, Saskatchewan Insurance Councils, around CLHIA CCOS Fall Seminar and FSCO Life & Health Sector Symposium, November 21-22/13; insights captured in Executive Director's Report. -CAFII reps met with R. Fullan on July 29/13 to discuss main themes in CAFII's Proposal For Restricted Licensee Representation in Sask. Proposal submitted to R. Fullan on October 10/13. <b>Favourable feedback on CAFII proposal received from R. Fullan in April 2014.</b>
	<b>Financial and Consumer Affairs Authority,</b> David Wild, Chairperson and Superintendent of Insurance;  Ian McIntosh, Deputy Superintendent of Insurance		-Courtesy visit, Introduction of CAFII -Insurance Act Review, ISI; Council Representation for Restricted Licence Holders -Maintain and strengthen relationship		When David or Ian is in Toronto; or CAFII Board member in Regina	
	<b>Consultant (ex Superintendent)</b> Jim Hall		-Update on Insurance Act review -Maintain and strengthen relationship		When Jim is in Toronto; or CAFII Board member in Regina	

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Manitoba	<b>Ministry of Finance:</b> Jim Scalena, Superintendent  (Targeted networking with J. Scalena, Superintendent, occurred during CAFII 15 <sup>th</sup> Anniversary Event on April 10, 2013)	X	-Update of Insurance Act review and ISI regime -Maintain and strengthen relationship		Winnipeg	<p>-CAFII delegation of M. Gill, P. Yeung, and B. Wycks met with Minister of Finance J. Howard, Deputy Minister J. Hrichishen, Superintendent of Insurance J. Scalena, and Deputy Superintendent S. Moore on April 29/14. That meeting immediately preceded by meeting with J. Scalena, S. Moore, and E. Pearson, Executive Director of Insurance Council. (See Meetings Summary and CAFII thank you letters.)</p> <p>-Manitoba released Draft ISI Regulation in early June 2013. CAFII responded with detailed submission.</p> <p>-On January 10/14, CAFII responded to Draft 2 of ISI Regulation with detailed submission. CAFII requested meeting with Minister of Finance re imperative of harmonization of Manitoba ISI Regime with other provinces, as directed by Board on October 8/13.</p> <p>-In late February 2014, S. Moore communicated with B. Wycks by e-mail and phone to advise that Manitoba's Draft ISI Regulation would be amended to address nearly all of the concerns expressed by CAFII and other industry stakeholders (see Regulatory Update).</p>

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	<b>Insurance Council of Manitoba:</b> Erin Pearson, Executive Director	X	-Update on Council priorities -Representation for Restricted Licence Holders -Maintain and strengthen relationship		When Erin is in Toronto; or CAFII Board or EOC member or Executive Director is in Winnipeg	<b>CAFII delegation of M. Gill, P. Yeung, and B. Wycks met with E. Pearson in Winnipeg on April 29/14 as part of pre-meeting with her, J. Scalena, and S. Moore immediately prior to meeting with Minister of Finance J. Howard.</b>
	<b>Ministry of Finance</b> Minister Jennifer Howard		Letter of introduction sent to predecessor Finance Minister Stan Struthers; include on a visit of CAFII Chair or other reps to Manitoba. Letter requesting meeting with new Finance Minister Jennifer Howard re Draft ISI Regime Regulation and other CAFII issues sent on January 15/14, on heels of response submission on Draft 2 of ISI Regulation			<b>-CAFII delegation of M. Gill, P. Yeung, and B. Wycks met with Minister of Finance J. Howard, Deputy Minister J. Hrichishen, Superintendent of Insurance J. Scalena, and Deputy Superintendent S. Moore on April 29/14. (See Meetings Summary and CAFII thank you letters.)</b>
Ontario	<b>FSCO:</b> Phil Howell, CEO & Superintendent	X	-Update on FSCO priorities -Maintain and strengthen relationship		Toronto	<b>-CAFII made submission on FSCO's 2014 Statement of Priorities on May 30/14.</b> <b>-B. Wycks had catch-up/courtesy visit discussion with P. Howell at luncheon table during CLHIA Compliance Conference on May 7/14.</b> <b>-B. Wycks had Get Acquainted lunch meeting with P. Howell, at his request, on July 5/13. Insights gained captured in Regulatory Visit Report.</b>

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	<p><b>FSCO:</b> Grant Swanson, Executive Director, Licensing &amp; Market Conduct Division</p> <p>Jim Fox, Senior Policy Advisor (leader of Modernizing Disciplinary Hearings for Insurance Agents and Adjusters initiative)</p> <p><b>FSCO:</b> Anatol Monid, Director, Market Regulation Branch</p> <p>Adrienne Warner, leader of Life Insurance Product Suitability Review initiative</p> <p>Shonna Neil, Senior Manager, Licensing; member of CISRO LLQP Committee</p>		<p>Consultation Proposal on “Modernizing Disciplinary Hearings for Insurance Agents and Adjusters”</p> <p>Industry consultation on “Life Insurance &amp; Mortgage Broker Product Suitability Review”</p>			<p>-J. Fox e-mailed B. Wycks in March 2014 to advise that implementing amendments to Insurance Act had been introduced in the legislature (legislation died on Order Paper with calling of provincial election for June 12/14). On February 14/13, B. Wycks and R. Troiani, RBC Insurance, met with G. Swanson, I. Scovino and J. Fox around FSCO’s plans for Modernizing Disciplinary Procedures For Life Insurance Agents and Independent Adjusters.</p> <p><b>-A. Warner called B. Wycks on May 28/14 to advise that FSCO would not be releasing final report from Life Insurance Product Suitability Review until after provincial election on June 12/14.</b></p> <p>-CAFII reps met with FSCO team on April 9/14 and provided feedback on of analysis of data from life agent questionnaire and resulting Interim Report of Life Insurance Product Suitability Review.</p> <p>-CAFII made written submission in September 2013. Adrienne Warner of A. Monid’s team is “point person” for FSCO’s “Life Insurance &amp; Mortgage Broker Product Suitability Review,” scope of which was narrowed to cover just term life, whole life, and universal life sales. CAFII reps participated in focus group discussion with A. Monid, A. Warner, and other FSCO reps on this matter on July 18/13. Follow-up discussion on draft survey of insurance agents occurred on September 6/13.</p>



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	FSCO: Annual Symposium for Life and Health Insurance Sector			-individual FI member reps. -CAFII Executive Director	Toronto November	FSCO's 6 <sup>th</sup> Annual Symposium for the Life and Health Insurance Sector took place on November 22/13. Networking by B. Wycks and several CAFII volunteer leaders in attendance occurred with G. Swanson, A. Monid, S. Neil, A. Warner, L. Miclescu, and other FSCO senior staff

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Quebec	New AMF CEO effective July 2/13: Louis Morisset		-Update on AMF priorities -Maintain and strengthen relationship		When Louis is in Toronto; or CAFII Board member in Quebec City	<p><b>-Louis Morisset and four members of AMF staff executive team (P. Dery, E. Stevenson, J. Reid, S. Langlois) had candid discussion on industry issues with CAFII Board and EOC group on April 8/14.</b></p> <p>R. Hebert, M. Gill, R. Beckford, I. Choquette, and B. Wycks met with Mario Albert, CEO; Eric Stevenson; Julien Reid; and Louise Gauthier in Quebec City on June 7/13 for a productive and informative liaison meeting.</p>
	<p><b>AMF:</b> Superintendent, Client Services and Distribution Oversight: Eric Stevenson</p> <p><b>AMF:</b> Superintendent of Solvency, Patrick Dery</p>	X				Targeted networking with E. Stevenson and P. Dery occurred during CAFII 15 <sup>th</sup> Anniversary event on April 10/13
	<b>AMF:</b> Stephane Langlois, Senior Director, Distribution Practices				Fall	B. Wycks had networking discussions with S. Langlois at CLHIA CCOS seminar and FSCO symposium on November 21-22/13.

New Brunswick	<p>Angela Mazerolle, Superintendent of Insurance</p> <p>David Weir, Deputy Superintendent of Insurance</p> <p>Adam Mitton, Attractiveness Executive, Invest New Brunswick</p>		<p>-Update on Superintendent's priorities</p> <p>-Discuss/educate on creditor's group insurance (CGI) and Avalon Study;</p> <p>-Licensing issues, electronic licensing; Insurance Act Review Status; including consultation on "Opportunities for Reforming the Licensing Framework for Other-than-Life Agents and Brokers" announced in late August 2013</p> <p>-Maintain and strengthen relationship</p> <p>-David Weir is Chair of Atlantic Taskforce on ISI (dormant)</p>		TBD Fredericton	<p><b>-B. Wycks had brief get-reacquainted discussion with A. Mazerolle during CLHIA Conference in Ottawa on May 7/14. Discussion confirmed that morning of October 1/14 in Fredericton is highly viable option for rescheduling of CAFII Joint Visit with Atlantic Canada Regulators, postponed from May 15/14 due to Regulator attendance constraints, and she would be able to attend.</b></p> <p>-Targeted networking with A. Mazerolle and D. Weir, Deputy Superintendent of Insurance, occurred during CAFII 15<sup>th</sup> Anniversary Event on April 10/13.</p> <p>-D. Weir is member of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meeting on February 10/14 meeting.</p> <p><b>-CAFII met with Adam Mitton of Invest New Brunswick on June 3/14 in Toronto re insurance licensing inefficiency and related constraints to business investment in the province. (See Industry Liaison Visit Report.)</b></p>
	Consumer Advocate For Insurance, Ronald Godin		<p>-Update on Consumer Advocate's priorities</p> <p>-Discuss /educate on creditor's group insurance (CGI) and Avalon</p> <p>-Build relationship</p>		When Ronald Godin is in Toronto; or CAFII Board member in Fredericton	In April 2014, New Brunswick government announced that role of Consumer Advocate For Insurance will be eliminated, and responsibilities transferred to provincial ombudsman.

Nova Scotia	Superintendent Doug Murphy		<ul style="list-style-type: none"> <li>-Update on Superintendent's priorities</li> <li>-Discuss/educate on creditor's group insurance (CGI) and Avalon Study;</li> <li>-Atlantic Taskforce on ISI</li> <li>-Build relationship</li> </ul>		TBD Halifax	<p><b>-D. Murphy has confirmed that he can attend CAFII Joint Meeting with Atlantic Canada Regulators if rescheduled for morning of October 1/14 in Fredericton.</b></p> <ul style="list-style-type: none"> <li>-Brief networking with D. Murphy occurred following CAFII/CCIR Industry Stakeholder Meeting on October 30/13.</li> <li>-Targeted networking with D. Murphy occurred during CAFII 15<sup>th</sup> Anniversary event on April 10/13.</li> </ul>
PEI	Superintendent Robert Bradley		<p>Courtesy- Low priority for 2013 (only if CAFII Board member in Charlottetown)</p> <ul style="list-style-type: none"> <li>-Update on Superintendent's priorities</li> <li>-Build relationship</li> </ul>		Charlottetown	<p><b>-R. Bradley has confirmed that he can attend CAFII Joint Meeting with Atlantic Canada Regulators if rescheduled for morning of October 1/14 in Fredericton.</b></p> <ul style="list-style-type: none"> <li>-Targeted networking with R. Bradley occurred during CAFII 15<sup>th</sup> Anniversary event on April 10/13.</li> </ul>

Newfoundland	<p>Superintendent Douglas Connolly (<b>retired effective early 2014; successor appointment pending</b>)</p> <p>Craig Whalen, Deputy Superintendent</p>		<ul style="list-style-type: none"> <li>-Update on Superintendent's priorities</li> <li>-Discuss/educate on creditor's group insurance (CGI) and Avalon</li> <li>-Build relationship</li> </ul>		<p>St John's</p> <ul style="list-style-type: none"> <li>-Targeted networking with D. Connolly occurred during CAFII 15<sup>th</sup> Anniversary event on April 10, 2013</li> <li>-<b>C. Whalen has confirmed that he can attend CAFII Joint Meeting with Atlantic Canada Regulators if rescheduled for morning of October 1/14 in Fredericton.</b></li> <li>-Brief networking with C. Whalen occurred immediately following CAFII/CCIR Industry Stakeholder meeting on October 30, 2013.</li> </ul>
Atlantic Canada	Joint Forum of Insurance Regulators		<ul style="list-style-type: none"> <li>- Update on Superintendents' priorities</li> <li>-Discuss/educate on creditor's group insurance (CGI) and Avalon</li> <li>-Build relationships</li> </ul>		<ul style="list-style-type: none"> <li>- <b>CAFII Joint Meeting with all Atlantic Canada insurance regulators rescheduled for morning of October 1/14 in Fredericton.</b></li> <li>-Such a joint visit to Atlantic Canada regulators strongly encouraged by Phil Howell of FSCO.</li> </ul>

CCIR	Carol Shevlin, Policy Manager	X	<p>-Annual lunch. Discuss priorities</p> <p>-Maintain and strengthen relationship</p>		Toronto	<p><b>-B. Wycks had productive discussion with C. Shevlin at CLHIA Conference in Ottawa on May 7/14, in which she confirmed that she would not schedule any CCIR activity for the morning of October 1/14 in Fredericton, which will thereby allow for rescheduling of postponed CAFII Joint Meeting with Atlantic Canada Insurance Regulators to that slot. CISRO is meeting there on September 29-30; and CCIR on October 2-3.</b></p> <p>-in spirit of open communication, B. Wycks shared CAFII's submission in response to proposed federal financial consumer code with CCIR in early March 2014, to which C. Shevlin replied with a note of appreciation.</p> <p>-J. Lewsen and B. Wycks had meeting with Carol Shevlin and Harry James, ARC Chair, on September 26/13 around CCIR's TPA Review initiative.</p> <p>-B. Wycks had a Get Acquainted Lunch with C. Shevlin in January 2013; and is in regular contact with her.</p>
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	CCIR Executive		Meet when pressing issues or opportunistic meeting occasions arise.		October 30, 2013 in Toronto	CAFI Board members, EOC members, and B. Wycks had “industry stakeholder meeting” with CCIR Executive on October 30/13. Discussion captured in Regulatory Update.
CISRO	Ron Fullan Chair		<ul style="list-style-type: none"> <li>-Update on CISRO priorities</li> <li>-Maintain and strengthen relationship</li> <li>-LLQP Modernization</li> <li>-Multi-jurisdictional licensing and related contact centre compliance issues</li> </ul>		-invite when in Toronto	<p><b>-CAFI reps (2) had engaging one-on-one stakeholder meeting with CISRO LLQP Committee on May 28/14.</b></p> <p>-CAFI reps (3) had engaging one-on-one stakeholder meeting discussion with CISRO LLQP Committee on February 10/14</p> <p>-B. Wycks interacted and had private liaison conversations with CISRO LLQP Chair Ron Fullan and other LLQP Committee members during each of four Stakeholder Information Sessions held in Toronto in 2013.</p> <p><b>-Based on suggestion made by J. Abram at March 17/14 liaison lunch, B. Wycks contacted R. Fullan, Chair of CISRO. As a result, CAFI likely to be offered opportunity to make a presentation to CISRO on multi-jurisdictional licensing and other compliance challenges faced by national contact centres, at meeting in Fredericton on September 29-30/14.</b></p>
Federal	<b>Federal Finance Dept.</b>		Educational – marketing of CGI			
	<b>OSFI:</b> Julie Dickson, Superintendent					
	<b>OBSI:</b> Doug Melville Ombudsman		Educational – marketing of CGI			

	Financial Consumer Agency of Canada (FCAC)		Financial Literacy re insurance			<p><b>-B. Goulard, Deputy Commissioner of FCAC, spoke at CAFII event on June 10/14. Presentation nicely customized to CAFII as an industry stakeholder.</b></p> <p>-M. Sanchez-Chung, M. Gill, L. Duigu, and B. Wycks had get acquainted and briefing/orientation meeting with newly appointed Deputy Commissioner Brigitte Goulard and Kevin Thomas, Senior Compliance Officer, on May 6/14. P. Yeung, L. Duigu, and B. Wycks had follow-up planning teleconference on June 5/14, re B. Goulard's presentation at CAFII speaker event on June 10/14.</p> <p>-M. Gill and B. Wycks had Get Acquainted/Refresh meeting with Karen Morgan and other FCAC contacts on January 9/14. Discussion captured in Regulatory Update.</p> <p>-On April 15/14, Jane Rooney was promoted from Director position to spotlight role of "Financial Literacy Leader" for Canada.</p> <p>-CAFII participated in federal government consultation, being led by FCAC, around a proposed new federal financial consumer code. Submission sent February 28/14 and is now posted on Finance Canada site.</p>
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