

Regulatory Visit Report
Liaison Lunch Meeting Between CAFII Representatives and
Joanne Abram, CEO, Alberta Insurance Council
Thursday, May 4/17; Delta Armouries Hotel, London, Ontario

CAFII Representatives present:

- Jason Beauchamp, BMO Insurance
- John Lewsen, BMO Insurance
- Rose Beckford, Scotiabank Financial
- Andrea Stuska, TD Insurance
- Fay Coleman, TD Insurance
- Diane Quigley, The CUMIS Group Ltd. (Co-operator's Insurance)
- Shawna Sykes, The CUMIS Group Ltd. (Co-operator's Insurance)
- Keith Martin, Co-Executive Director
- Brendan Wycks, Co-Executive Director

Through this regulatory liaison meeting, CAFII gained the following insights:

Possible Separate Restricted Licensing Regime For Travel Agencies Selling Travel Health Insurance

J. Abram advised that the Alberta Insurance Council is looking seriously at the possibility of introducing a separate restricted licensing regime for travel agencies that sell travel health insurance in the province.

The AIC was approached by the Association of Canadian Travel Agencies (ACTA) with a proposal to that end. Currently, an RIA Certificate allows only the employees of travel agencies to engage with consumers under the licence with respect to travel insurance sales; no outsourcing is allowed. However, travel agencies would like to be able to engage TPAs to assist with the travel insurance aspect of their business. In that connection, the AIC has started to look at Saskatchewan's plans for a TPA licensing regime, but not in great detail yet.

This contemplated separate licensing regime would affect only individual travel insurance policy sales by travel agencies, Ms. Abram clarified.

If the AIC decides to move ahead with this proposal, there will be a consultation with the industry on it.

AIC Approves New 2017-22 Strategic Plan; Target Release Time Is End Of May

J. Abram advised that the AIC had recently reviewed and approved a new five-year, 2017-22 Strategic Plan for the organization. It should be posted on the AIC website by the end of May.

One initiative within the new Strategic Plan is undertaking a review of the Council's current system with respect to Errors and Omissions Insurance requirements, with the goal of implementing a better system for monitoring/auditing and enforcement.

Review of Alberta Insurance Act Not On Near-Term Horizon

J. Abram advised that a review of the Alberta Insurance Act was not on the near-term horizon, particularly given that the next fixed-term provincial election date is only two years away.

Nilam Jetha Now Permanent As Superintendent of Insurance

Ms. Abram advised that in early 2017, Nilam Jetha's appointment as Alberta's Superintendent of Insurance was made permanent, following a one-year temporary appointment in early 2016 when her predecessor Mark Prefontaine was seconded to an Assistant Deputy Minister role.

AIC Proud Of Canadian Insurance Participant Registry Adoption

Ms. Abram advised that its Canadian Insurance Participant Registry (CIPR), a technology platform developed by the AIC at no cost to any other jurisdiction, is now being used by all provinces and territories for initial enrolments of insurance licensees.

Obtaining a unique, once-per-lifetime CIPR number is an essential first step for anyone to become licensed to work in insurance in Canada. The AIC is pleased that that level of adoption has occurred, thereby creating at least a nationally harmonized foundation for insurance licensing.

CAFII Feedback In Writing Requested On AIC's Internal Definitions of Credit-Related Insurance

Ms. Abram said she was pleased that CAFII had taken the opportunity to review and formulate its views as an Association on the concerns which CLHIA had recently communicated to the AIC about its internal definitions of credit-related insurance.

Ms. Abram asked that CAFII also convey its feedback in writing to her as soon as possible.

AIC Would Be Pleased To Receive A CAFII Delegation For A Liaison Visit In Alberta

In response to CAFII's indication that it was planning a liaison visits tour to Western Canada insurance regulators and policy-makers in the Fall of 2017, Ms. Abram said that the AIC would be delighted to host and meet with a CAFII delegation.

She advised that the AIC currently has 22 staff, with 11 situated in Edmonton (head office) and 11 situated in Calgary. She said she would be pleased to arrange to have all key staff available at one of the AIC's two offices on the day that CAFII is visiting, to make it convenient for the CAFII representatives to meet all key AIC players at one location.

Regulatory Visit Report
Get Acquainted Meeting Between CAFII Representatives and
Barbara Palace Churchill, Insurance Council of Manitoba
Thursday, May 4/17; London Convention Centre, London, Ontario

CAFII Representatives present:

- John Lewsen, BMO Insurance
- Andrea Stuska, TD Insurance
- Fay Coleman, TD Insurance
- Shawna Sykes, The CUMIS Group Ltd. (Co-operator's Insurance)
- Keith Martin, Co-Executive Director
- Brendan Wycks, Co-Executive Director

Through this brief get acquainted and preliminary liaison discussion, CAFII gained the following insights:

Existing ISI Committee Could Be Vehicle For Representation For Restricted Licence Holders

After being introduced to the concern that with a relatively new Restricted Insurance Agent/Incidental Sales of Insurance regime now in place, Manitoba now faces the issue of coming up with an approach whereby the interests of all distribution channels are well-served by the Insurance Council and the representatives of any particular channel are not in a position to make decisions which could negatively affect or disadvantage competing channels, Ms. Palace Churchill said that she understood and appreciated that concern.

She said that in her opinion, meaningful representation for Restricted Licence Holders could be achieved through the Council's existing ISI Committee.

However, she expressed interest in reviewing a copy of CAFII's Concept Proposal For A Restricted Insurance Agents Advisory Committee to the Executive Director of the Insurance Councils of Saskatchewan.

ICM Would Appreciate A Substantive Liaison Meeting With And Educational Presentation From CAFII In Winnipeg

Ms. Palace Churchill said that she would be delighted to have a more substantive liaison meeting with CAFII representatives in the near future.

Through discussion, it was agreed that that best approach and location for such a meeting would be a meeting at ICM's office in Winnipeg in late June or early July 2017 (following completion of ICM's intensive licence renewal period), in which CAFII's representatives also make a presentation to all ICM staff to help educate them about ISI Distribution/CGI Sales By Financial Institutions. It was agreed that CAFII would follow-up with Ms. Palace Churchill to schedule and co-ordinate that meeting and presentation opportunity.

Regulatory Visit Report
Liaison Breakfast Meeting Between CAFII Representatives and
Gerry Matier, Executive Director, Insurance Council of British Columbia
Friday, May 5/17; Delta Armouries Hotel, London, Ontario

CAFII Representatives present:

- Andrea Stuska, TD Insurance
- Shawna Sykes, The CUMIS Group Ltd. (Co-operator's Insurance)
- Keith Martin, Co-Executive Director
- Brendan Wycks, Co-Executive Director

Through this regulatory liaison meeting, CAFII gained the following insights:

Representation For Banks-in-Insurance Sector in British Columbia

Mr. Matier advised that the "BC residency requirement" remains an obstacle for creating a vehicle for CAFII and the financial institutions in insurance sector to have representation on the Insurance Council.

However, if the non-resident appointee prohibition remains a stumbling block, he advised that CAFII and the Insurance Council could create a work-around by setting up a permanent opportunity for CAFII to make a presentation to the Insurance Council at one of its scheduled meetings, perhaps annually or semi-annually.

Mr. Matier suggested that CAFII pursue setting this up with his successor, as he will be retiring as Executive Director of the Insurance Council at the end of 2017.

Insurance Council Of BC Would Be Pleased To Receive A CAFII Delegation For A Liaison Visit In Alberta

In response to CAFII's indication that it was planning a liaison visits tour to Western Canada insurance regulators and policy-makers in the Fall of 2017, Mr. Matier said that the Insurance Council of BC would be delighted to host and meet with a CAFII delegation.

He suggested that the best date for such a visit to the Council's office in Vancouver would be around a scheduled Council meeting in the Fall, so that the visiting CAFII representatives could be introduced to Council members and have some interaction with them, in addition to meeting with Council staff.

(Gerry Matier subsequently communicated to B. Wycks that the Fall 2017 dates on which the Insurance Council meets are Tuesday, September 12; Tuesday, September, October, 17; and Tuesday, November 14.)