

Agenda Item 5(c)
May 27, 2014 EOC Meeting

Regulator Visit Report
Confidential: Not For Distribution

Regulator: Financial Institutions Commission of BC (FICOM) and Canadian Council of Insurance Regulators (CCIR)

Date: May 6, 2014

Location: Grill 41 Restaurant, Lord Elgin Hotel, Ottawa

Purpose: Liaison Meeting requested by CAFII

Attendees:

FICOM: Carolyn Rogers, BC Superintendent of Insurance, and Chair, CCIR

CAFII: Chris Knight, TD Insurance; Moira Gill, TD Insurance; Maria Sanchez-Chung, TD Insurance; John Lewsen, BMO Insurance; Jason Beauchamp, BMO Insurance; Greg Grant, CIBC Insurance; and Brendan Wycks, Executive Director

The following are highlights of the industry issues discussed in this dinner liaison meeting:

Progress Report on CAFII-initiated “Pan-Industry Project Group On Travel Insurance Application Forms and Medical Questionnaires”

Brendan Wycks shared with Carolyn Rogers a brief update about the prospect of the industry Associations forming a pan-industry project group on travel insurance application forms and medical questionnaires. He had recently reached out to CLHIA with a proposal, on behalf of CAFII. CLHIA had readily accepted, and those two Associations had an initial planning teleconference arranged with THIA on May 13.

Carolyn Rogers said she was very pleased by that news, and thanked CAFII for taking the initiative. She said that if the industry working group ends up including regulator representatives from CCIR and/or CISRO, then the group could end up being the forum/vehicle through which CCIR addresses the initiative/priority related to travel insurance in its 2014-17 Strategic Plan.

Update on CCIR’s “Review of Third Party Administrators”

Carolyn Rogers advised that having found nothing of concern during the pre-consultation phase of its Review of Third Party Administrators, CCIR had agreed to wind down and terminate this initiative at this time.

However, one outgrowth of the Review was the inclusion of a concern related to the white labelling of travel insurance as an issue in CCIR’s 2014-17 Strategic Plan.

CCIR’s 2014-17 Strategic Plan

Carolyn Rogers provided an overview of the strategic priorities that will be found in CCIR’s soon-to-be published 2014-17 Strategic Plan. A detailed summary of this overview is found in the Brendan Wycks’ Regulatory Update dated May 22, 2014.

Consumer Financial Literacy initiatives in BC: any particular initiatives underway or planned by FICOM and/or the Insurance Council?

Carolyn Rogers advised that FICOM and the Insurance Council of BC “have not yet dipped our toe in the water” with respect to Consumer Financial Literacy, mainly due to limited staffing and resources.

CAFII has an updated presentation on “The Underserved Insurance Market,” which provides a lot of new insights about consumer households and their insurance purchase behaviours, derived from very recent Canadian research by LIMRA, Ipsos Reid, and Investment Executive. Would this make for an appealing webinar for CCIR and CISRO members?

Carolyn Rogers agreed the new research content would make this topic worthy of a follow-up CAFII webinar presentation for CCIR and/or CISRO. She encouraged CAFII to discuss that opportunity and scheduling possibilities with Carol Shevlin, CCIR’s Policy Manager.

Carolyn, we want to invite you to be the guest speaker at our CAFII Speaker Reception Event in Toronto on Tuesday, October 7, 2014: on any industry-related topic of your choice. (Presentation/Remarks for 20 to 30 minutes; followed by Q&A for 10 to 15 minutes.) Would you be able to fit this into your calendar this year?

Carolyn Rogers accepted CAFII’s invitation to be the guest speaker at the Association’s Reception Event on Tuesday, October 7/14 in Toronto.

She qualified her acceptance with a small caveat, noting that the BC government has been known, from time to time, to issue a sudden and arbitrary ban on travel by all provincial government employees. (She recounted a situation where she was booked to speak at a conference in California, as a quid pro quo return favour for her counterpart having spoken at a BC conference previously, when the government imposed a travel ban. She ended up having to take vacation time and pay the travel expenses out of her own pocket to be able to keep the speaking engagement promise made to her counterpart.)

She put the CAFII speaking engagement into the calendar on her Blackberry as a commitment, and promised to try her best not to put the Association in a late/sudden cancellation situation.

She indicated that a formal speaker invitation letter to her, in due course, would be appropriate. While describing in the letter the audience that she would be speaking to and the fact that other insurance regulators would be present would not be all that helpful in terms of her “powers that be,” what could be more helpful would be if the letter included a few carefully turned phrases about how CAFII expects and appreciates that Carolyn, as Superintendent of Insurance, makes herself available to speak to and liaise with industry stakeholder group audiences, given that it is industry that pays for and underwrites FICOM’s operating costs.

(She also shared some information and perspectives about the challenges and difficulties that FICOM, as a government body/regulator on the west coast, encounters in trying to attract and hire talented, experienced people into staff positions. The Commission has a sizeable number of vacancies at present.)