

Agenda Item 5(a)(i)

April 7/20 CAFII Board Teleconference Meeting

Options Related To A CAFII Working Group On COVID-19 Industry-Level Initiatives

Background: In its 26 March, 2020 Special Purpose Teleconference Meeting on COVID-19 and possible industry-level initiatives, the CAFII Board of Directors determined that some form of *CAFII Working Group On COVID-19 Industry-Level Initiatives* could be beneficial.

CAFII management was asked to prepare an Options document related to a *CAFII Working Group On COVID-19 Industry-Level Initiatives*, to facilitate further discussion and a decision at the Board's next meeting on Tuesday, 7 April, 2020.

The options outlined below are not mutually exclusive; and two or all three of them may work well together as an integrated, multi-prong approach.

Option 1: Regular -- perhaps weekly or every second week -- teleconference meetings of the CAFII Board to allow Directors to share information and insights on the COVID-19-related issues that their companies are experiencing and how they are dealing with them. These meetings would be informal and *in camera* (unminuted) teleconferences of 30 minutes duration (recommended), but with a structured/focused agenda.

Benefits: Would facilitate COVID-19-related dialogue and information-sharing at a senior, strategic level within CAFII member companies.

Cons: CAFII Directors are extremely busy during the COVID-19 crisis and may not be able to free up the personal time to commit to this Board-level approach to a *CAFII Working Group On COVID-19 Industry-Level Initiatives*.

Output: Dialogue and information-sharing via informal (*in camera* and unminuted), but yet structured/agenda-driven teleconference meetings. High level, bullet point meeting notes can be prepared by CAFII Co-Executive Directors and circulated promptly after each meeting, for CAFII Directors to use internally as they see fit.

Participants: CAFII Board members and Co-Executive Directors.

Option 2: Weekly half hour to one hour teleconference meetings of interested/designated EOC members for the purpose of sharing information and insights on the COVID-19-related issues that their companies are experiencing and how they are dealing with them. As well, any recommendations made by the Option 3 *CAFII Operational Working Group On COVID-19 Industry-Level Initiatives*, if implemented, could be vetted by this *CAFII EOC Working Group On COVID-19 Industry-Level Initiatives*.

Benefits: Would facilitate COVID-19-related dialogue and information-sharing at an EOC-level within CAFII member companies; and further dissemination of the information within their organizations as EOC members see fit.

Cons: CAFII EOC members are very busy during the COVID-19 crisis and may not be able to free up the personal time to commit to this EOC-level approach to a *CAFII Working Group On COVID-19 Industry-Level Initiatives*.

Output: Dialogue and information-sharing via informal, unminuted, but yet structured/agenda-driven teleconference meetings. High level, bullet point meeting notes can be prepared by CAFII Co-Executive Directors and circulated promptly after each meeting, for EOC members to use internally as they see fit.

Participants: CAFII EOC members who volunteer to join a *CAFII EOC Working Group On COVID-19 Industry-Level Initiatives*; and CAFII's Co-Executive Directors.

Option 3: Establish a *CAFII Operational Working Group On COVID-19 Industry-Level Initiatives* which will meet weekly, via teleconference, to discuss *Credit Protection Insurance and Travel Health Insurance Industry Best Practices In Response To COVID-19 To Assist Consumers And Insureds*, with its terms of reference being to explore the development of a best practices guideline. Such a guideline, following EOC and Board review and approval, could be provided to CAFII member companies for (i) information and consideration; or (ii) as a recommendation for action.

Examples of possible best practice guideline areas that were shared by CAFII Board members during the 26 March, 2020 Special Purpose Board Teleconference Meeting on COVID-19 are:

- reminding CPI insureds of their coverage and encouraging them to make a claim if they are eligible;
- for job loss CPI, waiving the normal 30 day waiting period for paying a benefit on a claim; and waiving the usual requirement that the insured's employer complete a form confirming his/her involuntary loss of employment;
- for individuals who are not covered for a loss under the terms and conditions of a CPI policy, allow them to purchase a rider that would provide them with coverage;
- claims: making it easier to make a claim; simplifying claims adjudication; not requiring a doctor to fill out a form in support of a travel health insurance claim; paying out a claim at the time of submission and getting the supporting paperwork filed/completed thereafter.

Benefits: Would facilitate development and dissemination of industry best practices and help mitigate reputational risk for the industry.

Cons: It may be difficult to reach consensus on industry best practices guideline components which all members are comfortable with.

Output: Industry best practices guidelines, for review and approval by the CAFII EOC and, subsequently, the CAFII Board.

Participants: CAFII member operational employees involved in developing and implementing business policies and procedures, rules, exceptions around claims, etc. These would be more front-line business employees as opposed to compliance officers.