

27 March, 2020

Judith Robertson, Commissioner, FCAC
427 Laurier Avenue West
Ottawa, Ontario
K1R 1B9

c.c. Teresa Frick, Acting Managing Director: Supervision & Promotion Branch

Dear Ms. Robertson,

Re: Postponement/Deferral Request: Industry Compliance With Emerging Dates for Regulator Reporting, Disclosure and Other Implementation Requirements During COVID-19 Crisis

CAFII's members are responding to the COVID-19 pandemic crisis by having as many employees as possible work from home, and they are adapting – as is every person and organization throughout Canada -- to new and shifting realities around customer needs, financial and economic turbulence, and risk and crisis management. Our members are also adjusting to constantly changing requirements related to finding ways to support customers who are suddenly facing financial hardship. This unprecedented situation creates new challenges for our members and their operations on a daily and sometimes hourly basis, dictating significant adjustments in resourcing priorities.

The COVID-19 crisis in no way changes the central importance of the fair treatment of customers in our members' businesses, nor does it change the central role that insurance regulators and policy-makers play in monitoring, oversight, and enforcement to ensure that regulated entities adhere to and comply with legislation and regulations which protect consumers.

CAFII and its members remain fully committed to the fair treatment of customers and to compliance with all applicable legislation and regulations.

Our Association is writing to you at this time to request that legislative or regulatory expectations associated with any emerging FCAC market conduct examinations or audits, which are imminent and at all discretionary, be deferred for at least six months, and until such time as the crisis has abated and a semblance of normalcy has returned to the daily lives of Canadians and to our country's economy and business operations. It is CAFII's intention to reach out to the FCAC again, as the termination date of the moratorium is approaching, for a re-evaluation of the situation.

We would call out in that respect that the FCAC, to our understanding, has begun market conduct work emerging from the Agency's recent report on the complaints escalation procedures of banks.

We are of the view that this six-month moratorium request is in line with what other regulatory authorities have already granted, to allow regulated entities to focus on meeting the urgent needs of customers¹.

New regulatory reporting, disclosure, and other implementation requirements are particularly challenging during the current national and global pandemic. CAFII members have nearly all employees working from home, which gives rise to significant challenges in their ability to access their companies' back-end systems, access which is absolutely necessary for regulatory reporting and disclosure requirements. IT resources, which are required for reporting especially around emergent requirements, are already stretched to the limit. Training of front-line staff, deploying new processes, and engaging in implementations are all very challenging in the current environment. More generally, our members' staffs are under considerable strain as they respond to new customer service policies, procedures, and processes dictated by the COVID-19 crisis.

Thank you for your consideration of this request, which we ask that you respond to at the earliest possible time. For any clarification required on CAFII's request made in this letter or to discuss the matter, please contact CAFII Co-Executive Director Keith Martin at keith.martin@cafii.com or 647-460-7725.

Sincerely,

A handwritten signature in black ink, appearing to read 'Martin Boyle', with a stylized, cursive script.

Martin Boyle
Board Secretary and Chair, Executive Operations Committee

¹ For example, in response to the COVID-19 pandemic, securities regulatory authorities in each of Canada's provinces and territories have temporarily extended certain deadlines for specified "regulated entities" including exchanges, commodity future exchanges and clearing agencies to file certain types of documents or other information required to be filed by such regulated entities. As well, *"In view of the current developments, OSFI is suspending all of its consultations and policy development on new or revised guidance until conditions stabilize"*.

About CAFII

CAFII is a not-for-profit industry Association dedicated to the development of an open and flexible insurance marketplace. Our Association was established in 1997 to create a voice for financial institutions involved in selling insurance through a variety of distribution channels. Our members provide insurance through client contact centres, agents and brokers, travel agents, direct mail, branches of financial institutions, and the internet.

CAFII believes consumers are best served when they have meaningful choice in the purchase of insurance products and services. Our members offer travel, life, health, property and casualty, and creditor's group insurance across Canada. In particular, creditor's group insurance and travel insurance are the product lines of primary focus for CAFII as our members' common ground.

CAFII's diverse membership enables our Association to take a broad view of the regulatory regime governing the insurance marketplace. We work with government and regulators (primarily provincial/territorial) to develop a legislative and regulatory framework for the insurance sector that helps ensure Canadian consumers get the insurance products that suit their needs. Our aim is to ensure appropriate standards are in place for the distribution and marketing of all insurance products and services.

CAFII is currently the only Canadian Association with members involved in all major lines of personal insurance. Our members are the insurance arms of Canada's major financial institutions – BMO Insurance; CIBC Insurance; Desjardins Financial Security; National Bank Insurance; RBC Insurance; ScotiaLife Financial; and TD Insurance – along with major industry players Assurant, Canadian Premier Life Insurance Company, CUMIS Services Incorporated, Manulife (The Manufacturers Life Insurance Company), Sun Life Financial, and The Canada Life Assurance Company.