

CAFII MEETING WITH MARIO BEAUDOIN JULY 24 2024

Keith Martin held a regularly scheduled quarterly virtual meeting with Mario Beaudoin on July 24, 2024. The meeting was conducted entirely in French. Following are the highlights:

- Keith Martin thanked Mario Beaudoin for the AMF's extension by three years of the deadline for the cancellation of spousal coverages, and he said that he was pleased with how that had turned out and that he had advocated for us;
- Because he wants to avoid multiple independent asks of CAFII members, he will coordinate some requests of our members into one consolidated ask which is likely to be sent to insurers sometime in mid to late October 2024;
- The first ask is related to the cancellation of spousal coverages. Insurers will be asked for their plans to cancel the coverages. He noted that many companies appear to have had projects that have resulted in many of the coverages no longer being in place, especially through policy changes around credit cards;
- He will also reach out on the statistics his team have been gathering on claim denial rates, and on the return of premium to customers;
- He said that where an individual company's numbers are below that of the industry average, an explanation for why will be requested as well as a plan to address this issue;
- Mr. Beaudoin said that he was surprised that some companies said that they did not track the claims denial rate and that was not acceptable and would need to be addressed;
- He added that one company has much better claims denial rates than the rest of the industry and that this was raising the overall average up;
- The presentation of these statistics will be the focus of Mr. Beaudoin's presentation at the October 8, 2024 meeting in Montreal between CAFII and the AMF (luncheon followed by Industry Issues Dialogue meeting);
- He noted that the claims denial rates seem better for the loan portfolio than for credit cards;
- **He added that his team have noticed that including in the statistics the critical illness insurance product seemed to worsen the statistics significantly and that this would be delved into further and was raising red flags at the AMF;**
- At the October 8, 2024 luncheon and industry dialogue liaison meeting Patrick Déry had a conflict and would not be able to attend, but Hugo Lacroix would be there with Nathalie Sirois, Mario Beaudoin, and Véronique Martel;
- Mr. Beaudoin said another project he was working on was how consumers are advised that they are losing a coverage, for example critical illness insurance, because they no longer meet the criteria, for example because they have reached a certain age—this is something insurers will also be asked to provide information about;
- Translations may not be done automatically anymore by the AMF for documents released on the AMF website, but CAFII can always request a translation;
- Mr. Beaudoin welcomed a presentation by CAFII like the one that took place in 2023 in Quebec City, but he suggested early in 2025 might work best in terms of timing;
- He suggested I follow up again with Hugo Lacroix about a breakfast for Valerie Gillis with him on October 8, 2024, and that Nathalie Sirois would likely join if it was organized.