

CAFII Regulator Visit Plan 2013¹

updated March 25, 2013

Jurisdiction	Regulator	Annual Courtesy Call	Purpose	Attendees	Date/Venue	Status
British Columbia	Insurance Council of BC: Gerry Matier, Exec. Dir.	X	-Update on Council priorities		Invite when in Toronto	B. Wycks to invite for a breakfast, lunch, or coffee meeting around CISRO LLQP Stakeholder Info Session or CCIR Meeting in Toronto, April 9-10, 2013
	Financial Institutions Commission(FICOM) Carolyn Rogers , CEO FICOM, Superintendent (interim CCIR chair) Doug McLean, Deputy Superintendent	X	-CLHIA Compliance and Consumer Complaints Annual Conference in Vancouver, May 8-10, 2013: meetings to be co-ordinated around conference.	M. Gill; S. Gelgor; J. Lewsen; J. Hines ?	Surrey, BC When Carolyn is in Toronto; or CAFII Board member in Vancouver	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10
Alberta	Alberta Insurance Council : Joanne Abram, CEO; Tom Hampton, Chief Operating Officer	X	-Update on Council priorities -Council Representation -Licensing for 3 rd party providers - Business number registration system		When Joanne or Tom is in Toronto; or CAFII Board member in Edmonton	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10

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	Ministry of Finance: Mark Prefontaine, Superintendent of Insurance				When Mark is in Toronto; or CAFII Board member in Edmonton	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10
	New President of Treasury Board and Minister of Finance Doug Horner					
Saskatchewan	Sask. Insurance Council: Ron Fullan, Chair	X	-Review Council priorities -Council Representation		Invite when in Toronto	B. Wycks to invite for a breakfast, lunch, or coffee meeting around CISRO LLQP Stakeholder Info Session or CCIR Meeting in Toronto, April 9-10, 2013
	Financial and Consumer Affairs Authority, David Wild, Chairperson and Superintendent of Insurance; Ian McIntosh Deputy Superintendent of Insurance		-Courtesy visit, Introduction of CAFII -Insurance Act Review, ISI; Council Representation		When David or Ian is in Toronto; or CAFII Board member in Regina	
	Consultant (ex Superintendent) Jim Hall		Insurance Act review		When Jim is in Toronto; or CAFII Board member in Regina	

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Manitoba	Ministry of Finance: Jim Scalena, Superintendent	X	Update on Insurance Act review. ISI regime		Winnipeg	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10
	Manitoba Insurance Council: Erin Pearson, Exec Director;	X	Review Council priorities Restricted cert holder representation on council		When Erin is in Toronto; or CAFII Board member in Winnipeg	
	Ministry of Finance Minister Stan Struthers		Letter of introduction sent, include on a visit of Chair to Manitoba. Wait until issues with Insurance act review are resolved			
Ontario	FSCO: Phil Howell, CEO & Superintendent	X			Toronto	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10

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	FSCO: Grant Swanson, Exec Dir Licensing & Market Conduct division					On February 14, B. Wycks and Rosemary Troiani, RBC Insurance, met with G. Swanson, Isobel Scovino and Jim Fox around FSCO's plans for Modernizing Disciplinary Procedures For Life Insurance Agents and Independent Adjusters
	FSCO: Company Complaint Officer Day			-individual companies	Toronto November	
Quebec	AMF: Mario Albert, CEO	X			When Mario is in Toronto; or CAFII Board member in Quebec City	
	AMF: Superintendent, Eric Stevenson	X				Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10
	AMF: Rendez-vous			-individual companies	October	

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New Brunswick	Superintendent		<ul style="list-style-type: none"> -Review priorities -Discuss /educate on creditor's group insurance (CGI) and Avalon; -Licensing issues, electronic licensing; Insurance Act Review Status; <ul style="list-style-type: none"> -David Weir (Deputy Superintendent); Atlantic Taskforce on ISI (Chair) 		TBD Fredericton	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10
	Consumer Advocate For Insurance, Ronald Godin		<ul style="list-style-type: none"> -Review priorities -Discuss /educate on creditor's group insurance (CGI) and Avalon 		When Ronald Godin is in Toronto; or CAFII Board member in Fredericton	
Nova Scotia	Superintendent		<ul style="list-style-type: none"> -Review priorities -Discuss /educate on creditor's group insurance (CGI) and Avalon; -Atlantic Taskforce on ISI 		TBD Halifax	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10

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PEI	Superintendent		Courtesy- Low priority for 2013 (only if CAFII Board member in Charlottetown)		Charlottetown	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host." Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10
Newfoundland	Superintendent		-Review priorities -Discuss /educate on creditor's group insurance (CGI) and Avalon		St John's	Targeted networking during CAFII 15 th Anniversary event on April 10, 2013; a CAFII EOC member should be assigned as dedicated "host". Also determine if separate meeting should be requested around CCIR meeting in Toronto on April 10
CCIR	Carol Shevlin, Policy Manager	X	Annual lunch. Discuss priorities		May Toronto	B. Wycks had a Get Acquainted Lunch with C. Shevlin in early January; and is in regular contact with her
	CCIR Executive		Meet when pressing issues or opportunistic meeting occasions arise.			

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CISRO	Ron Fullan Chair				-invite when in Toronto	B. Wycks to invite for a breakfast, lunch, or coffee meeting around CISRO LLQP Stakeholder Info Session or CCIR Meeting in Toronto, April 9-10, 2013
Federal	Federal Finance		Educational – marketing of CGI			
	OSFI: Julie Dickson, Superintendent					
	OBSI: Doug Melville Ombudsman		Educational – marketing of CGI			
	Financial Consumer Agency of Canada (FCAC)		Financial Literacy re insurance			

¹ If meaningful liaison meeting discussions between CAFII representatives and key Regulator officials cannot be arranged in conjunction with other visits/meetings/conferences etc. as proposed in the plan above, then CAFII should invest in a dedicated Regulator Visits Tour (in full or in part) in order to nurture, maintain and build these critically important relationships.

As proposed in the Communications Strategy developed by the EOC in 2012, under the guidance of consultants Anne Riley and Richard Evans, this dedicated relationship-building approach would likely take the form of a cross-Canada tour for the Executive Director – either alone or accompanied by one or two volunteer leaders – armed with a short list of issues to discuss and prepared key messages. This would be an effective and efficient way to kick-start and advance the necessary relationship-building.

Such a cross-Canada tour – possibly broken up into two or three segments – should be repeated periodically, possibly annually but at least once every 18 months.

While there is a cost associated with such relationship-building travel (but one that can be carefully managed), the optics of making such a tour will be very positive for CAFII from the perspective of the Regulators. Investing in such a tour conveys and demonstrates to each Regulator that CAFII values and places significant importance upon its relationship with them that it's willing to invest in dedicated travel and visits to discuss issues of common interest, rather than meeting only when they're in Toronto or solely arranging such liaison meetings in conjunction with other events and travel opportunities.