Travel Insurance Action Items/Priorities

Potential Activity/Action Item	BMO	CIBC	Desjardins	RBC	TD
1) a) Proceed with the CAFII sub-committee on Travel Insurance. b) Consider how we can work with the CLHIA to optimize CAFII member efficiency and effectiveness.	Agree Need to set clear objectives.	Agree	a) Agree b) Yes, as long as it does not differ from what a CAFII position would be…	Agree	Agree
2) Third party to conduct travel survey of CAFII members (members provide data and response to survey) to determine baseline of how CAFII measures up on hot button issues. Travel expertise required in drafting of questions.	Disagree	Disagree I believe each member would know where they stand and should be able to provide their own updates.	Agree – if rules of confidentiality require it	Disagree I believe each member can provide an update on how they measure up to hot button issues	Agree on basis survey is targeted and lean vs. previous CAFII member survey if deemed critical to developing standards
3) Third party to conduct consumer research, e.g. to validate if hot buttons identified, are in fact, top of mind with consumers and to see if consumer are aware of who/where they purchase insurance. More discussion required on research objectives.	Agree to jointly conduct this with CLHIA.	Agree. Priority	Agree I don't know if working with the CLHIA means that it could impede having a separate CAFII position. Could have to be discussed.	Agree. Priority We could jointly conduct this with CLHIA as this was a proposal made to them as well. We would like independent consumer research on travel insurance	Agree
4) Create principles-based "Code of Conduct" of best practices that CAFII members support (either already practicing or improving towards) of some of the hot buttons items (which ones to be included still to be determined).	Agree. Priority	Agree. Priority	Agree	Agree. Priority	Agree. Priority
5) Offer assistance to CCIR in terms of their survey creation and analysis (similar to our work with FSCO on their Life Insurance Suitability Review) to help ensure results are actionable and as unbiased as possible.	Agree	Agree	Agree	Agree	Agree