

CAFII Executive Operations Committee Teleconference-Only Meeting

Tuesday, 26 May, 2020

Minutes

EOC Present:

Sharon Apt, Canada Life Assurance
Afzal Baig, TD Insurance
Emily Brown, Sun Life Financial
Isabelle Choquette, Desjardins Insurance
Penelope Cordogiannis, RBC Insurance
Michelle Costello, CUMIS Services Inc.
Rob Dobbins, Assurant Canada
Dana Easthope, Canadian Premier Life Insurance
Dallas Ewen, Canada Life Assurance
Moir Gill, TD Insurance
Dominique Julien, CIBC Insurance
Karyn Kasperski, RBC Insurance
Scott Kirby, TD Insurance
John Lewsen, BMO Insurance (for part)
Casandra Litniansky, CUMIS Services Inc.
Vikram Malik, Sun Life Financial
Anita Mukherjee, RBC Insurance
Marie Nadeau, National Bank Insurance
Joanna Onia, CIBC Insurance
Tony Pergola, ScotiaLife Financial (for part)
Diane Quigley, CUMIS Services Inc.
Monika Spudas, Manulife Financial
Andrea Stuska, TD Insurance
Pete Thorn, TD Insurance
Kamana Tripathi, TD Insurance

Also Present:

Brendan Wycks, CAFII Co-Executive Director
Keith Martin, CAFII Co-Executive Director
Albert Lin, CAFII/Managing Matters (*Recording Secretary*)

1. Call to Order

Due to the unplanned absence of Chair Martin Boyle, CAFII's Co-Executive Directors called the meeting to order. K. Martin noted the new format of the meeting package with hyperlinks in the agenda to the related documents for each item with supporting documents; and B. Wycks moderated the meeting.

2. Consent Items

The following consent Items that do not require any discussion or decisions were tabled:

- Regulatory Update;
- Consultations/Submissions Timetable;
- Regulator and Policy-Maker Visit Plan;
- Summary of Board and EOC Action Items.

3a. CAFII Financial Statements as at April 30/20

Treasurer T. Pergola updated the EOC on the CAFII Financial Statements as at 30 April 2020. He noted that revenues were slightly down versus budget, due to some Associates not renewing in 2020 (Munich Re, PWC, and RankHigher). However, expenses were considerably lower than expected, mostly due to travel and meetings not occurring because of the COVID-19 pandemic, which has more than offset the lower revenue.

3b. Forecast For CAFII 2020 Fiscal Year

Treasurer T. Pergola noted that the forecast needed to be updated to reflect that some deferrals, such as expenses associated with the 2020 Annual Members' Luncheon, were more likely to become cancellations resulting in a complete avoidance of spend. CAFII's Co-Executive Directors are not travelling and, as well, the costs associated with post-Board meeting Receptions are not being incurred. As a result, the Association will be projecting a significant surplus in fiscal year 2020, which will strengthen the Association's financial reserves at the end of the year from the previously forecast 24% of annual operating expenses to approximately 35% of annual operating expenses.

P. Thorn asked whether the sizeable 2020 fiscal year surplus could create an issue for CAFII with the Canadian Revenue Agency which might jeopardize CAFII's tax exempt status as a non-profit Association, but T. Pergola replied that such a concern would only arise if CAFII achieved multiple successive years of large surpluses, resulting in financial reserves well in excess of a full year of annual operating expenses. The 2020 surplus would be fully explainable and would not raise any immediate tax status concerns.

T. Pergola left the meeting following his Forecast For CAFII 2020 Fiscal Year update.

[Action Item: Produce an updated version of the financial forecast for the June 9,20 CAFII Board meeting that reflects the COVID-19 related expense reductions; B. Wycks, June 2/20.]

4a. Research & Education

4a i. 2020 CAFII Research Options, Including Proposed Engagement of Melissa Carruthers, Deloitte Canada For CAFII-Commissioned Thought Leadership/Perspectives Paper On "The Future of Credit Protection Insurance in Canada"

A. Stuska provided the EOC with an update on the recommendations of the Research & Education Committee around 2020 CAFII research.

The EOC is proposing, in the current circumstances, that CAFII invest in a thought/perspectives paper on the future of credit protection insurance in Canada. Specifically, the recommendation is for the engagement of Melissa Carruthers, Deloitte Canada for a CAFII-commissioned thought leadership/perspectives paper on "The Future of Credit Protection Insurance."

Some of the paper's themes could include the accelerated adoption by customers of digital means of communicating with insurance companies. This has been a trend for a while, but it has been greatly accelerated by the COVID-19 situation. The paper is not about industry changes due to COVID-19, but it will touch on how the pandemic may have accelerated or modified already existing trends.

Included in the methodology proposed by Deloitte Canada are short interviews with all CAFII Directors to get their perspectives on the future of credit protection insurance in Canada. And if the report is well-received, there could be consideration of a follow-up consumer survey study.

The cost of “The Future of Credit Protection Insurance in Canada” thought leadership/perspectives paper is \$20,000. Deloitte would present the findings to the CAFII Board and to insurance regulators and policy-makers, under CAFII’s direction.

EOC members discussed the proposal and supported recommending its adoption by the Board at the upcoming 9 June, 2020 Board meeting.

[Action Item: Bring forward the EOC’s recommendation on the Deloitte Canada thought leadership/perspectives paper for the CAFII Board’s approval at its 9 June, 2020 meeting; K. Martin/B. Wycks, June 9/20.]

4b. Market Conduct & Licensing Committee

B. Wycks provided an update on behalf of Market Conduct & Licensing Committee Chair B. Kuiper, who was unable to attend this meeting.

B. Wycks noted that he had received a communication from Brett Thibault, Director of Stakeholder Engagement at Insurance Council of BC, advising that the Council planned to conduct a ‘low-key’ and ‘non-controversial’ consultation on mandatory continuing education for licensees in BC, with 60 days provided for submissions. CAFII can decide if this Insurance Council of BC consultation is in-scope for the Association, once the consultation paper is released and can be assessed.

4c. Media Advocacy Committee

4c i. Proposed CAFII Motion Graphic Website Video On Credit Protection Job Loss Insurance: Proceed At This Time Or Defer

K. Martin provided an update on behalf of Media Advocacy Committee Chair C. Blaquiere who was unable to attend this meeting.

By way of background, K. Martin recalled that the CAFII Board had approved the EOC’s recommendation on the 2020 website investment plan (budget of \$35K), which included two new motion graphic videos, more vignettes, and more FAQs.

The first proposed video was on job loss credit protection insurance. This was viewed as a good video to invest in because it is one of the highest search terms on Google around credit protection insurance, and because with the COVID-19 pandemic, it is highly topical. However, there may be a risk if some job loss insurance claims are denied, and there is negative press. There may also be some members who may choose to exit this market.

The proposed storyboard for a video on job loss insurance was circulated to the EOC as part of the meeting materials. It had been updated to more accurately reflect how this product works, based on feedback from some EOC members.

In a wide-ranging EOC discussion on the proposed motion graphic video, both the benefits and the risks of producing such a video on job loss insurance at this time were noted. In the end, there was no consensus and it was agreed that this could be presented as an option for discussion, without an EOC recommendation, at the upcoming 9 June, 2020 Board meeting. EOC members were also encouraged to speak to their Board member about the video so that they would be well-prepared for the Board discussion on this topic.

[Action Item: Bring this option to the Board at its 9 June, 2020 meeting as an option for discussion, without an EOC recommendation; K. Martin / B. Wycks, June 9/20.]

4c ii. Media Consultant Report On CAFII's 2019 Media Relations and Website Communications Achievements

K. Martin provided an update on behalf of Media Advocacy Committee Chair C. Blaquiére, who was unable to attend this meeting.

K. Martin noted that Media Consultant David Moorcroft had produced a summary of the Association's website and media achievements in 2019. D. Moorcroft felt that 2019 was CAFII's most successful media year ever, with 12 stories in mainline and trade media, including the Toronto Star, Hamilton Spectator, and Waterloo Region Record. Mr. Moorcroft felt that CAFII should continue with its strategy of safe and selective media engagements. M. Gill noted that CAFII's media and website achievements in 2019 constituted a notable and important achievement.

4d. Travel Medical Insurance Experts Working Group

A. Baig, Chair of the Travel Medical Insurance Experts Working Group, provided an update on form work coming out from CCIR position paper.

4e. Networking & Events Committee

4e i. June 9/20 CAFII Emerging Issues Webinar On "The Looming Impact Of Climate Change Upon The Life and Health Insurance Industry" With Guest Presenters From Deloitte Canada

S. Kirby, Co-Chair of the Networking & Events Committee, provided an update on a webinar planned for 9 June, 2020, following CAFII's Board meeting. The proposed topic is "The Looming Impact of Climate Change Upon the Life and Health Insurance Industry." Co-Executive Directors K. Martin and B. Wycks and S. Kirby held a Zoom meeting on 11 May, 2020 with Deloitte partner Joe Solly, and his colleague Carolyn Murnaghan, and were impressed by the strong presentation ideas they had.

K. Martin noted that there is no webinar platform that all CAFII members have permission to use in common, and that Zoom was being used as the most intuitive of the available platforms. This is not a meeting and attendees are not on video or audio, but if there are still restrictions on some members joining a Zoom webinar, he proposed that those individuals join the webinar via a personal device.

5a. Impact Of COVID-19 On CAFII Members, Credit Protection Insurance and Travel Insurance

5ai. Highlights of May 7/20 and May 21/20 Meetings CAFII Directors and Designates COVID-19 Information-Sharing Group

K. Martin provided an update on the CAFII Directors and Designates COVID-19 Information-Sharing Group meetings, which have been held every two weeks recently.

Board members and designates have indicated that the meetings are very useful and productive.

K. Martin noted that some recommended initiatives coming out of these meetings would need to be tabled formally at upcoming, minuted Board meetings for Board approval and/or direction.

5a ii. Insights Gained From Weekly CAFII/CLHIA/THIA Calls Re Impact Of COVID-19 On Travel Insurance Industry

B. Wycks reported that since shortly after the COVID-19 pandemic lockdown was declared, CAFII had been involved in weekly teleconference meetings with the CLHIA and THIA on the impact of COVID-19 on the travel insurance industry, with participation by CAFII Co-Executive Directors Keith Martin and Brendan Wycks, as well as Afzal Baig and Martin Boyle.

B. Wycks noted that:

- there are indications that European countries will begin reopening their borders in June 2020;
- the recent AMF trip cancellation insurance survey initially sent to 14 insurers had been revised and resent to the insurers;
- it was expected that the Canada-U.S. border would remain closed until at least 21 June, 2020;
- Air Canada has extended travel vouchers for cancelled flights indefinitely, the only Canadian airline to do so thus far.

5a iii. Possible CAFII Requests For Further Regulatory Forbearance Deadline Extensions To CCIR And AMF

K. Martin provided an update on a request from some Board members that CAFII seek further regulatory forbearance deadline extensions related to two upcoming filing requirements. By way of background, two regulatory filing deadlines had previously been extended: the AMF had extended the 1 May, 2020 deadline for filing the Annual Disclosure to 1 July, 2020; and the CCIR had extended the 1 May, 2020 deadline for filing the Annual Statement on Market Conduct to 1 July, 2020.

Members of the CAFII Directors and Designates COVID-19 Information-Sharing Group recommended that CAFII reach out to these regulatory bodies to seek a further extension, on the basis that the situation that caused the request to be made in the first place (employees working at home, difficulty accessing back-end systems, stretched IT resources) were still in place. Furthermore, it was recommended that we seek to make this a multi-Association request and ask CLHIA and THIA to join in the ask.

Brendan Wycks and Keith Martin therefore had a recent teleconference with CLHIA Quebec office staff executives (Lyne Duhaime and Michele Helie) on this matter, and they said that they needed to ask CLHIA members about it. They have subsequently come back and advised that CLHIA members did **not** express a need for a further extension, and as such CLHIA would not be participating in this request.

The response to CAFII's initial request for an extension to the Annual Statement on Market Conduct, made in a 27 March, 2020 letter to CCIR Chair Patrick Déry, came via a letter from CCIR Vice-Chair Huston Loke (FSRA Executive Vice President, Market Conduct), in his capacity as Chair of CCIR's COVID-19 Working Group.

Prior to making a formal request to the CCIR, Keith Martin asked Huston Loke if he could speak to him on the phone, and Mr. Loke readily agreed. They had a 15-minute conversation on the morning of 13 May, 2020, during which K. Martin provided context on the CAFII Directors and Designates COVID-19 Information-Sharing Group, noted some of the efforts the industry was making to support customers, and explained the reasons why members were interested in a further extension of the filing deadline for the 2020 CCIR Annual Statement on Market Conduct (ASMC).

Mr. Loke was extremely cordial and engaged, said that he was very sympathetic and aligned with the industry's request, but that there was "more than one regulatory jurisdiction" in the CCIR that was reticent to offer any extensions, and that he felt that such a request for a further extension would not be well-received: "there are some around the table who will not agree to this, I would not want CAFII to waste its time asking," he said. He added that some of the insurers who participate in the ASMC had already submitted their 2020 responses, and so some in the CCIR would ask why they were able to do so but others say they cannot.

Mr. Loke said that he found the conversation valuable and that it would be helpful to understand current trends, and how FSRA can be supportive, in the current environment; and, as such, he requested a further telephone session with CAFII management, himself, and four to five of his Market Conduct Division colleagues at FSRA. CAFII agreed to the request and we will be setting up a 30-minute teleconference, at FSRA's request, in the near future.

The issue of further forbearance extensions for filings, and the recommendation that CAFII not make a formal request at this time given this feedback from Huston Loke, was on the Agenda of the 21 May, 2020 CAFII Directors and Designates COVID-19 Information-Sharing Group; and at that meeting, there was support for not making a request for a further delay.

5a iv. Options For CAFII Around Media Proactivity and Website Enhancements Arising From COVID-19

The CAFII Directors and Designates COVID-19 Information-Sharing Group has proposed some ideas for website enhancements in relation to COVID-19. The three specific proposals are

- share "good news" stories from customers on the website about how the industry is supporting customers;
- produce statistics of number of job loss and travel medical cancellation claims, and percentage payout, before and after COVID-19 to show that the industry is responding to enhanced customer claim activity due to COVID-19;
- develop a section on the website about how to make a claim, and provide links to the relevant claims sections of CAFII's members.

These ideas will be discussed at the 9 June, 2020 Board meeting, and Board members have been asked to come to that meeting with some positive stories about customers that can be shared for consideration by participants at the meeting.

5b. Draft CAFII "Creative Solutions" Submission To AMF On How Industry Can Comply With Expectation That RADM Applies To Credit Card-Embedded Insurance Benefits

S. Kirby, Chair of the CAFII Working Group on Credit Card-Embedded Insurance Benefits, provided an update on the draft letter which the Working Group has developed, noting that it was close to complete. The Working Group has benefited from strong representation from credit card experts from several CAFII members.

K. Martin provided background on the two-prong approach to the AMF's expectation that the RADM applies to credit card-embedded insurance coverages. One prong is the development of legal options; the other prong is to determine what components of the Regulation respecting Alternative Distribution Methods (RADM) CAFII members could meet the AMF's expectations on, and which components would be problematic to meet the AMF's expectations on. K. Martin noted that both prongs are well-advanced.

K. Martin noted that the latest letter from the AMF on this issue was softer in tone than previous ones, and that raised the prospect that the second prong on “creative solutions” to meet the AMF’s expectations might be promising as a first step. With the extension of the AMF’s submission deadline on this matter to 15 July, 2020, there would be an opportunity to review this issue at the 9 June, 2020 Board meeting.

[Action Item: Bring forward the EOC’s recommendation of proceeding with Prong 2 via a creative solutions submission to the AMF strategy to the CAFII Board for approval at its 9 June, 2020 meeting; K. Martin/B. Wycks, June 9/20]

5c. CAFII Quarterly CPI Benchmarking Study With RSM Canada: Vetting By Stikeman Elliott Competition Lawyer; and Distribution of First Report

K. Martin noted that the first CAFII Quarterly Benchmarking Study was nearly ready for release.

Stikeman Elliott’s competition lawyer Mike Kilby had conducted a review and was comfortable with the report and its content. A note was shared with the eight CAFII members that provide data for the study, to confirm that they understand and are comfortable with the report also being shared with the five insurer members of CAFII which do not provide any data for the study. K. Martin advised that he was now working through the final approvals, after which members would be able to access the report through a secure portal and distribute it within their own organizations.

5d. Proposed CAFII Response To CCIR/CISRO FTC Working Group Request That CAFII Undertake A Third Party-Conducted Survey And Provide A Report On CAFII Member-Utilized Incentives and Compensation Models

B. Wycks recalled that the CCIR/CISRO FTC Working Group had requested that CAFII financial institution distributor members share information on the incentives and compensation models that they use in-market with the Working Group. CAFII requested a legal opinion from Stikeman Elliott on this matter, and its competition law expert indicated that sharing this information in an open meeting was problematic as it entailed sharing competitively sensitive information with the CCIR/CISRO in the presence of competitors.

However, Stikeman Elliott advised that if the information was collected by a third party, and then presented in anonymous, aggregated fashion, that would not be a concern from the perspective of competition law. The CCIR/CISRO FTC Working Group then indicated that such a survey conducted by a third-party professional services firm would be acceptable to it, and requested that CAFII proceed with such a survey. CAFII Board members subsequently expressed significant reservations about providing such information to the CCIR/CISRO FTC Working Group, noting that it was competitively sensitive.

CAFII has also asked the Canadian Bankers Association if it collects information on the incentives and compensation models used by member banks, and they replied that they do not.

B. Wycks advised that CAFII management’s recommendation at this stage was that the Association should recommend to the CCIR/CISRO FTC Working Group that it should seek the information it desires on the incentives and compensation models used in-market directly and privately from CAFII member financial institution distributors, as opposed to through the Association.

[Action Item: Bring forward to the 9 June, 2020 Board meeting the EOC’s recommendation that CAFII recommend to the CCIR/CISRO FTC Working Group that it ask CAFII member FI distributors directly and privately for the desired information on incentives and compensation models used in-market; B. Wycks/K. Martin, June 9/20]

5e. Launch of Saskatchewan RIA Advisory Committee

B. Wycks provided an update on the status of the launch of a Saskatchewan Restricted Insurance Agent (RIA) Advisory Committee, noting that CAFII is currently working with CLHIA and with April Stadnek, the Insurance Councils of Saskatchewan's Director, Strategic Initiatives, on this matter.

5f. Launch of CAFII EOC Working Group on Refining Dog and Pony Studios-Developed "CPI Industry Highlights" Slides (Produced From Willis Towers Watson Key Data Point Slides) For Future Use By CAFII and Its Members

K. Martin noted that the presentation deck for the FCAC was put together by storytelling firm Dog and Pony Studios, and that included a series of slides based on benchmarking data assembled by actuarial firm Willis Towers Watson. Those slides were not used in the presentation to the FCAC because CAFII management felt that they required validation.

Volunteers will participate in a Working Group that will review the data from Willis Towers Watson; review the slides that Willis Towers Watson produced out of the data; review the 30 plus slides produced by Dog and Pony based on the material they reviewed from Willis Towers Watson; review comments on the slides including from a member, and from Willis Towers Watson; and determine which slides should be changed, which should be used in future presentations to regulators and policy-makers, and which should be used internally only. It was anticipated that the Working Group will need to hold two to three one-hour teleconference meetings. K. Martin advised that the first meeting of the Working Group would be called soon.

[Action Item: Schedule the first meeting of the Working Group on Refining Dog and Pony Studios-Developed "CPI Industry Highlights" Slides; K. Martin, June 22/20.]

5g. Recommendation That Launch/Work of CAFII EOC Working Group On Proposed Lower Dues Category Of CAFII Membership Be Deferred Until "New Normal" Emerges, Post-COVID-19

EOC Chair M. Boyle recalled that while some non-member companies had expressed an interest in joining CAFII and they had indicated that they would only be prepared to do so if there was a separate, lower dues category of CAFII membership, it was now unclear what the economic situation will look after the COVID-19 pandemic's impact upon the economy is resolved. Therefore, it might be better to wait for things to settle down before striking a Working Group to consider and make proposals around a new lower dues category of CAFII membership.

The EOC agreed with this view and supported making a recommendation to the Board that the work of an EOC Working Group On A Proposed Lower Dues Category of CAFII Membership be deferred until the current economic uncertainty abates, post-COVID-19.

[Action Item: Bring forward the EOC's recommendation to the CAFII Board that the work of a CAFII Working Group On A Proposed Lower Dues Category Of CAFII Membership be deferred; B. Wycks/K. Martin, June 9/20]

5h. Postponement of Planned CAFII 2020 Atlantic Canada Visits To 2021 Due To COVID-19: Communication of CAFII's Plans To Insurance Regulators and Policy-Makers in NB, NS, PEI, and NF

B. Wycks reported that the EOC has suggested that it will be difficult to fit all delayed activities into the Fall of 2020; that internal meetings of CAFII member companies may need to take priority in the Fall of 2020; and that it is not clear what travel and meeting restrictions will be in place in the Fall of 2020 due to the COVID-19 pandemic.

As such, CAFII management was recommending that the planned CAFII visits to insurance regulators and policy-makers in Atlantic Canada not occur in the Fall of 2020, but instead be delayed to the Spring of 2021.

The EOC agreed with this view and supported reporting this as an update to the Board at its upcoming 9 June, 2020 meeting.

[Action Item: Provide an update to the CAFII Board on the postponement of the planned CAFII visits to insurance regulators and policy-makers in Atlantic Canada to the Spring of 2021; B. Wycks/K. Martin, June 9/20]

5i. Appointment Of Frank Lofranco As Deputy Commissioner, Supervision and Enforcement, Financial Consumer Agency of Canada

B. Wycks noted that CAFII had drafted a congratulatory letter to Mr. Lofranco which included a request to set up an introductory meeting with him. EOC members were asked to provide feedback on the letter.

[Action Item: Invite EOC members provide feedback on the proposed letter to Mr. Lofranco and subsequently send the letter to him; B. Wycks/K. Martin, June 12/20]

6a. Departure of Natalie Hill For New Position Outside Managing Matters

B. Wycks provided an update on personnel changes at CAFII's Association Management Company Managing Matters, noting that Natalie Hill had recently left the company for a new position as Manager, Member Engagement at the Region of Toronto Board of Trade.

Albert Lin is CAFII's new Account Co-ordinator at Managing Matters, supporting the Association on all manner of administrative matters. Martha Feenstra, also a new employee at Managing Matters, has taken over the role of events coordination for CAFII.

6b. Draft Minutes of April 28/20 EOC Teleconference Meeting

The draft minutes of the April 28/20 EOC teleconference meeting were approved.

6c. EOC-Recommended Cancellation Of CAFII Annual Members' Luncheon For 2020

B. Wycks noted that the EOC had recommended cancelling the Annual Members' Luncheon, and this recommendation would be tabled with the Board at the 9 June, 2020 Board meeting. He noted that the EOC's recommendation would be brought forward to the Board so that Directors could consider whether they supported a complete cancellation, or preferred a hybrid approach, such as a CAFII small group lunch with Judith Robertson, FCAC Commissioner, followed by her making a presentation to CAFII member representatives at large via a virtual meeting platform. Mr. Wycks noted that Ms. Robertson had appeared very keen to address a CAFII audience in 2020 on her future vision for the FCAC, and we should seize upon that opportunity.

6d. Rescheduling of October 6/20 CAFII Board Meeting; and Liaison Lunch and Industry Issues Dialogue With AMF Staff Executives To Thursday, October 8/20 or Thursday, October 15/20

B. Wycks noted that the new date for the Fall 2020 CAFII Board meeting and the related liaison lunch and Industry Issues Dialogue session with AMF staff executives would be either Tuesday, October 15/20 in Quebec City or Tuesday, October 8/20 in Montreal, hosted by Desjardins Insurance in either case.

6e. CAFII 2020 Annual Meeting of Members On June 9/20

B. Wycks noted that the Notice of Meeting for the 2020 CAFII Annual Meeting of Members had been issued and the related meeting materials package had been circulated.

6e i. CAFII Board Chair and Vice-Chair Succession

B. Wycks advised that N. Benson would be concluding a two-year term as CAFII Board Chair on 9 June, 2020, and she would be succeeded by C. Lobbezoo, the current Board Vice-Chair. A search was currently underway for a new Vice-Chair to succeed Mr. Lobbezoo in that CAFII volunteer Officer capacity.

6e ii. Distribution of CAFII 2019-20 Annual Report In Conjunction With June 9/20 Annual Meeting

K. Martin advised that CAFII would be producing a 2019-20 Annual Report, similar to the 2018-19 Annual Report distributed at the 2019 Annual Members Luncheon, the purpose of which was to celebrate the Association's achievements and recognize its volunteer leaders. This year's report would be entirely digital.

6f. Proposed New Approach For "CAFII Alerts"

B. Wycks advised that EOC Chair M. Boyle had proposed a new approach for CAFII Alerts, where the Alerts would be aggregated as short snippets, with links to the full article, in a weekly digest.

[Action Item: Send out a sample of the proposed new Weekly Digest approach to CAFII Alerts to EOC members for review and feedback during the June 23/20 EOC meeting; B. Wycks/A. Lin, June 22/20]