

CAFII Regulator Visit Plan 2014

updated April 17, 2014

Jurisdiction	Regulator	Annual Courtesy Call	Purpose/Issues	Attendees	Date/Venue	Status
British Columbia	Insurance Council of BC: Gerry Matier, Exec. Dir.	X	-Update on Council priorities -Maintain and strengthen relationship	S. Gelgor J. Lewsen R. Beckford T. VanMeggelen B. Wycks	Invite when in Toronto	<p>Five CAFII reps had liaison lunch meeting with G. Matier in Toronto on May 15/13; covered range of topics in CAFII Briefing document.</p> <p>G. Matier is member of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meeting on February 10/14 meeting.</p> <p>CAFII LEIC decided not to make submission in response to Insurance Council of BC's 2014 consultation on "Conflict of Interest Guidelines" (due date: March 9/14) as it was not high among competing priorities</p> <p>B. Wycks has arranged dinner meeting for small CAFII group with G. Matier on May 28/14, while he is in Toronto for CISRO LLQP stakeholder meetings that day. CAFII attendees will be M. Gill, G. Grant, D. Blake, B. Wycks, and ?</p>

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	Financial Institutions Commission(FICOM): Carolyn Rogers , CEO, FICOM & Superintendent of Insurance (CCIR chair); Doug McLean, Deputy Superintendent	X	-update on FICOM priorities -Maintain and strengthen relationship (-CAFII has decided not to submit a formal response to FICOM's summer 2013 Consultation on Use of Managing General Agents, as that is not CAFII members' distribution channel.)		Surrey, BC When Carolyn is in Toronto; or CAFII Board member in Vancouver	-Targeted networking with C. Rogers occurred during CAFII 15 th Anniversary event on April 10, 2013; at CLHIA Compliance Conference in Vancouver in May 2013; and at CAFII/CCIR Industry Stakeholder Meeting on October 30, 2013. C. Rogers has accepted B. Wycks' invitation for a dinner meeting with CAFII group in Ottawa on May 6/14. CAFII attendees will be M. Gill, J. Lewsen, G. Grant, B. Wycks, and ? -J. Lewsen and B. Wycks met with Harry James, Director, Policy Initiatives, FICOM and Chair of CCIR's Agencies Regulation Committee, and Carol Shevlin of CCIR on September 26, 2013 around CCIR's TPA Review initiative. Presented opportunity to have brief side meeting with Harry around BC/FICOM regulatory issues -Harry James phoned B. Wycks on March 12/14 with heads-up about "Creditor's Group Insurance" issue involving large life insurer that led to Consent Order and \$150,000 in fines (see March and April 2014 Regulatory Updates)

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Alberta	Alberta Insurance Council : Joanne Abram, CEO; Tom Hampton, Chief Operating Officer; Ron Gilbertson, Chair (2012-15)	X	-Update on Council priorities -Council Representation -Licensing for 3 rd party providers -Business number registration system -Maintain and strengthen relationship	S. Gelgor M. Gill J. Lewsen R. Beckford T. VanMeggelen	When Joanne or Tom is in Toronto; or CAFII Board member in Edmonton	<p>Five CAFII reps met with J. Abram and R. Gilbertson in Vancouver on May 7/13; discussion captured in Regulatory Visit Report</p> <p>B. Wycks met with J. Abram over lunch at the CLHIA Consumer Complaints Officers Section Fall Seminar on November 21/13; insights captured in ED's Report</p> <p>M. Gill, J. Lewsen, B. Wycks and L. Duigu met with J. Abram and S. Boyetchko on December 12/13 around AIC's interest in Representation for Restricted Licence Holders in Alberta. Discussion captured in Regulatory Report. CAFII to submit formal proposal on two viable options to J. Abram</p> <p>J. Abram and W. Martinson of AIC are members of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meeting on February 10/14 meeting</p> <p>M. Gill, J. Lewsen, and B. Wycks had lunch liaison meeting with J. Abram and R. Gilbertson on March 17/14 (see March 2014 Regulatory Update)</p> <p>CAFII arranged opportunity for two AIC staff execs. to give demo presentation of new "Canadian Insurance Participant Registry" (CIPR) to CAFII member audience on January 8/14. Highlights captured in Regulatory Update. CAFII arranged follow-up opportunity for electronic demo presentation of CIPR for CAFII and CADRI members which occurred on March 17/14</p>

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	Ministry of Finance: Mark Prefontaine, Superintendent of Insurance Brad Geddes, Deputy Superintendent of Insurance Laurie Balfour, Acting Deputy Superintendent of Insurance		-Update on Superintendent's priorities -Maintain and strengthen relationship		When Mark is in Toronto; or CAFII Board member in Edmonton	Targeted networking with M. Prefontaine and B. Geddes occurred during CAFII 15 th Anniversary event on April 10/13 Effective June 27/13 Laurie Balfour became Deputy Superintendent of Insurance - Alberta. Brad Geddes has been seconded to the Government of Alberta's Flood Recovery Task Force as the Director of Stakeholder Engagement. This is for an indefinite period of time, likely for at least 6 months. Briefing networking with L. Balfour occurred during CAFII/CCIR Industry Stakeholder Meeting on October 30/13
	New President of Treasury Board and Minister of Finance Doug Horner					

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Saskatchewan	Sask. Insurance Council: Ron Fullan, Chair	X	-Update on Council priorities -Council Representation -Maintain and strengthen relationship		Invite when Ron is in Toronto	<p>B. Wycks had Get Acquainted discussions with April Stadnek, Director of Compliance, Saskatchewan Insurance Councils, around CLHIA CCOS Fall Seminar and FSCO Life & Health Sector Symposium, November 21-22/13; insights captured in Executive Director's Report</p> <p>Targeted networking with R. Fullan occurred during CAFII 15th Anniversary Event on April 10/13, and during CLHIA Compliance Conference in May 2013</p> <p>CAFII reps met with R. Fullan on July 29/13 to discuss main themes in CAFII's Proposal For Restricted Licensee Representation in Sask. Proposal submitted to R. Fullan on October 10/13. Feedback on CAFII proposal expected from R. Fullan in March or April 2014</p> <p>R. Fullan is Chair of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meeting on February 10/14 meeting. CAFII has further one-on-one stakeholder meeting with LLQP Committee booked for May 28/14</p>

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	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 -Maintain and strengthen relationship		When David or Ian is in Toronto; or CAFII Board member in Regina	
	Consultant (ex Superintendent) Jim Hall		-Update on Insurance Act review -Maintain and strengthen relationship		When Jim is in Toronto; or CAFII Board member in Regina	
Manitoba	Ministry of Finance: Jim Scalena, Superintendent (Targeted networking with J. Scalena, Superintendent, occurred during CAFII 15 th Anniversary Event on April 10, 2013)	X	-Update of Insurance Act review and ISI regime -Maintain and strengthen relationship		Winnipeg	Manitoba released Draft ISI Regulation in early June 2013. CAFII responded with detailed submission On January 10/14, CAFII responded to Draft 2 of ISI Regulation with detailed submission. CAFII requested meeting with Minister of Finance re imperative of harmonization of Manitoba ISI Regime with other provinces, as directed by Board on October 8/13 In late February 2014, S. Moore communicated with B. Wycks by e-mail and phone to advise that Manitoba's Draft ISI Regulation would be amended to address nearly all of the concerns expressed by CAFII and other industry stakeholders (see Regulatory Update)

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	Manitoba Insurance Council: Erin Pearson, Exec Director;	X	-Update on Council priorities -Restricted Certificate holder representation on Council -Maintain and strengthen relationship		When Erin is in Toronto; or CAFII Board or EOC member or Executive Director is in Winnipeg	
	Ministry of Finance Minister Jennifer Howard		Letter of introduction sent to predecessor Finance Minister Stan Struthers; include on a visit of CAFII Chair or other reps to Manitoba. Letter requesting meeting with new Finance Minister Jennifer Howard re Draft ISI Regime Regulation and other CAFII issues sent on January 15/14, on heels of response submission on Draft 2 of ISI Regulation			CAFII meeting with Minister of Finance Jennifer Howard confirmed for April 29/14. CAFII attendees will be M. Gill, P. Yeung, and B. Wycks. Separate meeting with Superintendent J. Scalena, Deputy Superintendent S. Moore, and Executive Director of Insurance Council E. Pearson to be arranged for same day in Winnipeg
Ontario	FSCO: Phil Howell, CEO & Superintendent	X	-Update on FSCO priorities -Maintain and strengthen relationship		Toronto	Targeted networking during CAFII 15 th Anniversary event on April 10,/13. B. Wycks had Get Acquainted lunch meeting with P. Howell, at his request, on July 5/13. Insights gained captured in Regulatory Visit Report

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	<p>FSCO: Grant Swanson, Executive Director, Licensing & Market Conduct Division</p> <p>FSCO: Anatol Monid, Director, Market Regulation Branch</p> <p>Shonna Neil, Senior Manager, Licensing</p>		<p>Consultation Proposal on “Modernizing Disciplinary Hearings for Insurance Agents and Adjusters”</p> <p>Industry consultation on “Life Insurance & Mortgage Broker Product Suitability Review”</p>			<p>On February 14/13, 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. CAFII made written submission in September 2013. J. Fox e-mailed B. Wycks in early March 2014 to advise that implementing amendments to Insurance Act had been introduced in the legislature</p> <p>Adrienne Warner of A. Monid’s team is “point person” for FSCO’s “Life Insurance & Mortgage Broker Product Suitability Review,” scope of which was narrowed to cover just term life, whole life, and universal life sales</p> <p>CAFII reps participated in focus group discussion with A. Monid, A. Warner, and other FSCO reps on this matter on July 18/13. Follow-up discussion on draft survey of insurance agents occurred on September 6/13. FSCO issued two follow-up requests of CAFII member on Sept. 30/13 re removing Call Centre agents from universe for random sample for online survey; and recommending “paragon of best practices” agents for focused meetings. CAFII reps met with FSCO team on April 9/14 and provided feedback on of analysis of data from life agent questionnaire and resulting Interim Report of Life Insurance Product Suitability Review</p>

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	FSCO: Annual Symposium for Life and Health Insurance Sector			-individual FI member reps. -CAFII Executive Director	Toronto November	FSCO's 6 th Annual Symposium for the Life and Health Insurance Sector took place on November 22/13. Networking by B. Wycks and several CAFII volunteer leaders in attendance occurred with G. Swanson, A. Monid, S. Neil, A. Warner, L. Miclescu, and other FSCO senior staff

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Quebec	New AMF CEO effective July 2/13: Louis Morisset		-Update on AMF priorities -Maintain and strengthen relationship		When Louis is in Toronto; or CAFII Board member in Quebec City	R. Hebert, M. Gill, R. Beckford, I. Choquette, and B. Wycks met with Mario Albert, CEO; Eric Stevenson; Julien Reid; and Louise Gauthier in Quebec City on June 7/13 for a productive and informative liaison meeting Louis Morisset and four members of AMF staff executive team (P. Dery, E. Stevenson, J. Reid, S. Langlois) had candid discussion on industry issues with CAFII Board and EOC group on April 8/14.
	AMF: Superintendent, Client Services and Distribution Oversight: Eric Stevenson AMF: Superintendent of Solvency, Patrick Dery	X				Targeted networking with E. Stevenson and P. Dery occurred during CAFII 15 th Anniversary event on April 10/13

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	AMF: Stephane Langlois, Senior Director, Distribution Practices				Fall	B. Wycks had networking discussions with S. Langlois at CLHIA CCOS seminar and FSCO symposium on November 21-22/13

New Brunswick	Angela Mazerolle, Superintendent of Insurance David Weir, Deputy Superintendent of Insurance		<ul style="list-style-type: none"> -Update on Superintendent's priorities -Discuss/educate on creditor's group insurance (CGI) and Avalon Study; -Licensing issues, electronic licensing; Insurance Act Review Status; including consultation on "Opportunities for Reforming the Licensing Framework for Other-than-Life Agents and Brokers" announced in late August 2013 -Maintain and strengthen relationship -David Weir is Chair of Atlantic Taskforce on ISI (dormant) 		TBD Fredericton	<p>Targeted networking with A. Mazerolle and D. Weir, Deputy Superintendent of Insurance, occurred during CAFII 15th Anniversary Event on April 10/13. A. Mazerolle will be attending CAFII Joint Meeting with Atlantic Canada Regulators on May 15/14</p> <p>D. Weir is member of CISRO LLQP Committee, which had engaging discussion with CAFII reps. in one-on-one stakeholder meeting on February 10/14 meeting</p>
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	Consumer Advocate For Insurance, Ronald Godin		<ul style="list-style-type: none"> -Update on Consumer Advocate's priorities -Discuss /educate on creditor's group insurance (CGI) and Avalon -Build relationship 		When Ronald Godin is in Toronto; or CAFII Board member in Fredericton	In April 2014, New Brunswick government announced that role of Consumer Advocate For Insurance will be eliminated, and responsibilities transferred to provincial ombudsman
Nova Scotia	Superintendent Doug Murphy		<ul style="list-style-type: none"> -Update on Superintendent's priorities -Discuss/educate on creditor's group insurance (CGI) and Avalon Study; -Atlantic Taskforce on ISI -Build relationship 		TBD Halifax	Targeted networking with D. Murphy occurred during CAFII 15 th Anniversary event on April 10/13; and brief networking with him occurred following CAFII/CCIR Industry Stakeholder Meeting on October 30/13. D. Murphy will be attending CAFII Joint Meeting with Atlantic Canada Regulators on May 15/14
PEI	Superintendent Robert Bradley		<p>Courtesy- Low priority for 2013 (only if CAFII Board member in Charlottetown)</p> <ul style="list-style-type: none"> -Update on Superintendent's priorities -Build relationship 		Charlottetown	Targeted networking with R. Bradley occurred during CAFII 15 th Anniversary event on April 10/13. R. Bradley will be attending CAFII Joint Meeting with Atlantic Canada Regulators on May 15/14

Newfoundland	<p>Superintendent Douglas Connolly (retired effective early 2014; successor expected to be appointed prior to May 15/14)</p> <p>Craig Whalen, Deputy Superintendent</p>		<p>-Update on Superintendent's priorities</p> <p>-Discuss/educate on creditor's group insurance (CGI) and Avalon</p> <p>-Build relationship</p>		<p>St John's</p> <p>Targeted networking with D. Connolly occurred during CAFII 15th Anniversary event on April 10, 2013</p> <p>Brief networking with C. Whalen occurred immediately following CAFII/CCIR Industry Stakeholder meeting on October 30, 2013. C. Whalen will not be attending CAFII Joint Meeting with Atlantic Canada Regulators on May 15/14 in-person, as requested approval was not granted</p>
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Atlantic Canada	Joint Forum of Insurance Regulators		<ul style="list-style-type: none"> - Update on Superintendents' priorities -Discuss/educate on creditor's group insurance (CGI) and Avalon -Build relationships 			<p>-M. Gill contacted David Weir, Deputy Superintendent of Insurance, New Brunswick, re prospect of CAFII having a Joint Meeting with all four Atlantic Canada insurance regulators in Fall 2013</p> <p>- CAFII Joint Meeting with all Atlantic Canada insurance regulators confirmed for May 15/14 in Halifax, from 11:30 a.m. to 4:00 p.m.</p> <p>-Such a joint visit to Atlantic Canada regulators was strongly encouraged by Phil Howell of FSCO</p>
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CCIR	Carol Shevlin, Policy Manager	X	-Annual lunch. Discuss priorities -Maintain and strengthen relationship		Toronto	<p>-B. Wycks had a Get Acquainted Lunch with C. Shevlin in January 2013; and is in regular contact with her</p> <p>-J. Lewsen and B. Wycks had meeting with Carol Shevlin and Harry James, ARC Chair, on September 26/13 around CCIR's TPA Review initiative</p> <p>-in spirit of open communication, B. Wycks shared CAFII's submission in response to proposed federal financial consumer code with CCIR in early March 2014, to which C. Shevlin replied with a note of appreciation</p>
	CCIR Executive		Meet when pressing issues or opportunistic meeting occasions arise.		October 30, 2013 in Toronto	<p>CAFII Board members, EOC members, and B. Wycks had "industry stakeholder meeting" with CCIR Executive on October 30/13. Discussion captured in Regulatory Update</p>

CISRO	Ron Fullan Chair		<ul style="list-style-type: none"> -Update on CISRO priorities -Maintain and strengthen relationship -LLQP Modernization -Multi-jurisdictional licensing and related contact centre compliance issues 		-invite when in Toronto	<p>B. Wycks interacted and had private liaison conversations with CISRO LLQP Chair Ron Fullan and other LLQP Committee members during each of four Stakeholder Information Sessions held in Toronto in 2013</p> <p>-CAFII representatives (3) had engaging one-on-one stakeholder meeting discussion with CISRO LLQP Committee on February 10/14</p> <p>-CAFII has another one-on-one stakeholder meeting booked with CISRO LLQP Committee for May 28/14</p> <p>-Based on suggestion made by J. Abram at March 17/14 liaison lunch, B. Wycks contacted R. Fullan, Chair of CISRO. As a result, CAFII likely to be offered opportunity to make a presentation to CISRO on multi-jurisdictional licensing and other compliance challenges faced by national contact centres, at meeting in Fredericton on September 29-30/14</p>
Federal	Federal Finance Dept.		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			<p>Ursula Menkes retired from FCAC Commissioner role at end of May 2013; Finance Minister Flaherty announced appointment of Lucie Tedesco as new Commissioner on September 4/13</p> <p>M. Gill and B. Wycks had Get Acquainted/Refresh meeting with FCAC contacts January 9/14. Discussion captured in Regulatory Update</p> <p>CAFI participated in federal government consultation, being led by FCAC, around a proposed new federal financial consumer code. Submission sent February 28/14 and is now posted on Finance Canada site</p> <p>-Maria Sanchez-Chung secured Brigitte Goulard, newly appointed FCAC Deputy Commissioner, as guest speaker for CAFI Regulatory Reception on June 10/14. Goulard is a former CAFI EOC member, having previously worked for TD Meloche Monnex.</p> <p>-On April 15/14, Jane Rooney was promoted from Director position to spotlight role of "Financial Literacy Leader" for Canada. Rooney will be a panelist on financial literacy at CLHIA Compliance Conference on May 7/14, at which several CAFI reps will be present</p>
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