

CAFII Executive Operations Committee Teleconference-Only Meeting

Tuesday, 28 April, 2020

Minutes

EOC Present:

Martin Boyle, BMO Insurance, *Chair*
Afzal Baig, TD Insurance
Anita Mukherjee, RBC Insurance
Brad Kuiper, ScotiaLife Financial
Casandra Litniansky, CUMIS Services Inc.
Charles MacLean, RBC Insurance
Dallas Ewen, Canada Life Assurance
Dana Easthope, Canadian Premier Life
Dominique Julien, CIBC Insurance
Emily Brown, Sun Life Financial
Joanna Onia, CIBC Insurance
John Lewsen, BMO Insurance
Kamana Tripathi, TD Insurance
Karyn Kasperski, RBC Insurance
Marie Nadeau, National Bank Insurance
Michelle Costello, CUMIS Services Inc.
Moirra Gill, TD Insurance
Monika Spudas, Manulife Financial
Penny Cordogiannis, RBC Insurance
Pete Thorn, TD Insurance
Rob Dobbins, Assurant
Scott Kirby, TD Insurance
Sharon Apt, Canada Life Assurance
Shawna Sykes, The Co-operators Group Limited/CUMIS Services Inc.
Vikram Malik, Sun Life Financial
Vivek Sahni, RBC Insurance

Also Present:

Brendan Wycks, CAFII *Co-Executive Director*
Keith Martin, CAFII *Co-Executive Director*
Natalie Hill, Managing Matters
Albert Lin, Managing Matters

1. Call to Order

Chair Martin Boyle called the meeting to order. Natalie Hill introduced new Managing Matters employee Albert Hill, who will be the new Account Co-ordinator for CAFII.

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. Transition To A New Approach To CAFII Board Meeting Materials, Based On Board Feedback

B. Wycks reported that EOC Chair M. Boyle had shared with him and K. Martin that during the in camera portion of its 7 April, 2020 meeting, the CAFII Board provided feedback on the materials package for that meeting; and requested that for future Board meetings, the materials package be made more concise and strategic. It was also recommended that the Briefing Notes for each agenda item be made the driver for each item, and that the purpose and action required for each agenda item be more clearly spelled out in the Briefing Notes.

CAFII management has attempted to implement the changes sought by the Board for this EOC meeting, and was seeking feedback from EOC members on whether it was an improvement on the former approach.

EOC Chair M. Boyle advised that this matter would be discussed further in the EOC's in camera discussion at the conclusion of this meeting, and feedback then shared with Co-Executive Directors B. Wycks and K. Martin.

3b. Possibility of Using Zoom Meeting Software For Future CAFII EOC, Board, and Committee Meetings That Are Not In-Person Meetings

K. Martin advised that with CAFII members largely working from home during the COVID-19 pandemic lock-down and physical distancing situation, new ways of collaborating were necessary. CAFII management has used the different virtual meeting platforms available (Google Handout, Webex, Zoom, Skype) and has concluded that Zoom is the most intuitive and easy-to-use.

However, some CAFII members have indicated that their IT security departments do not permit the use of Zoom.

CAFII management presented the idea that over time, it might become possible to use Zoom for CAFII meetings, recognizing that CAFII EOC members must comply with global IT department protocols.

Managing Matters has been asked to produce a short summary of some of the security issues and features of Zoom. There have been media accounts of "Zoom-bombings," but CAFII would take the following steps to ensure that only invited persons would be able to access the meetings set up by CAFII:

1. Require registration before the meeting to confirm the attendee's identity;
2. Require a password to join the meeting;
3. All participants are placed in a waiting room at the time of the meeting, and the host only allows identified individuals to enter the meeting room;
4. Host would monitor the attendees to ensure that only invited attendees are participating in the meeting.

In EOC discussion, it was agreed that there would be continued discussion of this item.

3b(i) Possibility of Having A CAFII "Virtual Reception With A Guest Speaker," Over Zoom, Immediately Following June 9/20 CAFII Board Meeting

K. Martin advised that with restrictions on public meetings, CAFII cannot currently hold its usual in-person Receptions with a guest speaker following Board meetings. But there could be the possibility of holding a webinar with a guest speaker to which CAFII members would be invited.

This idea received positive EOC support and CAFII management was encouraged to investigate this idea further.

[Action Item: Secure a guest speaker for a CAFII webinar/virtual Reception on 9 June, 2020; K. Martin and B. Wycks, May 25/20.]

3c. Draft Minutes of April 7/20 CAFII Board Teleconference Meeting

The draft minutes of the 7 April, 2020 CAFII Board teleconference meeting were endorsed by the EOC, for presentation to the Board for approval at its next meeting.

3d. Draft Minutes of March 24/20 EOC Teleconference Meeting

The draft minutes of the 24 March, 2020 EOC teleconference meeting were approved.

3e. Postponement of 2020 CAFII Annual Members' Luncheon To Fall 2020

B. Wycks recalled that CAFII had previously advised FCAC Commissioner Judith Robertson that due to the COVID-19 pandemic, the Association's 2020 Annual Members' Luncheon, at which she was booked to be the guest speaker, has been postponed from 26 March, 2020 to the Fall of 2020.

In EOC discussion of the desired Fall 2020 period for rescheduling the 2020 CAFII Annual Members' Luncheon, with Ms. Robertson as the guest speaker, it was observed that there were already multiple CAFII member company and industry events that had been moved to the Fall of 2020. It was also not certain that social gatherings with a large number of attendees would be permitted by the Fall of 2020. It was noted that large events would likely be conducted differently, with fewer people eating at the same table, and physical distancing rules still in place. This could impact upon the economics of holding such events.

Based on these observations, the EOC asked CAFII management to not seek to reschedule the 2020 CAFII Annual Members' Luncheon for the Fall of 2020, forego this event in 2020, and instead look to hold the Annual Members' Luncheon again in the usual February or March timeframe in 2021.

3f. Rescheduling of October 6/20 CAFII Board Meeting; and Liaison Lunch and Industry Issues Dialogue With AMF Staff Executives

B. Wycks advised that 6 October, 2020, the currently scheduled date for a CAFII Board meeting along with an informal liaison lunch and Industry Issues Dialogue session with AMF staff executives, does not work for CAFII member host Desjardins Insurance. Therefore, CAFII management was in the process of polling CAFII Board members to identify a suitable alternate date in the month of October 2020.

3g. Communications and Timelines Re CAFII 2020 Annual Meeting of Members On June 9/20

B. Wycks advised EOC members of the key action milestones and timelines associated with the CAFII 2020 Annual Meeting of Members on 9 June, 2020, which the Board had approved to be held as a teleconference-only meeting.

3h. CAFII Initiation Member and Associate Prospects

CAFII management provided an update on CAFII Initiation Member and Associate prospects, noting that due to the COVID-19 pandemic's impact upon businesses and the economy generally, our original projections about new Initiation Member and Associate prospects had not panned out. It was particularly difficult to secure new Associates at the present time, given that the networking/business development through CAFII events attendance benefits of CAFII Associate status had been compromised for 2020 due to the pandemic.

4a. Financial Statements as at March 31/20

B. Wycks provided an update on CAFII's financial statements as at 31 March, 2020, on behalf of Treasurer T. Pergola who was unable to attend, noting that at the end of the first quarter of the fiscal year, the Association's financial results were tracking well against the budget-year-to-date. CAFII's financial reserves, which the Association seeks to maintain at between 25% and 50% of annual operating expenses, currently stand at 32%.

4b. 2020 Budget Forecast

B. Wycks provided an update on CAFII's financial forecast through to the end of the 2020 fiscal year, on behalf of Treasurer T. Pergola who was unable to attend, noting that with one quarter of the year completed the Association was tracking close to the forecast's expectations, save and except for some modest deviations that were mainly due to timing differences. He highlighted that the budgeted expenses for the postponed 2020 CAFII Annual Members' Luncheon had not been incurred to date and that fact had reduced the overall year-to-date expenses.

5a(i) Research & Education Committee—Recommendations on 2020 CAFII Research

K. Martin advised that the Research & Education Committee recently met on 10 March, 2020 and made two recommendations for 2020 research. The first was to produce a CLHIA-type "fact pack" study on the size and impact of credit protection insurance (CPI), nationally and provincially. This could be published and shared broadly, including via our CAFII website, could be the subject of a media release, and could be included in our presentations to insurance regulators and policy-makers. The Committee was also hopeful that the full \$60K R&E budget would not be needed to produce such a study, and that there could also be funding of a white paper by Melissa Carruthers of Deloitte Canada on "The Future of Credit Protection Insurance in Canada."

Since that recommendation was made, however, much had changed due to the COVID-19 pandemic. The fact-pack will require some time from members to produce the required data, including access to IT resources. As such, it was felt that the sequencing of the two proposed research options should be flipped, with the white paper research initiative being completed first, and the fact-pack work only being done after the pandemic situation has stabilized.

The EOC had endorsed those R&E Committee recommendations at its 24 March, 2020 meeting and they were recommended to the CAFII Board at its 7 April, 2020 meeting.

However, at the 7 April, 2020 CAFII Board meeting, some Directors expressed concerns about the value of a fact pack, while others were concerned that the white paper might be by-passed by events as so much is changing due to the COVID-19 issue. There was a desire to have a more fulsome discussion of research options at the Board level. It was agreed that further discussion on the research options was required, and the Board decided to defer a decision on 2020 research to its 9 June, 2020 meeting.

K. Martin further advised that the intention of the proposed fact pack research on CPI in Canada is to provide indications of the market size of CPI, and the impact it has in protecting Canadians. When CAFII meets with insurance regulators and policy-makers, we currently cannot tell them how many policies are in-force, how many mortgages are protected, the number of Canadians who have peace of mind because of CPI, the number of employees we employ in their province due to these products being offered, etc.

The inspiration for the collection of this data is the CLHIA annual “fact pack” along the same lines, which we have consistently heard people say is impactful and demonstrates the maturity and importance of the industry—something that for CAFII and CPI we currently cannot report on because we don’t collect that information.

The fact pack research results could be used in multiple ways, including as an introductory “setting the stage” section for all of our regulatory presentations; and for citing relevant statistics whenever we put out a media release or publish an op-ed article.

In discussion, the EOC reiterated its support for the 2020 research initiatives recommended by the R&E Committee, and supported CAFII reaching out to Melissa Carruthers of Deloitte Canada to get more information on commissioning her to prepare a white/perspectives paper on the Future of CPI in Canada, so that we can provide more detail to the Board on this research option.

[Action Item: Connect with Melissa Carruthers of Deloitte Canada to get more information on commissioning her to prepare a white/perspectives paper on the Future of CPI in Canada, so that more detail on this 2020 research option can be provided to the CAFII Board for the 9 June, 2020 Board meeting; K. Martin and B. Wycks, May 25/20.]

5b. Market Conduct & Licensing Committee

No further updates beyond those provided elsewhere in the agenda.

5c Media Advocacy Committee

5c(i) Updating of CAFII Website and Google My Business Listing To Reflect COVID-19 Status

K. Martin advised that RankHigher has indicated that an update on the CAFII website explaining how CAFII is responding to the COVID-19 situation is a best practice, and also will increase the website’s legitimacy in Google. RankHigher therefore proposed several CAFII website and Google My Business Listing enhancements, which had a \$750 cost that was provided for in the Association’s Board-approved 2020 budget. CAFII Media Advocacy Chair Charles Blaquiére supported this initiative, and RankHigher is currently executing the proposed enhancements.

5c(ii) CAFII Motion Graphic Video On Credit Protection Job Loss Insurance

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

The first proposed motion graphic video is on credit protection job loss 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 claims are denied, and there is negative media coverage as a result. There may also be some CAFII members who may choose to stop offering this particular CPI coverage.

The proposed storyboard for a video on job loss insurance was included in the materials package for this meeting, for EOC members' review.

In EOC discussion of this matter, it was requested that the storyboard be re-circulated to EOC member separately, to solicit their feedback on both the content of the storyboard and the more strategic question of whether this was the right time for the Association to produce a website video on credit protection job loss insurance.

[Action Item: Re-circulate the current draft of the storyboard for the website video on credit protection job loss insurance to EOC members, to solicit their feedback on both the content of the storyboard and the more strategic question of whether this is the right time for the Association to produce a website video on this product; K. Martin, May 25/20.]

5c(iii) Feedback/Direction Received In April 21/20 Meeting of Media Advocacy Committee

K. Martin reported that the Media Advocacy Committee met via teleconference on 21 April, 2020 and discussed a variety of items. There was general support for the direction CAFII was taking on website development and media relations.

5c(iv) RankHigher Recommendation on CAFII.Insurance Domain Name

B. Wycks reported that CAFII pays \$1,000 US annually to Encirca, a US internet domain name registrar, to own and protect the CAFII.Insurance domain. CAFII has owned this domain since 2016, the year that .Insurance domains first became available for purchase, and it renews on July 1 each year.

In that connection, RankHigher has recently advised that for several compelling reasons – based mainly on how secondary domains such as .Insurance and .Bank have received a low level of adoption/use and not earned any “trust” in the algorithms of Google, Bing, etc. – owning CAFII.Insurance is not a worthwhile investment for the Association, and strongly recommended that it be discontinued.

In EOC discussion of this matter, there was strong support for RankHigher's recommendation that CAFII discontinue its ownership of the CAFII.Insurance domain name.

[Action Item: Bring forward RankHigher's recommendation that CAFII discontinue ownership of the CAFII.Insurance domain name to the CAFII Board for approval at its 9 June, 2020 meeting; B. Wycks, June 2/20.]

5d. Travel Medical Insurance Experts Working Group

No report at this time.

5e. Networking & Events

S. Kirby reported that the Association was planning a guest presenter(s) webinar presentation on 9 June, 2020, immediately following the Annual Meeting of Members and the CAFII Board meeting that afternoon, with the subject matter being the looming impact of climate change upon the life and health insurance industry.

6a Impact Of COVID-19 On CAFII Members, Credit Protection Insurance and Travel Insurance

6a(i) Highlights of April 16/20 and 23/20 Meetings CAFII Directors and Designates COVID-19 Information-Sharing Group

K. Martin reported that the CAFII Board passed the following motion at its 7 April, 2020 meeting:

On a motion duly made, seconded and unanimously carried

IT WAS RESOLVED that a CAFII COVID-19 Information-Sharing Group be convened, with the following elements: 1. Membership comprise of a CAFII Board member, and a designate nominated by the CAFII Board member; 2. Designates meet prior to the first full meeting to develop agenda topics; 3. Two meetings be held with the second meeting including discussion of whether further meetings are needed; 4. The meetings would be unminuted with the CAFII Co-Executive Directors to participate, and capture action items.

K. Martin and B. Wycks then provided an update on the highlights of this Information-Sharing Group's discussions to date.

6a(ii) Summary of Insurance Regulator/Policy-Maker Responses Received To CAFII Forbearance Request Letters: Recommendation Re Follow-Up Forbearance Request Letters

K. Martin reported that, in general, regulators have been supportive of CAFII's requests for regulatory forbearance, but the regulatory extensions have been shorter than what we asked for.

He also advised that at the CAFII COVID-19 Information-Sharing Group meeting on 16 April, 2020, members of the group felt that the regulatory extensions offered by the CCIR for its Annual Statement on Market Conduct (to 1 July, 2020) and by the AMF for its Annual Filing with respect to the Regulation respecting Alternative Distribution Methods (to 1 July, 2020) would still be problematic, and they suggested that CAFII consider asking for a further extension. If the social restrictions members face currently are still in place over the next month, CAFII will consider asking for further extensions, probably around 1 June 2020.

J. Lewsen requested that CAFII management produced an all-in-one summary document which captures the responses received from insurance regulators and policy-makers across Canada to CAFII's regulatory forbearance request letters. B. Wycks agreed to compile that summary document and circulate it to EOC members.

[Action Item: Produce an all-in-one summary document which captures the responses received from insurance regulators and policy-makers across Canada to CAFII's regulatory forbearance request letters; B. Wycks, May 10/20.]

6a(iii) Insights Gained From Weekly CAFII/CLHIA/THIA Calls Re Impact Of COVID-19 On Travel Insurance Industry

CAFII Co-Executive Directors Brendan Wycks and Keith Martin, Travel Medical Insurance Experts Chair Afzal Baig, and EOC Chair Martin Boyle, participate in a weekly call with CLHIA and THIA on travel medical issues in relation to COVID-19. An update was provided on some of the learnings, including the repatriation of Canadians efforts of the Canadian government, and its decision not to prohibit airlines from issuing vouchers instead of refunds for cancelled flights.

6b. Status of CAFII Liaison/Interaction With AMF On Credit Card-Embedded Insurance Benefits Issue

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

However, the latest letter from the AMF on this matter is softer in tone than its previous communications, and this raises the prospect that the second prong on "creative solutions" to meet the AMF's expectations might be promising as a first step. With the response deadline extension granted to 15 July, 2020, there is an opportunity to review an advanced draft of CAFII's proposed submission to the AMF on this issue at the 9 June, 2020 Board meeting.

The EOC was supportive of continuing the work on the draft submission to the AMF, and it was agreed that the latest draft would be circulated to EOC members for comments and feedback.

[Action Item: Circulate to EOC members, for comments and feedback, the latest draft of CAFII's submission to the AMF on creative solutions to meet its expectations around the RADM's applicability to credit card-embedded insurance benefits; K. Martin, May 25/20.]

6c. CAFII Approach 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 For June 2020 Quarterly Meeting

K. Martin recalled that the CCIR/CISRO FTC Working Group had requested that CAFII members share information on the compensation and incentive models that their companies use in-market with the Working Group.

CAFII requested legal advice 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, this would not be a concern from the perspective of competition law.

The CCIR/CISRO FTC Working Group indicated that such a survey would be acceptable to the Working Group, and requested that CAFII proceed with such a survey.

However, several CAFII Board members subsequently expressed significant reservations, during the Board's 7 April, 2020 teleconference meeting, about providing such information to the CCIR/CISRO FTC Working Group, noting that it is competitively sensitive, and that it is outside the mandate of the CCIR/CISRO FTC Working Group.

In addition, further discussion of this matter occurred during the in camera session of the 7 April 2020 CAFII Board meeting. M. Boyle, EOC Chair and Board Secretary, informed the EOC that in that Board in camera session, it was recommended that CAFII suggest to the CCIR/CISRO FTC Working Group that it ask the Canadian Bankers Association (CBA) for information on this issue.

CAFII will be therefore be reaching out to CBA, CLHIA, and the Insurance Bureau of Canada on whether they have materials we could use in response to the request from the CCIR/CISRO FTC Working Group, K. Martin concluded.

6d. Launch of Saskatchewan RIA Advisory Committee

B. Wycks advised that at the conclusion of CAFII's 5 March, 2020 meeting with the CCIR/CISRO FTC Working Group, K. Martin and B. Wycks had a conversation with Insurance Councils of Saskatchewan (ICS) staff executive April Stadnek, in which she mentioned that she had met earlier that week with CLHIA members on the launch of the Saskatchewan RIA Advisory Committee, and that the initiative was moving forward. CAFII will follow up with the CLHIA and with ICS to determine next steps and timelines.

6e. CAFII Quarterly CPI Benchmarking Study: Relaunch and Production of First Report

K. Martin recalled that at the 24 March, 2020 EOC meeting there was a recommendation that the CAFII Quarterly CPI Benchmarking study be postponed, noting that the same issues that caused CAFII to request delays in regulatory and filing requirements (difficulties in accessing IT backends when employees are working from home, challenges in accessing IT resources, and the need to focus on other customer-centric priorities) seemed to apply to this study.

This recommendation was shared with the CAFII Board at its 7 April 2020 meeting. Several Board members felt that the individuals within their own member companies who would supply this data to RSM Canada, which is producing the reports for CAFII, were different individuals from those who deal with regulatory and filing issues, such that they should be able to supply this information to RSM Canada on a timely basis.

M. Boyle, EOC Chair and Board Secretary, informed the EOC that in its 7 April, 2020 in camera session, the CAFII Board indicated a desire to have the CAFII Quarterly CPI Benchmarking Study continue without delay.

K. Martin reported that that CAFII direction has since been conveyed to RSM Canada and shared with those who are providing the data to the actuarial firm.

RSM Canada was close to completing the first quarterly report from the relaunched CAFII Quarterly CPI Benchmarking Study, and it should be available to share with CAFII members within the next few weeks, Mr. Martin concluded.

6f. CAFII Credit Protection Insurance Industry Best Practices Working Group: Progress Report

M. Boyle reported that the CAFII Credit Protection Insurance Industry Best Practices Working Group, which has at least one representative from each CAFII member, has made excellent progress with a focus on assessing regulatory expectations, and the development of a high-level principle or standard around industry best practices to meet those expectations. The EOC was advised that while the Working Group has been put on pause temporarily due to the issues raised by the COVID-19 pandemic, it will reconvene and continue its work as soon as that is possible.

6g. Proposed Approach and Target Dates For CAFII Fall 2020 Atlantic Canada Insurance Regulators and Policy-Makers Visits

B. Wycks recalled that the EOC has previously been advised that CAFII's plan to visit Atlantic Canada's insurance regulators and policy-makers in Spring 2020 had been postponed to the Fall of 2020. As well, based on feedback from EOC members, the intention now was for the tour to not include visiting all four Atlantic Canada provinces consecutively over one week, but rather to have the visits occur in two blocks of two provinces each.

In discussion on this item, EOC members felt that due to the high degree of uncertainty remaining about if, when, and how the COVID-19 pandemic would be resolved and travel restrictions would be relaxed, it was overly ambitious to plan for any insurance regulator and policy-maker visits in the Fall of 2020. In addition, it was noted that the Fall of 2020 was likely to be very busy for CAFII members dealing with rescheduled internal events and commitments.

In concluding discussion on this matter, there was a strong EOC consensus and recommendation that the planned 2020 visits to Atlantic Canada be postponed to the Spring of 2021, but that CAFII communicate with the affected regulators and policy-makers in the four Atlantic Canada provinces now to give them a heads-up about CAFII's plans in this regard.

[Action Item: Communicate with insurance regulators and policy-makers in the four Atlantic Canada provinces to advise them of CAFII's COVID-19-driven decision to defer its planned 2020 visits to them to the Spring of 2021; B. Wycks, May 25/20.]

6h. Request For EOC Volunteers For A Summer 2020 CAFII 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 recalled that the presentation deck for the Association's 9 March, 2020 with FCAC staff executives at the Agency's office in Ottawa was put together by story-telling 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.

EOC volunteers would be sought to participate in a Summer 2020 EOC Working Group that will:

1. Review the data from Willis Towers Watson;
2. Review the slides that Willis Towers Watson produced out of the data;
3. Review the 30 plus slides produced by Dog and Pony based on the material they reviewed from Willis Towers Watson; and
4. Review comments on the slides including from a member, and from Willis Towers Watson;
5. 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 is anticipated that the Working Group will need to hold two or three one-hour teleconference meetings to complete its mandate, Mr. Martin concluded.

In EOC discussion of this matter, it was requested that a separate email invitation be sent to EOC members on this initiative.

[Action Item: Send out an email invitation to EOC members inviting them to join a “Summer 2020 CAFII 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, May 25/20.]