

EOC Meeting Survey Results

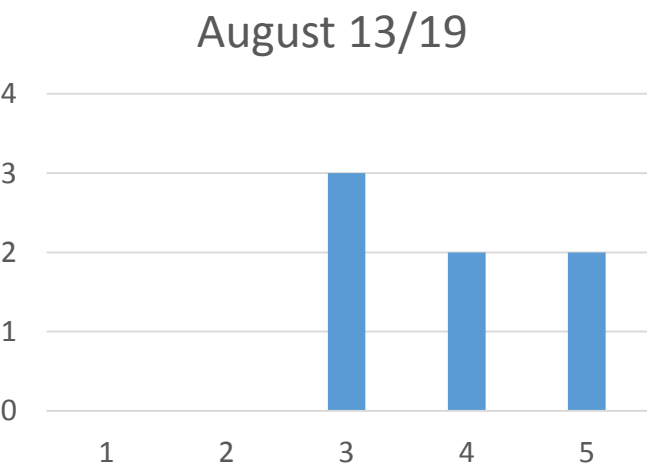
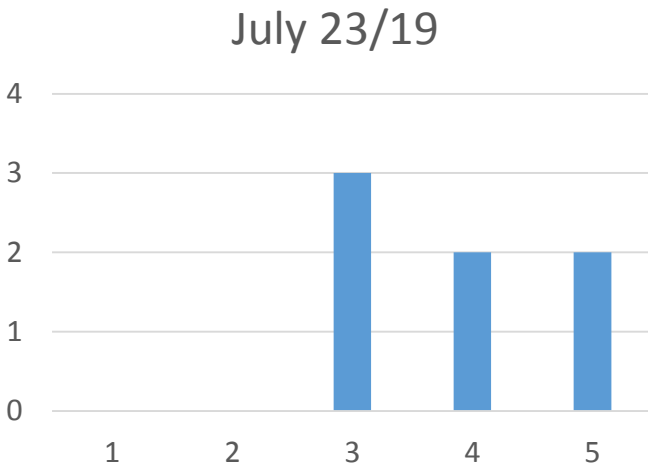
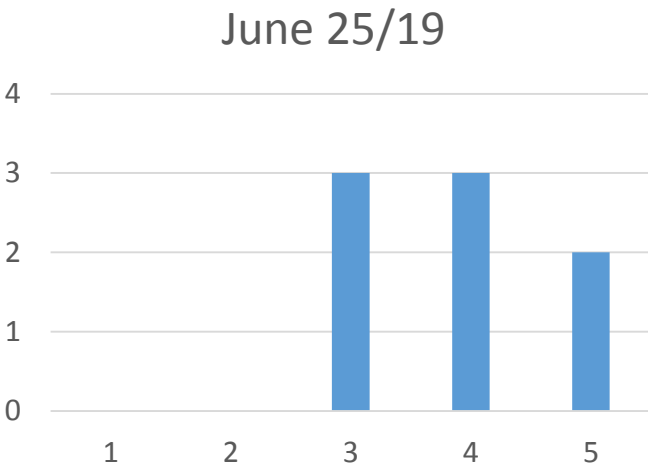
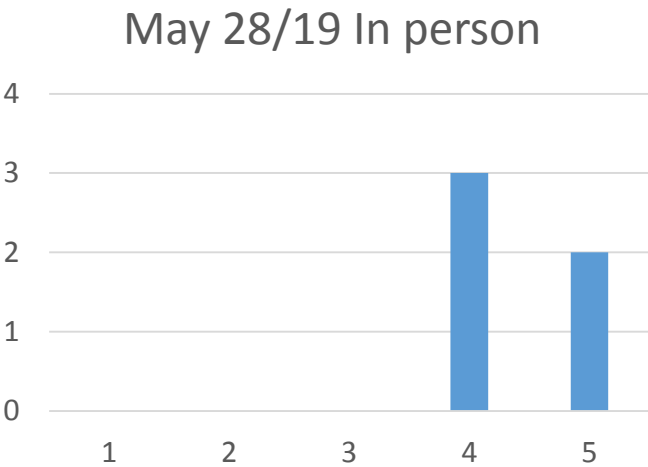
cafii

The Canadian Association of
Financial Institutions in Insurance

acifa

L'association canadienne des
institutions financières en assurance

On a scale of 1-5, where 1 is the lowest level of satisfaction and 5 is the highest level of satisfaction, how satisfied were you with the 2019 EOC meeting?

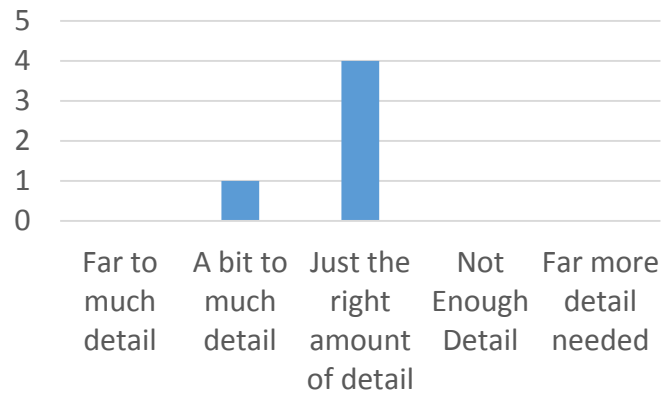


Overall:

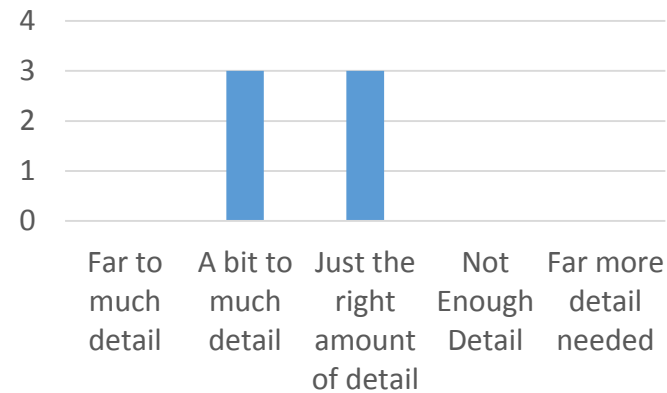
- 8 votes for level 3 satisfaction
- 7 votes for level 4 satisfaction
- 8 votes for level 5 satisfaction

Do you feel that the meeting materials were at the right level of detail?

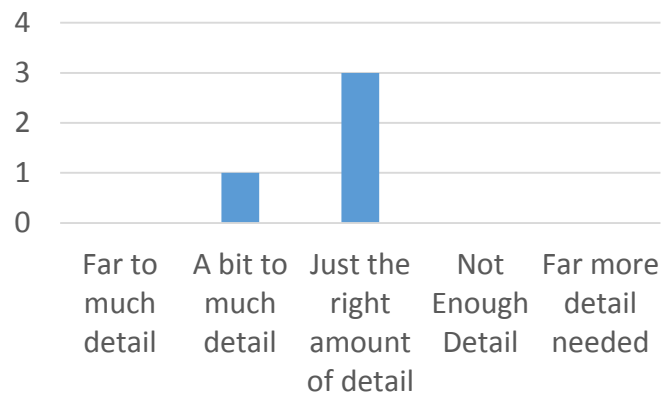
May 28/19 In person



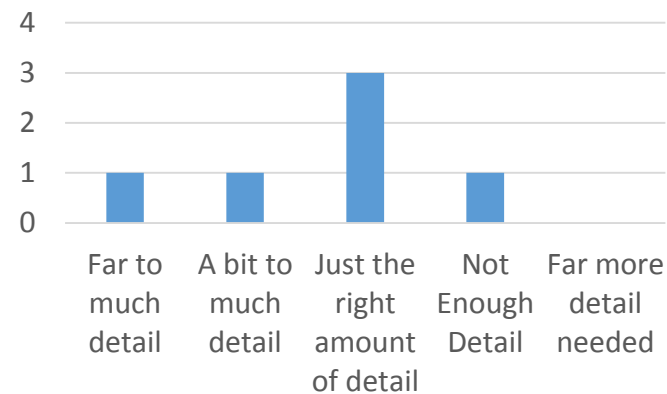
June 25/19



July 23/19



August 13/19

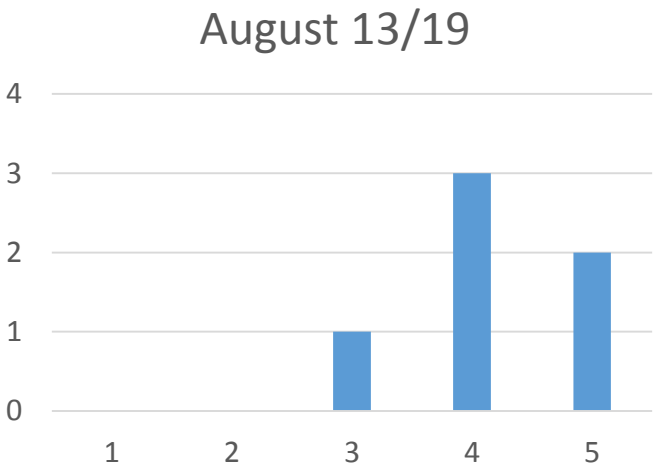
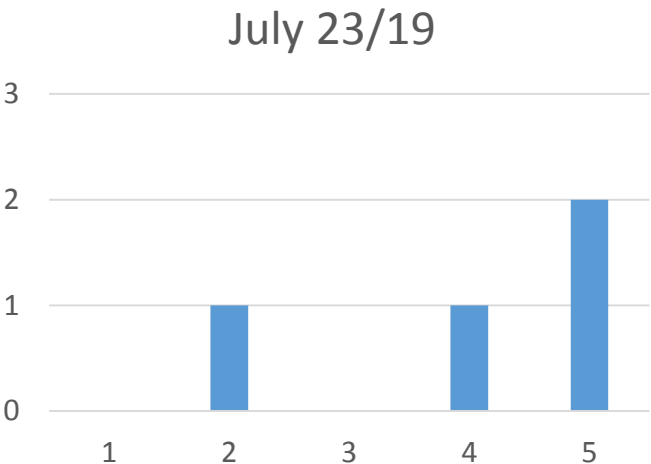
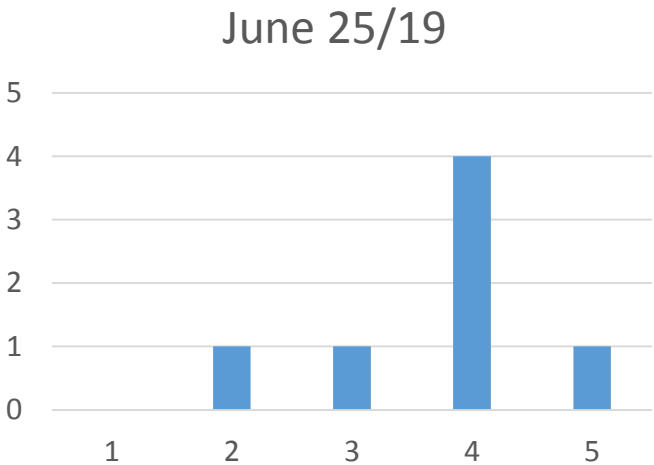
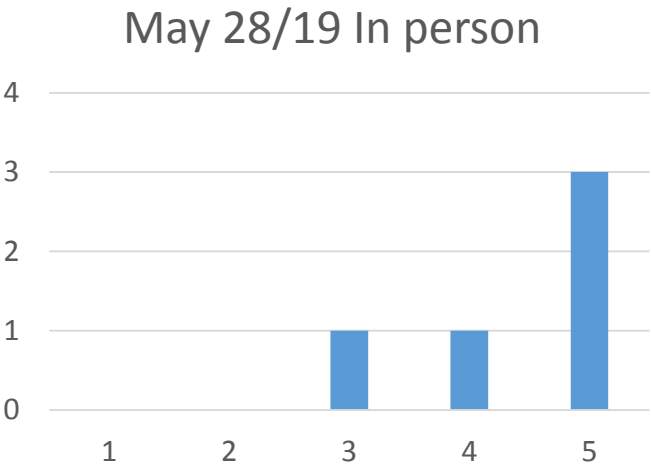


Comments:

Difficult to get through that much material for a teleconference-only meeting.

I feel like the deep dives on certain agenda items was fair, I would suggest blocking off 2 hours in peoples calendars, there was still good discussion going at 3:30pm and I had to drop off, I think its better to block extra time with folks rather than rush to meet the 1.5 hour deadline.

On a scale of 1-5, where 1 is the lowest level of satisfaction and 5 is the highest level of satisfaction, how satisfied were you with the opportunity for feedback and dialogue during the meeting?



Comments

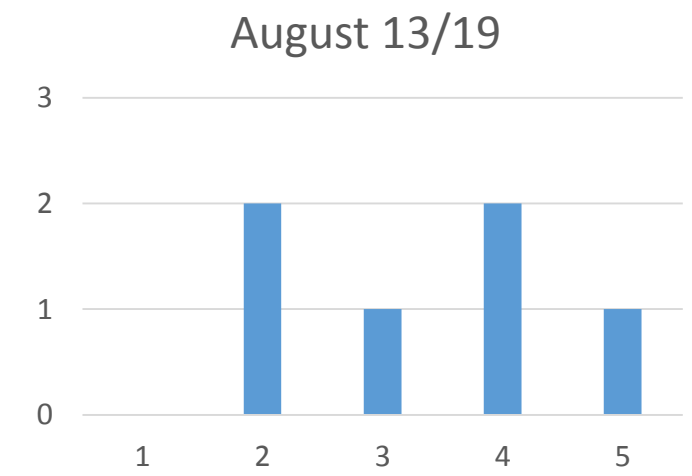
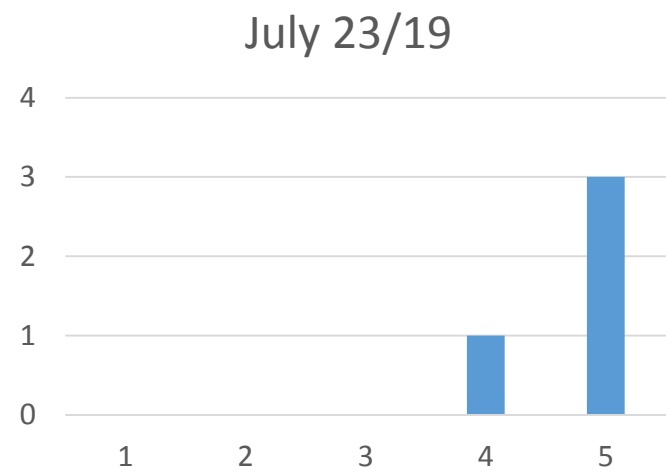
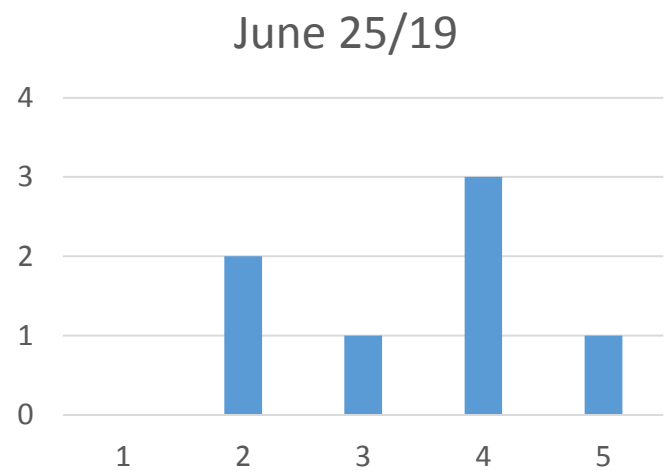
It is difficult to have dialouge on teleconferences

Not to use too much buzz words; subjects have large spectrums, difficult to address them in time limited and number of subjects

Lots of opportunity to participate!

in person is always better, I find the teleconferences diffcult to follow at times.

The meeting you are being asked about was a teleconference-only session. Do you feel that these teleconference-only meetings are working well? On a scale of 1-5, where 1 is the lowest level of satisfaction and 5 is the highest level of satisfaction, how well do you feel the teleconference-only meetings are working?



We would like to focus on a specific issue or component of the meeting in futures surveys. Please indicate some topics you would like us to investigate through a survey.

“Time frame of the meeting: some details should be left to us to read. At the beginning the meetings were scheduled for 1.5 hr - it was extended to 2 hrs and still I had to leave the meeting because I had another meeting scheduled.”

“We came up with the one hour teleconference meetings as a means of increasing efficiency between quarterly in person meetings. We recently increased the time from 1 hour to 90 minutes, but still were not able to complete it within the allocated time. I believe we have further opportunities to be more succinct in the reporting.”

“Detailed overview of industry updates where there are no issues to discuss seem to be over the top sometimes. When document materials have been circulated in advance and there are no issues to discuss, a brief summary should suffice. If participants raise a question or issue, then additional background or more details could be brought up.”

“The meetings spur good dialogue and engagement, the pre read package is always very long, is there an opportunity for it to be distributed in an interactive pdf, its difficult to flip between the content and agenda, for those of us who are trying to be 100% digital.”

Please provide any other feedback or suggestions...

“I believe that the teleconference-only meetings should be focused on significant or time-sensitive items only. It is not necessary to cover everything, every month”

“Material provided is very good and well written”

“Excellent meeting. Good content and helpful information”

“Would be helpful to continue to use Zoom so those on the phone can "see" where we are at as I find we jump back and forth a lot during these meetings. I also find that these meetings aren't always kept on track and that is why we struggle to get through the agenda items”