

Agenda Item 6(i)

March 24/20 EOC Teleconference Meeting

From: Apt, Sharon <Sharon.Apt@canadalife.com>

Sent: March 19, 2020 10:47 AM

To: Keith Martin <Keith.Martin@cafii.com>; Brendan Wycks <brendan.wycks@cafii.com>

Subject: AMF deadlines regarding Bill 141 and annual DWR disclosure

Good morning Keith and Brendan,

I hope you're both doing well and staying safe. I was discussing both bill 141 implementations and the DWR disclosure deadline (May 1, 2020) with our team and distributors and there will be difficulties achieving both given that most of us are working from home now and access to systems and information is not readily available. I'm wondering if this has been brought up already by other CAFII members and if we could add it to our next EOC meeting for discussion.

Thank you,

Sharon Apt

Compliance Consultant, Creditor Insurance and Direct Marketing
The Canada Life Assurance Company

From: Swati Agrawal <Swati.Agrawal@fsrao.ca>

Sent: March 19, 2020 11:45 AM

To: Keith Martin <Keith.Martin@cafii.com>

Subject: Hello

Hi Keith,

Trust all is well. It was nice seeing you the other day and I'm wondering how CAFII and your member companies are doing in light of the recent COVID-19 situation?

Do you see this affect underwriting, claims handling, any client concern themes you see so far? Would like to get your thoughts.

We've just started to receive inquiries on business interruption insurance and a bit on underwriting of travel insurance.

We've moved to working from home so staff can socially distance throughout COVID-19. Otherwise, we're trying to carry on with supervisory activities as usual to the extent possible.

Please let me know when you have a quick moment and we could schedule something.

Thanks & Regards,

Swati