

**EXECUTIVE OPERATIONS COMMITTEE HYBRID MEETING
CANADIAN ASSOCIATION OF FINANCIAL INSTITUTIONS IN INSURANCE**

Canada Life, 330 University Avenue, Toronto, Ontario

Tuesday, September 20, 2022, 3:00-5:00pm

MINUTES

**EOC Present
(in-person):**

Rob Dobbins	Assurant; EOC Chair
Karyn Kasperski	RBC Insurance; EOC Vice Chair
Michelle Costello	CUMIS/The Co-operators
Casandra Litniansky	CUMIS/The Co-operators
Carmelina Manno	Manulife Financial
Janet Pacini-Thibodeau	Manulife Financial
Katia Umutoniwase	Manulife Financial
Iman Muntazir	The Canada Life Assurance Company
Peter Thorn	TD Insurance
John Burns	Canadian Premier Life Insurance Company
Marco DeiCont	Valeyo

**EOC Present
(virtual):**

Isabelle Choquette	Desjardins Insurance
Jacqlyn Marcus	Valeyo
Pierre-Olivier Cyr	Desjardins Insurance
David Self	CIBC Insurance
Sharon Murrell-Foster	Manulife Financial
Andrea Stuska	TD Insurance
Martin Boyle	BMO Insurance
Charles MacLean	RBC Insurance
Fernando Heleno	RBC Insurance
Asma Desai	Canadian Premier Life Insurance Company
Jawid Kargger	CUMIS/The Co-operators
Brad Kuiper	Scotia Insurance

Regrets:

Donald Hinnecke	RBC Insurance and Treasurer
Corrine Gagné	Canadian Tire Bank
Farhad Eslah	Canadian Tire Bank
Jonine McGregor	Canadian Tire Bank
Ben Gray	CIBC Insurance
Esther Lee	CIBC Insurance
Almas Satwat	CUMIS/The Co-operators
Diane Quigley	CUMIS/The Co-operators
Nathalie Baron	Desjardins Insurance
Ivan Murray	National Bank Insurance
Stacey Hughes-Brooks	RBC Insurance
Aneta Murphy	Scotia Insurance
Tal Zisu	Scotia Insurance
Aanchal Gulia	Sun Life
Anaar Jessa	Sun Life

Edward Kuo	Sun Life
Emily Brown	Sun Life
Susanne Oleksandriw	Sun Life
Fay Coleman	TD Insurance
Fergal Murphy	TD Insurance
Moira Gill	TD Insurance
Dallas Ewen	The Canada Life Assurance Company

**Also Present
(in-person):** Brendan Wycks, *Co-Executive Director*
Keith Martin, *Co-Executive Director*
Jake Becker, *Association Coordinator*

Item 1: Welcome, Call to Order, and Priority Matters

Item 1 (a): Call to Order

EOC Chair R. Dobbins called the meeting to order at 3:03 p.m.

Item 1 (b): Welcome to New EOC Member: Sharon Murrell-Foster, Manulife; Jawid Kargger, CUMIS/Co-Operators; and Pierre-Olivier Cyr, Desjardins Insurance

Rob Dobbins invited three new members of the EOC to introduce themselves, and welcomed them to the EOC: S. Murrell-Foster, Manulife; J. Kargger, CUMIS/The Co-operators; and P.O. Cyr, Desjardins Insurance.

Item 2: Consent Items

The following Consent Items that do not require any discussion or decisions were received for the record:

- Consultations/Submissions Timetable
- September 9/22 CAFII Response Submission to BCFSa on "Draft Insurer Code of Market Conduct and Supplemental Guideline"
- Regulatory Update
- Regulator and Policy-Maker Visit Plan Recap
- Summary of Board and EOC Action Items
- Board-Approved Schedule of CAFII 2022 Meetings and Events

Item 3: Financial Management Matters

Item 3 (a): CAFII Financial Statements as at August 31/22

As CAFII Treasurer D. Hinnecke was unable to attend this meeting, CAFII Co-Executive Director B. Wycks provided an overview of the CAFII financial statements as at 31 August, 2022, noting that the Association's finances were strong, and that most of the favourable variance between the actual year-to-date surplus and budget year-to-date was largely due to timing issues on expenses that had not yet been incurred, but likely would be for fiscal year-end.

Item 3 (b): Forecast For CAFII 2022 Fiscal Year as at August 31/22

B. Wycks reported that the Association was largely on-track to close the 2022 fiscal year fairly close to budgeted levels, although one revenue source, the Associate Dog & Pony Studios, would not be renewing in 2022; and some expense items would end the year lower than budgeted, including the provision for legal expenses.

Item 3 (c): Payment of CAFII Member 2022 Second Instalment Dues Invoices as at September 15/22

B. Wycks reported that Members had largely paid their 2022 second instalment dues invoices at this stage, and that CAFII was expecting all Members to have paid in short order.

Item 3 (d): Recommendation from CAFII Management, Supported by Treasurer, That CAFII Member Dues Be Consolidated Into One Invoice/Payment Starting in 2023

The EOC endorsed a recommendation from CAFII Management, supported by Treasurer D. Hinnecke, that CAFII member dues be issued via just one instalment starting in 2023. This recommendation will now be presented to the CAFII Board for approval at its upcoming 11 October, 2022 meeting.

[Action Item: Bring recommendation re consolidating into one annual invoice/payment to Board at October 11/22 meeting, for approval; K. Martin, B. Wycks, October 4/22.]

Item 3 (e): Critical Path For Development of 2023 CAFII Budget

B. Wycks provided an overview of the path for the development of the 2023 CAFII budget. K. Martin noted that there were significant inflationary pressures on the Association, and these were especially pronounced for travel, food costs, and venue expenses; and that this might require consideration of a modest Member and Associate dues increase for 2023.

Item 4: Committee Updates

Item 4 (a): Marketing Conduct & Licensing

i. CAFII Response Submission on BC Ministry of Finance Consultation on “Proposed Introduction of A Restricted Licensing Regime for The Sale of Some Insurance in BC” (Submission Deadline: October 3/22)

There was a discussion of the major elements of the CAFII submission being prepared in response to the consultation by the BC Ministry of Finance on the development of a new RIA regime in BC. The CAFII response will emphasize the importance of harmonization, and will challenge the suggestion that insurance products offered incidentally in connection with the sale of another product should be subject to a deferred sales model.

Item 4 (b): Media Advocacy

i. Operatic Agency Efforts on CAFII Website Video on Highlights of CAFII-Commissioned Research with Deloitte Canada on “Best Practices in the Digitization of CPI”; and Enhancements to FAQs on CAFII Website

K. Martin provided an update on the recent progress made by Operatic Agency in its deliverables in relation to the CAFII website, including a new video being produced on the Deloitte research project, and enhancements to FAQs.

Item 4 (c): Research & Education

i. Execution of EOC-Approved CAFII 2022 Tracking Study Research on Consumers' Satisfaction with CPI, with Pollara Strategic Insights

K. Martin provided an update on the progress made on the 2022 Pollara research project on consumers' satisfaction with CPI, noting that this was about to go to field; and that the survey would include a question on inflation, the results of which could attract some trade media interest.

Item 4 (d): Networking & Events

i. Insights Gained From September 13/22 In-Person CAFII 2022 Annual Members and Associates Luncheon with Mark White, CEO, FSRA, as Guest Speaker

K. Martin provided an update on the September 13/22 Annual Members and Associates Luncheon with Mark White, CEO of FSRA, as the guest presenter, with EOC members expressing satisfaction that it had been a highly successful presentation event.

ii. Plans For October 5/22 CAFII Webinar with Lesli Martin, Vice-President, Pollara Strategic Insights, as Fireside Chat Discussant on "Consumer Preferences and Product Development Insights Emerging From Recent Research In Financial Services and Relevant Comparator Industries"

K. Martin provided an update on the upcoming October 5/22 CAFII webinar with Lesli Martin of Pollara Strategic Insights on trends in the financial services industry.

iii. Topic Proposals For November 2022, December 2022, and January 2023 Webinars

K. Martin reported that possible future CAFII webinars could include a session with BCFSa CEO Blair Morrison; a panel session on travel health insurance issues; and possibly a webinar with FCAC Commissioner Judith Robertson.

Item 4 (e): Travel Insurance Experts

i. Issues Discussed in and Insights Gained from Recent Meetings of Travel Insurance Experts Committee

K. Umutoniwase provided an update on recent activities of the Travel Insurance Experts Committee, noting that there had been fewer meetings of late due summer holiday schedules.

ii. Insights Gained From CAFII/CLHIA/THIA Bi-Weekly Meetings Re Impact Of COVID-19 On Travel and the Travel Insurance Industry; and Related Regulatory Issues

B. Wycks reported that some issues that had been discussed at recent biweekly CAFII/THIA/CLHIA meetings included providing foreign insurers with the opportunity to insure SuperVisa holders, a prospect which CLHIA and THIA are challenging.

Item 5: Recent and Upcoming Strategic and Regulatory Initiatives

Item 5 (a): Results of CAFII Member Company Canvass on AMF Outreach Re Burden Reduction Initiative Related To Updating of Branch Distribution Lists; and Ensuing September 15/22 CAFII Update Meeting with AMF Staff Executives

This item was combined with 5 (b).

Item 5 (b): Outcomes of September 15/22 Meeting of CAFII Working Group On Compliance With AMF's Expectations Re RADM's Applicability To Credit Card-Embedded Insurance Benefits

K. Martin provided a detailed update on the September 15/22 meeting held with the AMF on a variety of issues, including distribution of the Fact Sheet and the Notice of Rescission. Concern was expressed that the AMF was not indicating support for CAFII's recommendation that the wording of these documents be modified for credit card-embedded insurance benefits.

Item 5 (c): Feedback From FSRA on CAFII's Submission on "Use of Retained Revenues under Regulation Money Retained Outside the Consolidated Fund' Guidance"

K. Martin reported that FSRA staff executives had recently expressed to CAFII that they appreciated the Association's thoughtful and helpful submission on FSRA's use of retained revenues guidance.

Item 5 (d): Plans for Tuesday, October 11/22 CAFII Board Meeting in Montreal; and Related Liaison Lunch and Industry Issues Dialogue with AMF Staff Executives, Including

- **Proposed Two CAFII Mini-Presentations to AMF Staff Executives As Part of 'Shared Agenda Approach' to Industry Issues Dialogue**

EOC members expressed support for a recommendation that one consolidated presentation to be made to the AMF on 11 October, 2022 with an emphasis on how credit card-embedded insurance benefits work, and an explanation of why CAFII asks for 12-18 months for the implementation of new regulatory requirements.

[Action Item: Finalize CAFII presentation to AMF staff executives for October 11/22 Industry Issues Dialogue, with its focus being on how credit card-embedded insurance benefits work, and an explanation of why CAFII asks for 12-18 months for the implementation of new regulatory requirements; K. Martin, B. Wycks, October 11/22.]

Item 5 (e): Plans For October 20/22 CAFII Stakeholder Session With CCIR On Its Draft 2023-25 Strategic Plan

B. Wycks reported that CCIR has changed its plans and now indicated that it would consult with CAFII on the Council's draft 2023-25 strategic plan through a virtual meeting that will take place in early November.

Item 5 (f): Proposal Re CAFII's Return To Insurance Regulator and Policy-Maker Visit Tours in 2023

The EOC endorsed a recommendation from CAFII Management that the first 2023 regulator and policy-maker visits tour be to the Western Canada provinces, rather than to Atlantic Canada. This proposal will now be presented to the CAFII Board at its October 11, 2022 meeting for approval.

[Action Item: Bring recommendation re return to insurance regulator and policy-maker visit tours in 2023 to Board at October 11/22 meeting, for approval; K. Martin, B. Wycks, October 4/22.]

Item 6: Governance Matters

Item 6 (a): Recommendations for Revisions To CAFII Alerts Weekly Digest Based on June/July EOC Member Input Survey

EOC Chair R. Dobbins provided a detailed update on the recommendations around revisions to the CAFII Alerts Weekly Digest. The EOC endorsed the recommendations, unamended, for presentation to the CAFII Board for approval at its October 11, 2022 meeting.

[Action Item: Bring recommendations re revisions to CAFII Alerts Weekly Digest to Board at October 11/22 meeting, for approval; R. Dobbins, K. Kasperski, October 4/22.]

Item 6 (b): Proposed Schedule of CAFII 2023 Meetings and Events

This agenda item was deferred to a subsequent meeting.

Item 6 (c): Plans for Tuesday, September 20/22 EOC Annual Appreciation Dinner

B. Wycks provided an update on plans for the EOC Annual Appreciation Dinner, to be held immediately following this meeting.

Item 6 (d): Plans for In-Person CAFII 25th Anniversary Celebration on October 19/22

B. Wycks provided an update on plans for the October 19, 2022 CAFII 25th Anniversary Celebration event.

Item 6 (e): Draft Minutes of July 26/22 EOC Meeting

The EOC approved the draft minutes of its 26 July, 2022 EOC meeting.