

## **CAFII ALERTS WEEKLY DIGEST: NOVEMBER 20 to NOVEMBER 27, 2020**

November 27, 2020

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## INSURANCE REGULATOR/POLICY-MAKER NEWS

### The Rising Price of Bank Misconduct

*Fitch sees governance taking on greater importance as banks face regulatory sanctions, investor scorn*

*by James Langton, Investment Executive, October 29, 2020*

Governance is becoming increasingly important to global banks as the cost of conduct failings continues to grow, according to a new report from Fitch Ratings.

In the report, the rating agency said growing investor attention to environmental, social and governance (ESG) issues, coupled with robust regulatory action for conduct failings, is making governance critical for banks.

The rating agency said weak oversight and controls have proven very costly for banks and will continue to be so in terms of fines and restitution in the years ahead.

For instance, Fitch noted that several large North American banks — including JP Morgan, Bank of Nova Scotia, and Deutsche Bank's U.S. division — recently reached regulatory settlements involving alleged “spoofing” activity.

[Read the full article here.](#)

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### Regulators' Efforts To Cut Red Tape Continue

*Adapting to the pandemic has revealed new efficiencies*

*by James Langton, Investment Executive, November 23, 2020*

For the investment industry, one of the few positives to come out of Covid-19 may be increased compliance flexibility.

The regulators' response to the pandemic features relief measures designed to facilitate the sudden shift to remote working. Most measures are intended to be temporary, but some changes may stick around.

For example, while in-person audits, compliance exams and enforcement hearings are likely to resume, other measures — such as allowing greater use of e-signatures and more flexible oversight arrangements — may remain long after the pandemic is finally subdued.

[Read the full article here.](#)

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## Regulators Try To Boost Fintech Adoption

*From e-signatures to artificial intelligence, regulators are trying to get ahead*

*by Fiona Collie, Investment Executive, November 23, 2020*

Securities regulators know technology is changing the industry. That knowledge is clear in the work regulators have done in recent years, and in particular during the Covid-19 lockdown, to help the industry adapt.

The fintech-related work done during the pandemic lockdown was “really an acceleration of the work we’re doing in support of transformation,” says Irene Winel, senior vice-president, member regulation and strategy, with the Investment Industry Regulatory Organization of Canada (IIROC).

For example, IIROC released guidance on e-signatures in March 2019 stating that if a firm allows e-signatures for account openings, it must allow e-signatures for account transfer requests too.

The importance of using e-signatures grew throughout the pandemic.

[Read the full article here.](#)

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## CAFII MEMBER AND/OR PARENT COMPANY-SPECIFIC NEWS

### Here’s Where The Big Banks ‘Are Better Than All The Rest’

*By Rob Carrick, Personal Finance Columnist, The Globe and Mail, November 26, 2020*

Canada’s best online banking experience will not be found at an online bank. Big banks rule in a new ranking of online banking options available in the Canadian market. “The Big 5 Banks are simply better than all the rest,” the rating firm Survisor says in summarizing its [comparison of 25 big banks, alternative banks and credit unions](#). Royal Bank of Canada takes top spot, followed by Bank of Nova Scotia and Canadian Imperial Bank of Commerce. The top credit union was Coast Capital Savings, ranked seventh. Tangerine, an online bank owned by Scotiabank, came in ninth, while CIBC-owed Simplii Financial ranked 11th.

Read Story (Subscription Required): [Here’s where the big banks ‘are better than all the rest’ - The Globe and Mail](#)

## RBC, TD Remain On “Too Big To Fail” List

*Several large U.S. banks see buffer requirements decline*

*by James Langton, Investment Executive, November 12, 2020*

Royal Bank of Canada (RBC) and TD Bank remain Canada’s only members on the list of global systemically important banks (G-SIBs), which defines banks considered “too big to fail” by regulators.

The Financial Stability Board (FSB) published its G-SIB list for 2020 on Nov. 11. The list, which is updated annually in November, determines the additional capital and oversight requirements for banks that could pose a risk to the global financial system if they run into solvency trouble.

The banks on the list are assigned to “buckets” that determine the capital buffer requirements that apply to each bank. Both Canadian banks remain in the lowest bucket.

[Read the full article here.](#)

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## TD Swears Off Oil And Gas Deals In Arctic Circle And Sets Net-Zero Goal For 2050

*Bank unveils global climate action plan*

*By Kevin Orland, Bloomberg News, November 9, 2020*

Toronto-Dominion Bank introduced a global climate action plan that includes rejecting work on oil and gas projects within the Arctic Circle and moving to net-zero carbon dioxide emissions from its operations and financing activities by 2050.

The bank has established a new group to provide advisory services and sustainability-focused financing to help clients with their own ESG efforts, according to a statement released Monday. Amy West, global head of sustainable finance and corporate transitions, is leading the new group, the Toronto-based company said.

Global banks have rolled out climate-action plans this year, jockeying for position in the sustainable finance business and trying to curry favour with environmental-minded customers.

[Read the full article here.](#)

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## COVID-19 PANDEMIC RESPONSE, RESILIENCE AND RECOVERY NEWS

### COVID-19 Vaccinations May Be Required By Some Countries And Airlines For International Travel

*By The Associated Press, November 24, 2020*

International air travel could come booming back next year but with a new rule: Travelers to certain countries must be vaccinated against the coronavirus before they can fly.

Encouraging news about vaccine development has given airlines and nations hope they may soon be able to revive suspended flight routes and dust off lucrative tourism plans. But countries in Asia and the Pacific, in particular, are determined not to let their hard-won gains against the virus evaporate.

In Australia, the boss of Qantas, the country's largest airline, said that once a virus vaccine becomes widely available, his carrier will likely require passengers use it before they can travel abroad or land in Australia.

[Read the full article here.](#)

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### Rome Airport To Offer COVID-Tested Flights To U.S. With Delta, Alitalia

*By Reuters, November 26, 2020*

Rome's Fiumicino airport will run COVID-tested flights to and from the United States operated by Delta Air Lines and Alitalia, it said on Thursday, adding it will be the first airport in Europe to offer the service on transatlantic flights.

From December, passengers flying between Rome and some U.S. destinations can be tested for the coronavirus 48 hours before departure and on arrival at the airport, to avoid the mandatory 14-day quarantine Italy imposes on incoming travellers.

Aeroporti di Roma (ADR), the unit of Italian infrastructure group Atlantia that runs Fiumicino airport, said the new protocol will be valid for those flying from New York JFK, Newark and Atlanta.

[Read the full article here.](#)

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## With COVID-19 Caseloads Other Provinces Would Envy, Atlantic Canada Is Popping Its Bubble. Here's Why

By Steve McKinley, Toronto Star Halifax Bureau, November 23, 2020

It appears the pride and joy of Canada's COVID-19 response, the Atlantic bubble, may have burst. On Monday, Newfoundland and Labrador as well as Prince Edward Island announced they are temporarily leaving their travel bubble with Nova Scotia and New Brunswick. The decision marks at least a pause to the East Coast experiment that has been widely hailed as a success story in this country's fight against the coronavirus — a strategy that has been credited by some for keeping coronavirus cases reliably in the single digits in the four Atlantic provinces.

Read Story (Subscription Required): [With COVID-19 caseloads other provinces would envy, Atlantic Canada is popping its bubble. Here's why | The Star](#)



## Member Advisory November 23, 2020

### UPDATE - COVID-19 and the Canada/U.S. Border | CSA

<https://www.snowbirds.org/news-releases/canada-us-land-border-restriction-update/>

Dear :

Late last week, Canada and the United States officially extended the restrictions on non-essential travel at the land border until December 21, 2020. With surging COVID-19 case numbers in both countries, the land border closure will likely extend well into next year. Despite the land border closure, Canadian travellers are still permitted to travel by air to the United States for non-essential reasons.

As many members have been inquiring, the reason that this loophole exists is that the U.S. government only applied the border restrictions to land and ferry ports of entry.

Canadians who choose to travel during the pandemic need to ensure that their travel medical insurance policy provides sufficient coverage for COVID-19. They will also need to be mindful of

the most up-to-date CDC, state, and local quarantine requirements for international travellers as this information is subject to change.

Starting on November 21st, all travellers, including Canadian citizens, will be required to provide contact and quarantine information upon and after entry into Canada. Travellers will submit the necessary information by either downloading the ArriveCAN app onto their mobile device or by signing in online by visiting <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca>.

Travellers entering Canada will be required to use ArriveCAN in order to submit their travel and contact information, quarantine plan, and COVID-19 symptom self-assessments. Travellers will submit their information prior to boarding their flight to Canada and will be required to show their ArriveCAN receipt to a Canada Border Services (CBSA) officer upon arrival.

Travellers arriving by land or sea are strongly encouraged to submit their travel information through ArriveCAN as it will speed up processing at the border and limit points of contact.

As of November 21st, all travellers, whether they travel by air, land or sea, must provide information after their entry into Canada. Travellers must use ArriveCAN or call **1-833-641-0343** to confirm that they have arrived at the address provided for their quarantine or isolation location within 48 hours of their entry into Canada and complete daily COVID-19 symptom self-assessments during their quarantine period.

The Canadian government has implemented these new measures in an effort to stop the spread of COVID-19 and assist travellers in reducing their processing time and points of contact at the border.

Additional updates will be distributed to members via email and published in [CSANews](#).

Sincerely,

The Canadian Snowbird Association  
The Voice of Travelling Canadians  
[www.snowbirds.org](http://www.snowbirds.org)



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## A Flock Divided By COVID-19: As Some Snowbirds Brace For First Canadian Winter In Years, Others Sit Poolside In Florida

*By Douglas Quan, The Toronto Star, November 26, 2020*

In the same way Canadians coast to coast are having to wrestle with whether to book flights to see loved ones in other parts of the country this holiday season, snowbirds who escape to warmer destinations every winter are having to make tough choices: Do they visit the winter homes they've poured their retirement savings into or stay put and brave a Canadian winter? The Canadian Snowbird Association estimates that 70 per cent of its 110,000 members will hunker down. The federal government has urged Canadians to avoid non-essential travel.

Read Story (Subscription Required): [A flock divided by COVID-19: As some snowbirds brace for first Canadian winter in years, others sit poolside in Florida | The Star](#)

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## Why The Federal Government Lets Canadians Travel Abroad During The COVID-19 Pandemic

*By Sophia Harris, CBC News, November 26, 2020*

News reports that many snowbirds are heading south this winter — despite the COVID-19 pandemic — have angered some fellow Canadians who feel they shouldn't be allowed to go.

"I think this should be absolutely, 100 per cent stopped," said Barry Tate of Sidney, B.C. "This is a pandemic. This is life and death."

Tate and his wife, Patti Locke-Lewkowich, usually travel to Mexico for two months each winter. But this year they're staying home, due to fears of falling ill with COVID-19 while abroad.

"We feel safer at home in the confines of our little home here," said Locke-Lewkowich.

However, some snowbirds argue they'll be just as safe down south, because they plan to take all necessary COVID-19-related precautions.

The federal government sides with Locke-Lewkowich, advising Canadians to avoid non-essential travel abroad during the pandemic.

But it's only an advisory, which means Canadians can still freely leave and return to Canada — a decision that's rooted in Canadians' constitutional rights.

[Read the full article here.](#)

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## In The Battle Against COVID, Canadians Have Accomplished A Lot — And We Need To Do More

*By Anita M. McGahan, November 7, 2020.*

*Anita M. McGahan is a professor at both the Innovation Policy Lab, Munk School of Global Affairs & Public Policy, and the Rotman School of Management, University of Toronto.*

A new report published by the Innovation Policy Lab at the University of Toronto's Munk School shows that, overall, Canadians have made remarkable changes in behaviour since the beginning of the pandemic in order to reduce the risk of disease transmission. But the analysis points to a sobering fact: It's unlikely that Canadians are going to be able to achieve greater gains on COVID-19 this fall and winter through the kind of broad shutdowns that we endured in the spring.

Read Story (Subscription Required): <https://www.thestar.com/opinion/contributors/2020/11/07/in-the-battle-against-covid-canadians-have-accomplished-a-lot-and-we-need-to-do-more.html>

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## Airline Workers Struggle To Find Employment As COVID-19 Decimates Industry

*By Eric Atkins, Transportation Reporter, The Globe and Mail, November 26, 2020*

Before Chris Brewer lost his job as a WestJet flight attendant, his typical shift was the Vancouver to Los Angeles route, taking off at 8:30 in the morning and returning by 3. He got to eat supper with his family and sleep in his own bed – rare comforts in the airline business. These days, Mr. Brewer drives a van for FedEx Corp., hustling parcels around the streets of Vancouver for \$19 an hour, about half what he made at Westjet, with fewer benefits. Perhaps no industry has been hit as hard as the aviation sector. And no industry is as dependent on consumer sentiment – not only that it is safe to fly, but to visit other countries, eat, gather and see the attractions in those countries.

Read Story (Subscription Required): [Airline workers struggle to find employment as COVID-19 decimates industry - The Globe and Mail](#)

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## Southwest, United Airlines See Weak Travel Demand In First Quarter And Over The Holidays

*By David Koenig, The Associated Press, November 19, 2020*

United Airlines warned Thursday that bookings have slowed and cancellations have increased as the number of coronavirus infections spikes across the country.

Southwest Airlines has also seen more cancellations, and the carrier's CEO said that travel demand will be remain weak in the first quarter.

The number of people flying in the United States is down about 65% from a year ago, and airlines were hoping that the upcoming holidays would mean an increase in leisure travel.

[Read the full article here.](#)

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## Covid-19 Will Mean A Long-Term Drag On Business Travel, Even After A Widespread Vaccine

by Gary Leff, View From The Wing, November 18, 2020

<https://viewfromthewing.com/covid-19-will-mean-a-long-term-marginal-drag-on-business-travel-even-after-a-widespread-vaccine/>

Early in the pandemic I wrote that business travel wouldn't recover for a long time and would never totally return to normal.

Videoconferencing has become more accepted as a technology. More people know how to do it. And people being 'zoomed into a meeting' are no longer the outsiders, only half in the meeting with people in a room.

Some business trips just aren't necessary, doing business virtually has worked out better than many people thought and feared.

In-office visits are hard to coordinate. They can't return until people are back in the office, but all people aren't going back to the office all the time. If there are a quarter fewer in-office days overall, that makes coordinating business meetings harder and there will be fewer business trips.

**Bill Gates** thinks that "over 50% of business travel and over 30% of days in the office will go away." *In-person business meetings won't be the "gold standard" anymore, Gates said, predicting that most companies will have a "very high threshold" for doing those types of business trips.*

It will be a while before large conferences return, because group indoor settings are ripe for superspreading Covid-19 and widespread vaccination remains a long way off. International business travel, too, will take a while to recover because either borders won't open until vaccines make the virus no longer a risk (not just for the U.S. and Europe but the rest of the world) or processes for entry will be cumbersome (proof of vaccination, testing).

Still I'm not an extreme pessimist on business travel. People will go back on the road for business that matters.

It will be harder to co-ordinate in-office meetings with fewer people in office less of the time. That won't end business travel but it will represent a long-term marginal drag.

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## Canadian Airports Council Calls For Urgent Aid As COVID-19 Lockdown Chokes Off Revenue

*By The Canadian Press, November 24, 2020*

The Canadian Airports Council is calling for urgent government aid as travel restrictions continue to take a toll on airports' revenues. The organization, which represents more than 100 airports nationwide, is asking the government to implement a COVID-19 testing program at airports to reduce or eliminate quarantine restrictions and provide interest-free loans or direct operational support for airports, among other measures, it said in a statement. Since April, traffic in airports has been down 90 per cent compared to the same period in 2019, while October passenger volumes were 85.5 per cent lower than the previous October, according to the CAC.

Read Story (Subscription Required): [Canadian Airports Council calls for urgent aid as COVID-19 lockdown chokes off revenue - The Globe and Mail](#)

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## Insurance Bureau Of Canada Sets Action Team Into Motion

*By The Insurance Journal Staff, November 24, 2020*

Insurance Bureau of Canada (IBC) has announced that its Business Insurance Action Team (BIAT) is ready to help to find viable insurance for small businesses in Ontario's hospitality sector struggling to find insurance because of the COVID-19 pandemic.

IBC announced the creation of BIAT in late October. This industry-driven solution brings insurers and their representatives together to help struggling small businesses in Ontario's hospitality sector – specifically restaurants, bars, pubs and banquet halls – secure insurance amid the economic challenges the COVID-19 pandemic has created.

[Read the full article here.](#)

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## INDUSTRY NEWS UNRELATED TO COVID-19

### Six Megatrends Shaping Life Insurance; The Life Insurance and Retirement Market Is Set For Profound Change Over The Next Decade

*By Ed Majkowski and Nicole Michaels, EY Americas, November 15, 2020*

Senior executives in few, if any, industries think in longer or broader time horizons than those in life insurance. But, thanks to persistent low interest rates, shifting demographics, technology-driven disruption and regulatory shifts and the current global pandemic, life insurance leaders have adopted a more urgent and near-term perspective. While insurers face considerable risk if they fail to take bold

enough action or delay necessary investments, there is also tremendous upside potential for firms that move quickly and creatively.

As highlighted by the most [recent installment of our NextWave Insurance series](#), the following megatrends are reshaping the life insurance and retirement market now and setting the stage for more profound change in the next decade:

[Read the full article here.](#)

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## OTHER CAFII MEMBER-RELEVANT NEWS/ISSUES

### Snowbirds Must Lobby To Lift \$400 OHIP Limit

*Medical tourists wrecked coverage for tens of thousands of seniors*

By: Norris McDonald, November 25, 2020

[Snowbirds Must Lobby to Lift \\$400 OHIP Limit – WHEELS.ca](#)

Years ago, we were in Florida, visiting with my mother and father-in-law. They were retired and although they had money, it wasn't much. Every November, they loaded up their car with bedding, pots-and-pans and a rabbit-ears TV set and drove south on U.S. Interstate 75 in search of sun and warmth. Like every Canadian, the cold cut them deeper the older they got and they just had to get out of here. They would stay away for four months.

Some of the places they rented, I wouldn't. But they'd arrive in Orlando and take a couple of days to scrub (and I mean scrub) every nook and cranny of the little apartments or series of rooms they'd occupy and then they'd go to the market to fill up the pantry and she would join the "Y" and he would find a lawn-bowling club and they would settle in to enjoy life.

We only had two weeks (it was March, 1981), and had two little kids, who weren't big on lawn bowling. So we rented a second-floor condo on the Gulf Coast further south and it was big enough so that the in-laws could come for a few days. One evening, during a moment of inattention, my father-in-law, who would have been in his late eighties, fell down the stairs. He was really hurt. We didn't need an ambulance but he stretched out on the back seat and we drove him into the Lee Memorial Hospital in Fort Myers. After he was admitted, we asked about payment and were told OHIP would cover it.

Thank God, I thought. I live in a great place. In Ontario, Canada.

In 1991, the one-and-only NDP government of Bob Rae became aware that governing is a hell of a lot harder than opposing. It quickly found itself in deep financial doo-doo. Remember Rae Days? People were so upset about them, they failed to notice probably the most significant thing the Rae government did, which was the capping, at \$400 a day (\$50 for outpatient care), of medical expenses covered by OHIP if you were outside the country. And by the way, outside the country could be Buffalo, or Detroit. It didn't have to be Miami or Phoenix.

In medical facilities in the United States – hospitals – \$400 might get you a glass of water. It was appalling legislation that everybody missed till it was too late. And you know how Canadian governments work: once something is enacted, it's a bugger to get reversed.

Suddenly, thousands of senior citizens were robbed of their winter getaway. Yes, many were subsequently able to afford private insurance to top up the OHIP payment but people like my parents-in-law simply could not afford to go south any more. They were very unhappy and they were right: it wasn't fair.

Of course, the government did what it did for the wrong reasons. The problem was not senior citizens falling ill in Florida, but doctors in places like Mexico and India, who would perform elective medical procedures while patients enjoyed a vacation. In particular, the U.S. addiction treatment industry discovered there was gold in *them thar* Ontario hills.

Rehab facilities in the U.S. recruited AA and Narcotics Anonymous members in Ontario to hand out brochures at meetings. Some of those pamphlets looked like the ones from Club Med: the facilities were pictured as magnificent and the men and women all looked beautiful and healthy.

Think of the movie, "28 Days," and you will understand the attraction. No shakes or upset tummies plus three squares and all expenses paid, including return airfare. Thousands signed up. And here's the rub: those treatment centres, not to forget the doctors in Mexico and India, billed OHIP millions and millions of dollars until the government finally caught on and said, 'Enough,' and slapped on that \$400 limit.

And the people caught in the middle of this were the thousands of Ontario senior citizens who drove to Florida every year to get away from the cold.

The Canadian Snowbird Association did a wonderful job when it beat back the Ford government's plan to eliminate the \$400 insurance payment entirely. Now it's time for them – once COVID-19 is under control, of course – to gear up to get the government to reconsider that boneheaded decision made back in 1991 to penalize everybody who gets sick or injured while outside the country, instead of just a few.

They should lobby to have the limit lifted – with the exception of addiction treatment facilities and/or other medical tourism destinations. It might take awhile to do it, but the government owes it to its seniors, who've earned their annual drive south in winter without having to pay through the nose to do it.

## Consumer Banks Face Disruption From Tech Giants

*Google is coming after the traditional banking business with a new digital bank account*

*By James Langton, Investment Executive, November 23, 2020*

Tech giant Google's foray into consumer banking is a negative for U.S. financial firms, says Moody's Investors Service.

In a new report, the rating agency warned that plans by Google's parent company, Alphabet Inc., to launch digital bank accounts within the Google Pay app in the coming year will ramp up competition for deposits.

The move is regarded as a negative for traditional banks because consumer deposits are their primary funding source, Moody's said.

"Over time, increasing competition could raise deposit costs, pressure deposit fees and increase the need for banks to invest in emerging technology to attract or maintain customers," the rating agency said.

[Read the full article here.](#)

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## RESEARCH/THOUGHT LEADERSHIP/TECHNOLOGY/DIGITIZATION NEWS

### Demand For Predictive Analytics Growing Among Life Insurers: Willis Towers Watson

*By Ryan Smith, Insurance Business Canada, November 26, 2020*

Demand for predictive analytics is on the rise as life insurers look for new ways to boost business performance and customer relations in a tight market, according to a new study from [Willis Towers Watson](#).

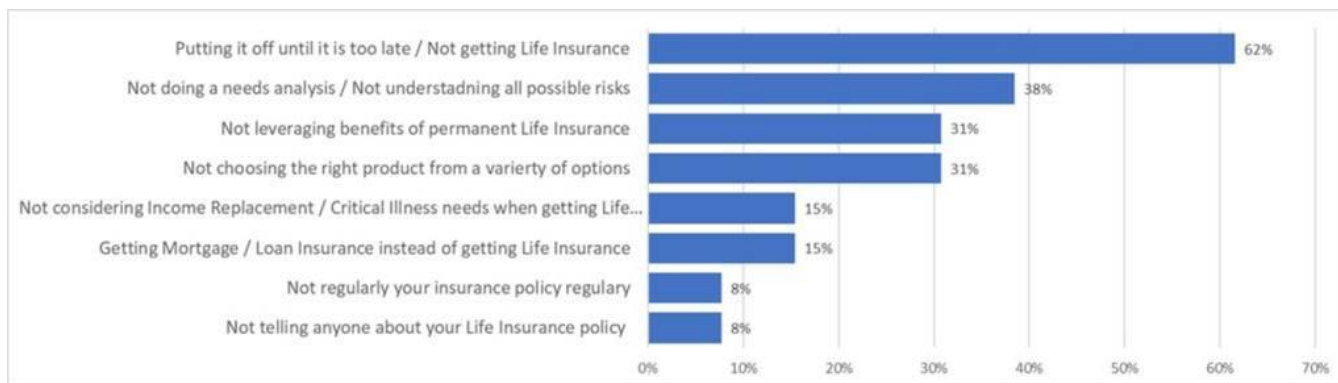
A survey of European life insurers found that more than 80% of companies that already use predictive analytics reported a positive impact on their business – and none reported negative outcomes.

"In competitive markets, these techniques can provide insurers with a price advantage; in less competitive markets, they can lead to material cost savings," Willis Towers Watson said. "With the help of predictive analytics, historical and real-time data can also be mined to anticipate industry trends and customer needs, enabling insurers to exceed customer expectations."

[Read the full article here.](#)

## The 13 Biggest Life Insurance Mistakes: Expert Insurance Advisors' Perspectives

By Lorne Marr, CFP, Special to the Financial Independence Hub, November 20, 2020



There are numerous life insurance mistakes Canadians are making, and who qualifies better to talk about these mistakes than life insurance experts? We asked numerous life insurance experts to weigh in on the top life insurance mistakes they have seen throughout their careers.

You can find a summary of their replies in the above chart, with more detailed explanations following in their segments (% shows how often a particular mistake has been mentioned).

[Read the full article here.](#)

## COVID-19 Accelerates Shift Away From Insurance Agents: J.D. Power

By Nicquana Howard, Associate Editor, Digital Insurance, November 23, 2020

[COVID-19 accelerates shift from agents: J.D. Power | Digital Insurance \(dig-in.com\)](#)

J.D Power's most recent study shows consumers are shifting away from agents for P&C insurance distribution due to COVID-19. Customers are redefining their expectations for their insurance carriers, and direct-to-consumer companies have been quicker to respond.

The U.S. Independent Agent Performance and Satisfaction Study, which was developed in alliance with the Independent Insurance Agents & Brokers of America (IIABA), find “misalignment and poor execution continue to place agent-based carriers on their heels in their ongoing battle with direct-to-consumer insurers as the channel of choice among modern property and casualty insurance consumers,” J.D. Power says.

Thirty-six percent of agents say they were unaware of their carriers’ efforts during the pandemic. About four in 10 agent customers were contacted during the crisis, while slightly more than half of direct customers said the same.



The U.S. Independent Agent Performance and Satisfaction Study is currently in its third year, evaluating the evolving role of independent agents in P&C insurance distribution, general business outlook, management strategy and overall satisfaction with U.S. insurers. More than 1,800 agents were surveyed.

Independent agents still write 58% of all P&C policies, but that percentage is buoyed by commercial lines: Only 31% of personal lines auto, for example, is through the independent agent channel. And digital channels are increasingly preferred across the value chain from customer to agent. More than three-fourths of consumers say they would be open to working with virtual insurance agents to perform core insurance activities.

According to Tom Super, head of property & casualty insurance intelligence at J.D. Power, “The effects of COVID-19 have highlighted the importance of personalized insurance as consumers seek help navigating their way through this period.” Super continues, “Ironically, in many instances it was direct-based carriers, which have made a concerted effort in recent years to emulate the high-touch and high-quality agent experience, that were able to step up and deliver during this crisis. The independent agent channel should use this as a learning experience and redouble efforts toward improved alignment, execution and efficiency to drive more beneficial customer outcomes.”

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## UPCOMING WEBINARS AND EVENTS

### Climate Change: A Prudential Perspective with OSFI Superintendent Jeremy Rudin

GRI invites you to join **OSFI's Superintendent, Jeremy Rudin**, as he provides his views on what a changing climate means for the stability of Canada's financial sector, and how climate-related risks might affect banks, insurance companies, and private pension plans. He will also provide an update on next steps for the prudential regulator, including a forthcoming discussion paper on climate risk due in early 2021, and the recently announced pilot project with the Bank of Canada aimed at using climate change scenarios to better understand the risks faced by financial institutions.

The discussion will include:

- Climate related risks
- Scenario planning and stress testing
- Canada's transition to a low-carbon economy
- Other prudential aspects of climate change

**When**  
Friday, December 11, 2020

**Time**  
11:00 AM - 12:00 PM EST

**How**  
Webex Video Meeting

## RSVP

### Empowering growth and resilience – Exploring the latest thinking and technology solutions for insurers

Used effectively, technology is a cornerstone of growth and profitability.

The right technology can deliver significant cost savings, in both time and resources, and empower analytics that create competitive edge – all critical to the long-term success of your business.

And in this already complex and rapidly evolving market, COVID-19 has accelerated the need to find the right solutions to deliver operational effectiveness and build longer-term resilience. But what are the right business challenges on which to focus? What are the technology options? And how should you decide where to focus your resources?

Over the four days of this virtual event we will discuss these issues through a series of on-demand video presentations, setting out new ways of thinking, looking at new applications of existing technology, and exploring some leading-edge technology solutions. The sessions will feature Willis Towers Watson experts from around the globe, who will be joined by senior figures from several leading insurers and technology firms, including: **HDI Assicurazioni, Microsoft, Old**

[Register Now](#)

#### EVENT INFORMATION

##### When

7 December to 10  
December 2020

##### On demand on-line streaming videos

Available on demand from:

Day 1 - 7 December  
Day 2 - 8 December  
Day 3 - 9 December

##### Live webinar Q&A

Two equivalent sessions:

Day 4 - 10 December

08:00 GMT / 16:00 HKT

**Mutual, QBE, Tokio Marine, and Voidmark AB.**

Over the course of the expo you can decide which of the sessions you want to watch and at a time that's convenient for you: all will be available on demand. For more information about the expo, the individual sessions we will be running and to register, please ['Register Now'](#).

and  
11:00 EST / 16:00 GMT

**Contact Us**

[Lauren Stevens](#)

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## DIGIN 2020

November 30 – December 4, 2020

DIGIN brings together the best minds in insurance to explore the most innovative ideas and technology. This is where leaders come to consider the factors fueling the industry's transformation—and the opportunities that emerge as a result.

Get an inside look at the speakers, sessions and special guests that will form this year's world-class digital event.

### Featured Speakers

Nate Silver

Founder and Editor-in-Chief

FiveThirtyEight

FEATURED IN "Evolving Data Models in the Digital Era," Tuesday, December 1, 1:00 PM - 2:00 PM ET

Virgil Miller

Executive Vice President, Chief Operating Officer, Aflac U.S.; President

Aflac Group

FEATURED IN "How Aflac is Preparing for Next-generation Consumers": Tuesday, December 1, 11:45 AM - 12:15 PM ET

[View the agenda](#)

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