

CAFII Executive Operations Committee Teleconference Meeting Agenda

Date: Tuesday, June 23, 2020
Chair: M. Boyle
Location: Teleconference-Only

Time: 2:00 – 4:00 p.m. EST
Dial-in: 416-477-0921/514-447-8925/1-888-543-2249
Pin #: 1500

1. Item	2:00 p.m.	Presenter	Action	Page #	Document
Call to Order		M. Boyle			
2. Consent Items	2:05 p.m.	Presenter	Action	Page #	Document
a. Regulatory Update				5	✓
b. Consultations/Submissions Timetable				12	✓
c. Regulator and Policy-Maker Visit Plan				13	✓
d. Summary of Board and EOC Action Items				15	✓
3. Financial Management Matters	2:07 p.m.	Presenter	Action	Page #	Document
a. CAFII Financial Statements as at May 31/20		T. Pergola	Update	16	✓
b. Forecast For CAFII 2020 Fiscal Year		T. Pergola	Update	20	✓
c. Highlights of June 9/20 CAFII Board <i>In Camera</i> Discussion Re Financial Considerations Arising From Developing CAFII 2020 Fiscal Year Surplus (Due To COVID-19)		M. Boyle	Update	23	
4. Committee Updates	2:20 p.m.	Presenter	Action	Page #	Document
a. Research & Education		A. Stuska	Update		
i. CAFII Board-Directed Follow-up With Deloitte Canada For Modifications To Proposal For CAFII-Commissioned Thought Leadership/Perspectives Paper On “The Future of Credit Protection Insurance in Canada”		A. Stuska/K. Martin	Discussion/ Direction	24	
ii. Recommendation From A Member That CAFII Pursue Professionally-Conducted Consumer Research on Experiences With CPI Job Loss Insurance and Trip Cancellation Insurance in 2020 (During COVID-19)		A. Stuska/K. Martin	Update/ Discussion	25	
b. Market Conduct & Licensing		B. Kuiper	Update		
i. Possible CAFII Submission In Response To Insurance Council of BC Consultation On Continuing Education For Licensees		B. Wycks	Discussion/ Direction	26	✓ (3)
c. Media Advocacy		C. Blaquiere	Update		
i. Alternate Subjects For CAFII Motion Graphic Website Videos (As No Consensus On Timeliness and Efficacy Of Video On Credit Protection Job Loss Insurance)		K. Martin	Discussion/ Direction	47	
ii. Board-Approved Request For CAFII Website Enhancement Related To Consumers Filing Of Credit Protection Insurance and Travel Insurance Claims With CAFII Members		K. Martin	Update	48	
d. Travel Medical Insurance Experts		A. Baig	Update	49	
e. Networking & Events		S. Kirby/J. Lewsen	Update		
i. CAFII Letter To FCAC Commissioner Judith Robertson Proposing New Approach To CAFII 2020 Annual Members Luncheon In Fall 2020		B. Wycks	Update	50	✓
ii. Feedback On June 9/20 CAFII Webinar On “The Looming Impact Of Climate Change Upon The Life and Health Insurance Industry,” With Guest Presenter Panel From Deloitte Canada		K. Martin	Update/ Discussion	57	
iii. CAFII Plans To Offer Future Educational Webinars: Request For Topic and Presenter Suggestions		K. Martin	Update/ Discussion	58	
5. Recent and Upcoming Strategic and Regulatory Initiatives	2:50 p.m.	Presenter	Action	Page #	Document
a. Penultimate Draft of CAFII Board-Approved Strategy (Prong 2) of “Creative Solutions” Submission To AMF On Degree To Which Industry Can Meet Its Requirements Around RADM’s Application To Credit Card-Embedded Insurance Benefits		K. Martin/S. Kirby	Update	59	✓
b. Enhanced Participation In CAFII Quarterly CPI Benchmarking Study With RSM Canada; Distribution of First Report; and Launch of Data Gathering For Second Report		K. Martin	Update	64	

c.	CAFII-Delivered Response 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	B. Wycks/K. Martin	Update	65	✓
d.	June 16/20 Meeting of FSRA's Life and Health Insurance Sectoral Advisory Committee (SAC)	K. Martin	Update	69	
e.	Impact Of COVID-19 On CAFII Members, Credit Protection Insurance and Travel Insurance				
i.	Continuation of CAFII Directors and Designates COVID-19 Information-Sharing Group with Monthly Frequency of Meetings	K. Martin	Update	70	
ii.	Insights Gained From Weekly CAFII/CLHIA/THIA Weekly Calls Re Impact Of COVID-19 On Travel Insurance Industry	B. Wycks/K. Martin	Update	72	
f.	CAFII Congratulatory and Get-Acquainted-And-Dialogue-Meeting-Request Letter To Frank Lofranco, FCAC Deputy Commissioner, Supervision and Enforcement	B. Wycks	Update	73	✓
g.	Launch of Saskatchewan RIA Advisory Committee With CLHIA And ICS	B. Wycks/K. Martin	Update	77	
h.	Launch of CAFII EOC 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	Update	78	

6.	Governance Matters	3:20 p.m.	Presenter	Action	Page #	Document
a.	Draft Minutes of May 26/20 EOC Teleconference Meeting		B. Wycks	Approval	79	✓
b.	Confirmation of EOC Summer 2020 Teleconference Meetings: Tuesday, July 21/20; and Tuesday, August 25/20		M. Boyle/B. Wycks	Update	90	
c.	Rescheduling of October 6/20 CAFII Board Meeting; and Liaison Lunch and Industry Issues Dialogue With AMF Staff Executives To Thursday, October 15/20		B. Wycks	Update	91	✓

7.	Other Business	3:30 p.m.	Presenter	Action	Page #	Document
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8.	In Camera Session	3:45 p.m.	Presenter	Action	Page #	Document
a.	Feedback On New Briefing Notes-Driven Approach To EOC Meetings (After Two Such Meetings)		M. Boyle	Discussion	94	
b.	Feedback On New Weekly Digest Approach To "CAFII Alerts"		M. Boyle	Update/ Discussion	95	✓
c.	Feedback On CAFII 2019-20 Annual Report (Distributed In Conjunction With June 9/20 Annual Meeting)		M. Boyle	Update/ Discussion	101	✓

9.	Tracking Issues		Presenter	Action	Page #	Document
a.	FCNB Insurance Act Rewrite (Including Linked Plan to Introduce an RIA Regime)					
b.	AMF Consultation on Updating Sound Commercial Practices Guideline					
c.	BC Drafting of Regulations To Implement Financial Institutions Amendment Act, 2019					
d.	FCAC: Phase 2 of Domestic Bank Retail Sales Practices Review					

Next EOC Meetings: Tuesday, July 21/20, 2:00 to 3:30 p.m., Teleconference-Only Meeting
Tuesday, August 25/20, 2:00 to 3:30 p.m., Teleconference-Only Meeting

Next Board Meeting: Thursday, October 15/20, 12 Noon To 4:00 p.m., Hosted By Desjardins Insurance In Levis, Quebec

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 1.
Call to Order

Purpose of this Agenda Item

Start of meeting.

Background Information

Recommendation / Direction Sought -- *Update*

Update only.

Attachments Included with this Agenda Item

No Attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 2. Consent Items

Purpose of this Agenda Item

To provide documentation for the EOC to review, which does not require updates, discussion, or decisioning.

Background Information

The Consent Items that do not require any discussion or decisions are:

- Regulatory Update
- Consultations / Submissions Timetable
- Regulator and Policy-Maker Visit Plan
- Summary of Board and EOC Action Items

Recommendation / Direction Sought – *Information Only*

No action required.

Attachments Included with this Agenda Item

4 Attachments.

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Regulatory Update – CAFII Executive Operations Committee, June 16, 2020

Prepared By Brendan Wycks, CAFII Co-Executive Director

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Federal/National

Financial Consumer Agency of Canada (FCAC)

FCAC Publishes 2020-21 Business Plan

The Financial Consumer Agency of Canada (FCAC) recently published its 2020-21 Business Plan on its website: <https://www.canada.ca/content/dam/fcac-acfc/documents/corporate/planning/business-plan-2020-2021.pdf>.

The 31-page Plan, most of which is internally focused on the Agency's accountabilities to the federal government, spells out four FCAC priorities for 2020-21:

- Priority no. 1: Enhance FCAC's regulatory effectiveness;
- Priority no. 2: Ensure FCAC is an insightful and effective authority in financial education;
- Priority no. 3: Invest in the future; and
- Priority no. 4: Capitalize on the diversity of FCAC's talent.

Under Priority no. 1: Enhance FCAC's regulatory effectiveness, the FCAC says that the following two strategic objectives will be among four such objectives which will enable this priority:

Implementing the new Financial Consumer Protection Framework (FCPF) in the Bank Act.

The FCPF was part of legislation passed in 2018 that provided FCAC with new powers and tools to protect consumers. We will support the legislation's coming into force by:

- *Regularly consulting with banks and other regulated entities through working groups and other mechanisms to support their compliance with the FCPF. This work will include developing and providing clear guidance.*
- *Supporting the Department of Finance in developing and finalizing the regulations required to bring the FCPF into force.*
- *Updating internal procedures and policies, including FCAC's Supervision Framework, to reflect the Agency's enhanced powers and authorities.*

Conducting risk-based and proactive supervision of Federally Regulated Financial Entities (FRFEs)

so that FCAC can prioritize resource allocation, anticipate market conduct risks and become a more proactive regulator. This year, we will:

- *Conduct and complete market conduct profiles of select financial institutions. This will help to generate quality data on and analysis of the risks that are present or inherent in the business activities of FRFEs. It will also enable the Agency to conduct risk-based supervision.*
- *Conduct an industry review of select small- and medium-sized banks with a focus on their sales practices and complaint handling procedures. We will publicize the results in the next fiscal year (2021–22).*
- *Develop and implement a data intake and prioritization strategy to enhance the Agency's enforcement work.*

In her “From the Commissioner” introduction to the 2020-21 FCAC Business Plan, Judith Robertson says:

“Our plans for the upcoming year are guided by our newly articulated vision: to be a leader and innovator in financial consumer protection. The Agency’s dedicated employees are united and deeply engaged in achieving this vision. Our combined efforts will help to ensure Canadians continue to benefit from strong financial protection standards.”

“At FCAC, we are committed to delivering results for Canadians. As part of this commitment, we will integrate our regulatory, consumer education and financial literacy roles with the aim of ensuring our efforts are best aligned with our mandate to protect financial consumers. This work is reflected in a new organizational structure and business ethos that we sum up as ‘One Mandate, One Team.’”

“This is an important period for the FCAC and for financial consumer protection in Canada. New legislation to modernize the Financial Consumer Protection Framework in the Bank Act places consumers’ interests at the heart of how banks do business. The Agency has also acquired new powers to protect consumers and direct banks to comply with their market conduct obligations. It is time to renew the National Strategy for Financial Literacy to be sure we are building on what we have accomplished since our launch in 2015 and to leverage the results of the latest research.”

“As this Business Plan demonstrates, we are using these developments to position ourselves for the future. Building on the strong legacy of the past, we will modernize our business practices—guided by innovation, collaboration and the principles of sound resource management—to meet the challenges of a rapidly evolving financial sector.”

The 2020-21 Business Plan indicates that the FCAC’s planned spending/budget for 2020-21 will remain constant at the 2019-20 level of \$38.4 million; however, spending on “Supervision of FRFEs” will see a 3% increase to \$9 million of the overall envelope.

For 2021-22, the FCAC’s planned spending/budget is expected to increase by 7% to \$41.1 million, of which “Supervision of FRFEs” will receive an additional \$568,000 or 6.3% increase over the prior year.

Canadian Council of Insurance Regulators (CCIR)

CCIR’s 2020-23 Strategic Plan Recommits To Three Strategic Priorities

In CCIR’s new 2020-23 Strategic Plan, released in April 2020, the Council recommits to the following three strategic priorities for the next three years, “each of which is focused on consumers, regulators, and industry”:

- build upon co-operative supervision in alignment with international standards to enhance consumer protection;
- work collaboratively with regulatory partners to grow and leverage national regulatory capacity; and
- partner with industry stakeholders to identify opportunities to increase regulatory and supervisory harmonization where feasible and appropriate.

These priorities are identical to those set out in the Council's previous 2017-20 Strategic Plan. The new 2020-23 Strategic Plan can found on the CCIR website here: <https://www.ccir-ccra.org/Documents/View/3579>.

CCIR and CISRO Launch Fintech/Insurtech Advisory Hub

On May 7/20, CCIR and CISRO jointly announced that they were launching a new "CCIR-CISRO Fintech/Insurtech Advisory Hub (Advisory Hub)."

The joint release indicated that the two regulatory organizations believe in facilitating innovation and the introduction of new products, services and technologies in the insurance marketplace. "In the current climate, where most financial services are being delivered remotely, the time is ripe for development of innovative, cutting-edge solutions to facilitate engagement and transactions between customers and financial services' providers. With this in mind, the Advisory Hub presents itself as a valuable resource for fintechs seeking to go-to-market," said Hélène Samson, the AMF's Director of Prudential Supervision of Financial Institutions and Chair of the CCIR Fintech Working Group.

The Advisory Hub will serve as a portal for interested entities to seek and obtain clarification on what would be required to operate or provide their innovative insurance products or services in one or more jurisdictions across Canada. The Advisory Hub will not offer pre-market testing, exemptive relief from regulatory/licensing requirements, financial support, or binding advice.

Through the Advisory Hub, businesses can explore piloting innovative products, services or technologies in one province or territory, with the intent of potentially rolling out those new products, services and technologies across the country.

The Advisory Hub provides:

- increased visibility of the regulated insurance sector, to fintechs and other businesses wishing to develop innovative products and services;
- a common access point for all jurisdictions, giving ease of access to all regulators for fintechs and other businesses; and
- a resource for businesses to get clarification and direction about the insurance sector and regulations, prior to launching in individual jurisdictions.

More information on the CCIR/CISRO Advisory Hub can be found here: <https://www.ccir-ccra.org/CCIR-CISROFintechAdvisoryHub>.

CCIR Fair Treatment of Customers Working Group Reviewing CSA's Client-Focused Reforms

In a special Spring 2020 issue of CCIR's Communique newsletter, the Council's Fair Treatment of Customers Working Group (FTCWG) reported that it is reviewing the Client Focused Reforms (CFRs) released by the Canadian Securities Administrators (CSA) and assessing the relevance of the CFRs to the insurance sector.

The FTCWG also indicated that it is continuing to engage actively with industry representatives, from product manufacturing and distribution, to examine the alignment of compensation and incentive structures used in-market with the principles of the CCIR/CISRO “Guidance: Conduct of Insurance Business and Fair Treatment of Customers.”

CCIR To Hold Summer Teleconference Meeting On June 18/20

In a special Spring 2020 issue of CCIR’s Communique newsletter, the Council advised that its Summer 2020 teleconference meeting of provincial/territorial insurance regulator members would take place on Thursday, June 18/20.

CAFII will follow-up with CCIR Policy Managers Tony Toy and Munir Chagpar the following week with a request for a debrief on any issues discussed in the June 18/20 Summer Teleconference which are of relevance to the Association and its members.

Provincial/Territorial

British Columbia Insurance Council of BC

Insurance Council Publishes New 2020-23 Strategic Plan

The Insurance Council of BC has published a new 2020-2023 Strategic Plan on its website. The new three-year plan takes effect in June 2020 and provides direction for the organization’s activities. The one-page plan, with four overarching goals, calls for the Council to update regulatory practices in line with international standards; provide oversight that protects consumers and enables industry innovation; enhance support for consumers, licensees and government; and deliver efficient and effective access to Insurance Council services.

The Insurance Council of BC 2020-23 Strategic Plan can be found here:

<https://www.insurancecouncilofbc.com/Website/media/Shared/About%20Us/Strategic-Plan-2020-2023.pdf>.

Québec Autorité des marchés financiers (AMF)

AMF Publishes Damning Report On Insurance Products Sold By Auto Dealers

On June 3/20, the AMF published on its website its “2016–2018 Insurer Disclosure Analysis Report – The offering of insurance products by automobile and recreational and leisure vehicle dealers in Québec.”

The damning report indicates that data collected by the AMF exposed four main issues related to the auto/recreational/leisure vehicle dealers’ commercial practices in selling insurance:

- concerning levels of remuneration for the distribution network;

- limited added value for consumers in the case of Q.P.F. No. 5 products owing to the high price paid in the dealer distribution network;
- a high claim denial rate for debtor life, health and employment (DLHE) insurance products; and
- issues related to the premium refund in the event of policy cancellation.

“The AMF has undertaken efforts in recent years to bring this sector into line, including publishing multiple notices, establishing a round table and imposing penalties on specific dealers and an insurance firm,” said AMF President and CEO Louis Morisset.

“Based on the data collected by the AMF, those efforts have not yielded the desired results. Now that it has a more accurate picture of the market, the AMF is going to continue to strengthen its actions to correct persistent improper practices.”

The report indicates that the AMF’s planned actions to address its concerns will focus on four objectives:

- offer consumers, through dealers, products that have a similar added value to that of comparable products currently offered through the traditional distribution network;
- require remuneration practices that promote the fair treatment of consumers;
- pursue initiatives to educate and improve disclosures to consumers; and
- have an effective deterrence effect with respect to improper sales practices.

The AMF says that it will continue to closely monitor the market for insurance products offered by auto/recreational/leisure vehicle dealers. Annually-collected data will be analyzed in order to track developments in this market.

The AMF’s media release on this report, which does not appear to have received any industry trade press coverage to date, reminds consumers that

- they should always take the time to shop around for insurance products and check whether they are not already covered; and
- they are under no obligation to purchase an insurance product offered by a dealer.

Research/Thought Leadership

Canada Life Recalls Some Employees To The Office

The following article appeared in The Insurance Journal e-news on June 12/20:

Canada Life announced June 12 that roughly one quarter of its workforce will potentially be back in the office by end of October.

Beginning after the Canada Day long weekend – the company also announced it is giving its employees two extra paid vacation days on July 2 and 3 to celebrate the holiday – the company says it will gradually increase the number of people returning to the office, beginning with those in vital roles that can best be done on-site. Currently, more than 95 per cent of Canada Life’s workforce is working from home.

Canada Life senior vice president of human resources, Cathy Weaver, said the company's investment in technology and its development of flex work policies helped employees and management meet the challenges posed by the COVID-19 outbreak. Going forward, she says the majority of the company's employees will continue working from home for the foreseeable future. "This is important, because as a major employer across Canada, we believe communities are best served by keeping employees out of the office, particularly in reducing the stress on transit systems in major metropolitan centres."

For the 25 per cent expected to return to the workplace, Weaver says physical distancing principles will be the foundation of how offices function. All employees will be provided reusable masks and all team meetings will continue to be conducted online throughout the summer, even as the number of employees in the office increases. Travel restrictions will also remain in place going forward.

"We've created new ways of working that will be part of our lives long after COVID-19 has gone," she adds. "Our goals are to keep employees and their families safe and to keep our business moving forward."

Manulife CEO Says Pandemic Remains A Challenge For Insurers

The following article appeared in The Insurance Journal e-news on June 8/20:

Many life insurers came into the current recession well-prepared. They were already adapting to low interest rates and many had high capital buffers and little exposure to speculative-grade debt.

That said, CEO panelists at the annual S&P Global Ratings' Insurance Conference, including Roy Gori, president and CEO at Manulife Financial, say the pandemic presents a huge challenge, to advisor sales, and to business continuity. The CEOs gathered also discussed policy lapses, terminations in claims, and payouts related to deaths from COVID-19.

Gori says Manulife has yet to see an increase in payment lapses or policy terminations, "but it's still too early to declare victory," he told the group. Gori also spoke about the rapid pace at which his company had to digitize, working with regulators and supervisors in ways they never have before to ensure quick approval of their platforms. Although he and other panelists agree that certain complex policies are better handled in-person, Gori told the group of those gathered that "digital is not the enemy of face-to-face distribution."

Going forward, the panelists say they don't expect any mergers or acquisitions to occur in the next few months, agreeing that stability is important for both buyers and sellers. But once stability returns, M&A likely will, as well. They also say insurers will need to offer new products going forward, pay attention to their pricing, and cut costs.

CAFII Consultations/Submissions Timetable 2020-21

Regulatory Issue	Deliverable	Deadline	Accountable
BC Ministry of Finance 10-Year Review of FIA (Initial Public Consultation Paper released June 2, 2015)	<ul style="list-style-type: none"> Revised Financial Institutions Act (FIA) tabled in the legislature CAFII Meeting with Ministry of Finance staff executives <i>CAFII Follow-up Meeting with Ministry officials Re Credit Protection Insurance Sales Practices and Related Fair Treatment of Consumers Considerations</i> CAFII submissions on draft Regulations in support of Revised FIA 	<ul style="list-style-type: none"> October 21/19 October 25/19 <i>Q3 or Q4 2020 (expected)</i> Q3 2020 through Q4 2021 	<ul style="list-style-type: none"> Mkt Conduct & Licensing Committee; Co-EDs to monitor
AMF Sound Commercial Practices Guideline Update	<ul style="list-style-type: none"> AMF releases consultation document CAFII submission on updated Sound Commercial Practices Guideline 	<ul style="list-style-type: none"> Q2 or Q3 2020 (expected) Q2 or Q3 2020 	<ul style="list-style-type: none"> Mkt Conduct & Licensing Cttee; Co-EDs to monitor
Quebec Bill 141 and Related Regulations (including Regulation Respecting Alternative Distribution Methods, RADM)	<ul style="list-style-type: none"> AMF releases Regulation Respecting Alternative Distribution Methods (RADM) CAFII submission on Regulations Supporting Bill 141 AMF Response to Feedback on RADM Implementation/In-Force Period for RADM (varies by Article/Chapter) <u>CAFII to send AMF “creative solutions” submission on degree to which industry can meet AMF’s requirements around RADM’s applicability to credit card-embedded insurance benefits</u> 	<ul style="list-style-type: none"> October 10, 2018 December 10, 2018 April 17/19 June 13/19: Chapter 2; June 13/20: Chapter 3 <u>by July 15/20</u> 	<ul style="list-style-type: none"> Mkt Conduct & Licensing Committee; Co-EDs to monitor
CCIR/CISRO Guidance: Conduct of Insurance Business and Fair Treatment of Customers	<ul style="list-style-type: none"> CCIR issues final version of FTC Guidance document Meeting with CCIR/CISRO Working Group re Guidance implementation Meeting with CCIR/CISRO Working Group re Guidance implementation Meeting with CCIR/CISRO Working Group re Guidance implementation Meeting with CCIR/CISRO Working Group re incentives and compensation models used by CAFII members in-market <u>CAFII sends letter to CCIR/CISRO Working Group asking it to obtain information on incentives and compensation models used by member distributors directly and privately, to avoid Competition Act violations</u> 	<ul style="list-style-type: none"> September 27, 2018 November 28, 2018 March 27, 2019 March 5/20 <u>June 2020 (expected)</u> 	<ul style="list-style-type: none"> Mkt Conduct & Licensing Cttee; Co-EDs to monitor
SK Bill 177	<ul style="list-style-type: none"> FCAA delays implementation of new Act and Regulations to Jan 1/20 FCAA releases transition-related Guidance and Interpretation Bulletin FCAA releases further transition-related Guidance/Interpretation Bulletin(s) 	<ul style="list-style-type: none"> November 26, 2018 May 17, 2019 <i>Q2 or Q3 2020 (expected)</i> 	<ul style="list-style-type: none"> Mkt Conduct & Licensing Cttee; Co-EDs to monitor
FCNB Insurance Act Rewrite and Introduction of RIA Regime	<ul style="list-style-type: none"> CAFII Meeting with David Weir and Jennifer Sutherland Green, FCNB in Fredericton CAFII submission on FCNB Licensing of Insurance Adjusters and Damage Appraisers Consultation FCNB launches industry consultation on RIA licensing regime model CAFII submissions on FCNB’s Insurance Act Rewrite and RIA Regime <i>CAFII meeting with FCNB re its proposed RIA licensing regime model</i> 	<ul style="list-style-type: none"> June 11, 2019 July 2/19 November 29, 2019 January 31, 2020 <i>Q3 or Q4 2020 (post-COVID-19 outbreak)</i> 	<ul style="list-style-type: none"> Mkt Conduct & Licensing Cttee; Co-EDs to monitor

Underline = new/updated item since previous publication; **Boldface** = CAFII response pending; *Italics* = CAFII meeting with regulators/policy-makers pending

Agenda Item 2(c)
June 23/20 EOC Teleconference Meeting

CAFII Insurance Regulator and Policy-Maker Meetings From May 22, 2020 To June 16, 2020

<u>Date</u>	<u>Event/Occasion</u>	<u>Who</u>
25 May 2020	CAFII half-hour teleconference meeting (K. Martin, B. Wycks, M. Boyle, K. Kasperski) with Financial Services Regulatory Authority of Ontario (FSRA) Market Conduct Division staff executives re "Consumer Issues and Complaints Arising With CAFII Members Due To The COVID-19 Pandemic"	<u>From FSRA</u> -Huston Loke, Executive Vice-President, Market Conduct, FSRA, who is also Vice-Chair of CCIR and Chair of the CCIR/CISRO Covid-19 Group -Anthonet Maramieri; -Joel Gorlick; -Swati Agarwal
9 June 2020	CAFII webinar, with Deloitte Canada panel of presenters, on "The Looming Impact of Climate Change Upon the Life and Health Insurance Industry"	<u>Insurance Regulator and Policy-Maker Attendees From Across Canada</u> -Sherri Wilson, Superintendent of Insurance, Alberta -David Sorensen, Deputy Superintendent of Insurance, Alberta -Laurie Balfour, Alberta Treasury Board and Finance (ATBF); and Chair, CCIR Co-operative Supervision Oversight Committee -Koshin Mohomoud, ATBF -Julius Abekah, ATBF -Kari Toovey, BC Min. of Finance -Sally Reid, BC Finance -Rachel Franklin, BC Finance -Harry James, BC Financial Services Authority (BCFSA) -Franziska Viegemann, BCFSA -Steve Leung, BCFSA -Gerard West, BCFSA -Jennifer Calder, Deputy Superintendent of Insurance, Nova Scotia -Bradley Rowett, Yukon Deputy Superintendent of Insurance -Christine Caldarelli, FSRA -Serina Yau, FSRA -Allan Amos, FSRA -Michael Weisman, Ontario Ministry of Finance

		-Martine Belanger, FCAC -Darrell Leadbetter, OSFI -Glen O'Farrell, OLHI -Tony Toy, CCIR Policy Manager -Munir Chagpar, CCIR Policy Manager -Adrienne Warner, CISRO Policy Manager
16 June 2020	One hour teleconference meeting of the Financial Services Regulatory Authority of Ontario (FSRA)'s Life and Health Insurance Sectoral Advisory Committee (SAC), on which CAFII is represented by Keith Martin, Co-Executive Director; and EOC Member Moira Gill, TD Insurance, is also a member	<u>From FSRA</u> -Mark White, CEO -Bryan Davies, Board Chair -Huston Loke, EVP, Market Conduct

Summary of CAFII Board and EOC Action Items					
	Source	Action Item	Responsible	Deadline	Status May 22, 2020
		Association Strategy and Governance			
1	EOC and Board: October 2019	Launch CAFII EOC Working Group to Explore a New Lower Dues Category of CAFII Membership, via a first meeting and a draft Terms of Reference for this Working Group.	B. Wycks/K. Martin	31-Mar-20	Deferred Due to COVID-19
2	EOC May 29, 2018	Develop a summary job description for the CAFII EOC Chair role and circulate it to EOC Members.	B. Wycks/K. Martin	30-Jun-20	In progress
3	EOC February 27, 2018	Document in writing the process for reviewing, approving, and admitting applicants for CAFII Members and Associate status	B. Wycks	25-Oct-19	In progress
4	EOC: May 26, 2020	Bring forward the EOC's recommendation to the CAFII Board that the work of a CAFII Working Group On A Proposed Lower Dues Category Of CAFII Membership be deferred	K. Martin/B. Wycks	9-Jun-20	Completed
5	EOC: May 26, 2020	Send out a sample of the proposed new Weekly Digest approach to CAFII Alerts to EOC members for review and feedback during the June 23/20 EOC meeting	B. Wycks/A. Lin	22-Jun-20	Completed
		Insurance Regulator and Policy-Maker Visits			
1	EOC: May 26, 2020	Provide an update to the CAFII Board on the postponement of the planned CAFII visits to insurance regulators and policy-makers in Atlantic Canada to the Spring of 2021	K. Martin/B. Wycks	9-Jun-20	Completed
		Regulatory Initiatives			
1	EOC: May 26, 2020	Bring forward the EOC's recommendation of proceeding with Prong 2 via a creative solutions submission to the AMF strategy to the CAFII Board for approval at its 9 June, 2020 meeting	K. Martin/B. Wycks	9-Jun-20	Completed
2	EOC: May 26, 2020	Bring forward to the 9 June, 2020 Board meeting the EOC's recommendation that CAFII recommend to the CCIR/CISRO FTC Working Group that it ask CAFII member FI distributors directly and privately for the desired information on incentives and compensation models used in-market	K. Martin/B. Wycks	9-Jun-20	Completed
3	EOC: May 26, 2020	Invite EOC members provide feedback on the proposed letter to Mr. Lofranco and subsequently send the letter to him	K. Martin/B. Wycks	12-Jun-20	Completed
		Website and Media Initiatives			
1	EOC: May 26, 2020	Bring the option of production of video on credit protection job loss insurance to the Board at its 9 June, 2020 meeting as an option for discussion, without an EOC recommendation	K. Martin/B. Wycks	9-Jun-20	Completed
2	EOC: May 26, 2020	Schedule the first meeting of the Working Group on Refining Dog and Pony Studios-Developed "CPI Industry Highlights" Slides	K. Martin	22-Jun-20	In progress
		Research and Education			
1	EOC: May 26, 2020	Bring forward the EOC's recommendation on the adoption of the Deloitte Canada thought leadership/perspectives paper for the CAFII Board's approval at its 9 June, 2020 meeting	K. Martin/B. Wycks	9-Jun-20	Completed
		Financial			
1	EOC: May 26, 2020	Produce an updated version of the financial forecast for the June 9/20 CAFII Board meeting that reflects the COVID-19 related expense reductions	B. Wycks	2-Jun-20	Completed

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 3a. Financial Statements as at 31 May, 2020

Purpose of this Agenda Item

To update the EOC on the Association's finances.

Background Information

Treasurer Tony Pergola will provide an update on the CAFII Financial Statements as of 31 May, 2020.

Recommendation / Direction Sought – Information Only

No action required.

Attachments Included with this Agenda Item

1 attachment.

CAFI I

411 Richmond Street E, Suite 200
Toronto, ON M5A 3S5

Statement of Operations As at May 31, 2020

	Current Month	Budget May-20	Variance to Monthly Budget	Current YTD	Budget '20 YTD	Variance Budget to YTD	Budget 2020
Revenue							
Membership Dues	\$73,727	\$75,727	(\$2,000)	\$368,633	\$378,633	(\$10,000)	\$908,720
Luncheon Revenue	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Interest Revenue	\$24	\$17	\$8	\$242	\$83	\$159	\$200
TOTAL REVENUE	\$73,751	\$75,743	(\$1,992)	\$368,876	\$378,717	(\$9,841)	\$908,920
Expenses							
Management Fees	\$39,034	\$39,582	\$548	\$203,604	\$197,912	(\$5,692)	\$474,989
CAFI Legal Fees/Corporate Governan	\$0	\$0	\$0	\$5,528	\$10,000	\$4,472	\$20,000
Audit Fees	\$1,271	\$1,271	(\$0)	\$7,846	\$6,353	(\$1,493)	\$15,247
Insurance	\$449	\$458	\$9	\$2,244	\$2,290	\$46	\$5,500
Website Ongoing Maintenance	\$703	\$458	(\$244)	\$2,051	\$2,292	\$240	\$5,500
Telephone/Fax/Internet	\$232	\$483	\$252	\$2,335	\$2,417	\$82	\$5,800
Postage/Courier	\$0	\$21	\$21	\$0	\$104	\$104	\$250
Office Expenses	\$51	\$167	\$116	\$1,227	\$833	(\$394)	\$2,000
Bank Charges	\$0	\$16	\$16	\$87	\$79	(\$8)	\$190
Miscellaneous Expenses	\$0	\$42	\$42	\$0	\$210	\$210	\$500
Depreciation Computer/Office Equipm	\$95	\$100	\$5	\$473	\$500	\$27	\$1,200
Board/EOC/AGM							
Annual Members Lunch	\$0	\$0	\$0	\$0	\$12,400	\$12,400	\$12,400
Board Hosting (External)	\$0	\$0	\$0	\$0	\$7,500	\$7,500	\$22,500
Board/EOC/Meeting Expenses	\$300	\$3,292	\$2,991	\$5,299	\$16,458	\$11,159	\$39,500
Industry Events	\$0	\$0	\$0	\$0	\$0	\$0	\$1,300
EOC Annual Appreciation Dinner	\$0	\$0	\$0	\$4,244	\$4,244	\$0	\$4,244
Sub Total Board/EOC/AGM	300	3,292	2,991	9,544	40,602	31,059	79,944
Provincial Regulatory Visits	\$0	\$8,000	\$8,000	\$983	\$8,000	\$7,017	\$12,875
Research/Studies	\$0	\$5,000	\$5,000	\$0	\$25,000	\$25,000	\$60,000
Website SEO and Enhancements	\$0	\$3,496	\$3,496	\$812	\$17,479	\$16,667	\$41,950
Regulatory Model(s)	\$0	\$0	\$0	\$0	\$5,000	\$5,000	\$15,000
Federal Financial Reform	\$0	\$625	\$625	\$540	\$3,125	\$2,585	\$7,500
CAFI Benchmarking Study/RSM Canada	\$0	\$5,650	\$5,650	\$0	\$28,250	\$28,250	\$67,800
FCAC Presentation	\$11,300	\$1,883	(\$9,417)	\$20,905	\$9,417	(\$11,488)	\$22,600
Media Outreach	\$2,260	\$3,008	\$748	\$11,300	\$15,042	\$3,742	\$36,100
Marketing Collateral	\$0	\$1,000	\$1,000	\$195	\$3,000	\$2,805	\$5,000
CAFI Reception Events	\$0	\$0	\$0	\$0	\$250	\$250	\$900
Speaker fees & travel	\$0	\$0	\$0	\$0	\$700	\$700	\$2,000
Gifts	\$0	\$0	\$0	\$0	\$150	\$150	\$500
Networking Events	\$0	\$0	\$0	\$0	\$150	\$150	\$500
Sub Total Networking & Events	-	-	-	-	-	1,000	3,000
TOTAL EXPENSE	55,694	74,552	18,858	269,673	379,155	109,482	883,845
NET INCOME	18,057	1,191	16,865	99,202	- 438	99,641	25,075

Explanatory Notes:

- 1 - Amortization of office equipment based on 4 year straight line depreciation
- 2 - Management fees includes Managing Matters and Executive Director
- 3 - Website includes hosting cafi.com, subscription and website improvements

CAFII
411 Richmond Street E, Suite 200
Toronto, ON M5A 3S5
Balance Sheet
As at May 31, 2020

	CAFII Operations			CCBPI Project			Combined		
	31-May 2020	30-Apr 2020	31-Dec 2019	31-May 2020	30-Apr 2020	31-Dec 2019	31-May 2020	30-Apr 2020	31-Dec 2019
ASSETS									
Current Assets									
Bank Balance	\$326,166	\$368,906	\$251,549	\$0	\$0	\$0	\$326,166	\$368,906	\$251,549
Savings Account	\$102,121	\$102,097	\$101,879	\$12,151	\$12,151	\$12,151	\$114,272	\$114,248	\$114,030
Accounts Receivable	\$0	\$4,800	\$0	\$0	\$0	\$0	\$0	\$4,800	\$0
Prepaid Expenses	\$8,139	\$5,460	\$3,251	\$0	\$0	\$0	\$8,139	\$5,460	\$3,251
Computer/Office Equipment	\$8,014	\$8,014	\$8,014	\$0	\$0	\$0	\$8,014	\$8,014	\$8,014
Accumulated Depreciation -Comp/Equip	(\$6,215)	(\$6,120)	(\$5,742)	\$0	\$0	\$0	(\$6,215)	(\$6,120)	(\$5,742)
Total Current Assets	\$438,225	\$483,156	\$358,951	\$12,151	\$12,151	\$12,151	\$450,376	\$495,307	\$371,102
TOTAL ASSETS	\$438,225	\$483,156	\$358,951	\$12,151	\$12,151	\$12,151	\$450,376	\$495,307	\$371,102
LIABILITIES									
Current Liabilities									
Accrued Liabilities	\$6,355	\$5,084	\$115,891	\$0	\$0	\$0	\$6,355	\$5,084	\$115,891
Credit Card	\$627	\$665	\$1,223	\$0	\$0	\$0	\$627	\$665	\$1,223
Account Payable	\$13,688	\$4,182	\$11,613	\$0	\$0	\$0	\$13,688	\$4,182	\$11,613
Deferred Revenue	\$88,129	\$161,855	\$0	\$0	\$0	\$12,151	\$88,129	\$161,855	\$12,151
Total Current liabilities	\$108,799	\$171,787	\$128,727	\$0	\$0	\$12,151	\$108,799	\$171,787	\$140,879
TOTAL LIABILITIES	\$108,799	\$171,787	\$128,727	\$0	\$0	\$12,151	\$108,799	\$171,787	\$140,879
UNRESTRICTED NET ASSETS									
Unrestricted Net Assets, beginning of year	\$230,223	\$230,223	\$271,190	\$12,151	\$12,151	\$0	\$242,375	\$242,375	\$271,190
Excess of revenue over expenses	\$99,202	\$81,146	(\$40,967)	\$0	\$0	\$0	\$99,202	\$81,146	(\$40,967)
Total Unrestricted Net Assets	\$329,426	\$311,369	\$230,223	\$12,151	\$12,151	\$0	\$341,577	\$323,520	\$230,223
Total Unrestricted Net Assets	\$329,426	\$311,369	\$230,223	\$12,151	\$12,151	\$0	\$341,577	\$323,520	\$230,223
TOTAL LIABILITIES AND UNRESTRICTED NET ASSETS	\$438,224	\$483,156	\$358,950	\$12,151	\$12,151	\$12,151	\$450,376	\$495,307	\$371,102

Financial Reserves Targets as per 2019 Budget:

Minimum 3 months (25%) of Annual Operating Expenses= **\$ 220,961**
Maximum 6 months (50%) of Annual Operating Expenses= **\$ 441,923**

Current Level of Financial Reserves (total unrestricted net assets): **\$329,426**

Current Level of Financials Reserve (%): **37%**

CCBPI initiative

- 1) Invoice paid to Stikeman Elliott on 19th December 2019 for Consulting Services incurred to date (31 October 2019) for \$92,113.81 (\$81,516.65 plus HST).
- 2) Invoice to be paid to Norton Rose Fulbright in Feb 2020 for Consulting Services incurred to date (30 November 2019) for \$85,226.13 (\$75,421.35 plus HST).
- 3) Invoice to be paid to Norton Rose Fulbright in Feb-Mar 2020 for Consulting Services incurred to date (31 December 2019) for \$15,765.82 (\$13,952.05 plus HST).

C A F I I

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Toronto, ON M5A 3S5

Membership Fees

		Feb-20		Jul-20	
		<u>To be billed</u>	<u>Received</u>	<u>To be billed</u>	<u>Received</u>
BMO Bank of Montreal	2020 Upper Tier Member	\$ 38,555	6-Apr-20	\$ 38,555	
CIBC Insurance	2020 Upper Tier Member	\$ 38,555	18-Mar-20	\$ 38,555	
RBC Insurance	2020 Upper Tier Member	\$ 38,555	20-Mar-20	\$ 38,555	
ScotiaLife Financial	2020 Upper Tier Member	\$ 38,555	2-Mar-20	\$ 38,555	
TD Insurance	2020 Upper Tier Member	\$ 38,555	12-Mar-20	\$ 38,555	
Desjardins Financial Security Life Assurance Company	2020 Upper Tier Member	\$ 38,555	10-Apr-20	\$ 38,555	
National Bank Life Insurance Company	2020 Upper Tier Member	\$ 38,555	2-Mar-20	\$ 38,555	
Manulife Financial	2020 Upper Tier Member	\$ 38,555	6-Mar-20	\$ 38,555	
The Canada Life Assurance Company	2020 Upper Tier Member	\$ 38,555	30-Apr-20	\$ 38,555	
Assurant Solutions	2020 Lower Tier Member	\$ 19,277	2-Mar-20	\$ 19,277	
Canadian Premier Life Insurance Company	2020 Lower Tier Member	\$ 19,277	2-Mar-20	\$ 19,277	
Cumis Group Ltd/Co-operators Life Insurance Co.	2020 Lower Tier Member	\$ 19,277	3-Apr-20	\$ 19,277	
Sun Life Financial	2020 Initiation Members (Upper Tier)	\$ 23,133	23-Mar-20	\$ 23,133	
RSM Canada	Associate	\$ 4,800	24-Mar-20		
Willis Towers Watson	Associate	\$ 4,800	16-Apr-20		
KPMG MSLP	Associate	\$ 4,800	29-May-20		
Munich Reinsuranc Company Canada Branch (Life)	Associate	\$ -	Not Renewing		
Optima Communications	Associate	\$ 4,800	3-Mar-20		
RGA Life Reinsurance Company of Canada	Associate	\$ 4,800	3-Mar-20		
Torys LLP	Associate	\$ 4,800	6-Mar-20		
PWC	Associate	\$ -	Not Renewing		
RankHigher.ca	Associate	\$ -	Not Renewing		
TBC	Associate	\$ -			
TBC	Associate	\$ -			
Feb Invoices		\$456,760		\$427,960	
July Invoices		\$427,960			
Total Membership Fees		\$884,720			
Total amount to realocate monthly Jan-Sept		\$73,727			
Total amount to realocate monthly Oct-Dec		\$73,727			

Briefing Note

**CAFII EOC Meeting, 23 June, 2020—Agenda Item 3b.
2020 Budget Forecast for CAFII 2020 Fiscal Year**

Purpose of this Agenda Item

To update the EOC on the Association's budget forecast.

Background Information

Treasurer Tony Pergola will provide an update on the Association's budget forecast.

Recommendation / Direction Sought – *Information Only*

No action required.

Attachments Included with this Agenda Item

1 attachment.

2020 CAFII Budget

	2016 Actual	2017 Actuals	2018 Actuals	2019 Actuals	2020 Budget	2020 YTD May 2020	2020 Revised Forecast	Comment/Rationale
Revenue								
Membership Dues	\$435,750	\$475,425	\$695,545	\$734,664	\$908,720	\$368,633	\$884,720	See breakdown in Member Dues Revenue Tab
Luncheon 2019	\$231	\$126	\$0	\$195	\$0	\$0	\$0	Additional Attendees at Luncheon
Interest	\$231	\$126	\$0	\$982	\$200	\$242	\$410	Interest from the Savings Account
TOTAL REVENUE	\$ 436,212	\$ 475,677	\$ 695,545	\$ 735,841	\$ 908,920	\$ 368,876	\$ 885,130	
EXPENSE								
Management Fees	\$279,042	\$442,012	\$460,299	\$465,134	\$474,989	\$203,604	\$484,027	Includes MM Fees (2.5% contractual increase) and two Co-Eds (2.5% increase each)
CAFII Legal Fees/Corporate Governance	\$10,565	\$2,954	\$563	\$0	\$20,000	\$5,528	\$20,000	Legal Fees increased from \$10K to \$20K to reflect the estimated spend of \$10K in February 2020 for Norton Rose to offer a legal opinion around imbedded credit card coverages re: the AMF; Legal Fees contingency for provincial and/or federal regulatory matters (see note 3).
Audit Fees	\$13,560	\$14,271	\$14,432	\$14,799	\$15,247	\$7,846	\$15,247	3% increase over 2019 Revised Forecast
Insurance	\$5,238	\$5,238	\$5,258	\$5,338	\$5,500	\$2,244	\$5,500	Same as 2019 Budget
Website Ongoing Maintenance	\$13,060	\$42,575	\$6,461	\$10,022	\$5,500	\$2,051	\$4,637	Includes CG Technology (\$250 per month), Translation (\$400), Domain (\$30), Zoom (\$75 per month) & Survey Monkey \$307.36
Telephone/Fax/Internet	\$3,538	\$6,119	\$5,939	\$6,494	\$5,800	\$2,335	\$5,800	Same as 2019 Budget
Postage/Courier	\$180	\$380	\$458	\$159	\$250	\$0	\$200	2019 Revised Forecast plus \$50 contingency
Office Expenses	\$5,257	\$1,312	\$2,423	\$2,025	\$2,000	\$1,227	\$2,000	Same as 2019 Budget
Bank Charges	\$25	\$38	\$23	\$112	\$190	\$87	\$190	Same as 2019 Actual plus Annual Fee for CAFII TD Visa credit card
Depreciation Computer/Office Equipment	\$467	\$1,564	\$1,136	\$1,136	\$1,200	\$473	\$1,200	Same as 2019 Budget
Miscellaneous Expense		\$433	\$0	\$0	\$500	\$0	\$500	Same as 2019 Budget
Board/EOC/AGM								
Annual Members Luncheon	\$12,044	\$10,247	\$10,503	\$12,052	\$12,400	\$0	\$2,400	3% increase over 2019 Revised Forecast - Smaller Event planned for later in the year
Board Hosting (External)	\$19,407	\$7,500	\$19,515	\$14,001	\$22,500	\$0	\$15,000	Two Board Meetings/Receptions at \$7,500 each
Board/EOC Meeting Expenses	\$8,145	\$25,493	\$20,715	\$35,419	\$39,500	\$5,299	\$16,150	2019 actual amount decreased by 50%
Industry Events		\$36	\$1,270	\$0	\$1,300	\$0	\$0	CAFII Purchase of full table of 11 seats at one Economic Club of Canada Luncheon
EOC Annual Appreciation Dinner	\$2,079	\$8	\$763	\$2,193	\$4,244	\$4,244	\$4,244	3% increase over 2019 Revised Forecast
Total Board/EOC/AGM	\$41,675	\$43,284	\$52,766	\$63,665	\$79,944	\$9,544	\$37,794	
Provincial Regulatory Visits and Relationship-Building	\$10,395	\$11,011	\$11,230	\$16,833	\$12,875	\$983	\$2,575	3% increase over 2019 Revised Forecast - Atlantic Trip been deferred to 2021. Expense decreased by 80% of budget
Research/Studies	\$1,356	\$17,807	\$77,345	\$5,368	\$60,000	\$0	\$60,000	Same amount as originally budgeted for 2019 before decision to scale back Research due to loss of Amex Bank of Canada as a Member
Website SEO and Enhancements			\$21,702	\$40,914	\$41,950	\$812	\$41,950	3% increase over 2019 Revised Forecast
Regulatory Model(s)	\$0	\$15,001	\$6,490	\$7,555	\$15,000	\$0	\$7,500	Reduced by 50%
Federal Regulatory Visits and Relationship-Building	\$0	\$0	\$0	\$442	\$7,500	\$540	\$3,750	Reduced by 50%
CAFII Benchmarking Study/RSM Canada	\$0	\$0	\$0	\$0	\$67,800	\$0	\$67,800	New Line - CAFII Benchmarking Study/RSM Canada estimated at \$60K plus HST. The expense related to CAFII Benchmarking Study/RSM Canada could be found from this line item in the first year, or this \$60K research fund could be reduced to offset the cost of the benchmarking study.
FCAC Presentation	\$0	\$0	\$0	\$0	\$22,600	\$20,905	\$22,600	New Line - FCAC Presentation estimated at \$20K plus HST - \$10K plus HST for Dog and Pony; \$10K plus HST for WTW Benchmarking Data.
Media Outreach	\$27,408	\$44,023	\$38,522	\$32,803	\$36,100	\$11,300	\$36,100	3% increase over 2019 Budget
Marketing Collateral	\$1,781	\$0	\$557	\$1,629	\$5,000	\$195	\$5,000	Same as 2019 Budget
Tactical Communications Strategy	\$446	\$379	\$0	\$0	\$0	\$0	\$0	covered under Media Outreach
CAFII Reception Events	\$0	\$500	\$0	\$0	\$900	\$0	\$500	Incidental expenses related to hosting of three CAFII Receptions in Toronto
Media Relations	\$0	\$164	\$0	\$0	\$0	\$0	\$0	covered under Media Outreach
Speaker fees & travel	\$0	\$0	\$191	\$1,189	\$2,000	\$0	\$0	Same as 2019 Budget
Gifts	\$221	\$452	\$0	\$200	\$500	\$0	\$500	Same as 2019 Budget
CAFII 25th Anniversary Celebration	\$0	\$26,495	\$0	\$0	\$0	\$0	\$0	Deferred to 2022
Networking Events	\$0	\$350	\$0	\$0	\$500	\$0	\$500	Same as 2019 Budget
TOTAL EXPENSE	\$ 414,214	\$ 675,862	\$ 705,793	\$ 675,816	\$ 883,845	\$ 269,673	\$ 825,870	
Excess of Revenue over Expenses	\$21,998	(\$200,185)	(\$10,248)	\$60,025	\$25,075	\$99,202	\$59,260	
Unrestricted Net Assets (beginning of year)	\$358,991	\$380,758	\$180,447	\$170,198	\$230,223	\$230,223	\$230,223	
Unrestricted Net Assets (end of year)	\$380,989	\$180,573	\$170,198	\$230,223	\$255,298	\$329,425	\$289,482	

Explanatory Notes:

- (1) Assumes Two Co-Executive Directors, one @ 5 days per week; one @ 4.5 days per week; plus Managing Matters Admin support
- (2) Amortization of office equipment based on 4 year straight line depreciation
- (3) \$45,000 Legal Expense for Marc Dequette/Norton Rose Fulbright to complete legal opinion re: AMF Spousal Coverage Issue. Alternative for paying for legal opinion is to use the remaining funds from the CCPBI Special Project Fund

Actual/Forecasted Financial Reserves	2016 Actual	2017 Actuals	2018 Actuals	2019 Actuals	2020 Budget	2020 Revised Forecast
Minimum 3 months (25%) of Annual Operating Expenses =	\$103,554	\$168,965	\$176,448	\$168,954	\$220,961	\$206,468
Maximum 6 months (50%) of Annual Operating Expenses =	\$207,107	\$337,931	\$352,897	\$337,908	\$441,923	\$412,935
Actual/Forecasted Level of Financial Reserves:	\$380,758	\$180,573	\$170,198	\$230,223	\$255,298	\$289,482
Actual/Forecasted Level of Financial Reserves %:	92%	27%	24%	34%	29%	35%

2019 Operational Budget - Member Dues Breakdown
2018 Member Dues Breakdown

Upper Tier Member	73,438.00	5	367,190.00
DFS	55,079.00	1	55,079.00
Lower Tier Member	36,719.00	4	146,876.00
Initiation Members	44,000.00	2	88,000.00
Associate	4,800.00	8	38,400.00
			695,545.00

2019 (Base) Member Dues Breakdown

Upper Tier Member	73,438.00	6	440,628.00
Lower Tier Member	36,719.00	4	146,876.00
Initiation Members	44,000.00	3	132,000.00
Associate	4,800.00	8	38,400.00
			757,904.00

2019 Operational Budget - Member Dues Breakdown - Revised

2019 Member Dues Breakdown			
Upper Tier Member	73,438	6	440,628.00
National Bank	55,079	1	55,079.00
Lower Tier Member	36,719	3	110,157.00
Initiation Members	44,000	2	88,000.00
Associate	4,800	8.5	40,800.00
			734,664.00

2020 Operational Budget - Member Dues Breakdown - 5% Dues Increase

2020 Member Dues Breakdown			
Upper Tier Member	77,110	9	693,989.10
Lower Tier Member	38,555	3	115,664.85
Initiation Members (Upper Tier)	46,266	1	46,265.94
Initiation Members (Lower Tier)	23,133	0	0.00
Associate	4,800	11	52,800.00
			908,719.89

- 2020 Upper Tier Member**
- 1 BMO Bank of Montreal
 - 2 CIBC Insurance
 - 3 RBC Insurance
 - 4 ScotiaLife Financial
 - 5 TD Insurance
 - 6 Desjardins Financial Security Life Assurance Company
 - 7 National Bank Life Insurance Company
 - 8 Manulife Financial
 - 9 The Canada Life Assurance Company

- 2020 Lower Tier Member**
- 1 Assurant Solutions
 - 2 Canadian Premier Life Insurance Company
 - 3 Cumis Group Ltd/Co-operators Life Insurance Co.

- 2020 Initiation Members (Upper Tier)**
- 1 Sun Life Financial

- 2020 Associate**
- 1 RSM Canada
 - 2 Willis Towers Watson
 - 3 KPMG MSLP
 - 4 Munich Reinsurance Company Canada Branch (Life)
 - 5 Optima Communications
 - 6 RGA Life Reinsurance Company of Canada
 - 7 Torys LLP
 - 8 PWC
 - 9 RankHigher.ca
 - 10 *TBC
 - 11 *TBC

*Associate Candidates - Stikeman Elliott, Norton Rose, Deloitte, Dog and Pony - To be confirmed

2020 Operational Budget - Member Dues Breakdown - 5% Dues Increase

2020 Member Dues Breakdown			
Upper Tier Member	77,110	9	693,989.10
Lower Tier Member	38,555	3	115,664.85
Initiation Members (Upper Tier)	46,266	1	46,265.94
Initiation Members (Lower Tier)	23,133	0	0.00
Associate	4,800	6	28,800.00
			884,719.89

- 2020 Upper Tier Member**
- 1 BMO Bank of Montreal
 - 2 CIBC Insurance
 - 3 RBC Insurance
 - 4 ScotiaLife Financial
 - 5 TD Insurance
 - 6 Desjardins Financial Security Life Assurance Company
 - 7 National Bank Life Insurance Company
 - 8 Manulife Financial
 - 9 The Canada Life Assurance Company

- 2020 Lower Tier Member**
- 1 Assurant Solutions
 - 2 Canadian Premier Life Insurance Company
 - 3 Cumis Group Ltd/Co-operators Life Insurance Co.

- 2020 Initiation Members (Upper Tier)**
- 1 Sun Life Financial

- 2020 Associate**
- 1 RSM Canada
 - 2 Willis Towers Watson
 - 3 KPMG MSLP
 - 4 Optima Communications
 - 5 RGA Life Reinsurance Company of Canada
 - 6 Torys LLP
 - 7 *TBC
 - 8 *TBC

*Associate Candidates - Stikeman Elliott, Norton Rose, Deloitte, Dog and Pony - To be confirmed

Did not renew in 2020
PWC
Munich Reinsurance Company Canada Branch (Life)
RankHigher.ca

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 3c.

Highlights of June 9/20 CAFII Board *In Camera* Discussion Re Financial Considerations Arising From Developing CAFII 2020 Fiscal Year Surplus (Due to COVID-19)

Purpose of this Agenda Item

To update the EOC on a discussion by the Board at its *in camera* session on the Association's surplus, at the 9 June, 2020 Board meeting.

Background Information

At the 26 May, 2020 EOC meeting, CAFII Treasurer Tony Pergola, and CAFII management, provided an update on the CAFII 2020 financial forecast. A key element of that forecast was that many expenses would not be incurred in 2020 due to COVID-19. For example, the CAFII Co-Executive Directors are not travelling; the expenses associated with CAFII Receptions following Board meetings are not being incurred; and the 2020 Annual Members' Luncheon is only likely to occur in a very scaled-down manner. As a result, the Association's 2020 surplus is expected to be significantly larger than originally forecast, leading to financial reserves at the end of the 2020 fiscal year that will increase from 24% of annual operating expenses to 35% of annual operating expenses.

At the 26 May, 2020 *in camera* session following the EOC meeting, some EOC members felt that some form of refund or concession to members in response to the anticipated surplus might be appropriate given the financial challenges that CAFII members are facing in the current environment due to the impact of COVID-19 on the economy.

At the 9 June, 2020 Board meeting, this issue was raised in the Board's *in camera* session. Board members felt that the surplus and the anticipated financial reserves of 35% of annual operating expenses were not unreasonable, and within the target band of 25% to 50% of annual operating expenses that CAFII aims for. Regulatory activity and associated expenses will pick up again, and the current surplus can be put to good use by the Association in future years. However, it was also felt that with CAFII members in a very cost-control mode, the Association needed to be very attentive to cost containment.

Recommendation / Direction Sought – Information Only

No action required.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4ai.

CAFII Board-Directed Follow-up With Deloitte Canada for Modifications To Proposal for CAFII-Commissioned Thought Leadership/Perspectives Paper On “The Future of Credit Protection Insurance in Canada”

Purpose of this Agenda Item – Discussion/Direction

To update the EOC on the status of the proposed research paper on “The Future of Credit Protection Insurance in Canada” by Deloitte Canada; and to seek an EOC recommendation on this matter to the Board.

Background Information

The Research & Education Committee is proposing commissioning a thought/perspectives paper on the future of credit protection insurance in Canada. Specifically, the recommendation is for the engagement of Melissa Carruthers, Deloitte Canada for a CAFII-commissioned thought leadership/perspectives paper on “The Future of Credit Protection Insurance in Canada.” The cost of the study is \$20,000.

At the 26 May 2020 EOC meeting, the EOC agreed with this proposal and made a recommendation to the Board that it pass a motion to proceed with the Deloitte research paper.

At the 9 June 2020 Board meeting, discussion on this item raised some concerns among some Board members about the cost of the study. There was some concern that the expense was high for the anticipated output, and that in the current economic environment, the Association had to be especially attentive to incurring discretionary expenses.

The Board asked CAFII management to ask Deloitte to submit another version of the proposal, with lower costs and more benefits. A meeting between Research & Education Chair Andrea Stuska, CAFII Co-Executive Directors Keith Martin and Brendan Wycks, and Deloitte’s Melissa Carruthers and firm partner James Colaço has been set for Thursday, 18 June 2020 to discuss this matter.

Recommendation / Direction Sought – Update/Discussion

The EOC will be asked to offer its views on the revised proposal from Deloitte, and to indicate whether it supports sending the revised proposal to the Board via email for approval.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4a.ii.

Recommendation From A Member That CAFII Pursue Professionally-Conducted Consumer Research on Experiences With CPI Job Loss Insurance and Trip Cancellation Insurance in 2020 (During COVID-19)

Purpose of this Agenda Item – Update/Discussion

To update the EOC on a recommendation from a member that CAFII commission a consumer survey on recent claims experiences with CPI job loss insurance and trip cancellation insurance.

Background Information

In meetings of the CAFII Directors and Designates COVID-19 Information-Sharing Group, three proposals for enhancements to the website were proposed:

1. Positive customer stories about the industry supporting them during the COVID-19 pandemic;
2. Statistical review of the claims levels and percentage payouts before and after COVID-19;
3. A new section on the CAFII website on how to make a claim, with links to the claims sections of CAFII members' websites.

At the 9 June, 2020 Board meeting, the Board asked CAFII to proceed with proposal #3 only at this time.

However, during the discussion on this item, a member suggested that we might also consider a consumer survey on the experience of customers making a claim for credit protection job loss insurance or trip cancellation insurance. The Board asked the EOC to review this idea and offer its thoughts.

Some considerations to keep in mind are that the consumer survey proposed would likely cost at least \$20-\$30K, and the pool of consumers who would have made a claim may be small, making it difficult to get to a statistically relevant number of survey respondents.

Recommendation / Direction Sought – Update/Discussion

The EOC will be asked to offer its thoughts on this proposal and whether to pursue it further.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4bi.

Possible CAFII Submission in Response To Insurance Council of BC Consultation On Continuing Education for Licensees

Purpose of this Agenda Item – Discussion/Direction

To update the EOC on a consultation documentation released by the Insurance Council of BC on continuing education for licensees; and to receive the EOC's direction on whether should respond to this consultation.

Background Information

CAFII has been invited to provide its views on a proposal around continuing education for licensees from the Insurance Council of BC. The objective of this item is to determine whether CAFII should make a submission in relation to this consultation.

Recommendation / Direction Sought – Update/Discussion

The EOC will be asked to offer its views on whether CAFII should provide a submission on this consultation.

Attachments Included with this Agenda Item

1 attachment.

Agenda Item 4(b)(i)(1)
June 23/20 EOC Teleconference Meeting

<https://www.insurancecouncilofbc.com/about-us/engagement/ce-guidelines-consultation/>

Consultation on Continuing Education Guidelines

The Insurance Council of BC is consulting on proposed Continuing Education Guidelines for its licensees.

We are seeking input from our licensees and stakeholders to inform Council's decision-making process as it considers adopting these guidelines.

WHAT IS THIS ABOUT?

WHAT ARE THE CE GUIDELINES?

ABOUT

CONSULTATION

MORE INFORMATION

What is this about and why now?

Licensees must meet continuing education (CE) program requirements established under [Insurance Council Rule 7\(5\)](#) as a part of their professional responsibilities.

CE requirements for licensees have previously been established through various notices on this topic ([ICN-08-004](#), [ICN-08-005](#), and [ICN-05-001](#)) and supplemented with information provided through the [website](#). However, until now, there has not been a comprehensive CE guidance document for licensees.

In order to provide better support to licensees, the Insurance Council is [proposing new CE guidelines to be adopted for use](#). These guideline documents for each licence class aim to make CE requirements easier to understand, address inconsistencies, and provide more specific guidance and resources. Through increased licensee awareness of and compliance with their CE obligations, public protection will also be enhanced.

What are the Continuing Education Guidelines?

The proposed CE guidelines comprise four separate guideline documents, available to view or download below:



If approved by Council, these guidelines would replace the existing guidance on CE provided by prior Notices.

The proposed guidelines clarify and simplify current CE requirements, standardize requirements, and clearly identify licensees' responsibilities.

Under the guidelines, the amount of CE credits required annually for each class of licence has been standardized. The current amount of CE required for each class of licence remains the same, but reductions or exemptions have been eliminated. The guidelines would allow licensees to carry over unused CE credits to the following year, and remove maximum limits for course credit available to licensees. The guidelines also provide information on qualifying course content, and guidance and template forms for CE record keeping.

 [See more information about the CE Guidelines: What's different, What's the same](#)

About Consultation

The Insurance Council is seeking feedback about the proposed new guidelines, and invites stakeholders to review the documents and provide comments during the consultation period.

Consultation will be open for a minimum 60-day period from late May **until July 31, 2020**. During this time, licensees and stakeholders can provide their feedback about the guidelines to the Insurance Council through the opportunities listed below.

Email: consultation@insurancecouncilofbc.com

Stakeholder Survey: To be circulated via email in early June 2020

Consultation Timeline



More Information

[About the Guidelines: What's Different, What's the Same](#)
[Q&A on the Continuing Education Guidelines](#)

About the Continuing Education Guidelines

The proposed Continuing Education Guidelines comprise four separate guideline documents, available to view or download below:

Continuing Education Guideline	Continuing Education Guideline	Continuing Education Guideline
		
Life and/or Accident & Sickness Insurance Agents	General Insurance Agents and Salespersons	Adjusters
		
Exempt Travel Agents		

If approved by Council, these guidelines would replace the [existing guidance on CE](#) provided by prior advisory notices on this topic ([ICN-08-004](#), [ICN-08-005](#), and [ICN-05-001](#)).

The proposed guidelines aim to clarify and simplify current CE requirements, standardize requirements, and clearly identify licensees' responsibilities.

What's New/Different

- Licensees can now carry over up to one year's worth of credits to the next year.
- No maximum amount for course credits that can be claimed, and no daily credit maximum.
- Partial credits can be claimed.
- No exemptions or reductions for licensees based on years of experience, or specific designations.
- CE requirement waived for those whose licences were issued three months before the end of the filing year. (March 1-May 31)
- Guidance and template forms provided for CE record-keeping.

What's the Same

- The amount of CE required for each class of license (life, general, adjuster, travel) has not increased.
- What qualifies as eligible course content remains unchanged.
- Requirements for CE record-keeping and reporting remain the same.
- The requirement for licensees to complete CE under Council Rule 7(5) is unchanged.

Comparison Chart | CE Credits Required Annually

	Current Requirements	Under New Guideline
General Licensees, Salespersons, Adjusters		
Licensed fewer than 5 years	8	8
Licensed 5 or more years	6	8
Have approved professional designation (CAIB, CIB, CIP, CCIB, FCIP, CRM)	4	8
Life and/or Accident & Sickness		

Licensed fewer than 5 years	15	15
Licensed 5 or more years	10	15
Have approved professional designation (CFP, CLU, RHU, FCIA, FLMI, CEBS)	5 or exempt	15
Travel Agencies		
Employees/salespersons who sell travel insurance	2	2

Comparison Chart | Summary of Changes

	Current Requirements	Under New Guideline
Ability to carry over credits?	No.	Up to one year's worth.
Cap on number of CE credits that may be claimed per day?	Yes	No limit.
Cap on credits from a single course?	Yes	No limit

Q&A

Aren't there already continuing education requirements? What's the purpose of the guidelines?

Through our audit program, we determined that some licensees did not have a full understanding or awareness of continuing education requirements for their licence. By publishing guidelines, we are looking to help licensees access clear guidance and understand their responsibilities about CE.

Continuing Education requirements have previously been established through various notices on this topic ([ICN-08-004](#), [ICN-08-005](#), and [ICN-05-001](#)). This was supplemented with information provided through website Q&As. However, to date, there has not been a comprehensive guidance document provided for licensees, which this guideline is intended to be.

When will the new guidelines come into effect?

This is yet to be determined, as the Insurance Council members have yet to make a decision regarding next steps. However, pending approval, implementation of the guideline is targeted for January 1, 2021.

If the new guidelines are adopted, how will this impact the extension for 2020 CE requirements due to COVID-19?

If the new guidelines were to be approved by Council, they would not impact the extended deadline to complete your CE requirements for 2020. The requirements of the new guidelines will not be applied retroactively to your 2020 CE requirements.

What qualifies as CE under the new guidelines?

Course content required to qualify for CE credits is unchanged. Acceptable continuing education is technical material directly related to:

- Insurance products;
- Compliance with insurance legislation and licensee requirements such as Council Rules, Council's Code of Conduct, the *Insurance Act*, and privacy legislation;
- Ethics;
- Errors and omissions;
- Financial planning (life and accident and sickness insurance agents only), provided the education is focused on life and accident and sickness insurance and not a non-insurance sector; or
- Management, accounting and human resources (for nominees and level 3 general insurance agents only).

I'm a non-resident licensee. Do I have to do CE in BC?

Non-resident licensees whose home jurisdiction has a mandatory continuing education requirement will not be required to meet Council's requirements provided they complete their continuing education in accordance with their home province's requirements and keep their licence in good standing in their home jurisdiction. If your home jurisdiction does not have a continuing education program, you are required to meet Council's continuing education program requirements.

Will I have to report my CE every year?

Reporting requirements are unchanged. During annual filing you are required to confirm that you understand the continuing education requirements for your licence. You are also required to keep a detailed record of your completed CE for five years. You do not need to provide your CE records annually, but must be able to produce them should you be audited.

**Continuing Education Guideline
Program for Life and/or Accident and Sickness Insurance Agents**

DRAFT FOR CONSULTATION

DRAFT FOR CONSULTATION



CONTINUING EDUCATION GUIDELINE – PROGRAM FOR LIFE AND/OR ACCIDENT AND SICKNESS AGENTS

INTRODUCTION

In accordance with Council Rule 7(5) licensees must meet the requirements of the continuing education program established by Council, as amended from time to time. The Insurance Council of British Columbia ("Council") last amended its continuing education program in 2008 (as per Council Notice ICN-08-005 – *The Continuing Education Program for Life and/or Accident and Sickness Insurance Agents*).

CONTINUING EDUCATION

What is continuing education?

Continuing education is learning that helps fulfill the knowledge required to maintain a standard of professional competence and remain current with an ever-changing industry. This knowledge can be obtained through a variety of learning opportunities such as online or in-person courses offered by training institutions or attending professional development conferences.

Who needs to complete continuing education?

In accordance with Council Rule 7(5), all licensees are required to complete continuing education courses. As well, Licensees are expected to maintain competence as required under Section 5.2 of Council's Code of Conduct: *"You must conduct all insurance activities in a competent manner. Competent conduct is characterized by the application of knowledge and skill in a manner consistent with the usual practice of the business of insurance in the circumstances. You must continue your education in insurance to remain current in your skills and knowledge."*

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Continuing Education Record FormAppendix 1

COUNCIL'S CONTINUING EDUCATION PROGRAM

Definitions

Licence Period: Annual licence period runs from June 1 to May 31.

Annual Filing: To continue to hold a licence, licensees must submit a fee and declare they understand they must meet their licence requirements, including those for continuing education, for the licence period.

Continuing Education Records: Documents confirming relevant knowledge was acquired for the purpose of continuing education (i.e., certificates of course completion, attendance records, written confirmation from course providers, etc.)

Calendar Year: January 1 to December 31

Continuing Education Credits: One hour of instruction is equal to one credit, not including breaks.

Resident Licensee: A licensee who is a resident of British Columbia.

Non-Resident Licensee: A licensee who is a resident of a Canadian province other than British Columbia.

Home Jurisdiction: The Canadian province where a licensee lives.

NON-RESIDENT LICENSEES

All licensees must complete continuing education regardless of their home jurisdiction. Non-resident licensees whose home jurisdiction has a mandatory continuing education requirement will not be required to meet Council's requirements provided they complete their continuing education in accordance with their home province's requirements and keep their licence in good standing in their home jurisdiction. If the home jurisdiction does not have a continuing education program, the licensee is required to meet Council's continuing education program requirements.

RESIDENT LICENSEES

Number of Continuing Education Credits Required

Life and/or Accident and Sickness Insurance Agents are required to complete fifteen (15) hours of continuing education per licence period.

Course Content

Continuing education is learning that helps fulfill the knowledge required to maintain a standard of professional competence and remain current with an ever-changing industry. Licensees should complete sufficient

education to maintain and increase their knowledge in the insurance products they sell. Therefore, accepted continuing education is technical material directly related to:

- Insurance products;
- Compliance with insurance legislation and licensee requirements such as Council Rules, Council's Code of Conduct, the *Insurance Act*, and privacy legislation;
- Ethics;
- Errors and omissions;
- Financial planning (life and accident and sickness insurance agents only), provided the education is focused on life and accident and sickness insurance and not a non-insurance sector; or
- Management, accounting and human resources (for nominees and level 3 general insurance agents only).

Continuing education courses that do not contribute to fulfilling knowledge to remain competent in the insurance industry will not be given credit toward meeting Council's continuing education program. Credit toward their continuing education requirement will not be granted if the course content primarily involves:

- Marketing or sales techniques;
- Service;
- Training on how to use computer programs;
- Self improvement or self help; or
- Non-insurance products.

Continuing Education Records

Council's continuing education program requires licensees keep their continuing education records for five (5) years. Records should include the licensee's full name, the course name and description, the relevant course content (see "Course Content") and the number of continuing education credits granted. An optional form is included in Appendix 1 of this guideline to help licensees track their continuing education and keep their records organized. Please note this form does not replace the requirement to maintain continuing education records.

Examples of continuing education records:

- Continuing education certificates provided by the course provider;
- Attendance sheets provided by the course provider; or
- Written correspondence from the course provider confirming that the course was successfully completed.

Reporting Continuing Education

Licensees are required to confirm they understand Council's continuing education requirements when they complete their annual filing each year. Licensees are not required to provide their continuing education records as part of their annual filing but must be in compliance with their continuing education requirements and keep a [detailed record](#) of their completed CE prior to completing their annual filing for five (5) years.

Partial credits

Each hour of instruction time is eligible for one continuing education credit. Partial credits will be granted in increments of fifteen (15) minutes for courses less than one (1) hour. For example, fifteen (15) minutes of instruction time amounts to a quarter (.25) of a credit and thirty (30) minutes of instruction time amounts to half (.5) of a credit.

Pro-rated continuing education

Licensees who were issued a licence between March 1 and May 31 are not required to complete continuing education during their first licence period.

Carry-over continuing education credits

Life and accident and sickness licensees can carry forward up to fifteen (15) continuing education credits to the next licence period.

Duplicate courses

Licensees cannot complete the same course for continuing education credit within three years. Exceptions will be made where Council can confirm the course content has changed substantially enough to warrant retaking the course.

Audits

Although licensees are not required to submit evidence of continuing education, Council conducts random audits. In the event of an audit, licensees will be required to provide their complete [continuing education records](#) for up to five (5) years.

Compliance

Council conducts random audits of licensees' continuing education records. Failure to complete continuing education or to keep continuing education records can result in disciplinary action.

LIFE AND ACCIDENT AND SICKNESS INSURANCE LICENCE

For the licence year ending May 31, 20____

The number of continuing education hours required is **fifteen (15)** per licence year. A licence year starts June 1st and ends May 31st annually. It is important to note that only technical education qualifies.

Please refer to Council's *Continuing Education Guidelines* on Council's website for more information.

Complete a separate form for each licence and licence year. A licence year starts June 1st and ends May 31st annually.

Licence Number: _____ Name: _____

COURSES COMPLETED

List the continuing education you completed between June 1st and May 31st. Use a separate form for each licence year. If you require additional space, attach a separate list.

Keep with attendance certificates, as you may be asked to provide the certificates if you are audited.

DATE	COURSE NAME	COURSE PROVIDER	TYPE*	HOURS CREDITED

DRAFT FOR CONSULTATION

* 1) Life insurance products; 2) Financial planning (insurance related); 3) Compliance with insurance legislation and requirements such as Council's Code of Conduct, Council Rules, the Insurance Act, privacy legislation and anti-terrorism/money laundering legislation; 4) Ethics; or 5) E&O.

**Continuing Education Guideline
Program for Travel Agencies**

DRAFT FOR CONSULTATION

DRAFT FOR CONSULTATION



CONTINUING EDUCATION GUIDELINE - PROGRAM FOR TRAVEL AGENCIES

INTRODUCTION

In accordance with Council Rule 7(5) licensees must meet the requirements of the continuing education program established by Council, as amended from time to time. The Insurance Council of British Columbia ("Council") introduced its continuing education program for travel agents engaged in the sales of travel insurance in 2005 (as per Council Notices ICN-05-001 – *Travel Agents Engaged in the Sale of Travel Insurance Receive a Limited Conditional Exemption from the Licensing Requirements Under the Financial Institutions Act*).

CONTINUING EDUCATION

What is continuing education?

Continuing education is learning that helps fulfill the knowledge required to maintain a standard of professional competence and remain current with an ever-changing industry. This knowledge can be obtained through a variety of learning opportunities such as online or in-person courses offered by training institutions, attending professional development conferences.

Who needs to complete continuing education?

In accordance with Council Rule 7(5), all licensees are required to complete continuing education courses. As well, Licensees are expected to maintain competence as required under Section 5.2 of Council's Code of Conduct: *"You must conduct all insurance activities in a competent manner. Competent conduct is characterized by the application of knowledge and skill in a manner consistent with the usual practice of the business of insurance in the circumstances. You must continue your education in insurance to remain current in your skills and knowledge."*

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COUNCIL'S CONTINUING EDUCATION PROGRAM

DEFINITIONS

Licence Period: Annual licence period runs from June 1 to May 31.

Annual Filing: To continue to hold a licence, licensees must submit a fee and declare they understand they must meet their licence requirements, including those for continuing education, for the licence period.

Continuing Education Records: Documents confirming relevant knowledge was acquired for the purpose of continuing education (i.e., certificates of course completion, attendance records, written confirmation from course providers, etc.)

Calendar Year: January 1 to December 31

Continuing Education Credits: One hour of instruction is equal to one credit, not including breaks.

Resident Licensee: A licensee who is a resident of British Columbia .

Non-Resident Licensee: A licensee who is a resident of a Canadian province other than British Columbia.

Exempt Employee or Salesperson of a Licensed Travel Agency: An individual employed by a licensed travel insurance agency who sells travel insurance incidental to their ordinary business as a travel agent or wholesaler and is exempt from licensing under the *Financial Institutions Act*.

Home Jurisdiction: The Canadian province where a licensee lives and holds an insurance licence .

NON-RESIDENT LICENSEES

All licensees must complete continuing education regardless of their home jurisdiction. Non-resident licensees whose home jurisdiction has a mandatory continuing education requirement will not be required to meet Council's requirements provided they complete their continuing education in accordance with their home province's requirements and keep their licence in good standing in their home jurisdiction. If the home jurisdiction does not have a continuing education program, the licensee is required to meet Council's continuing education program requirements.

RESIDENT LICENSEES

Exempt employees and salespersons of restricted licensed travel agencies and sole-proprietor travel agencies must complete a minimum of two hours of continuing education each calendar year.

Course Content

Continuing education is learning that helps fulfill the knowledge required to maintain a standard of professional competence and remain current with an ever-changing industry. Licensees should complete sufficient education to maintain and increase their knowledge in the insurance products they sell. Therefore, accepted continuing education is technical material directly related to travel insurance products.

Continuing education courses that do not contribute to fulfilling knowledge to remain competent in the insurance industry will not be given credit toward meeting Council's continuing education program. Credit toward their continuing education requirement will not be granted if the course content primarily involves:

- Marketing or sales techniques;
- Service;
- Training on how to use computer programs;
- Self improvement or self help; or
- Non-insurance products.

Continuing Education Records

Council's continuing education program requires restricted travel agency licensees to keep continuing education records for each exempt employee or salesperson for five (5) years, even if they have left the agency. Records should include the exempt employee's or salesperson's full name, the course name and description, the relevant course content (see "Course Content") and the number of continuing education credits granted. An optional form is included in Appendix 1 of this guideline to help licensed travel agencies track their exempt employees' and salespersons' continuing education and keep their records organized. Please note this form does not replace the requirement to maintain continuing education records.

Examples of continuing education records:

- Continuing education certificates provided by the course provider;
- Attendance sheets provided by the course provider; or
- Written correspondence from the course provider confirming that the course was successfully completed.

Reporting Continuing Education

Licensees are required to confirm they understand Council's continuing education requirements when they complete their annual filing each year. Licensed travel agencies are not required to provide their exempt employee's or salesperson's continuing education records as part of the agency's annual filing but must be in compliance with the continuing education requirements and keep a detailed record of their exempt employee's and salesperson's completed CE for five (5) years.

Partial credits

Each hour of instruction time is eligible for one continuing education credit. Partial credits will be granted in increments of fifteen (15) minutes for courses less than one (1) hour. For example, fifteen (15) minutes of instruction time amounts to a quarter (.25) of a credit and thirty (30) minutes of instruction time amounts to half (.5) of a credit.

Pro-rated continuing education

Exempt employees or salespersons of licenced travel agencies who start work on or after July 1st in a calendar year will only be required to complete one (1) hour of continuing education in that calendar year.

Carry-over continuing education credits

Exempt employees and salespersons of licenced travel agencies can carry forward up to two (2) continuing education credits to the next calendar year.

Duplicate courses

Exempt employees and salespersons of licenced travel agencies cannot complete the same course for continuing education credit within three years. Exceptions will be made where Council can confirm the course content has changed substantially enough to warrant retaking the course.

Audits

Although licenced travel agencies are not required to submit evidence of continuing education for their exempt employees and salespersons, Council conducts random audits. In the event of an audit, licensed travel agencies will be required to provide their employee's or salesperson's complete [continuing education records](#) for up to five (5) years, regardless of whether they still work for the agency or how long they were employed by the agency.

Compliance

Council conducts random audits of licensees' continuing education records. Failure by a licenced travel agency to ensure its exempt employees and salespersons complete continuing education or failure to keep complete records can result in licensed travel agencies being subject to disciplinary action.

TRAVEL INSURANCE AGENCY LICENCE

For the calendar year ending December 31, 20____

The number of continuing education hours required is **two (2)** per year for each exempt employee selling travel insurance ("exempt employee"). A calendar year starts January 1st and ends December 31st annually.

Please refer to Council's *Continuing Education Guidelines* on Council's website for more information.

Complete a separate form for each calendar year.

Agency Licence Number: _____ Agency Name: _____

COURSES COMPLETED

List the continuing education the agency's exempt employees completed between January 1st and December 31st. Use a separate form for each calendar year. If you require additional space, attach a separate list.

Keep with attendance certificates, as you may be asked to provide the certificates if you are audited.

DATE	EXEMPT EMPLOYEE or SALESPERSON NAME	COURSE NAME	COURSE PROVIDER	HOURS CREDITED
	DRAFT FOR CONSULTATION			

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4ci.

Alternate Subjects for CAFII Motion Graphic Website Videos (As No Consensus On Timeliness and Efficacy Of Video On Credit Protection Job Loss Insurance)

Purpose of this Agenda Item: Discussion/Direction

To get the EOC's views on possible topics for a CAFII website video.

Background Information

The Board has approved the EOC recommendation on the website investment plan (budget of \$35K), which includes two new motion graphic videos, more vignettes, and more FAQs.

The first proposed video was on 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, at the 26 May, 2020 EOC meeting there was no consensus to proceed with this video topic. Some EOC members feel that a video on job loss is very timely and appropriate, and would put the industry in a positive light. Others are concerned that it could draw attention to a product that may receive some negative press if there are job loss insurance claim denials.

The Board was updated on this matter and it was agreed that the EOC should review this further. As there is no apparent consensus, the proposal is that a new topic be suggested.

Some possible website video topics:

1. Credit protection life insurance on HELOCs. CAFII has done such a video on life insurance for mortgages, and this would be similar in content, but still slightly different.
2. Credit protection critical illness or disability insurance.
3. If we proceed with the Deloitte Canada thought/perspective paper on "The Future of Credit Protection Insurance in Canada," we could hold off until it is complete and consider a video on its findings, in the Fall of 2020.

Recommendation / Direction Sought – Discussion

To identify a new topic for a website video, as there is no consensus to proceed with a video on job loss credit protection insurance at this time.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4cii.

Board-Approved Request For CAFII Website Enhancement Related To Consumers Filing Of Credit Protection Insurance and Travel Insurance Claims With CAFII Members

Purpose of this Agenda Item – Update

To update the EOC on the Board's desire to proceed with a website enhancement related to how to make a claim; and

Background Information

In meetings of the CAFII Directors and Designates COVID-19 Information-Sharing Group, three proposals for enhancements to the website were proposed:

1. Positive customer stories about the industry supporting them during the COVID-19 pandemic;
2. Statistical review of the claims levels and percentage payouts before and after COVID-19;
3. A new section on the CAFII website on how to make a claim, with links to the claims sections of CAFII members' websites.

At the 9 June, 2020 Board meeting, the Board asked CAFII to proceed with proposal #3 only at this time.

CAFII is proceeding with a high-level explanation of how to make a claim, which will include links to the relevant website sections of CAFII members.

Recommendation / Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4d. Travel Medical Insurance Experts

Purpose of this Agenda Item – Update

To update the EOC on travel medical insurance issues.

Background Information

Afzul Baig will update the EOC on travel medical insurance issues.

Recommendation / Direction Sought – Update/Discussion

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4ei.

CAFII Letter To FCAC Commissioner Judith Robertson Proposing New Approach To CAFII 2020 Annual Members Luncheon In Fall 2020

Purpose of this Agenda Item – Update

To update the EOC on the proposed approach to the 2020 Annual Members' Luncheon.

Background Information

While the traditional large gathering of CAFII members for the Annual Members' Luncheon will not be possible in 2020 due to COVID-19, the Board did not want to outright cancel the session with FCAC Commissioner Judith Robertson. Instead, it was suggested at the 9 June, 2020 Board meeting that CAFII explore ways of engaging with her, including a possible Board and CAFII Management meeting with her in Toronto or Ottawa, and possibly a webinar where she is able to share her thoughts with the CAFII membership virtually.

Recommendation / Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

One attachment.

Agenda Item 4(e)(i)
June 23/20 EOC Teleconference Meeting

June 17, 2020

Ms. Judith Robertson
Commissioner, Financial Consumer Agency of Canada (FCAC)
427 Laurier Avenue West, 6th Floor
Ottawa ON K1R 5C7
judith.robertson@fsrao.ca

Dear Ms. Robertson:

Re: CAFII Proposals For Rescheduling of 2020 CAFII Annual Members' Luncheon and Your Guest Speaker Presentation

CAFII trusts that you, your FCAC staff team, and your families are all keeping well and safe, and thriving during these challenging COVID-19 pandemic times.

On behalf of our Association's Board of Directors, my Co-Executive Director colleague Keith Martin, and myself, I'm reaching out at this time with some proposals related to rescheduling our *2020 CAFII Annual Members' Luncheon*, at which you were scheduled to be the guest speaker on March 26/20 (as per draft Constant Contact eblast invitation below, beneath my signature block), which was postponed due to the COVID-19 pandemic and related lockdown and physical distancing requirements.

On the assumption that federal and provincial public health authorities will be permitting non-essential air travel and meetings/public gatherings of up to 20 to 25 people to occur in October 2020, here are three rescheduling options which our Association proposes:

Option 1 (CAFII's preferred option)

Our proposal calls for a small group luncheon to be attended exclusively/solely by the CAFII Board of Directors, other CAFII volunteer Officers, and the Association's Co-Executive Directors (17 CAFII representatives in total), yourself, and one or two other FCAC staff executives (a gathering of approximately 20 people in total), which would occur at St. James Cathedral Centre Event Venue in Toronto, from approximately 11:30 a.m. until approximately 1:30 p.m. on any weekday in October 2020, **with the exception of the following dates which do not work for CAFII:** Thursday, October 8/20; Friday, October 9/20; Monday, October 12/20 (Thanksgiving Day holiday); Thursday, October 15/20; and Tuesday, October 20/20.

After an informal, get-better-acquainted small group lunch with the CAFII Board from 11:30 a.m. to 12:40 p.m., we propose that you would then deliver your *“Setting the Bar Higher: How the Financial Consumer Protection Framework Sets a New Standard for Fairness and Transparency”* presentation (or other presentation of your choosing), from 12:40 to 1:30 p.m., simultaneously to the CAFII Board group in-person at the St. James Cathedral venue and to a much larger group of CAFII member representatives (200-plus attendees expected) in a webinar format via a virtual meeting platform.

With respect to the informal, get-better-acquainted lunch gathering, the meal to be provided, and the seating arrangements, please be assured that CAFII will work with St. James Cathedral Centre Event Venue to ensure that all public health protocols and physical distancing requirements then in-place are respected.

Should you be favourably disposed towards this Option but unable to commit to travel to Toronto in October for this purpose, CAFII would be prepared to “come to you” and have this approach take in place in Ottawa on one of the many October 2020 dates proposed above, albeit likely with a smaller CAFII Board group of eight to 10 representatives attending in-person.

Option 2

Should you not be comfortable with meeting in-person with a CAFII Board group of any size in October or not be able to commit to the two hours necessary for such an approach that includes an informal, get-better-acquainted lunch, we would then ask that you consider delivering your *“Setting the Bar Higher: How the Financial Consumer Protection Framework Sets a New Standard for Fairness and Transparency”* presentation (or other presentation of your choosing) directly to a CAFII member representatives audience (200-plus attendees expected) in a webinar format via a virtual meeting platform.

We propose that either 12 Noon to 1:00 p.m. Eastern or 4:00 to 5:00 p.m. Eastern would work best for this webinar-exclusive approach, on any weekday in October 2020, **with the exception of the following dates which do not work for CAFII:** Thursday, October 8/20; Friday, October 9/20; Monday, October 12/20 (Thanksgiving Day holiday); Thursday, October 15/20; and Tuesday, October 20/20.

Option 3

Should neither Option 1 nor Option 2 be amenable and workable for you, CAFII would then propose to carry your presentation to our Association further forward, such that you would become the guest speaker at our *2021 CAFII Annual Members’ Luncheon*, which will take place on a TBA date in February or March 2021, hopefully as a physical, in-person event at a downtown Toronto venue.

Conclusion

At this time, we are hoping to reach a rescheduling agreement and understanding with you and your office with respect to our *2020 CAFII Annual Members' Luncheon*.

Should Option 1 find favour with you, then by the first week of September, at least one month prior to whichever October date we agree upon for rescheduling, we should be in a more certain position and able to confirm whether or not our planned informal, get-better-acquainted small group lunch with the CAFII Board approach will be able to proceed.

If it so happens that by the first week of September, non-essential air travel is still being discouraged and public health authorities are still not permitting meetings/public gatherings of 20 to 25 people, it would be possible to change our plans and switch to Option 2 at that time.

Please respond at your earliest convenience to CAFII's proposals outlined above.

Thank you and kind regards,

Brendan Wycks, BA, MBA, CAE

Co-Executive Director

Canadian Association of Financial Institutions in Insurance

Brendan.wycks@cafii.com

T: 647.218.8243

Alternate T: 647.361.9465

www.cafii.com



Making Insurance Simple and Accessible for Canadians
Rendre l'assurance simple et accessible pour les Canadiens

Dear Brendan Wycks:

You are cordially invited to attend CAFII's 2020 Annual Members' Luncheon on Thursday, March 26/20 at Snell Hall in the St. James Cathedral Centre Event Venue, 65 Church St. in Toronto.

We are delighted to present this year's speaker and her topic of compelling relevance to CAFII Members, Associates, and the bancassurance sector:

Setting the Bar Higher: How the Financial Consumer Protection Framework Sets a New Standard for Fairness and Transparency

Financial Consumer Agency of Canada (FCAC) Commissioner Judith Robertson will discuss the emerging regulatory environment taking shape as a result of the Government of Canada's adoption of a new Financial Consumer Protection Framework in the Bank Act. The framework is part of legislation that enhances the FCAC's mandate and sets a new, higher standard for fairness, transparency and product suitability that puts customers' interests at the heart of how banks do business.

Ms. Robertson will discuss how the Financial Consumer Protection Framework creates a more robust complaints-handling regime, among other new provisions that will impact the way banking products and services are offered and delivered. She will also look at best practices in managing sales practices risk in today's challenging marketplace.

Presented by:

Judith Robertson

Commissioner of the Financial Consumer Agency of Canada

Judith Robertson is the Commissioner of the Financial Consumer Agency of Canada, a federal government agency responsible for protecting consumers through oversight of federally regulated financial entities, the promotion of consumer financial literacy, and public awareness initiatives. She became FCAC Commissioner on August 19, 2019, for a five-year term.

Ms. Robertson is responsible for the FCAC's mandate and operations, leads its executive team, and adjudicates enforcement actions brought by the Agency. She serves on the board of



directors of the Canada Deposit Insurance Corporation and represents the Agency before national and international regulatory organizations.

Ms. Robertson is an experienced financial services executive, with expertise in technology-enabled businesses, securities markets, investment products, and risk management in both established and start-up businesses. She has had a diverse career, including 25 years of private sector experience, during which she held senior executive positions with leading financial services firms in Canada, the United States, and the United Kingdom.

Ms. Robertson also has substantial experience in regulatory oversight, policy development, and adjudication. She served as a Commissioner at the Ontario Securities Commission from 2011 to 2017; and, more recently, was a founding board member at the Financial Services Regulatory Authority of Ontario, from 2017 to 2019.

Ms. Robertson holds an MBA from the Ivey Business School at Western University, and an Honours BA in International Relations from the University of Toronto. She is a CFA charter holder, and a member of the Institute of Corporate Directors and a holder of its ICD.D designation. She also holds a SOAR/Osgoode Professional Development Certificate in Adjudication for Administrative Agencies, Boards & Tribunals.

When: Thursday, March 26, 2020

Time: 11:45 am - 2:15 pm

Where: Snell Hall (main floor)
St. James Cathedral Centre Event
Venue
65 Church Street
Toronto, ON M5C 2E9

Please RSVP by 5:00 p.m. on Monday, March 23, 2020 by email to Martha Feenstra at felicia@cafii.com or call at 416-494-9224, extension 3

Please include any dietary -restrictions if applicable.

RSVP

Sincerely,

Brendan Wycks, BA, MBA, CAE
Co-Executive Director
Canadian Association of Financial
Institutions in Insurance

Keith Martin
Co-Executive Director
Canadian Association of Financial
Institutions in Insurance

T: (647) 218-8243
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brendan.wycks@cafii.com
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Tel: 416-494-9224 | info@cafii.com | www.cafii.com

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4eii.

Feedback On June 9/20 CAFII Webinar On “The Looming Impact Of Climate Change Upon The Life and Health Insurance Industry,” With Guest Presenter Panel From Deloitte Canada

Purpose of this Agenda Item – Update/Discussion

To ask for feedback from the EOC on the 9 June, 2020 CAFII webinar.

Background Information

CAFII held its first-ever virtual webinar, with a panel of presenters from Deloitte Canada, on 9 June, 2020. Over 80 participants joined the webinar, including about 15 senior regulatory and policy-maker guests.

Recommendation/Direction Sought – Update/Discussion

We would like feedback from EOC members on what they liked about the webinar; and what could be improved.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 4eiii.

CAFII Plans To Offer Future Educational Webinars: Request For Topic and Presenter Suggestions

Purpose of this Agenda Item – Update/Discussion

To ask for feedback from the EOC on whether CAFII should continue to organize virtual webinars during the COVID-19 lockdown when in-person events are not permitted.

Background Information

CAFII held its first-ever virtual webinar with Deloitte on 9 June, 2020. Over 80 participants joined the webinar, including about 15 senior regulatory and policy-maker guests.

Recommendation / Direction Sought – Update/Discussion

We would like feedback from EOC members on whether they would like more CAFII webinars, possibly one in July 2020 and one in August 2020. One concept we are interested in getting feedback on is a panel of regulators discussing industry issues as the focus of a webinar.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5a.

Penultimate Draft of CAFII Board-Approved Strategy (Prong 2) Of “Creative Solutions” Submission To AMF On Degree To Which Industry Can Meet Its Requirements Around RADM’s Application To Credit Card-Embedded Insurance Benefits

Purpose of this Agenda Item – Update

To update the EOC on the intention to send a “creative solutions” letter to the AMF.

Background Information

CAFII has well-advanced its two-prong strategy, with the first prong being the exploration of legal options, and the second prong being the exploration of how to meet the expectations of the AMF for credit-card embedded insurance benefits. The CAFII Board approved at its 9 June, 2020 meeting the Association’s moving forward at this time with the “creative solutions” approach and sending a letter on this issue to the AMF.

Recommendation / Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

1 attachment.

Agenda Item 5(a)
June 23/20 EOC Meeting

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XX July, 2020

Mr. Mario Beaudoin, Director, Alternative Insurance Distribution Policy
Autorité des marchés financiers
Place de la Cité, tour Cominar
2640, boulevard Laurier, bureau 400
Québec (Québec) G1V 5C1

c.c. Mr. Frédéric Pérodeau, Superintendent, Client Services and Distribution Oversight
Mr. Patrick Déry, Superintendent, Solvency
Ms. Nathalie Sirois, Senior Director, Supervision of Insurers and Control of Right to Practise
Ms. Louise Gauthier, Senior Director, Distribution Policies

WITHOUT PREJUDICE

Dear Mr. Beaudoin:

Re: Credit Card-Embedded Insurance Benefits

During our Association's 11 February, 2020 meeting with you and your AMF colleagues at the Autorité's office in Quebec City, CAFII communicated its strongly held view that the *Regulation respecting Alternative Distribution Methods (RADM)* – as drafted, finalized, and published -- does not apply to credit card-embedded insurance benefits.

Credit card-embedded insurance benefits are not directly purchased or offered, but rather are included with some credit cards as part of the ancillary benefits the card provides to the consumer. If a consumer wants a particular credit card, the embedded insurance benefits are not optional: they are embedded features of the card. If the embedded insurance benefits of a particular card are not desired, the consumer can choose to decline that particular credit card or simply opt not to use the included benefits.

The insurance benefits embedded in a credit card are issued under a group master policy to the policyholder (i.e. a bank or credit union) for the benefit of individual cardholders, who are provided with insurance certificates as participants under the group policy. All cardholders are participants under the group master policy but, unlike in the case of most forms of credit protection insurance, they are not individually enrolled under the policy. Therefore, with respect to credit card-embedded insurance benefits, an individual cardholder cannot choose to cancel coverage under the certificate, as only the policyholder can terminate a group policy which would have the effect of cancelling coverage for all cardholders.

Despite our firm view that credit card-embedded insurance benefits are not offers of insurance and therefore the *RADM* does not apply to this product line, CAFII has endeavoured, through the proposals outlined below, to address the AMF's submission request of our Association by providing consumer outcomes for this product line which align with those that are actual offers of insurance.

We thank the AMF for granting a deadline extension, to 15 July, 2020, for this submission, in response our request due to the COVID-19 pandemic.

Filings and Disclosures to the AMF

With respect to credit card-embedded insurance benefits, CAFII members would be able to meet the following disclosures to the AMF:

1. the name and contact information of the card issuer; and
2. the contact information of the insurer's assistance service.

However, certain aspects of the information currently being disclosed by group insurers to the AMF do not fit with the credit card-embedded insurance benefits product line. More specifically,

1. The number of rescissions or cancellations of credit card-embedded insurance benefits. The consumer cannot cancel credit card-embedded insurance benefits as a component part of the overall credit card package; rather, he/she must cancel the credit card in its entirety. Consumers most often choose to cancel a credit card for other reasons -- including the interest rate, the rewards program, in an effort to reduce the overall amount of credit they are carrying, or because they have found a more desirable alternative credit card.

Since credit card-embedded insurance benefits cannot be cancelled, the only possible way the industry might address the AMF's filings and disclosures requirements in this area would be to report on actual credit card cancellations. However, reporting on credit card cancellations would provide the AMF with no market conduct or consumer protection-related indicators or red flags relevant to embedded insurance benefits.

2. Remuneration paid to all distributors. For credit card-embedded insurance benefits, there is no remuneration paid to card issuers.

Given the realities outlined above and to ensure that the AMF still receives relevant data to fulfill its industry oversight responsibilities, CAFII recommends that the AMF align its reporting requirements of the industry with those in the CCIR's Annual Statement on Market Conduct (ASMC). The ASMC calls for the provision of relevant credit card-embedded insurance benefits data and insurers could provide similar Quebec-specific data to the AMF rather than being required to implement different and/or additional reporting.

Consumer Disclosures

Given that credit cards can have over 10 different embedded insurance benefits, and each card issuer has a portfolio of unique credit cards, a particular card issuer may have dozens of different embedded insurance benefits. It would be impractical to expect that, at the time of card application, the card issuer would provide the consumer with 10-plus summaries of the embedded insurance benefits when the relevant disclosure information relates to the credit card's annual fee, its interest rate, payment grace period, and its rewards program. Providing summaries of the many embedded insurance benefits at time of application could overwhelm and confuse the consumer, rather than provide clarity.

However, given the AMF's request, CAFII members are prepared to produce summaries of credit card-embedded insurance benefits, which would be made available to all consumers on the insurer's and/or card issuer's website.

The summaries of embedded insurance benefits would

1. be concise;
2. be written in clear, consumer-friendly language;
3. present accurate information;
4. not contain any advertising or any promotional offers; and
5. not be the Certificate of Insurance.

The summaries of embedded insurance benefits would include

1. the insurer's name and contact information;
2. the client number of the insurer registered in the Authority's register of insurers and the Authority's website address;
3. the name and type of insurance product embedded;
4. claims eligibility criteria;
5. the name and contact information of the card issuer that is providing the product;
6. the product coverage, exclusions, and limitations;
7. any other specific clauses which may affect the insurance;
8. the insurer's website address providing access to the information on where the client can file a complaint with the insurer and a summary of the complaint processing policy; and
9. the manner in which the Certificate of Insurance can be accessed on the insurer's and/or card issuer's website.

Fact Sheet

It is CAFII's intent to try to find creative solutions to the AMF's requests which will lead to positive consumer outcomes.

However, because the Fact Sheet, as prescribed by the *RADM*, is not aligned with credit card-embedded insurance benefits and would be a "forced fit", CAFII believes that it would be most beneficial to consumers to not confuse them by requiring card issuers to provide them with a Fact Sheet for this product line.

We must stress that while the "*It's your choice*" and "*How to choose*" Fact Sheet sections are problematic and ill-suited for this product line, the section that is of most concern is "*Right to Cancel*." As stated previously, credit card-embedded insurance benefits cannot be cancelled without cancelling the credit card itself. Similarly, the Notice of Rescission required to be provided to consumers under the *RADM* also does not align with the credit card-embedded insurance benefits product line.

Other comments:

Information collected from consumers

No information is collected up-front from consumers relative to credit card-embedded insurance benefits. Any information collected from the credit card applicant is compliant with all applicable privacy requirements, including the federal PIPEDA. The insurer does not see any of the details about a specific enrollee in the group plan underlying a credit card-embedded insurance benefit until an enrollee makes a claim.

Consequently, insurers are not in a position to provide an applicant with the summary of the information collected from him/her, as it is not collected for insurance purposes. However, the Certificates of Insurance would be provided, per normal fulfillment procedures.

Insurer Assistance service

CAFII members would be able to meet the AMF's requirement regarding the insurer having an Insurer Assistance Service, to answer questions from the card issuer regarding each benefit provided.

Training

Training of card issuer staff in respect of embedded benefits already exists. Staff are provided with the necessary knowledge to ensure that consumers' questions are addressed and that the appropriate information is being provided about the credit card-embedded insurance benefits. A common practice is for the card issuer's staff to provide high level product information (e.g. *this credit card includes \$X Million in travel medical insurance for up to Y days*) and to direct more detailed questions about claims eligibility, pre-existing conditions, etc. to a specialized customer service representative or licensed agent.

Conclusion

We look forward to dialoguing with the AMF on the proposals we have made in this submission. In that connection, please contact Keith Martin, Co-Executive Director, at keith.martin@cafii.com or 647-460-7725 at your earliest convenience, to set up an in-person or teleconference meeting for that purpose.

Sincerely,

Martin Boyle
Board Secretary and Chair, Executive Operations Committee

About CAFII

CAFII is a not-for-profit industry Association dedicated to the development of an open and flexible insurance marketplace. Our Association was established in 1997 to create a voice for financial institutions involved in selling insurance through a variety of distribution channels. Our members provide insurance through client contact centres, agents and brokers, travel agents, direct mail, branches of financial institutions, and the internet.

CAFII believes consumers are best served when they have meaningful choice in the purchase of insurance products and services. Our members offer travel, life, health, property and casualty, and credit protection insurance across Canada. In particular, credit protection insurance and travel insurance are the product lines of primary focus for CAFII as our members' common ground.

CAFII's diverse membership enables our Association to take a broad view of the regulatory regime governing the insurance marketplace. We work with government and regulators (primarily provincial/territorial) to develop a legislative and regulatory framework for the insurance sector that helps ensure Canadian consumers get the insurance products that suit their needs. Our aim is to ensure appropriate standards are in place for the distribution and marketing of all insurance products and services.

CAFII is currently the only Canadian Association with members involved in all major lines of personal insurance. Our members are the insurance arms of Canada's major financial institutions – BMO Insurance; CIBC Insurance; Desjardins Financial Security; National Bank Insurance; RBC Insurance; ScotiaLife Financial; and TD Insurance – along with major industry players Assurant, Canadian Premier Life Insurance Company, CUMIS Services Incorporated, Manulife (The Manufacturers Life Insurance Company), Sun Life Financial, and The Canada Life Assurance Company.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5b.

Enhanced Participation in CAFII Quarterly CPI Benchmarking Study With RSM Canada; Distribution of First Report; and Launch of Data Gathering For Second Report

Purpose of this Agenda Item – Update

To update the EOC on the status of the CAFII Quarterly CPI Benchmarking Study.

Background Information

There were delays in sending out the first report of the CPI Quarterly Benchmarking Study. Approvals took longer to receive than expected, and an additional CAFII member distributor FI was added to the study as a data submitting participant at a late stage in the first report.

RSM Canada reported to CAFII that the report was being finalized during the week of 15 June 2020, and should be shared with CAFII members imminently. After a one-week pause for feedback on the first report, RSM Canada will work with participants to gather data for the Q2 version of the study.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5c.

CAFII Response 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

Purpose of this Agenda Item – Update

To update the EOC on the status of CAFII's response to the CCIR/CISRO FTC Working Group's request that CAFII share information on the incentives and compensation models used by its FI distributor members in-market.

Background Information

CAFII members have serious concerns around an Association-level submission on members' incentives and compensation models. It was felt by the CAFII Board that this would be difficult information to gather, and it is competitively sensitive information.

CAFII as a result will inform the CCIR/CISRO FTC Working Group that if it wishes to receive this information, it should do so by reaching out directly and privately to CAFII FI distributor members.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

1 attachment.

Agenda Item 5(c)
June 23/20 EOC Meeting

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June xx, 2020

Ms. Louise Gauthier, Co-Chair, CCIR/CISRO Fair Treatment of Customers (FTC) Working Group; and
Mr. Ron Fullan, Co-Chair, CCIR/CISRO Fair Treatment of Customers Working Group
c/o Messrs. Tony Toy and Munir Chagpar, CCIR Policy Managers/Secretariat; and
Ms. Adrienne Warner, CISRO Policy Manager/Secretariat

Dear Ms. Gauthier and Mr. Fullan:

***Re: CAFII Position and Recommended Solution Re CCIR/CISRO FTC Working Group's Request
For Information On Sales Incentives and Compensation Models Used In-Market By
CAFII Member Financial Institution Distributors of Credit Protection Insurance and Travel Insurance***

As you will recall, prior to CAFII's most recent March 5/20 meeting with the CCIR/CISRO FTC Working Group, our Association received legal advice from Stikeman Elliott with respect to an FTC Working Group request that CAFII gather information and provide a report on the sales incentives and compensation models utilized in-market by CAFII member financial institution distributors of credit protection insurance and travel insurance.

Stikeman Elliott's legal advice indicated that while the information requested by the FTC Working Group was indeed "competitively sensitive information" (especially given that CAFII member financial institutions which distribute credit protection insurance and travel insurance view their sales incentives and compensation models as a source of "competitive differentiation"), if the requested data was to be collected by an independent third party, such as a professional services firm, and then presented in an aggregated and anonymized form, that would alleviate any concerns about compliance with the CCIR/CISRO information request causing CAFII and its members to violate the Competition Act.

You will also recall that the primary outcome of CAFII's March 5/20 stakeholder meeting with the FTC Working Group was a request from the Working Group that CAFII proceed to commission a third party professional services firm to gather information on the sales incentives and compensation models used in-market by CAFII member financial institution distributors of credit protection insurance and travel insurance; and to produce an aggregated, anonymized results report which could be shared with the FTC Working Group.

However, in a subsequent CAFII Board of Directors meeting, our Board expressed significant doubts and misgivings about our Association's ability to provide the requested information to the CCIR/CISRO FTC Working Group through such a professional services firm survey, noting that

- in nearly all cases, CAFII member FIs (in particular, the insurance arms of the Big 6 banks) don't have and don't know the information necessary to provide the data that a professional services firm would be asking for, to enable CAFII to meet the FTC Working Group's request.

That's because incentives and compensation models used with respect to credit protection insurance and travel insurance vary at the branch level, and decision-making with respect to incentives and compensation is not centralized and not dictated by the insurance distributor entity (BMO Insurance, CIBC Insurance, TD Insurance, ScotiaLife Financial, RBC Insurance, National Bank Insurance) but rather is decentralized/distributed and made at the Vice-President, Retail Distribution level in conjunction with the branches; and

- the requested information is most definitely competitively sensitive and a source of competitive differentiation. So even if it were to be gathered by an independent professional services firm and only reported in aggregated and anonymized form, the disclosure of that information to the CCIR/CISRO FTC Working Group could still lead to a violation of the Competition Act as an unintended consequence.

That's because CAFII members would definitely see a copy of the report, in addition to the FTC Working Group; and, as a result, they would gain competitive intelligence and learn what incentives and compensation models their competitor members of the Association are using, even if the report does not disclose which particular FI is using which particular incentive/compensation model.

Therefore, our Association's position is now that the only prudent and acceptable way for the CCIR/CISRO FTC Working Group to obtain the sales incentive/compensation model information it is looking for is to ask one or more CAFII member FIs to provide it directly and privately to the Working Group.

As a possible expeditious route to the same end, CAFII reached out to the Canadian Bankers Association to find out if it routinely gathers and assembles aggregated and anonymized data on sales incentives/compensation, such as what the FTC Working Group is seeking. The response we received was that "CBA does not collect information on the sales incentives and compensation models that banks use for financial product distribution."

Therefore, CAFII recommends that the FTC Working Group approach one or more CAFII member FIs directly and privately with a view to obtaining the requested/desired information. CAFII can assist by providing the FTC Working Group with a directory of contact persons at each of our FI distributor of insurance members; and they, in turn, can co-operate by obtaining and reporting back directly and privately with the requested sales incentives and compensation information, which in most cases will come from their corporate parent FI/bank.

Sincerely,

Martin Boyle
Board Secretary and Chair, Executive Operations Committee

About CAFII

CAFII is a not-for-profit industry Association dedicated to the development of an open and flexible insurance marketplace. Our Association was established in 1997 to create a voice for financial institutions involved in selling insurance through a variety of distribution channels. Our members provide insurance through client contact centres, agents and brokers, travel agents, direct mail, branches of financial institutions, and the internet.

CAFII believes consumers are best served when they have meaningful choice in the purchase of insurance products and services. Our members offer travel, life, health, property and casualty, and credit protection insurance across Canada. In particular, credit protection insurance and travel insurance are the product lines of primary focus for CAFII as our members' common ground.

CAFII's diverse membership enables our Association to take a broad view of the regulatory regime governing the insurance marketplace. We work with government and regulators (primarily provincial/territorial) to develop a legislative and regulatory framework for the insurance sector that helps ensure Canadian consumers get the insurance products that suit their needs. Our aim is to ensure appropriate standards are in place for the distribution and marketing of all insurance products and services.

CAFII is currently the only Canadian Association with members involved in all major lines of personal insurance. Our members are the insurance arms of Canada's major financial institutions – BMO Insurance; CIBC Insurance; Desjardins Financial Security; National Bank Insurance; RBC Insurance; ScotiaLife Financial; and TD Insurance – along with major industry players Assurant, Canadian Premier Life Insurance Company, CUMIS Services Incorporated, Manulife (The Manufacturers Life Insurance Company), Sun Life Financial, and The Canada Life Assurance Company.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5d.

June 16/20 Meeting of FSRA's Life and Health Insurance Sectoral Advisory Committee (SAC)

Purpose of this Agenda Item – Update

To update the EOC on what was discussed and transpired during a June 16/20 teleconference meeting of FSRA's Life and Health Insurance Sectoral Advisory Committee (SAC).

Background Information

Co-Executive Director Keith Martin and Moira Gill of TD Insurance represent CAFII on FSRA's Life and Health Insurance Sectoral Advisory Committee (SAC), the membership of which comprises 16 industry representatives in total.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

1 attachment.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5e1.

Impact of COVID-19 On CAFII Members, Credit Protection Insurance and Travel Insurance—

Continuation of CAFII Directors and Designates COVID-19 Information-Sharing Group with Monthly Frequency of Meetings

Purpose of this Agenda Item – Update

To update the EOC on the status of the CAFII Directors and Designates COVID-19 Information Sharing Group.

Background Information

CAFII has been holding meetings every two weeks on COVID-19, with Directors and Designates. At the 9 June, 2020 Board meeting, the feedback was that these were very valuable sessions, but with the slowdown in new COVID-19-related industry activities, continuing its meetings with a once-a-month frequency would be appropriate for the future. If an issue arose that required discussion more immediately, an ad hoc meeting could be organized.

CAFII Directors and Designates COVID-19 Information-Sharing Group

<u>CAFII Member Company</u>	<u>Director</u>	<u>Designate</u>
RBC Insurance	Chris Lobbezoo	Karyn Kasperski
ScotiaLife Financial	Zack Fuerstenberg	Colin Chisholm
Desjardins	André Langlois	Isabelle Choquette
Sun Life	Sophie Ouellet	Vikram Malik
National Bank Insurance	Peter Thompson	Caroline Cardinal
BMO Insurance	Peter McCarthy	David D'Amico
Assurant	Paul Cosgrove	Rob Dobbins
Canada Life	Louie Georgakis	Jason Campigotto
ManuLife Financial	Wally Thompson	Monika Spudas
CIBC Insurance	Sandra Rondzik	Louise Nash
TD Insurance	Janice Farrell-Jones	Kamana Tripathi
CUMIS	Kelly Tryon	Michelle Costello
Canadian Premier Life / valeyo	Nicole Benson	Lindsey LeClair

Recommendation / Direction Sought – *Update*

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5eii.

Impact of COVID-19 On CAFII Members, Credit Protection Insurance and Travel Insurance—Insights Gained From Weekly CAFII/CLHIA/THIA Weekly Calls Re Impact of COVID-19 On Travel Insurance Industry

Purpose of this Agenda Item – Update

To update the EOC on CAFII-relevant insights gained weekly CAFII/CLHIA/THIA calls re the impact of COVID-19 upon the travel insurance industry.

Background Information

CAFII representatives Brendan Wycks, Keith Martin, Afzal Baig, and Martin Boyle participate in weekly meetings with CLHIA and THIA on travel insurance industry issues arising from COVID-19. This is an update on insights gained from those meetings.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5f.

CAFII Congratulatory and Get-Acquainted-And-Dialogue-Meeting-Request Letter to Frank Lofranco, FCAC Deputy Commissioner, Supervision and Enforcement

Purpose of this Agenda Item – Update

To update the EOC on the congratulatory and meeting request letter which CAFII recently sent to FCAC Deputy Commissioner Frank Lofranco.

Background Information

CAFII is requesting the opportunity to meet with Mr. Lofranco. In the letter sent to him, CAFII made the following requests:

In that connection, a secondary purpose of this letter is to advise that CAFII would like to arrange an initial get-acquainted and dialogue meeting with you during the summer months, after you have had time to settle into your new role as Deputy Commissioner, which will likely need to occur over a virtual meeting platform.

We will follow-up with your office later in June, with a view to arranging the requested get-acquainted and dialogue meeting. We would like to secure a meeting of 45 to 60 minutes duration.

In that meeting, in addition to getting more fully acquainted and having a dialogue with you on regulatory matters of mutual interest, CAFII would like to make a brief overview presentation on the Authorized Insurance Products which our members offer to consumers and share the results of recent research conducted by Pollara Strategic Insights on consumers' experiences and satisfaction with credit protection insurance and travel health insurance.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

1 attachment.

Agenda Item 5(f)
June 23/20 EOC Meeting

June 11, 2020

Mr. Frank Lofranco
Deputy Commissioner, Supervision and Enforcement
Financial Consumer Agency of Canada (FCAC)
427 Laurier Avenue West, 6th Floor
Ottawa ON K1R 5C7
frank.lofranco@fcac-acfc.gc.ca

Dear Mr. Lofranco:

The Canadian Association of Financial Institutions in Insurance (CAFII) extends congratulations on your recent appointment as the FCAC's Deputy Commissioner, Supervision and Enforcement and best wishes for much success in that critically important role at the Agency.

We believe that your extensive experience and expertise in regulatory compliance and enforcement, strategic policy development, program operations, project management, and business transformation, in both the public and private sectors, constitute an ideal background for leading the FCAC's supervision and enforcement branch during the next phase in the Agency's mandate as regulator of federally regulated financial institutions (FRFIs).

The FCAC is a key regulator for CAFII because many of our members are distributors of creditor's group insurance and travel insurance as "Authorized Insurance Products" – through banks and federally incorporated credit unions – under the federal Bank Act and the related Insurance Business (Banks and Bank Holding Companies) Regulations (IBBRs).

Our Association has therefore had regular liaison and dialogue with the FCAC over the years, including those meetings set out in Appendix A to this letter for your information.

As you may be aware, Commissioner Judith Robertson had accepted CAFII's invitation to be the guest speaker at our Association's 2020 Annual Members' Luncheon in Toronto. However, that March 26/20 event had to be postponed due to the COVID-19 pandemic; and we are now looking at possible Fall 2020 dates for rescheduling it in some manner, and will be reaching out to the Commissioner's office soon for that purpose.

In that connection, a secondary purpose of this letter is to advise that CAFII would like to arrange an initial get-acquainted and dialogue meeting with you during the summer months, after you have had time to settle into your new role as Deputy Commissioner, which will likely need to occur over a virtual meeting platform.

We will follow-up with your office later in June, with a view to arranging the requested get-acquainted and dialogue meeting. We would like to secure a meeting of 45 to 60 minutes duration.

In that meeting, in addition to getting more fully acquainted and having a dialogue with you on regulatory matters of mutual interest, CAFII would like to make a brief overview presentation on the Authorized Insurance Products which our members offer to consumers and share the results of recent research conducted by Pollara Strategic Insights on consumers' experiences and satisfaction with credit protection insurance and travel health insurance.

We look forward to meeting with you in your new leadership role as the FCAC's Deputy Commissioner, Supervision and Enforcement.

Sincerely,



Keith Martin, Co-Executive Director, CAFII
647.460.7725



Brendan Wycks, Co-Executive Director, CAFII
647.218.8243

Appendix A

Recent CAFII Meetings and Interactions With Financial Consumer Agency of Canada (FCAC)

As At June 2020

- January 2011: CAFII presentation to FCAC staff on "Fundamentals of Creditor's Group Insurance" at FCAC office in Ottawa.
- January 9, 2014: Get re-acquainted/refresh meeting between FCAC Consumer Education Officers Michael Olson and Karen Morgan and CAFII representatives Brendan Wycks, Executive Director, and Moira Gill, Executive Operations Committee member from TD Insurance, at FCAC office in Ottawa
- February 28, 2014: CAFII makes response submission on FCAC consultation on proposed development and implementation of a comprehensive financial consumer code
- June 10, 2014: CAFII Reception event with Brigitte Goulard, FCAC Deputy Commissioner, as guest speaker, at One King West Hotel, Toronto
- February 10, 2015: CAFII Annual Members' Luncheon with Jane Rooney, Canada's National Financial Literacy Leader at FCAC, as guest speaker, at Arcadian Loft, Toronto
- May 1, 2015: CAFII Executive Director Brendan Wycks introduces himself to FCAC Commissioner Lucie Tedesco, and they have a get acquainted chat following her FCAC Update presentation at CLHIA Compliance and Consumer Complaints Conference in Quebec City
- June 12, 2018: CAFII purchases a table for Economic Club of Canada luncheon with Lucie Tedesco, FCAC Commissioner, as guest speaker, at Royal York Hotel, Toronto. CAFII Co-Executive Directors Brendan Wycks and Keith Martin chat with Lucie Tedesco and Brigitte Goulard, Deputy Commissioner, following Ms. Tedesco's presentation focused on the May 2018 FCAC "Domestic Bank Retail Sales Practices Review" Report

- September 14, 2018: *FCAC Presentation and Dialogue Meeting* (focused on CAFII-relevant insights arising from the May 2018 FCAC “Domestic Bank Retail Sales Practices Review” Report) between Brigitte Goulard, Deputy Commissioner, and CAFII Board of Directors and Executive Operations Committee members, at CIBC Insurance, Toronto
- March/April 2019: CAFII makes response submissions on FCAC’s proposed “Credit or Loan Insurance” and “Credit Card Balance Insurance” consumer education materials (website content)
- October 28, 2019: *CAFII Get-Acquainted and Dialogue Meeting* with new FCAC Commissioner Judith Robertson and three FCAC staff executives (Teresa Frick, Jeremie Ryan, Maria Vranas) at FCAC office in Ottawa
- March 9, 2020: *CAFII Presentation and Dialogue Meeting on Credit Protection Insurance Sales Practices and Fair Treatment of Customers Considerations* with FCAC staff executives (Teresa Frick, Acting Managing Director: Supervision & Promotion Branch; Stephen Wild, Senior Research & Policy Officer; Laury Johnson, Senior Supervisor; Vincent Gadbois, Supervision Officer; Ruth Stephen, Director: Research, Policy & Education; Véronique Milot, Manager: Consumer Education; Dave Hayes, Research & Policy Officer; and Thierry Plante, Senior Consumer Education Officer)

Appendix B

About CAFII

CAFII is a not-for-profit industry Association dedicated to the development of an open and flexible insurance marketplace. Our Association was established in 1997 to create a voice for financial institutions involved in selling insurance through a variety of distribution channels. Our members provide insurance through client contact centres, agents and brokers, travel agents, direct mail, branches of financial institutions, and the internet.

CAFII believes consumers are best served when they have meaningful choice in the purchase of insurance products and services. Our members offer travel, life, health, property and casualty, and credit protection insurance across Canada. In particular, credit protection insurance and travel insurance are the product lines of primary focus for CAFII as our members’ common ground.

CAFII's diverse membership enables our Association to take a broad view of the regulatory regime governing the insurance marketplace. We work with government and regulators (provincial/territorial and federal) to develop a legislative and regulatory framework for the insurance sector that helps ensure Canadian consumers get the insurance products that suit their needs. Our aim is to ensure appropriate standards are in place for the distribution and marketing of all insurance products and services.

CAFII is currently the only Canadian Association with members involved in all major lines of personal insurance. Our members are the insurance arms of Canada’s major financial institutions – BMO Insurance; CIBC Insurance; Desjardins Financial Security; National Bank Insurance; RBC Insurance; ScotiaLife Financial; and TD Insurance – along with major industry players Assurant, Canadian Premier Life Insurance Company, CUMIS Services Incorporated, Manulife (The Manufacturers Life Insurance Company), Sun Life, and The Canada Life Assurance Company.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5g. Launch of Saskatchewan RIA Advisory Committee With CLHIA and ICS

Purpose of this Agenda Item – Update

To update the EOC on the status of the launch of a Saskatchewan RIA Advisory Committee.

Background Information

We are working with CLHIA and April Stadnek, Director, Strategic Initiatives at the Insurance Councils of Saskatchewan (ICS) on finalizing and implementing the plan to launch a Saskatchewan RIA Advisory Committee.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 5h.

**Launch of CAFII EOC Working Group on Refining Dog and Pony Studios “CPI Industry Highlights” Slides
(Produced from Willis Towers Watson Key Data Point Slides) For Future Use by CAFII and its Members**

Purpose of this Agenda Item – Update

To update the EOC on the status of the Dog and Pony Studios Working Group to review and refine slides that were initially developed for the March 9, 2020 CAFII meeting with FCAC staff executives in Ottawa.

Background Information

Some slides were produced by Dog and Pony Studios, the storytelling firm that developed the deck for the March 9, 2020 FCAC presentation, based on benchmarking data from Willis Towers Watson. Because these included some sensitive materials, the slides were not used but they could be helpful for future regulatory submissions or presentations. First, however, a Working Group will review the slides to ensure that they can be used without concern.

Dog and Pony Slides Review – Working Group Members

Vivek Sahni, RBC Insurance
Andrea Stuska, TD Insurance
Michelle Costello, CUMIS Services Inc.
Dana Easthope, Canadian Premier Life

Staff: Keith Martin, Brendan Wycks

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

**CAFII EOC Meeting, 23 June, 2020—Agenda Item 6a.
Draft Minutes of May 26/20 EOC Teleconference Meeting**

Purpose of this Agenda Item – Approval

EOC approval of the minutes of the 26 May, 2020 EOC teleconference meeting.

Background Information

Recommendation/Direction Sought – Approval

This is an item for approval.

Attachments Included with this Agenda Item

1 attachment.

CAFII Executive Operations Committee Teleconference-Only Meeting

Tuesday, 26 May, 2020

Minutes

EOC Present:

Sharon Apt, Canada Life Assurance
Afzal Baig, TD Insurance
Emily Brown, Sun Life Financial
Isabelle Choquette, Desjardins Insurance
Penelope Cordogiannis, RBC Insurance
Michelle Costello, CUMIS Services Inc.
Rob Dobbins, Assurant Canada
Dana Easthope, Canadian Premier Life Insurance
Dallas Ewen, Canada Life Assurance
Moir Gill, TD Insurance
Dominique Julien, CIBC Insurance
Karyn Kasperski, RBC Insurance
Scott Kirby, TD Insurance
John Lewsen, BMO Insurance (for part)
Casandra Litniansky, CUMIS Services Inc.
Vikram Malik, Sun Life Financial
Anita Mukherjee, RBC Insurance
Marie Nadeau, National Bank Insurance
Joanna Onia, CIBC Insurance
Tony Pergola, ScotiaLife Financial (for part)
Diane Quigley, CUMIS Services Inc.
Monika Spudas, Manulife Financial
Andrea Stuska, TD Insurance
Pete Thorn, TD Insurance
Kamana Tripathi, TD Insurance

Also Present:

Brendan Wycks, CAFII Co-Executive Director
Keith Martin, CAFII Co-Executive Director
Albert Lin, CAFII/Managing Matters (*Recording Secretary*)

1. Call to Order

Due to the unplanned absence of Chair Martin Boyle, CAFII's Co-Executive Directors called the meeting to order. K. Martin noted the new format of the meeting package with hyperlinks in the agenda to the related documents for each item with supporting documents; and B. Wycks moderated the meeting.

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. CAFII Financial Statements as at April 30/20

Treasurer T. Pergola updated the EOC on the CAFII Financial Statements as at 30 April 2020. He noted that revenues were slightly down versus budget, due to some Associates not renewing in 2020 (Munich Re, PWC, and RankHigher). However, expenses were considerably lower than expected, mostly due to travel and meetings not occurring because of the COVID-19 pandemic, which has more than offset the lower revenue.

3b. Forecast For CAFII 2020 Fiscal Year

Treasurer T. Pergola noted that the forecast needed to be updated to reflect that some deferrals, such as expenses associated with the 2020 Annual Members' Luncheon, were more likely to become cancellations resulting in a complete avoidance of spend. CAFII's Co-Executive Directors are not travelling and, as well, the costs associated with post-Board meeting Receptions are not being incurred. As a result, the Association will be projecting a significant surplus in fiscal year 2020, which will strengthen the Association's financial reserves at the end of the year from the previously forecast 24% of annual operating expenses to approximately 35% of annual operating expenses.

P. Thorn asked whether the sizeable 2020 fiscal year surplus could create an issue for CAFII with the Canadian Revenue Agency which might jeopardize CAFII's tax exempt status as a non-profit Association, but T. Pergola replied that such a concern would only arise if CAFII achieved multiple successive years of large surpluses, resulting in financial reserves well in excess of a full year of annual operating expenses. The 2020 surplus would be fully explainable and would not raise any immediate tax status concerns.

T. Pergola left the meeting following his Forecast For CAFII 2020 Fiscal Year update.

[Action Item: Produce an updated version of the financial forecast for the June 9,20 CAFII Board meeting that reflects the COVID-19 related expense reductions; B. Wycks, June 2/20.]

4a. Research & Education

4a i. 2020 CAFII Research Options, Including Proposed Engagement of Melissa Carruthers, Deloitte Canada For CAFII-Commissioned Thought Leadership/Perspectives Paper On "The Future of Credit Protection Insurance in Canada"

A. Stuska provided the EOC with an update on the recommendations of the Research & Education Committee around 2020 CAFII research.

The EOC is proposing, in the current circumstances, that CAFII invest in a thought/perspectives paper on the future of credit protection insurance in Canada. Specifically, the recommendation is for the engagement of Melissa Carruthers, Deloitte Canada for a CAFII-commissioned thought leadership/perspectives paper on "The Future of Credit Protection Insurance."

Some of the paper's themes could include the accelerated adoption by customers of digital means of communicating with insurance companies. This has been a trend for a while, but it has been greatly accelerated by the COVID-19 situation. The paper is not about industry changes due to COVID-19, but it will touch on how the pandemic may have accelerated or modified already existing trends.

Included in the methodology proposed by Deloitte Canada are short interviews with all CAFII Directors to get their perspectives on the future of credit protection insurance in Canada. And if the report is well-received, there could be consideration of a follow-up consumer survey study.

The cost of “The Future of Credit Protection Insurance in Canada” thought leadership/perspectives paper is \$20,000. Deloitte would present the findings to the CAFII Board and to insurance regulators and policy-makers, under CAFII’s direction.

EOC members discussed the proposal and supported recommending its adoption by the Board at the upcoming 9 June, 2020 Board meeting.

[Action Item: Bring forward the EOC’s recommendation on the Deloitte Canada thought leadership/perspectives paper for the CAFII Board’s approval at its 9 June, 2020 meeting; K. Martin/B. Wycks, June 9/20.]

4b. Market Conduct & Licensing Committee

B. Wycks provided an update on behalf of Market Conduct & Licensing Committee Chair B. Kuiper, who was unable to attend this meeting.

B. Wycks noted that he had received a communication from Brett Thibault, Director of Stakeholder Engagement at Insurance Council of BC, advising that the Council planned to conduct a ‘low-key’ and ‘non-controversial’ consultation on mandatory continuing education for licensees in BC, with 60 days provided for submissions. CAFII can decide if this Insurance Council of BC consultation is in-scope for the Association, once the consultation paper is released and can be assessed.

4c. Media Advocacy Committee

4c i. Proposed CAFII Motion Graphic Website Video On Credit Protection Job Loss Insurance: Proceed At This Time Or Defer

K. Martin provided an update on behalf of Media Advocacy Committee Chair C. Blaquiere who was unable to attend this meeting.

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

The first proposed video was on job loss credit protection 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 insurance claims are denied, and there is negative press. There may also be some members who may choose to exit this market.

The proposed storyboard for a video on job loss insurance was circulated to the EOC as part of the meeting materials. It had been updated to more accurately reflect how this product works, based on feedback from some EOC members.

In a wide-ranging EOC discussion on the proposed motion graphic video, both the benefits and the risks of producing such a video on job loss insurance at this time were noted. In the end, there was no consensus and it was agreed that this could be presented as an option for discussion, without an EOC recommendation, at the upcoming 9 June, 2020 Board meeting. EOC members were also encouraged to speak to their Board member about the video so that they would be well-prepared for the Board discussion on this topic.

[Action Item: Bring this option to the Board at its 9 June, 2020 meeting as an option for discussion, without an EOC recommendation; K. Martin / B. Wycks, June 9/20.]

4c ii. Media Consultant Report On CAFII's 2019 Media Relations and Website Communications Achievements

K. Martin provided an update on behalf of Media Advocacy Committee Chair C. Blaquiére, who was unable to attend this meeting.

K. Martin noted that Media Consultant David Moorcroft had produced a summary of the Association's website and media achievements in 2019. D. Moorcroft felt that 2019 was CAFII's most successful media year ever, with 12 stories in mainline and trade media, including the Toronto Star, Hamilton Spectator, and Waterloo Region Record. Mr. Moorcroft felt that CAFII should continue with its strategy of safe and selective media engagements. M. Gill noted that CAFII's media and website achievements in 2019 constituted a notable and important achievement.

4d. Travel Medical Insurance Experts Working Group

A. Baig, Chair of the Travel Medical Insurance Experts Working Group, provided an update on form work coming out from CCIR position paper.

4e. Networking & Events Committee

4e i. June 9/20 CAFII Emerging Issues Webinar On "The Looming Impact Of Climate Change Upon The Life and Health Insurance Industry" With Guest Presenters From Deloitte Canada

S. Kirby, Co-Chair of the Networking & Events Committee, provided an update on a webinar planned for 9 June, 2020, following CAFII's Board meeting. The proposed topic is "The Looming Impact of Climate Change Upon the Life and Health Insurance Industry." Co-Executive Directors K. Martin and B. Wycks and S. Kirby held a Zoom meeting on 11 May, 2020 with Deloitte partner Joe Solly, and his colleague Carolyn Murnaghan, and were impressed by the strong presentation ideas they had.

K. Martin noted that there is no webinar platform that all CAFII members have permission to use in common, and that Zoom was being used as the most intuitive of the available platforms. This is not a meeting and attendees are not on video or audio, but if there are still restrictions on some members joining a Zoom webinar, he proposed that those individuals join the webinar via a personal device.

5a. Impact Of COVID-19 On CAFII Members, Credit Protection Insurance and Travel Insurance

5ai. Highlights of May 7/20 and May 21/20 Meetings CAFII Directors and Designates COVID-19 Information-Sharing Group

K. Martin provided an update on the CAFII Directors and Designates COVID-19 Information-Sharing Group meetings, which have been held every two weeks recently.

Board members and designates have indicated that the meetings are very useful and productive.

K. Martin noted that some recommended initiatives coming out of these meetings would need to be tabled formally at upcoming, minuted Board meetings for Board approval and/or direction.

5a ii. Insights Gained From Weekly CAFII/CLHIA/THIA Calls Re Impact Of COVID-19 On Travel Insurance Industry

B. Wycks reported that since shortly after the COVID-19 pandemic lockdown was declared, CAFII had been involved in weekly teleconference meetings with the CLHIA and THIA on the impact of COVID-19 on the travel insurance industry, with participation by CAFII Co-Executive Directors Keith Martin and Brendan Wycks, as well as Afzal Baig and Martin Boyle.

B. Wycks noted that:

- there are indications that European countries will begin reopening their borders in June 2020;
- the recent AMF trip cancellation insurance survey initially sent to 14 insurers had been revised and resent to the insurers;
- it was expected that the Canada-U.S. border would remain closed until at least 21 June, 2020;
- Air Canada has extended travel vouchers for cancelled flights indefinitely, the only Canadian airline to do so thus far.

5a iii. Possible CAFII Requests For Further Regulatory Forbearance Deadline Extensions To CCIR And AMF

K. Martin provided an update on a request from some Board members that CAFII seek further regulatory forbearance deadline extensions related to two upcoming filing requirements. By way of background, two regulatory filing deadlines had previously been extended: the AMF had extended the 1 May, 2020 deadline for filing the Annual Disclosure to 1 July, 2020; and the CCIR had extended the 1 May, 2020 deadline for filing the Annual Statement on Market Conduct to 1 July, 2020.

Members of the CAFII Directors and Designates COVID-19 Information-Sharing Group recommended that CAFII reach out to these regulatory bodies to seek a further extension, on the basis that the situation that caused the request to be made in the first place (employees working at home, difficulty accessing back-end systems, stretched IT resources) were still in place. Furthermore, it was recommended that we seek to make this a multi-Association request and ask CLHIA and THIA to join in the ask.

Brendan Wycks and Keith Martin therefore had a recent teleconference with CLHIA Quebec office staff executives (Lyne Duhaime and Michele Helie) on this matter, and they said that they needed to ask CLHIA members about it. They have subsequently come back and advised that CLHIA members did **not** express a need for a further extension, and as such CLHIA would not be participating in this request.

The response to CAFII's initial request for an extension to the Annual Statement on Market Conduct, made in a 27 March, 2020 letter to CCIR Chair Patrick Déry, came via a letter from CCIR Vice-Chair Huston Loke (FSRA Executive Vice President, Market Conduct), in his capacity as Chair of CCIR's COVID-19 Working Group.

Prior to making a formal request to the CCIR, Keith Martin asked Huston Loke if he could speak to him on the phone, and Mr. Loke readily agreed. They had a 15-minute conversation on the morning of 13 May, 2020, during which K. Martin provided context on the CAFII Directors and Designates COVID-19 Information-Sharing Group, noted some of the efforts the industry was making to support customers, and explained the reasons why members were interested in a further extension of the filing deadline for the 2020 CCIR Annual Statement on Market Conduct (ASMC).

Mr. Loke was extremely cordial and engaged, said that he was very sympathetic and aligned with the industry's request, but that there was "more than one regulatory jurisdiction" in the CCIR that was reticent to offer any extensions, and that he felt that such a request for a further extension would not be well-received: "there are some around the table who will not agree to this, I would not want CAFII to waste its time asking," he said. He added that some of the insurers who participate in the ASMC had already submitted their 2020 responses, and so some in the CCIR would ask why they were able to do so but others say they cannot.

Mr. Loke said that he found the conversation valuable and that it would be helpful to understand current trends, and how FSRA can be supportive, in the current environment; and, as such, he requested a further telephone session with CAFII management, himself, and four to five of his Market Conduct Division colleagues at FSRA. CAFII agreed to the request and we will be setting up a 30-minute teleconference, at FSRA's request, in the near future.

The issue of further forbearance extensions for filings, and the recommendation that CAFII not make a formal request at this time given this feedback from Huston Loke, was on the Agenda of the 21 May, 2020 CAFII Directors and Designates COVID-19 Information-Sharing Group; and at that meeting, there was support for not making a request for a further delay.

5a iv. Options For CAFII Around Media Proactivity and Website Enhancements Arising From COVID-19

The CAFII Directors and Designates COVID-19 Information-Sharing Group has proposed some ideas for website enhancements in relation to COVID-19. The three specific proposals are

- share "good news" stories from customers on the website about how the industry is supporting customers;
- produce statistics of number of job loss and travel medical cancellation claims, and percentage payout, before and after COVID-19 to show that the industry is responding to enhanced customer claim activity due to COVID-19;
- develop a section on the website about how to make a claim, and provide links to the relevant claims sections of CAFII's members.

These ideas will be discussed at the 9 June, 2020 Board meeting, and Board members have been asked to come to that meeting with some positive stories about customers that can be shared for consideration by participants at the meeting.

5b. Draft CAFII "Creative Solutions" Submission To AMF On How Industry Can Comply With Expectation That RADM Applies To Credit Card-Embedded Insurance Benefits

S. Kirby, Chair of the CAFII Working Group on Credit Card-Embedded Insurance Benefits, provided an update on the draft letter which the Working Group has developed, noting that it was close to complete. The Working Group has benefited from strong representation from credit card experts from several CAFII members.

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

K. Martin noted that the latest letter from the AMF on this issue was softer in tone than previous ones, and that raised the prospect that the second prong on “creative solutions” to meet the AMF’s expectations might be promising as a first step. With the extension of the AMF’s submission deadline on this matter to 15 July, 2020, there would be an opportunity to review this issue at the 9 June, 2020 Board meeting.

[Action Item: Bring forward the EOC’s recommendation of proceeding with Prong 2 via a creative solutions submission to the AMF strategy to the CAFII Board for approval at its 9 June, 2020 meeting; K. Martin/B. Wycks, June 9/20]

5c. CAFII Quarterly CPI Benchmarking Study With RSM Canada: Vetting By Stikeman Elliott Competition Lawyer; and Distribution of First Report

K. Martin noted that the first CAFII Quarterly Benchmarking Study was nearly ready for release.

Stikeman Elliott’s competition lawyer Mike Kilby had conducted a review and was comfortable with the report and its content. A note was shared with the eight CAFII members that provide data for the study, to confirm that they understand and are comfortable with the report also being shared with the five insurer members of CAFII which do not provide any data for the study. K. Martin advised that he was now working through the final approvals, after which members would be able to access the report through a secure portal and distribute it within their own organizations.

5d. Proposed CAFII Response 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

B. Wycks recalled that the CCIR/CISRO FTC Working Group had requested that CAFII financial institution distributor members share information on the incentives and compensation models that they use in-market with the Working Group. CAFII requested a legal opinion 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, that would not be a concern from the perspective of competition law. The CCIR/CISRO FTC Working Group then indicated that such a survey conducted by a third-party professional services firm would be acceptable to it, and requested that CAFII proceed with such a survey. CAFII Board members subsequently expressed significant reservations about providing such information to the CCIR/CISRO FTC Working Group, noting that it was competitively sensitive.

CAFII has also asked the Canadian Bankers Association if it collects information on the incentives and compensation models used by member banks, and they replied that they do not.

B. Wycks advised that CAFII management’s recommendation at this stage was that the Association should recommend to the CCIR/CISRO FTC Working Group that it should seek the information it desires on the incentives and compensation models used in-market directly and privately from CAFII member financial institution distributors, as opposed to through the Association.

[Action Item: Bring forward to the 9 June, 2020 Board meeting the EOC’s recommendation that CAFII recommend to the CCIR/CISRO FTC Working Group that it ask CAFII member FI distributors directly and privately for the desired information on incentives and compensation models used in-market; B. Wycks/K. Martin, June 9/20]

5e. Launch of Saskatchewan RIA Advisory Committee

B. Wycks provided an update on the status of the launch of a Saskatchewan Restricted Insurance Agent (RIA) Advisory Committee, noting that CAFII is currently working with CLHIA and with April Stadnek, the Insurance Councils of Saskatchewan's Director, Strategic Initiatives, on this matter.

5f. Launch of CAFII EOC 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 noted that the presentation deck for the FCAC was put together by storytelling 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.

Volunteers will participate in a Working Group that will review the data from Willis Towers Watson; review the slides that Willis Towers Watson produced out of the data; review the 30 plus slides produced by Dog and Pony based on the material they reviewed from Willis Towers Watson; review comments on the slides including from a member, and from Willis Towers Watson; and 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 was anticipated that the Working Group will need to hold two to three one-hour teleconference meetings. K. Martin advised that the first meeting of the Working Group would be called soon.

[Action Item: Schedule the first meeting of the Working Group on Refining Dog and Pony Studios-Developed "CPI Industry Highlights" Slides; K. Martin, June 22/20.]

5g. Recommendation That Launch/Work of CAFII EOC Working Group On Proposed Lower Dues Category Of CAFII Membership Be Deferred Until "New Normal" Emerges, Post-COVID-19

EOC Chair M. Boyle recalled that while some non-member companies had expressed an interest in joining CAFII and they had indicated that they would only be prepared to do so if there was a separate, lower dues category of CAFII membership, it was now unclear what the economic situation will look after the COVID-19 pandemic's impact upon the economy is resolved. Therefore, it might be better to wait for things to settle down before striking a Working Group to consider and make proposals around a new lower dues category of CAFII membership.

The EOC agreed with this view and supported making a recommendation to the Board that the work of an EOC Working Group On A Proposed Lower Dues Category of CAFII Membership be deferred until the current economic uncertainty abates, post-COVID-19.

[Action Item: Bring forward the EOC's recommendation to the CAFII Board that the work of a CAFII Working Group On A Proposed Lower Dues Category Of CAFII Membership be deferred; B. Wycks/K. Martin, June 9/20]

5h. Postponement of Planned CAFII 2020 Atlantic Canada Visits To 2021 Due To COVID-19: Communication of CAFII's Plans To Insurance Regulators and Policy-Makers in NB, NS, PEI, and NF

B. Wycks reported that the EOC has suggested that it will be difficult to fit all delayed activities into the Fall of 2020; that internal meetings of CAFII member companies may need to take priority in the Fall of 2020; and that it is not clear what travel and meeting restrictions will be in place in the Fall of 2020 due to the COVID-19 pandemic.

As such, CAFII management was recommending that the planned CAFII visits to insurance regulators and policy-makers in Atlantic Canada not occur in the Fall of 2020, but instead be delayed to the Spring of 2021.

The EOC agreed with this view and supported reporting this as an update to the Board at its upcoming 9 June, 2020 meeting.

[Action Item: Provide an update to the CAFII Board on the postponement of the planned CAFII visits to insurance regulators and policy-makers in Atlantic Canada to the Spring of 2021; B. Wycks/K. Martin, June 9/20]

5i. Appointment Of Frank Lofranco As Deputy Commissioner, Supervision and Enforcement, Financial Consumer Agency of Canada

B. Wycks noted that CAFII had drafted a congratulatory letter to Mr. Lofranco which included a request to set up an introductory meeting with him. EOC members were asked to provide feedback on the letter.

[Action Item: Invite EOC members provide feedback on the proposed letter to Mr. Lofranco and subsequently send the letter to him; B. Wycks/K. Martin, June 12/20]

6a. Departure of Natalie Hill For New Position Outside Managing Matters

B. Wycks provided an update on personnel changes at CAFII's Association Management Company Managing Matters, noting that Natalie Hill had recently left the company for a new position as Manager, Member Engagement at the Region of Toronto Board of Trade.

Albert Lin is CAFII's new Account Co-ordinator at Managing Matters, supporting the Association on all manner of administrative matters. Martha Feenstra, also a new employee at Managing Matters, has taken over the role of events coordination for CAFII.

6b. Draft Minutes of April 28/20 EOC Teleconference Meeting

The draft minutes of the April 28/20 EOC teleconference meeting were approved.

6c. EOC-Recommended Cancellation Of CAFII Annual Members' Luncheon For 2020

B. Wycks noted that the EOC had recommended cancelling the Annual Members' Luncheon, and this recommendation would be tabled with the Board at the 9 June, 2020 Board meeting. He noted that the EOC's recommendation would be brought forward to the Board so that Directors could consider whether they supported a complete cancellation, or preferred a hybrid approach, such as a CAFII small group lunch with Judith Robertson, FCAC Commissioner, followed by her making a presentation to CAFII member representatives at large via a virtual meeting platform. Mr. Wycks noted that Ms. Robertson had appeared very keen to address a CAFII audience in 2020 on her future vision for the FCAC, and we should seize upon that opportunity.

6d. Rescheduling of October 6/20 CAFII Board Meeting; and Liaison Lunch and Industry Issues Dialogue With AMF Staff Executives To Thursday, October 8/20 or Thursday, October 15/20

B. Wycks noted that the new date for the Fall 2020 CAFII Board meeting and the related liaison lunch and Industry Issues Dialogue session with AMF staff executives would be either Tuesday, October 15/20 in Quebec City or Tuesday, October 8/20 in Montreal, hosted by Desjardins Insurance in either case.

6e. CAFII 2020 Annual Meeting of Members On June 9/20

B. Wycks noted that the Notice of Meeting for the 2020 CAFII Annual Meeting of Members had been issued and the related meeting materials package had been circulated.

6e i. CAFII Board Chair and Vice-Chair Succession

B. Wycks advised that N. Benson would be concluding a two-year term as CAFII Board Chair on 9 June, 2020, and she would be succeeded by C. Lobbezoo, the current Board Vice-Chair. A search was currently underway for a new Vice-Chair to succeed Mr. Lobbezoo in that CAFII volunteer Officer capacity.

6e ii. Distribution of CAFII 2019-20 Annual Report In Conjunction With June 9/20 Annual Meeting

K. Martin advised that CAFII would be producing a 2019-20 Annual Report, similar to the 2018-19 Annual Report distributed at the 2019 Annual Members Luncheon, the purpose of which was to celebrate the Association's achievements and recognize its volunteer leaders. This year's report would be entirely digital.

6f. Proposed New Approach For "CAFII Alerts"

B. Wycks advised that EOC Chair M. Boyle had proposed a new approach for CAFII Alerts, where the Alerts would be aggregated as short snippets, with links to the full article, in a weekly digest.

[Action Item: Send out a sample of the proposed new Weekly Digest approach to CAFII Alerts to EOC members for review and feedback during the June 23/20 EOC meeting; B. Wycks/A. Lin, June 22/20]

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 6b.

Confirmation of EOC Summer 2020 Teleconference Meetings: Tuesday, July 21/20; and Tuesday, August 25/20

Purpose of this Agenda Item – Update

Confirmation of the need to hold two summer 2020 teleconference meetings of the EOC, on July 21/20 and August 25/20.

Background Information

In consultation with EOC Chair Martin Boyle, it was agreed that there were many active CAFII files currently; and that summer EOC teleconference meetings (in July and August) needed to be held.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

**CAFII EOC Meeting, 23 June, 2020—Agenda Item 6c.
Rescheduling of October 6/20 CAFII Board Meeting; and Liaison Lunch and Industry Issues Dialogue
With AMF Staff Executives To Thursday, October 15/20**

Purpose of this Agenda Item – Update

CAFII has changed the date of the Fall 2020 Board meeting and the related Liaison Lunch and Industry Issues Dialogue with AMF staff executives.

Background Information

Due to the COVID-19 pandemic lockdown and related travel restrictions, the CAFII liaison meeting with AMF originally scheduled for 7 April, 2020 had to be moved to the Fall of 2020. The new date has now been confirmed for 15 October, 2020 in Levis, Quebec, hosted by Desjardins Insurance.

Recommendation/Direction Sought – Update

This is an update only.

Attachments Included with this Agenda Item

1 attachment.

Agenda Item 6(c)
June 23/20 EOC Teleconference Meeting

From: Brendan Wycks

Sent: June-16-20 12:15 PM

To: Pérodeau Frédéric <Frederic.Peroiseau@lautorite.qc.ca>

Cc: Sirois Nathalie <nathalie.sirois@lautorite.qc.ca>; Gauthier Louise <Louise.Gauthier@lautorite.qc.ca>; Déry Patrick <Patrick.Dery@lautorite.qc.ca>; Lebel Philippe <Philippe.Lebel@lautorite.qc.ca>; Albert Lin <albert.lin@cafii.com>; Beaulieu Nicole <Nicole.Beaulieu@lautorite.qc.ca>; 'Reid Julien' <Julien.Reid@lautorite.qc.ca>; Keith Martin <Keith.Martin@cafii.com>

Subject: Proposed October 2020 Date/Location Options For Rescheduling CAFII and AMF Liaison Lunch and "Shared-Agenda Industry Issues Dialogue Session" En La Belle Province

Bonjour, Frédéric.

CAFII trusts that you, your AMF staff colleagues, and your families are all keeping well and safe, and thriving during these challenging COVID-19 pandemic times.

On behalf of our Association's Board of Directors, my Co-Executive Director colleague Keith Martin, and myself, I'm reaching out at this time with a view to rescheduling our postponed *Liaison Lunch and Shared-Agenda Industry Issues Dialogue Session* between the CAFII Board group and AMF staff executives.

On the assumption that Québec's public health authorities (and those in other provinces/territories as well) will be permitting both non-essential air travel and meetings/public gatherings of up to 25 to 30 people to occur in October 2020, here are two date/location options which we propose:

- Thursday, October 15/20 from 12 Noon to 2:15 p.m. at Desjardins' head office in Lévis, Québec (this is CAFII's much preferred option; and we trust that it will be the AMF's preferred option also, as we believe that a larger number of the AMF staff executives who would attend this meeting work out of the AMF's office in Québec City, rather than its office in Montréal); or
- Thursday, October 8/20 from 12 Noon to 2:15 p.m. at Desjardins' corporate office in Montréal, Québec (this is our contingency/fallback option, in case Thursday, October 15/20 is not convenient for the AMF staff executives group).

With respect to the planned *Liaison Lunch*, please be assured that CAFII will work with Desjardins, our CAFII member host for this meeting under either date option, and you at the AMF to work out a mutually agreeable and satisfactory approach, with the degree of informality which you have previously communicated to us as the AMF's desire while still respecting public health protocols. (Public health protocols in October may dictate against having a highly informal, buffet style, serve-yourself soup, salad, and sandwiches lunch.)

With respect to the seating and meeting organization arrangements for the both the *Liaison Lunch and the Shared-Agenda Industry Issues Dialogue Session*, please be assured that we will work with Desjardins and you at the AMF to ensure that all recommended public health protocols are observed.

At this time, CAFII is hoping to reach a firm arrangement/agreement with you that our Association will meet with you and your AMF staff executive colleagues on one of the two date/location options proposed above. (As you may recall, this typically annual meeting between CAFII and AMF leaders has not occurred since October 2018, as unforeseen circumstances caused the AMF to postpone the meeting scheduled for October 6/19; and our rescheduled meeting for April 7/20 then had to be postponed due to the COVID-19 pandemic.)

By mid-September, approximately one month prior to whichever October date we agree upon for rescheduling, we should be in a much more certain position and able to confirm whether or not we will be able to proceed with our planned, in-person meeting.

By mid-September, if it so happens that non-essential air travel is still being discouraged and public health authorities are still not permitting meetings/public gatherings of 25 to 30 people, we propose that we would instead hold a virtual-only *Shared-Agenda Industry Issues Dialogue Session* between the CAFII Board group and AMF staff executives, from say 12:30 to 2:00 p.m. on the October date that we had previously agreed upon, using a mutually agreeable virtual meeting platform.

Please respond at your earliest convenience to CAFII's proposals outlined above.

Thank you and kind regards,

Brendan Wycks, BA, MBA, CAE

Co-Executive Director

Canadian Association of Financial Institutions in Insurance

Brendan.wycks@cafii.com

T: 647.218.8243

Alternate T: 647.361.9465

www.cafii.com

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Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 8a.

In Camera Session—Feedback On New Briefing Notes-Driven Approach To EOC Meetings (After Two Such Meetings)

Purpose of this Agenda Item – Discussion

CAFII has changed the format of EOC meetings and Board meetings to a more Briefing Notes-driven approach, with fewer other documents and meeting materials, and would like feedback on this new approach.

Background Information

Based on Board feedback, EOC and Board meetings are more focused on desired outcomes, with less background materials, and an approach based on Briefing Notes.

After two such EOC meetings, the EOC is being asked to provide CAFII management with feedback on the new approach via an *in camera* discussion facilitated by EOC Chair Martin Boyle.

Recommendation/Direction Sought – Discussion

Feedback is requested.

Attachments Included with this Agenda Item

No attachments.

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 8b.

In Camera Session—Feedback On New Weekly Digest Approach To “CAFII Alerts”

Purpose of this Agenda Item – Update/Discussion

CAFII has changed the approach to sending CAFII Alerts.

Background Information

CAFII management has been informed that some CAFII members are feeling inundated with too many CAFII Alerts.

As a result, CAFII has experimented with a new approach by which CAFII Alerts are included in a Weekly Digest that includes one or two paragraphs only from the articles featured, along with embedded links to the full articles for those who would like to read them in their entirety.

Recommendation/Direction Sought – Discussion

Feedback is requested via an in camera EOC discussion facilitated by EOC Chair Martin Boyle.

Attachments Included with this Agenda Item

1 attachment.

CAFII ALERTS DIGEST: PERIOD OF MAY 18 TO JUNE 15, 2020

17 June 2020

How insurance company websites just beat out brokers in a U.S. consumer satisfaction study

June 15, 2020 by David Gambrill

For the first time in two decades, insurance company websites in the United States have become a more popular place for consumers to buy their auto insurance than through the broker channel, a U.S. auto insurance consumer satisfaction study has found.

“We’ve seen this trend developing for several years, but this is the first time that the digital channel has become the preferred means of interacting with auto insurers, exceeding one-on-one communication with agents,” said Robert Lajdziak, senior consultant for insurance intelligence at J.D. Power, which conducted the study. “This has huge implications for the industry, because it puts the focus squarely on digital investment to notably expand, creating seamless customer touch points. It’s an area in which the major national carriers excel, versus hyper-local, albeit knowledgeable, agent networks.”

[Read the full article here.](#)

Ontario regulator explains cuts to red tape

Mark White, CEO of FSRA, discusses the regulator’s cuts to insurance guidance

By: Greg Dalgetty

June 11, 2020

Ontario’s new financial services regulator launched last June with a mission to reduce the regulatory burden for industry players. One year into the job, that’s exactly what the Financial Services Regulatory Authority of Ontario (FSRA) has done.

On Monday — a year to the day after its launch — FSRA sent out a newsletter outlining its accomplishments, which include eliminating 51% of the regulatory guidance it inherited from its predecessors, the Financial Services Commission of Ontario (FSCO) and the Deposit Insurance Corporation of Ontario.

“We’re very pleased with our burden reduction efforts,” Mark White, FSRA’s CEO, said in an interview with *Investment Executive*. “Burden reduction is about making sure you’re efficient as a regulator.”

If that’s the case, FSRA has become remarkably more efficient in the life and health insurance sector, where it has eliminated 73% of the regulatory guidance it inherited from FSCO. But some of those cuts may have come at the expense of consumer protection.

[Read the full article here.](#)

IMPACT OF COVID-19 ON DATA AND ANALYTICS FOR LIFE INSURANCE INDUSTRY

Lisa Smith, James Musgrave, Jennifer Hare and Holden Chang

Published: 09 June 2020

2020 is a turning point for the insurance industry. The COVID-19 pandemic will force many insurance providers to reimagine their business operations and customer experience. The unique and unparalleled nature of this crisis brought about challenging new circumstances with economic shutdowns and physical distancing. Increased claims, additional risk, and solvency challenges are only a few examples of the current issues facing the insurance providers.

Nevertheless, the industry is persevering. Insurance providers are accelerating investment in digitization and closing gaps in business continuity models. The integration of third-party data to mitigate risk is increasing in urgency. During this time, customers are reminded of how significant the role of insurance is in their lives. For example, health coverage assists with drug and treatment plans for the ill; employment insurance helps those impacted by the economic turmoil, and business interruption coverage supports businesses unable to operate. Companies must continue investing and enabling access for customers while ensuring underwriters are well-informed of upcoming risks.

Crises like COVID-19 highlight the need for insurers to seamlessly integrate reliable data sources, actionable insights, and responsive control measures to help navigate the uncertain landscape. By leveraging data and investing in digitization and analytics, insurers can navigate this challenging period and move the industry forward.

[Read the full article here.](#)

AMF invites industry to combat elder abuse

Regulator issues guide on detecting harm to seniors

By: James Langton

June 11, 2020

The Autorité des marchés financiers (AMF) is seeking to enlist the financial industry in the fight against elder financial abuse.

In anticipation of World Elder Abuse Awareness Day on June 15, the AMF published [a checklist](#) for industry firms on detecting financial abuse, as part of its commitment to support the industry in combating mistreatment of vulnerable investors.

[Read the full article here.](#)

Customers not lauding insurers' relief measures, but they aren't shopping around either

June 8, 2020 by Greg Meckbach

The majority of Canadian motorists surveyed are not satisfied with the financial relief measures offered by their insurers, a recently-released Leger Marketing poll indicates.

"What struck me as interesting was that although 52% said they were not satisfied, 40% [of respondents] are not going to shop around," said Anne Marie Thomas, senior manager of partnerships at Toronto-based InsuranceHotline.com, which commissioned the online poll of 1,265 Canadians.

[Read the full article here.](#)

Life Insurance Application Fraud in the Wake of COVID-19: Increased Opportunities for Fraud Require Proactive Prevention Plans

May 19, 2020

When people hear “fraud,” they tend to think of bad actors with harmful intent operating sophisticated schemes to acquire large sums of money.

However, fraudulent behavior is not limited to criminal cheaters. In fact, under the right circumstances – clear incentive, an opportunity with reduced risk of being caught, and seemingly “victimless” consequences – most of us are capable of misrepresenting the truth.

[Read the full article here.](#)

ARE Life Insurers Writing Less Business Because of COVID-19?

MAY 19, 2020

COVID-19 has changed many aspects of our lives, so it isn’t surprising to see life insurance markets affected. But some stories create false impressions that should be corrected.

The story that some life insurers are writing fewer policies “because of COVID-19” has gained traction in both traditional and social media. While not wrong, like other stories involving [insurance and COVID-19](#), it requires context to keep it from wandering off into urban legend territory.

[Read the full article here.](#)

COVID-19 May Give Life Insurers Q3 Low-Rate Flu: S&P Analysts

Ten major carriers now use rate assumptions ranging from 2.25% to 5%.

By **Allison Bell** | May 19, 2020

COVID-19 now seems more likely to hurt U.S. life insurers by depressing interest rates than by causing a catastrophic increase in life insurance claims.

Analysts from S&P Global Ratings gave that assessment Tuesday, at a webinar the rating agency organized to review the effects of the pandemic on insurers’ earnings and capital levels.

[Read the full article here.](#)

New Headwinds Emerge for Life Insurance Carriers

Posted on **May 19, 2020** by **Rob McIsaac**

The year 2020 was already challenging for life insurance carriers. Persistent, low interest rates drove down the investment yields necessary to support an array of product features associated with cash accumulation-based contracts. Then along came COVID-19, which turned these headwinds into a tempest.

As the wind speed rose, companies that had invested in digital capabilities for sales and underwriting found themselves in the enviable position of record sales activity. In some instances, as noted in a [CBS MarketWatch report](#), these insurers began to limit sales based on age bands and risk classes. The limits provided insurers with access to better risks and the ability to increase processing speed dramatically while also minimizing the downsides of quickly developing new pricing for less certain underwriting scenarios.

[Read the full article here.](#)

Briefing Note

CAFII EOC Meeting, 23 June, 2020—Agenda Item 8c.

In Camera Session—Feedback On CAFII 2019-20 Annual Report (Distributed in Conjunction With June 9/20 Annual Meeting)

Purpose of this Agenda Item – Update/Discussion

CAFII has distributed a 2019-20 “annual report” digitally.

Background Information

The Annual Report is a way to identify CAFII achievements, and to recognize the Association’s volunteer leaders who drove those achievements.

Recommendation/Direction Sought – Discussion

Feedback is requested.

Attachments Included with this Agenda Item

1 attachment.

cafi acifa

The Canadian Association of
Financial Institutions in Insurance | L'association canadienne des
institutions financières en assurance

Member & Volunteer Leader Recognition and Annual Report

2019-2020

THANK YOU

CAFII Member and Associate Representatives:

Thank you for your organization's important participation in and support of CAFII over the past year, and for renewing your commitment to our Association in 2020.

In 2019, CAFII had a very active and productive year -- especially in the area of regulatory relations, communications, and advocacy, our core focus and strength. We had written communications dialogue and productive meetings with provincial and federal insurance regulators and policy-makers -- on important issues relevant to the simple, accessible insurance solutions that our members offer to Canadians from coast-to-coast. We were actively involved in formal regulatory consultations and made key written submissions; and we advanced the interests of our Members and Associates through strategic relationship-building with regulators and policy-makers across the country.

In 2020, CAFII's sustained involvement and action on behalf of Members is required, as many of the issues we've been working on remain active and new regulatory challenges are emerging.

The CAFII 2019 Accomplishments Summary included in this Member & Volunteer Leader Recognition and Annual Report highlights just a sample of the Association's accomplishments on behalf of Members and Associates over the past year. I hope you enjoy perusing it and will keep it as memento.

Sincerely,



NICOLE BENSON

Chair, CAFII Board of Directors and
CEO & President,
Valeyo (Canadian Premier Life Insurance)

CAFII 2019 ACCOMPLISHMENTS SUMMARY

- played an industry Association leadership role in dealing with the AMF on its emergent issue related to the offering of credit protection insurance coverage to spouses and other non-debtor related parties, where the insurer cannot demonstrate, to the AMF's satisfaction, that it has a pecuniary interest in the life and/or health of the non-debtor spouse/related party. Secured a win for the industry by advocating, negotiating, and convincing the AMF to modify its initial position with respect to a workable run-off/attrition plan for such coverage.
- strengthened our already well-established, collegial relationship with the management team and Board of Directors of the Financial Services Regulatory Authority of Ontario (FSRA), which launched as that province's new financial services regulator on June 8, 2019. Resulted in FSRA's appointment of CAFII Co-Executive Director Keith Martin to its Stakeholder Advisory Committee for the Life and Health Insurance Sector.
- played a strong communications and advocacy role on behalf of the industry in dealing with Saskatchewan's Financial and Consumer Affairs Authority (FCAA) with respect to its plans for bringing into force the province's new Insurance Act and related Regulations on January 1, 2020.
- made a visits tour to insurance regulators and policy-makers in the four Western Canada provinces, thereby strengthening CAFII's relationships with and gathering intelligence from the Manitoba Superintendent of Insurance; Insurance Council of Manitoba; Saskatchewan Financial and Consumer Affairs Authority (FCAA); Insurance Councils of Saskatchewan; Saskatchewan Deputy Minister of Justice; Alberta Superintendent of Insurance and insurance regulation colleagues in Alberta Treasury Board and Finance (ATBF); Alberta Insurance Council; BC Ministry of Finance, Policy Division; BC Financial Services Authority (BCFSA), which succeeded the former BC Financial Institutions Commission (FICOM) on November 4, 2019; and the Insurance Council of BC.
- met in Fredericton with New Brunswick's new Deputy Superintendent of Insurance and its Senior Technical Advisor (project lead); and advanced CAFII's viewpoints related to the FCNB's initiative to introduce a Restricted Insurance Agent (RIA) licensing regime in the province.
- secured an invitation to participate as a key stakeholder in CCIR's condensed 2019 Annual Stakeholder Meetings. Subsequent feedback received from CCIR's Policy Manager indicated that CCIR members acknowledge that "CAFII is the best prepared of all the stakeholder groups and delivered the most compelling feedback on the Draft 2020-2023 CCIR Strategic Plan."
- strengthened our existing cordial and effective liaison relationship with the Financial Consumer Agency of Canada (FCAC), by securing an October 2019 get acquainted and dialogue meeting with newly appointed FCAC Commissioner Judith Robertson and three FCAC senior staff executives. In addition to the relationship-building and mutually beneficial information-sharing results of that Fall 2019 meeting itself, its further positive outcomes included Commissioner Robertson's agreement to be the guest speaker at CAFII's 2020 Annual Members' Luncheon (postponed from March 26/20 due to COVID-19) and a follow-up March 9/20 CAFII "Presentation and Dialogue Meeting on Credit Protection/Authorized Insurance Sales Practices and Related Fair Treatment of Customers Considerations" with a large group of FCAC staff at the Agency's Ottawa office.
- acting on CAFII Board's Strategic Plan-based commitment to utilize evidence-based consumer and industry research, issued a Media Release on the results of CAFII-commissioned, independent third party research conducted by Pollara Strategic Insights on consumers' satisfaction with credit protection insurance on mortgages and home equity lines of credit (HELOCs). This and other CAFII Media Releases resulted in publication of several industry trade press stories, which were shared with insurance regulators and policy-makers, and enhanced CAFII's website content.
- added two new Pollara consumer research results-based videos to CAFII's consumer-friendly website; and new content to the News/Research section. Through search engine optimization, significantly improved the CAFII site's ranking results with respect to credit protection insurance-related and travel insurance-related searches.
- based on Member value satisfaction, secured agreement of the Association's first two Initiation Members – Manulife and Canada Life Assurance – to remain as full dues-paying Regular Members of the Association in 2020, after two years of discounted dues as Initiation Members. Also secured a CAFII Initiation Membership application from Sun Life Financial (which was welcomed into the Association on February 10/20, upon the CAFII Board's approval of its application).



Nicole Benson,
Chair

CEO & President,
Valeyo (Canadian
Premier Life Insurance)



Chris Lobbezoo,
Vice-Chair

Vice-President,
Creditor Insurance
RBC Insurance



Peter McCarthy,
Immediate Past-Chair

President & CEO
BMO Insurance

Paul Cosgrove, *Director*
President, Business Partnerships
Assurant Canada

Janice Farrell-Jones, *Director*
Senior Vice-President,
Life & Health Insurance
TD Insurance

Zack Fuerstenberg, *Director*
Senior Vice-President, Insurance Canada
Scotiabank Financial Insurance

Louie Georgakis, *Director*
Vice-President, Creditor Insurance
The Canada Life Assurance Company

André Langlois, *Director*
Senior Vice-President, Life and Health
Desjardins Insurance

Sophie Ouellet, *Director*
Vice-President, Business
Development, Group Benefits
Sun Life

Sandra Rondzik, *Director*
Vice-President, Client Experience
Measurement & Insights
CIBC

Kelly Tryon, *Director*
Vice-President, Creditor Insurance
CUMIS/The Co-operators

Peter Thompson, *Director*
Senior Vice-President,
Insurance and President, NBI
National Bank Insurance

Wally Thompson, *Director*
Vice-President, Head of Distribution,
Affinity Markets
Manulife Financial

BOARD OF DIRECTORS

EXECUTIVE OPERATIONS COMMITTEE



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Board Secretary & EOC Chair
BMO Insurance



Tony Pergola,
CAFI Treasurer
ScotiaLife Financial



Peter Thorn,
Immediate Past Board Secretary & EOC Chair
TD Insurance



Moira Gill,
Past EOC Chair
TD Insurance



John Lewsen,
Past EOC Chair
BMO Insurance

Sharon Apt
The Canada Life Assurance Company

Afzal Baig
TD Insurance

Nathalie Baron
Desjardins Insurance

Charles Blaquiere
Valeyo (Canadian Premier Life Insurance)

Emily Brown
Sun Life

Caroline Cardinal
National Bank Insurance

Isabelle Choquette
Desjardins Insurance

Penelope Cordogiannis
RBC Insurance

Michelle Costello
CUMIS/The Co-operators

Nina Desai
Manulife Financial

Rob Dobbins
Assurant Canada

Dana Easthope
Candian Premier Life Insurance

Dallas Ewen
The Canada Life Assurance Company

Michele Jenneau
National Bank Insurance

Dominique Julien
CIBC Insurance

Karyn Kasperski
RBC Insurance

Scott Kirby
TD Insurance

Brad Kuiper
ScotiaLife Financial

Charles MacLean
RBC Insurance

Vikram Malik
Sun Life

Anita Mukherjee
RBC Insurance

Aneta Murphy
ScotiaLife Financial

Marie Nadeau
National Bank Insurance

Susanne Oleksandriw
Sun Life

Joanna Onia
CIBC Insurance

Diane Quigley
CUMIS/The Co-operators

Vivek Sahni
RBC Insurance

Monika Spudas
Manulife Financial

Andrea Stuska
TD Insurance

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