

**CAFII Executive Operations Committee In-Person/Hybrid Meeting Agenda**

**Date:** Tuesday, June 27, 2023

**Chair:** K. Kasperski

**Location:** Chubb Insurance Company of Canada, 199 Bay St  
(Commerce Court West), Muskoka Meeting Room, 25<sup>th</sup>  
Floor, Toronto; and [Virtual MTeams Meeting](#)

**Time:** 2:00 – 4:00 p.m. EST

**Dial-in:** 437-703-4263

**Phone Conference ID:** 965 295 258#

1. Call to Order, Welcome, and Priority Matters	2:00 p.m.	Presenter	Action	Document
a. Call to Order; and Welcome to New EOC Members: -Mais El-Magraby, Scotia Insurance; and Prithipal Rajasekaran, Scotia Insurance		K. Kasperski		

2. Consent Items	2:03 p.m.	Presenter	Action	Document
a. Consultations/Submissions Timetable				✓
b. May 31/23 CAFII Submission to FSRA on “Proposed Guidance: Administrative Monetary Penalties”				✓
c. June 2023 Regulatory Update				✓
d. Regulator and Policy-Maker Visit Plan Recap				✓
e. Summary of Board and EOC Action Items				✓
f. Board-Approved Schedule of CAFII 2023 Meetings and Events				✓

3. Financial Management Matters	2:04 p.m.	Presenter	Action	Document
a. CAFII Financial Statements as at May 31/23		D. Hinnecke	Update	✓
b. Forecast for CAFII 2023 Fiscal Year as at May 31/23		D. Hinnecke	Update	✓

4. Committee and Working Group Updates	2:12 p.m.	Presenter	Action	Document
a. Diversity, Equity and Inclusion	2:12 p.m.			
i. June 19/23 Meeting of CAFII Diversity, Equity and Inclusion Working Group	2:12 p.m.	T. Harri-Morar/ K. Martin	Update	✓
b. Market Conduct & Licensing				✓ (Written Update Only)
c. Quebec/AMF Issues	2:16 p.m.			✓ (Written Update)
i. Quebec “Bill C-30: An Act to amend various provisions mainly with respect to the financial sector” Clause 106 Which Bans Single Premiums For Multi-Year Insurance Contracts	2:16 p.m.	K. Martin	Update	✓
ii. Quebec Government Appointment of New AMF CEO	2:20 p.m.	K. Martin	Update	✓
d. Media Advocacy	2:24 p.m.			✓ (Written Update)
i. CAFII-Requested Proposal from Operatic Agency for Development of New Back-End to CAFII Website	2:24 p.m.	K. Martin	Update	✓
e. Research & Education	2:27 p.m.	A Stuska		✓ (Written Update)
i. Impact of CAFII Utilization of Results of 2022 Tracking Study on ‘Consumers’ Satisfaction with Credit Protection Insurance’ in Presentation Deck for Spring 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour	2:27 p.m.	K. Martin	Update/ Discussion	✓
ii. Arranging an Opportunity to Present CAFII’s Current Research Results-Focused Deck to FSRA and AMF Regulators?	2:31 p.m.	K. Martin	Update/ Discussion	
f. Networking & Events	2:34 p.m.	C. Manno		✓ (Written Update)
i. Insights Gained from May 18/23 CAFII Webinar on Quebec’s Charter of the French Language with Quebec-Based Legal Experts from Stikeman Elliott and Norton Rose	2:34 p.m.	K. Martin	Update	✓
g. Travel Insurance Experts	2:37 p.m.	K. Umutoiniwase		✓ (Written Update)
i. Insights Gained from June 21//23 THIA 2023 Annual General Meeting	2:37 p.m.	K. Martin/B. Wycks	Update	✓
ii. Insights Gained from Recent CAFII CAFII/CLHIA/THIA Biweekly Meetings on Regulatory Issues		B. Wycks	Update	

5. Recent and Upcoming Strategic and Regulatory Initiatives	2:42 p.m.	Presenter	Action	Document
a. Insights Gained from June 8/23 CAFII Special Purpose Virtual Meeting with Christian Beaulieu and Mario Beaudoin on AMF's Gathering of Industry Statistics on Claims Denials, and Utilization Intentions 2:44 p.m.		K. Martin	Update/ Discussion	
b. Insights Gained from June 21/23 CAFII Special Purpose Virtual Meeting with Louise Gauthier and Melissa Perreault on AMF's Regulation on Complaints Handling and Dispute Resolution 2:49 p.m.		K. Martin	Update/ Discussion	✓ (2)
c. Insights Gained from Liaison Meetings (7) Held During CAFII 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2: 2:55 p.m. -May 31/23 Meeting with Jan Seibel and Ann Ottenbrite, Saskatchewan Financial and Consumer Affairs Authority (FCAA); -June 1/23 Joint Meeting with Scott Moore, Manitoba Superintendent of Insurance; and Stacey Aubrey, Executive Director, Insurance Council of Manitoba; - June 13/23 Meeting with Kari Toovey, Joey Primeau, and Tiffany Norman, BC Ministry of Finance; - June 13/23 Meeting with Blair Morrison, Saskia Tolsma, and Other BCFS Staff Executives; - June 14/23 Meeting with Janet Sinclair, Brett Thibault, and Galen Aker, Insurance Council of BC - June 15/23 Meeting with Joanne Abram, Brent Rathgeber, Joseph Fernandez, and Other Alberta Insurance Council Staff Executives; and - June 15/23 Meeting with David Sorensen, David Mulyk, and Thembi Mathwasa, Alberta Treasury Board and Finance.		K. Martin/B. Wycks	Update/ Discussion	✓
d. EOC Overall Feedback on Just Completed CAFII Spring 2023 Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2 3:20 p.m.		K. Kasperski	Discussion	✓ (2)
e. Adjusted Schedule and Outreach for Meeting Confirmations for CAFII 2023 Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour in Late September and Early October 3:26 p.m.		B. Wycks	Update	✓

6. Governance Matters	3:29 p.m.	Presenter	Action	Document
a. Outcome of Deliberations of 2023 CAFII Nominating Committee, Taking Into Account Board-Approved Principles-Based Guideline on Appointment of CAFII Board Members Into Leadership Roles of Board Chair and Board Vice-Chair 3:29 p.m.		K. Martin/B. Wycks	Update	✓
b. Implementation of Board-Approved 'New CAFII Management Structure' (Post-2023) 3:33 p.m.		K. Martin	Update	✓
c. Draft Minutes of May 16/23 EOC Meeting 3:38 p.m.		B. Wycks	Approval	✓

7. Read Only Items	3:40 p.m.	Presenter	Action	Document
a. Appointment of a New Director to the CAFII Board: Julie Gaudry, RBC Insurance				✓
b. CAFII and FCNB Exchange Around Deferral Of Contemplated Virtual Liaison Meeting in May 2023 In Favour of September 2023 In-Person/Hybrid Meeting As Part of CAFII's Atlantic Canada Regulators Visits Tour				✓
c. Plans for September 27/23 CAFII Webinar with Stuart Wilkinson, Director, Consumer Office, FSRA				Briefing Note Only

8. In Camera Session	3:40 p.m.	Presenter	Action	Document

9. Tracking Issues and Bring Forward Items		Presenter	Action	Document
a. Summary of Insights/Intelligence Gathered From 2023 CLHIA Compliance and Consumer Complaints Virtual Conference, May 3-5/23				
b. Insights Gained from May 9/23 CAFII Annual Members and Associates Luncheon				
c. AMF Consultation on Declaration of Operational Incidents				
d. FCAC: Phase 2 of Domestic Bank Retail Sales Practices Review				

**Reminder:** EOC Members are requested to remain after the conclusion of the open, minuted portion of each EOC meeting for an informal, unminuted *In Camera Session* discussion involving CAFII Member representatives alone – i.e. absent CAFII management/staff – typically of 10 to 15 minutes duration

**Next EOC Meeting:** Tuesday, July 18/23, 2:00 to 3:30 p.m. Virtual-Only Meeting.

**Next Board Meeting:** Tuesday, October 10/23, 2:15 to 4:00 p.m. EST, immediately following CAFII Informal Liaison Lunch and Industry Issues Dialogue with AMF Staff Executives, to be hosted by RBC Insurance in Montreal.

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 1a**

**Call to Order; and Welcome to New EOC Members: Mais El-Magraby, Scotia Insurance; and Prithipal Rajasekaran, Scotia Insurance**

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### **Purpose of this Agenda Item—Start of Meeting**

Start of meeting, and welcome to new EOC members.

### **Background Information**

The meeting will be called to order by EOC Vice-Chair Karyn Kasperski. Two new EOC members will introduce themselves: Mais El-Magraby, Scotia Insurance; and Prithipal Rajasekaran, Scotia Insurance.

### **Recommendation / Direction Sought—Start of Meeting**

No action required.

### **Attachments Included with this Agenda Item**

No attachments.

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 2(a-f) Consent Items**

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#### **Purpose of this Agenda Item –Information only**

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:

- a. Consultations/Submissions Timetable;
- b. May 31/23 CAFII Submission to FSRA on “Proposed Guidance: Administrative Monetary Penalties”
- c. June 2023 Regulatory Update;
- d. Regulatory and Policy-Maker Visit Plan Recap;
- e. Summary of Board and EOC Action Items;
- f. Board-Approved Schedule of CAFII 2023 Meetings and Events.

#### **Recommendation / Direction Sought – Information Only**

No action required.

#### **Attachments Included with this Agenda Item**

6 attachments.



May 31, 2023

Mr. Mark White, CEO  
Financial Services Regulatory Authority of Ontario  
25 Sheppard Avenue West, Suite 100  
Toronto, Ontario M2N 6S6  
[mark.white@fsrao.ca](mailto:mark.white@fsrao.ca); and  
<https://www.fsrao.ca/engagement-and-consultations/consultation-proposed-guidance-administrative-monetary-penalties>

**RE: CAFII Feedback on FSRA's *Proposed Guidance: Administrative Monetary Penalties***

Dear Mr. White:

The Canadian Association of Financial Institutions in Insurance (CAFII) thanks the Financial Services Regulatory Authority (FSRA) of Ontario for the opportunity to comment on your consultation document "*Proposed Guidance: Administrative Monetary Penalties*."

We have divided our feedback into two sections: *High Level, Thematic Feedback Comments*; and *Feedback On Specific Sections and Components*.

**High Level, Thematic Feedback Comments**

As per our previous May 31, 2022 response submission to FSRA on its "*Use of Retained Revenues under Regulation "Money Retained Outside the Consolidated Fund" Guidance*," it is CAFII's view that it is appropriate for FSRA to retain revenues from administrative monetary penalties (AMPs); and that FSRA's deployment of those retained revenues to fund research or educational initiatives which are intended to "enhance financial literacy, financial awareness, knowledge of rights and obligations or the informed decision-making of consumers..." is unquestionably in the public interest and therefore entirely appropriate. We would suggest that FSRA incorporate a reference to its intended use of retained revenues from AMPs into the *Proposed Guidance: Administrative Monetary Penalties*.

Our Association's view is that, overall, the *Proposed Guidance: Administrative Monetary Penalties* is a principles-based, even-handed document which strikes the right balance between the exercise of regulatory authority and the exercise of case-by-case discretion while adhering to the procedural fairness and due process precepts of administrative law. We find the Guidance to be well-written and well-reasoned.

That said, given the sensitivity associated with AMPs and the high importance of getting the approach to them right, CAFII encourages FSRA to consider the significance to a regulator of incentivizing the right behaviours among regulated entities, rather than focusing predominantly upon having the power to impose an AMP as a punitive sanction. We believe that it would be appropriate to include in the Proposed Guidance additional references to FSRA's exercise of discretion and its use of warnings, rather than AMPs, as a first option when a situation arises in which a regulated entity has failed to comply with regulatory expectations and is a first-time offender.

In particular, if a first-time offender's contravention is recognized to have been unintentional, CAFII believes that a letter of warning or other similar measure should be FSRA's initial course of action. We acknowledge that there are references in the Proposed Guidance to the weighing of mitigating circumstances when assessing the evidence and deciding upon an appropriate course of action, but we believe that such considerations should be given greater weight in the Proposed Guidance.

In that same vein of wanting to incentivize the right behaviours, CAFII is strongly of the view that a breach which a regulated entity has proactively self-reported to FSRA -- and for which it has taken prompt, self-initiated corrective action, and made restitution to any harmed consumers to make them whole -- should be regarded and treated differently by FSRA as compared to a breach which the regulator has identified itself, in terms of determining the appropriate course of remedial action.

In that connection, we would like to reiterate some salient input from our September 24, 2021 response submission on the Authority's *Proposed Approach Guidance Around Publishing Information Arising From Enforcement Proceedings and Investigations* -- input which is also quite relevant to the current AMPs-related consultation -- as follows:

*In principle, CAFII supports FSRA's intention to be transparent and publish information about the actions it has taken in response to an industry player's misbehaviour or lack of compliance with legislation and/or Regulations. We generally concur that transparency in enforcement actions increases public awareness of misconduct and of the sanctions taken to improve consumer protection and deter future misconduct in the regulated sectors; and that a consistent and clear approach to transparency of enforcement also helps to ensure that non-compliant regulated entities and individuals are treated equitably and know in advance when and how FSRA will inform the public that it is taking action for non-compliant activity.*

*However, we are making this submission to draw out one particular concern. CAFII is concerned that implementation of FSRA's Proposed Approach Guidance, as currently worded, may lead to the publication of information arising from an enforcement proceeding or action taken against an industry player even when that business has proactively self-reported an issue to FSRA, taken prompt corrective action, and made restitution to any harmed customers to make them whole.*

*CAFII members are strongly of the view that when it comes to industry players with a strong track record of regulatory compliance, a policy of publishing information arising from enforcement proceedings and investigations should not penalize nor create a disincentive for such companies to come forward proactively, self-report, and correct the situation when they discover a lapse in regulatory compliance.*

*When such a lapse does occur and is discovered internally, CAFII members give careful and due consideration to self-reporting the matter to the relevant regulatory authority. Furthermore, such an incident is promptly self-corrected, with a focus on rectifying the situation for any affected customers.*

*In CAFII's view, to have a 'naming and shaming' publication result from responsible and proactive self-reporting of a regulatory compliance lapse seems inconsistent with the overarching intent of FSRA's Proposed Approach Guidance.*

*We therefore urge FSRA to give careful consideration to the scenario described above; to possible unintended consequences that might arise from "letter of the law" implementation of the Proposed Approach Guidance; and to the wisdom of giving itself flexibility and room for judgment to take into account case-by-case circumstances in applying the final Approach Guidance.*

CAFII's thinking articulated in our September 24/21 submission above applies equally to the current consultation: we believe that a possible leaning towards the imposition of an AMP in most cases, largely because the power to do so exists, should be guarded against; and that an AMP should not be a part of the first course of remedial action in cases where the regulated entity is a first-time offender and the contravention has been relatively minor, nor in cases where the regulated entity has proactively self-reported the issue to FSRA, taken prompt corrective action, and made restitution to any harmed customers to make them whole.

We believe that there are legal grounds and precedent for FSRA to take the approach we are advocating with respect to situations where a regulated entity has self-reported an issue to the Authority and taken prompt corrective action. For example, there is the safe harbour provision found in Canada's Anti-Spam Legislation (CASL). Pursuant to section 48(1) of CASL, the court is prohibited from considering an application against a person for statutory damages under paragraph 51(1)(b) of CASL if the person has entered into an undertaking with the CRTC or been served with a notice of violation by the CRTC regarding the same conduct. A similar exemption applies for those persons liable under the extended liability (section 52) and vicarious liability (section 53) provisions in CASL, in cases where the corporation, employee, agent or mandatary, as the case may be, who committed the contravention has entered into an undertaking or been served with a notice of violation.

### **Feedback On Specific Sections and Components**

In CAFII's view, there is a discernible inconsistency in the language used in two separate, but parallel sections of the Proposed Guidance. To be specific, in section A2, #7, the statement is made that in determining whether an AMP should be imposed, FSRA may, among other things, consider "FSRA's statutory mandate, priorities and strategic enforcement objectives" comes across as very broad and sweeping. And, in addition, the reference to "strategic enforcement objectives" in that sentence gives the reader an impression that FSRA could decide to pursue variable, AMP-driven 'clamp-down campaigns' over time. In contrast, we regard the parallel language used in Section B1 to be more precise and preferable, namely that "The Sector Statutes restrict FSRA to the Statutory Criteria and do not permit consideration of additional or alternative factors."

In a similar vein, in the "Rationale and background" section related to transparency, CAFII is confused as to why the perspectives of consumers and other stakeholders would be a consideration in determining whether or not to impose an AMP. The mention of consumers and other stakeholders in this context gives the reader the impression that FSRA would like to introduce public opinion into a decision that should be made solely in accordance with strict principles, in line with FSRA's statutory obligations.

In the Section in B1 that reads “Non-monetary harm cannot be quantified, but can be considered on a spectrum of severity,” CAFII recommends that FSRA include some additional commentary with respect to what types of tools or resources the Authority would consider using to assess non-monetary harm on that spectrum of severity, given that it cannot be readily quantified.

With respect to the section on “FSRA ensures that general AMPs are not punitive,” we recommend the inclusion of additional language to clarify how FSRA will tackle its “ensuring” work in this area, including the role of the Financial Services Tribunal in these matters, and the appeal process available to a regulated entity which regards an AMP which FSRA has imposed upon it to be punitive.

CAFII notes that in the section titled “Determining the amount of a general AMP,” a principle is set out that “A General AMP seeks to neutralize all economic benefits of a contravention, to the extent permitted within the statutory maximum.” In CAFII’s view, that section would be improved through alternate language that conveys more even-handedness, by avoiding use of the word “all” and instead using words such as “. . . neutralize those economic benefits derived from the contravention.”

#### **Conclusion**

CAFII again thanks FSRA for the opportunity to provide key industry stakeholder feedback on the Authority’s *“Proposed Guidance: Administrative Monetary Penalties.”* We extend our Association’s appreciation for FSRA’s continued commitment to open and transparent communication and consultation. Should you require further information from CAFII or wish to meet with representatives from our Association on this submission or any other matter at any time, please contact Keith Martin, CAFII Co-Executive Director, at [keith.martin@cafii.com](mailto:keith.martin@cafii.com) or 647-460-7725.

Sincerely,



Rob Dobbins  
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 that consumers are best served when they have meaningful choice in the purchase of insurance products and services. Our members offer credit protection, travel, life, health, and property and casualty 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 which helps ensure that Canadian consumers have access to insurance products that suit their needs. Our aim is to ensure that appropriate standards are in place for the distribution and marketing of all insurance products and services.

CAFII's members include the insurance arms of Canada's major financial institutions – BMO Insurance; CIBC Insurance; Desjardins Insurance; National Bank Insurance; RBC Insurance; Scotia Insurance; and TD Insurance – along with major industry players Assurant; Canadian Tire Bank; Chubb Life Insurance Company of Canada; CUMIS Services Inc./The Co-operators; Manulife (The Manufacturers Life Insurance Company); Securian Canada; The Canada Life Assurance Company; and Valeyo.

Summary of CAFII Board and EOC Action Items					
	Source	Action Item	Responsible	Deadline	Status June 23, 2023
		<b>Association Strategy, Governance and Financial Management</b>			
1	BOD: June 9, 2020	Revisit the launch of the CAFII Working Group On A Proposed Lower Dues Category Of CAFII Membership once the economic environment stabilizes, via a first meeting and a draft Terms of Reference for this Working Group.	K. Martin	31-Dec-23	In Progress
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	31-Dec-23	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	31-Dec-23	In Progress
4	BOD October 11, 2022	Identify a CAFII Board Vice-Chair candidate for appointment at the June 2023 First Meeting of 2023-24 Board of Directors	P. Thompson/ K. Martin/ B. Wycks	15-May-23	Completed
5	BOD April 4, 2023	Keith Martin to follow up on the EOC recommendation to the Board on the public release of the Pollara CPI research	K. Martin/ B. Wycks	April-May	Completed
		<b>Regulatory Initiatives</b>			
6	BOD December 6, 2022	Maintain ongoing dialogue with AMF Superintendent Eric Jacob and keep CAFII management and EOC Chair and Vice-Chair informed of any developments re resolving impasse issue re RADM's applicability to credit card-embedded insurance benefits and any other CAFII Member-relevant issues	P. Thompson	Ongoing	Ongoing
7	BOD April 4, 2023	At an appropriate time, suggest to the FCNB that they broaden the language of Clause 46 to include consulting a representative of a financial advisor or a representative of the insurance company	B. Wycks/ K. Martin	Ongoing	In Progress
8	BOD April 4, 2023	Keith Martin to set up two follow up meetings with the AMF, one on the regulation on complaints and dispute resolution, the other on how the AMF intended to use the statistics they had gathered on claims denial, and the return of premium to customers	K. Martin	April-May	Completed
		<b>Association Operations</b>			
9	EOC May 17, 2022	Regularly scan website videos to ensure that they are up-to-date and don't include broken links	K. Martin/ B. Wycks	Ongoing	Ongoing

**Agenda Item 2(f)**

**June 27/23 EOC Meeting**

**Board-Approved Schedule of CAFII 2023 Meetings and Events**

**(Approved At October 11/22 CAFII Board Meeting)**

**EOC Meetings:** *To be held virtual-only and in-person/virtual-hybrid, in alternating months*

- **Tuesday, January 17, 2023** (2:00–4:00 p.m. MS Teams virtual-only meeting)
- **Tuesday, February 14, 2023** (2:00–4:00 p.m. in-person/virtual-hybrid meeting)  
*(Family Day Stat Holiday in Ontario: Monday, February 20)*
- **Tuesday, March 21, 2023** (2:00–3:30 p.m. MS Teams virtual-only meeting)  
*(Quebec Spring Break: March 6 – March 10. Ontario March Break: March 13 – March 17)*
- **Tuesday, April 25, 2023** (2:00–4:00 p.m. in-person/virtual-hybrid meeting)  
*(Passover: Wednesday, April 5 – Thursday, April 13. Good Friday: Friday, April 7. Easter Monday: Monday, April 10)*
- **Tuesday, May 16, 2023** (2:00–3:30 p.m. MS Teams virtual-only meeting)  
*(Victoria Day Stat Holiday: Monday, May 22)*
- **Tuesday, June 27, 2023** (2:00–4:00 p.m. in-person/virtual-hybrid meeting)
- **Tuesday, July 18, 2023** tentative summer meeting (2:00–3:30 p.m. MS Teams virtual-only meeting)
- **Tuesday, August 15, 2023** tentative summer meeting (2:00–3:30 p.m. MS Teams virtual-only meeting)  
*(Civic Stat Holiday: Monday, August 7)*
- **Tuesday, September 19, 2023** (3:00–5:00 p.m. in-person/virtual-hybrid meeting, followed by EOC Annual Appreciation Dinner)  
*(Labour Day: Monday, September 4. Rosh Hashanah: September 15 – 17. Yom Kippur: September 24 – 25. National Day for Truth and Reconciliation: Saturday, September 30)*
- **Tuesday, October 24, 2023** (2:00–3:30 p.m. MS Teams virtual-only meeting)  
*(Thanksgiving Stat Holiday: Monday, October 9)*
- **Tuesday, November 14, 2023** (2:00–4:00 p.m. in-person/virtual-hybrid meeting)  
*(Remembrance Day: Saturday, November 11. Diwali: Sunday, November 12)*

**Board Meetings:**

- **Tuesday, April 4, 2023** (3:00–5:00 p.m. in- person/virtual-hybrid meeting, followed by ensuing Reception)  
*(Passover: Wednesday, April 5 – Thursday, April 13. Good Friday: Friday, April 7. Easter Monday: Monday, April 10)*  
**HOST: Canadian Tire Bank (at private venue rental in downtown Toronto)**
- **Tuesday, June 6, 2023** (2:30–5:00 p.m. in- person/virtual-hybrid meeting, preceded by 2023 Annual Meeting of Members and followed by ensuing Reception).  
**HOST: Manulife, 200 Bloor St. East, Toronto**
- **Tuesday, October 10, 2023** (2:20–4:00 p.m. in- person/virtual-hybrid meeting, immediately following liaison lunch and Industry Issues Dialogue with AMF staff executives)  
**HOST: RBC Insurance (Montreal); Alternate: BMO Insurance (Montreal)**
- **Tuesday, December 5, 2023** (3:00–5:00 p.m. in- person/virtual-hybrid meeting, followed by Holiday Season/Year-End Reception)  
**HOST: Scotia Insurance; Alternate: RBC Insurance**



**2023 Annual Members and Associates Luncheon:**

- *Tuesday, May 9, 2023 from 11:45 a.m. EST to 2:15 p.m. EST at St. James Cathedral Centre  
Event Venue, 65 Church St., Toronto*

**2023 EOC Annual Appreciation Dinner:**

- *Tentative Date: Tuesday, Sept 19, 2023 at 5:30 p.m. at a TBD location*

**Webinars:**

- January 25 or 26, 2023
- March 29 or 30, 2023
- April 26 or 27, 2023
- September 26 or 27, 2023
- October 25 or 26, 2023
- November 22 or 23, 2023

**2022 Board meetings Hosted by:**

TD Insurance, Desjardins Insurance, CIBC Insurance

**2021 Board meetings Hosted by:**

None, due to COVID-19 pandemic situation

**2020 Board meetings Hosted by:**

None, due to COVID-19 pandemic situation

**2019 Board meetings Hosted by:**

CUMIS (National Club), Manulife Financial, National Bank Insurance, TD Insurance

**2018 Board Meetings Hosted by:**

CAFII; ScotiaLife Financial; BMO Insurance; The Canada Life Assurance

**2017 Board Meetings Hosted by:**

TD Insurance; CAFII; Desjardins Insurance; CIBC Insurance



## **Recent Years' Annual Members and Associates Luncheons**

### **2022 Annual Members and Associates Luncheon**

**Date:** Tuesday, November 9, 2021 from 1:00 p.m. – 2:30 p.m. EDT

**Topic:** “With Authority: Executing On A Bold Vision for A New Kind of Financial Services Regulator in Ontario; and Laying the Groundwork for Its Long-Term Success”

**Speaker:** Mark White, CEO, FSRA

**Venue:** St. James Cathedral Centre Event Venue, 65 Church St., Toronto, Ontario

### **2021 Annual Members and Associates Virtual Luncheon Webinar**

**Date:** Tuesday, November 9, 2021 from 1:00 p.m. – 2:30 p.m. EDT

**Topic:** “The Changing Regulatory Environment – Challenges, Risks and Opportunities”

**Panelists:** Jill McCutcheon, Partner, Torys LLP; Stuart Carruthers, Partner, Stikeman Elliott LLP; Marc Duquette, Partner, Norton Rose Fulbright Corporation. Panel Moderator: Keith Martin, CAFII

**Venue:** Virtual-Only Webinar

### **2020 Annual Members and Associates Virtual Luncheon Webinar**

**Date:** Wednesday, October 21, 2020 from 12 Noon to 1:00 p.m. EDT

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

**Speakers:** Frank Lofranco, Deputy Commissioner, Supervision and Enforcement, Financial Consumer Agency of Canada (Remarks actually delivered by Teresa Frick, Director, FCAC who was subbed in for Frank Lofranco at the last minute)

**Venue:** Virtual-Only Webinar

### **2019 Annual Members and Associates Luncheon**

**Date:** Tuesday, February 19, 2019 from 11:45 a.m. to 2:15 p.m.

**Topic:** “The Changing Regulatory Environment – Challenges, Risks and Opportunities”

**Panelists:** Stuart Carruthers, Partner, Stikeman Elliott LLP; Koker Christensen, Partner, Fasken; Jill McCutcheon, Partner, Torys LLP. Panel Moderator: Nicole Benson, CEO, Canadian Premier Life/Valeyo

**Venue:** Arcadian Loft, 401 Bay St., Simpson Tower, 8<sup>th</sup> Floor, Toronto, ON

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 3(a) Financial Management Matters--CAFII Financial Statements as at May 31/23**

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#### **Purpose of this Agenda Item – Update**

To update the EOC on the Association's financial position as at 23 May, 2023.

#### **Background Information**

CAFII Treasurer Donald Hinnecke will provide an update based on the CAFII Financial Statements as at 23 May, 2023.

#### **Recommendation / Direction Sought – Update**

This is an update only.

#### **Attachments Included with this Agenda Item**

1 attachment.

## C A F I I

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

### Statement of Operations As at May 31th, 2023

	Current Month	Budget May-23	Variance to Monthly Budget	Current YTD	Budget '23 YTD	Variance Budget to YTD	Budget 2023
<b>Revenue</b>							
Membership Dues	\$79,425	\$77,497	\$1,928	\$397,124	\$387,485	\$9,639	\$929,964
Interest	\$953	\$458	\$495	\$4,318	\$2,290	\$2,028	\$5,500
<b>Investments - Interest-Savings, Short-term CD</b>	\$1,151	\$0	\$1,151	\$1,151	\$0	\$1,151	\$0
Misc (One time event fees)	\$380	\$0	\$380	\$380	\$0	\$380	\$0
<b>TOTAL REVENUE</b>	<b>\$81,909</b>	<b>\$77,955</b>	<b>\$ 3,954</b>	<b>\$402,973</b>	<b>\$389,775</b>	<b>\$13,198</b>	<b>\$935,464</b>
<b>Expenses</b>							
<b>Office Costs</b>							
Management Fees (CAFII staff and Managing Matters)	\$42,898	\$44,899	\$2,001	\$225,590	\$224,495	(\$1,095)	\$538,784
New hire for 6 months overlap	\$0	\$0	\$0	\$0	\$0	\$0	\$102,895
Audit Fees	\$1,367	\$1,367	\$0	\$6,333	\$6,835	\$502	\$16,402
Insurance	\$526	\$575	\$49	\$2,628	\$2,875	\$247	\$6,902
Member Communication and Technology Tools	\$772	\$734	(\$38)	\$4,864	\$3,670	(\$1,194)	\$8,810
Telephone/Fax/Internet	\$104	\$482	\$378	\$520	\$2,410	\$1,890	\$5,789
Postage/Courier	\$0	\$7	\$7	\$7	\$28	\$21	\$86
Office Expenses	\$682	\$896	\$214	\$905	\$4,480	\$3,575	\$10,751
Bank Charges	\$25	\$52	\$27	\$136	\$260	\$125	\$628
New Office Equipment	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Depreciation Computer/Office Equipment	\$60	\$235	\$175	\$298	\$1,175	\$877	\$2,821
Miscellaneous Expense	\$0	\$0	\$0	\$0	\$0	\$0	\$500
<b>Total Office related expenses</b>	<b>\$46,434</b>	<b>\$49,247</b>	<b>\$2,813</b>	<b>\$241,280</b>	<b>\$246,228</b>	<b>\$4,948</b>	<b>\$694,369</b>
Legal and consulting costs associated with regulatory submissions and initiatives	\$17,987	\$8,040	(\$9,947)	\$17,987	\$34,120	\$16,133	\$90,400
<b>Board/EOC/AGM</b>							
Annual Members and Associates Luncheon	\$10,977	\$7,120	(\$3,857)	\$10,977	\$16,120	\$5,143	\$16,120
Board Hosting (External)	\$0	\$0	\$0	\$0	\$8,025	\$8,025	\$24,075
Board/EOC Meeting Expenses	\$526	\$3,454	\$2,928	\$6,649	\$6,908	\$259	\$31,089
Industry Conferences and Events	\$0	\$2,500	\$2,500	\$0	\$2,800	\$2,800	\$3,627
EOC Annual Appreciation Dinner	\$0	\$0	\$0	\$0	\$0	\$0	\$5,676
Speaker fees & travel	\$0	\$0	\$0	\$0	\$1,500	\$1,500	\$1,500
Gifts	\$0	\$107	\$107	\$0	\$535	\$535	\$1,284
Networking Events	\$0	\$1,413	\$1,413	\$0	\$1,413	\$1,413	\$5,650
CAFII 25th Anniversary Celebration	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total Board/EOC/AGM</b>	<b>\$11,503</b>	<b>\$14,594</b>	<b>\$3,092</b>	<b>\$17,626</b>	<b>\$37,301</b>	<b>\$19,675</b>	<b>\$89,021</b>
<b>Regulatory and Industry</b>							
Provincial Regulatory Visits and Relationship-Building	\$45	\$15,000	\$14,955	\$224	\$15,000	\$14,776	\$41,000
Federal Regulatory Visits and Relationship-Building	\$0	\$0	\$0	\$0	\$0	\$0	\$5,000
Research/Studies	\$0	\$0	\$0	\$8,814	\$0		\$67,800
Webinar Fees	\$0	\$0	\$0	\$5,763	\$7,683	\$1,920	\$15,368
Website SEO and Enhancements	\$0	\$0	\$0	\$11,300	\$11,300	\$0	\$45,200
CAFII Benchmarking Study/RSM Canada	\$0	\$0	\$0	\$16,950	\$17,798	\$848	\$71,190
Media Outreach	\$0	\$0	\$0	\$1,139	\$2,260	\$1,121	\$9,040
Media Consultant Retainer	\$2,543	\$3,125	\$583	\$12,713	\$15,625	\$2,913	\$37,500
Marketing Collateral	\$975	\$0	(\$975)	\$975	\$0	(\$975)	\$7,000
<b>Total Regulatory and Industry</b>	<b>\$3,562</b>	<b>\$18,125</b>	<b>\$14,563</b>	<b>\$57,877</b>	<b>\$69,666</b>	<b>\$11,789</b>	<b>\$299,098</b>
<b>TOTAL EXPENSE</b>	<b>\$79,485</b>	<b>\$90,006</b>	<b>\$10,521</b>	<b>\$334,770</b>	<b>\$387,315</b>	<b>\$52,545</b>	<b>\$1,172,888</b>
<b>NET INCOME</b>	<b>\$2,424</b>	<b>(\$12,051)</b>	<b>14,475</b>	<b>\$68,203</b>	<b>\$2,460</b>	<b>\$ 65,742</b>	<b>(\$237,424)</b>
proof	-	0	-	0	-	0	-

#### 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.

# CAFI

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

## Balance Sheet As at May 31th, 2023

	CAFI Operations		
	31-May 2023	30-Apr 2023	31-Dec 2022
<b>ASSETS</b>			
<b>Current Assets</b>			
Bank Balance	\$281,174	\$969,305	\$324,108
Savings Account	\$421,563	\$420,609	\$417,244
TD Investment in GIC- 1104 8045480 01	\$600,000	\$0	\$0
Accounts Receivable	\$12,283	\$0	\$0
Interest Receivable	\$1,151	\$0	\$0
Prepaid Expenses	\$4,257	\$22,694	\$6,397
Computer/Office Equipment	\$10,878	\$10,878	\$10,878
Accumulated Depreciation -Comp/Equip	(\$9,028)	(\$8,968)	(\$8,730)
<b>Total Current Assets</b>	<b>\$1,322,278</b>	<b>\$1,414,518</b>	<b>\$749,898</b>
<b>TOTAL ASSETS</b>	<b>\$1,322,278</b>	<b>\$1,414,518</b>	<b>\$749,898</b>
	-	-	
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Accrued Liabilities	\$6,723	\$7,223	\$15,916
Credit Card	\$997	\$1,344	\$566
Account Payable	\$21,107	\$35,500	\$64,141
Deferred Revenue	\$555,974	\$635,399	\$0
<b>Total Current liabilities</b>	<b>\$584,801</b>	<b>\$679,465</b>	<b>\$80,623</b>
<b>TOTAL LIABILITIES</b>	<b>\$584,801</b>	<b>\$679,465</b>	<b>\$80,623</b>
	-	-	
<b>UNRESTRICTED NET ASSETS</b>			
Unrestricted Net Assets, beginning of year	\$669,275	\$669,275	\$505,900
Excess of revenue over expenses	\$68,203	\$65,779	\$163,374
<b>Total Unrestricted Net Assets</b>	<b>\$737,477</b>	<b>\$735,053</b>	<b>\$669,275</b>
<b>Total Unrestricted Net Assets</b>	<b>\$737,477</b>	<b>\$735,053</b>	<b>\$669,275</b>
<b>TOTAL LIABILITIES AND UNRESTRICTED NET ASSETS</b>	<b>\$1,322,278</b>	<b>\$1,414,518</b>	<b>\$749,898</b>
	-	-	
<b>Financial Reserves Targets as per 2023 Budget:</b>			
Minimum 3 months (25%) of Annual Operating Expenses=		\$ 293,222	- 0.04
Maximum 6 months (50%) of Annual Operating Expenses=		\$ 586,444	- 0.08
<b>Current Level of Financial Reserves</b> (total unrestricted net assets):		<b>\$737,477</b>	
<b>Current Level of Financials Reserve (%)</b> :		<b>63%</b>	0.00

## C A F I I

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

### Membership Fees

		<b>Feb-23</b>		<u>Method of Payment</u>	<u>Received Date</u>
		<u>Billed</u>	<u>Received</u>		
TD Insurance	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Cheque	23-Feb-23
BMO Bank of Montreal	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Direct Payment - EFT	16-Mar-23
CIBC Insurance	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Direct Payment - EFT	27-Feb-23
RBC Insurance	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Direct Payment - EFT	2-Mar-23
Scotia Insurance	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Direct Payment - EFT	28-Feb-23
Desjardins Financial Security Life Assura	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Cheque	28-Feb-23
National Bank Insurance	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Direct Payment - EFT	16-Feb-23
Manulife Financial	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Direct Payment - EFT	13-Feb-23
The Canada Life Assurance Company	2023 Upper Tier Member	\$ 77,110	\$ 77,110	Direct Payment - EFT	19-Apr-23
Securian Canada	2023 Lower Tier Member	\$ 38,555	\$ 38,555	Cheque	23-Feb-23
Assurant	2023 Lower Tier Member	\$ 38,555	\$ 38,555	Direct Payment - EFT	23-Mar-23
Valeyo	2023 Lower Tier Member	\$ 38,555	\$ 38,555	Direct Payment - EFT	3-Mar-23
CUMIS Group Ltd	2023 Lower Tier Member	\$ 38,555	\$ 38,555	Cheque	28-Mar-23
Canadian Tire Bank	2023 Lower Tier Member	\$ 38,555	\$ 38,555	Direct Payment - EFT	20-Apr-23
Chubb Life Insurance Company of Canada	2023 Initiation Members (Lower Tier)	\$ 23,133	\$ 23,133	Cheque	4-Apr-23
RSM Canada	Associate	\$ 4,800	\$ 4,800	cheque	11-Apr-23
Willis Towers Watson	Associate	\$ 4,800	\$ 4,800	Direct Payment - EFT	13-Apr-23
KPMG LLP	Associate	\$ 4,800	\$ 4,800	Cheque	18-Apr-23
Optima Communications	Associate	\$ 4,800	\$ 4,800	Direct Payment - EFT	17-Feb-23
RGA Life Reinsurance Company of Canada	Associate	\$ 4,800	\$ 4,800	Direct Payment - EFT	31-Mar-23
Torlys LLP	Associate	\$ 4,800	\$ 4,800	Direct Payment - EFT	28-Feb-23
Stikeman Elliott	Associate	\$ 4,800	\$ 4,800	Cheque	21-Mar-23
Norton Rose Fulbright Canada	Associate	\$ 4,800	\$ 4,800	Direct Payment - EFT	4-Apr-23
Royal & Sun Alliance Insurance Company	Associate	\$ 4,800	\$ 4,800	Cheque	28-Mar-23
<b>Feb Invoices</b>		<b>\$953,098</b>	<b>\$953,098</b>		
<b>Total Membership Fees</b>		<b>\$953,098</b>			
Total amount to reallocate monthly Jan-Dec. 2023		<b>\$79,424.83</b>			

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 3(b)**

#### **Financial Management Matters--Forecast For CAFII 2023 Fiscal Year as at May 31/23**

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#### **Purpose of this Agenda Item – Update**

To provide an update on the Association's forecast for the end of the 2023 fiscal year, as at May 31, 2023.

#### **Background Information**

CAFII Treasurer Donald Hinnecke will provide an update on the CAFII 2023 fiscal year forecast as at 31 May, 2023.

#### **Recommendation / Direction Sought – Update**

This is an update only.

#### **Attachments Included with this Agenda Item**

1 attachment.

2023 CAFII Budget  
In \$ Cdn

	2019 Actuals	2020 Actuals	2021 Actuals	2022 Actuals	CAFII 2023 Budget	2023 YTD May 2023	2023 Forecast	Comment/Rationale
<b>Revenue</b>								
Membership Dues	734,664	884,721	955,970	991,653	929,964	397,124	953,097	New member not in plan (Lower tier)
Interest	982	399	236	2,579	5,500	4,318	9,500	Higher interest rates
Investments - Interest-Savings, Short-term CD	-	-	-	-	-	1,151	6,904	Not in Plan
CCBPI Revenue + one time event fees	195	-	-	12,511	-	380	-	
<b>TOTAL REVENUE</b>	<b>735,841</b>	<b>885,120</b>	<b>956,206</b>	<b>1,006,743</b>	<b>935,464</b>	<b>402,973</b>	<b>969,501</b>	
<b>EXPENSE</b>								
<b>Office Costs</b>								
Management Fees (CAFII staff and Managing Matters)	465,134	476,844	486,711	507,904	538,784	225,590	538,784	Same as budget
New hire for 6 months overlap	-	-	-	-	102,895	-	136,932	Increased due to recruitment fees
Audit Fees	14,799	16,743	13,224	15,187	16,402	6,333	16,402	Same as budget
Insurance	5,338	5,385	5,877	6,275	6,902	\$2,628	6,902	Same as budget
Member Communication and Technology Tools	10,022	5,765	6,958	7,990	8,810	4,864	8,810	Same as budget
Telephone/Fax/Internet	6,494	5,808	6,799	5,935	5,789	520	5,789	Same as budget
Postage/Courier	159	53	-	60	86	7	86	Same as budget
Office Expenses	2,025	2,158	2,694	7,898	10,751	905	10,751	Same as budget
Bank Charges	112	236	663	548	628	136	628	Same as budget
New Office Equioment	-	-	-	-	-	-	-	Same as budget
Depreciation Computer/Office Equipment	1,136	1,136	1,136	716	2,821	298	2,821	
Miscellaneous Expense	-	-	-	283	500	-	500	Same as budget
Total Office related expenses	505,219	514,128	524,061	552,796	694,369	241,280	728,406	
Legal and consulting costs associated with regulatory submissions and initiatives	-	28,975	74,221	-	90,400	17,987	90,400	Same as budget
<b>Board/EOC/AGM</b>								
Annual Members and Associates Luncheon	12,052	-	-	13,147	16,120	10,977	16,120	Same as budget
Board Hosting (External)	14,001	-	-	203	24,075	-	24,075	Same as budget
Board/EOC Meeting Expenses	35,419	4,676	1,822	11,361	31,089	6,649	31,089	Same as budget
Industry Conferences and Events	-	-	-	615	3,627	\$0	3,627	Same as budget
EOC Annual Appreciation Dinner	2,193	4,244	-	2,501	5,676	-	5,676	Same as budget
Speaker fees & travel	1,189	-	-	-	1,500	-	1,500	Same as budget
Gifts	200	-	-	765	1,284	-	1,284	Same as budget
Networking Events	-	-	-	1,854	5,650	-	5,650	Same as budget
CAFII 25th Anniversary Celebration	-	-	-	15,315	-	-	-	
<b>Total Board/EOC/AGM</b>	<b>65,053</b>	<b>8,920</b>	<b>1,822</b>	<b>45,761</b>	<b>89,021</b>	<b>17,626</b>	<b>89,021</b>	Same as budget
<b>Regulatory and Industry</b>								
Provincial Regulatory Visits and Relationship-Building	16,833	983	-	9,205	41,000	224	41,000	Same as budget
Federal Regulatory Visits and Relationship-Building	442	540	-	-	5,000	\$0	5,000	Same as budget
Research/Studies	5,368	28,646	75,473	73,026	67,800	8,814	67,800	Same as budget
Webinar Fees	-	-	-	7,684	15,368	5,763	15,368	Same as budget
Website SEO and Enhancements	40,914	31,144	50,737	45,200	45,200	11,300	45,200	Same as budget
CAFII Benchmarking Study/RSM Canada	-	68,365	67,800	67,800	71,190	16,950	71,190	Same as budget
Media Outreach	5,683	350	9,542	2,779	9,040	\$1,139	9,040	Same as budget
Media Consultant Retainer	27,120	27,685	29,792	37,331	37,500	12,713	37,500	Same as budget
Marketing Collateral	1,629	845	717	1,787	7,000	975	7,000	Same as budget
<b>Total Regulatory and Industry</b>	<b>105,543</b>	<b>179,462</b>	<b>254,966</b>	<b>244,812</b>	<b>299,098</b>	<b>57,877</b>	<b>299,098</b>	Same as budget
<b>TOTAL EXPENSE</b>	<b>675,816</b>	<b>731,485</b>	<b>855,070</b>	<b>843,368</b>	<b>1,172,888</b>	<b>334,770</b>	<b>1,172,888</b>	
<b>Excess of Revenue over Expenses</b>	<b>60,025</b>	<b>153,636</b>	<b>101,136</b>	<b>163,375</b>	<b>(237,424)</b>	<b>68,203</b>	<b>(237,424)</b>	
Unrestricted Net Assets (beginning of year)	170,198	230,223	230,223	305,900	621,727	669,275	669,275	
Unrestricted Net Assets (end of period)	230,223	383,859	331,359	669,275	384,303	737,477	431,851	

**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

Actual/Forecasted Financial Reserves	2019 Actuals	2020 Actuals	2021 Actuals	2022 Actuals	CAFII 2023 Budget	2023 YTD May 2023	2023 Forecast
Minimum 3 months (25%) of Annual Operating Expenses =	\$168,954	\$182,871	\$213,767	\$210,842	\$293,222	\$293,222	\$293,222
Maximum 6 months (50%) of Annual Operating Expenses =	\$337,908	\$365,742	\$427,535	\$421,684	\$586,444	\$586,444	\$586,444
Actual/Forecasted Level of Financial Reserves:	\$230,223	\$383,859	\$331,359	\$669,275	\$384,303	\$737,477	\$431,851
Actual/Forecasted Level of Financial Reserves %:	34%	52%	39%	79%	33%	63%	37%

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 4(a)i  
Committee and Working Group Updates— Diversity, Equity and Inclusion—June 19/23 Meeting of  
CAFII Diversity, Equity and Inclusion Working Group**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

CAFII held a meeting on 19 June, 2023 of its Diversity, Equity, and Inclusion Working Group. Working Group Chair Tejal Harri-Morar will provide an update on the outcomes of that meeting.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.



**June 19, 2023**

**Proposed Agenda for the 19 June, 2023 Meeting of the Working Group**

- Welcome (Tejal Harri-Morar, All)
- Reach out to Associations on their DEI Policies (All) (see Appendix 1, Rolling Notes)
- Discussion of the questions to ask in CAFII Survey of its members? (All)
- Slide on DEI Committee in Regulatory and Policy-Maker Tour (Keith Martin) (See attachment "CAFII Presentation Western Tour" Page 33)
- Keith Martin update on Webinar on DEI ("inclusive language") (Keith Martin) (see Appendix 2, Rolling Notes and attachment "Inclusive Language Handout")
- Any other issues and next steps (All)
- Termination of Meeting (Tejal Harri-Morar)

**Appendix 1**

**Wednesday, June 7, 2023 Email from CLHIA Luke O'Connor**

Hi Keith,

We do have a DEI statement in our employee handbook which I can share:



Otherwise, our Director, Human Resources and Office Services, Cathy Goudreau (copied) is happy to chat with you on any other questions you might have on this topic.

I hope this helps.

Luke

**Luke O'Connor** (he/him)  
Director, Market Conduct Policy and Regulation  
Cell: 647-200-4466



Canadian Life and Health  
Insurance Association  
79 Wellington St. West, Suite 2300  
P.O. Box 99, TD South Tower  
Toronto, Ontario M5K 1G8

**From:** Keith Martin <[Keith.Martin@cafii.com](mailto:Keith.Martin@cafii.com)>  
**Sent:** Tuesday, May 23, 2023 11:44 AM  
**To:** Luke O'Connor <[LOConnor@clhia.ca](mailto:LOConnor@clhia.ca)>; Brent Mizzen <[bmizzen@clhia.ca](mailto:bmizzen@clhia.ca)>  
**Cc:** Brendan Wycks <[brendan.wycks@cafii.com](mailto:brendan.wycks@cafii.com)>; Tejal Harri-Morar <[tejal.harrimorar@bmo.com](mailto:tejal.harrimorar@bmo.com)>  
**Subject:** query to CLHIA from CAFII

Hello Luke, Brett,

We have recently had some members of CAFII suggest that we should do some work internally so that over time we can ensure that we are reflecting DEI principles within our organization, including a more diverse representation on the CAFII Board.

We have in that regard struck a new DEI Working Group to consider these issues.

As a first step, we are reaching out to friendly Associations to ask them if they have any DEI policies already in place, and if so if such policies can be shared with us. We want to learn from what already is in place elsewhere.

Can you let us know?

Thanks!

--Keith

**Keith Martin**  
Co-Executive Director / Co-Directeur général  
Canadian Association of Financial Institutions in Insurance  
L'association canadienne des institutions financières en assurance  
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[Visit the CAFII LinkedIn Page](#)

## **Appendix 2**

May 30, 2023 01:00 PM

### **Description**

Words matter. The language we use every day can have a big impact on feelings of inclusion at work. That's why MacPhie created Inclusive Language Training: using and understanding inclusive language is a straightforward and concrete way to help everyone feel more comfortable at work. In this free, one-hour webinar, participants will build their confidence, knowledge, and sensitivity around inclusive language, so they can feel more confident respectfully speaking and writing about differences. Join us!

### **Summary Notes, 19 June 2023 Meeting**

Megan Bolton-Mclean from Assurant was welcomed as this was her first meeting, and she gave a brief introduction.

It was suggested that this Working Group should make a recommendation to the EOC initially and have a specific focus, and in that respect does not meet the criteria of an ongoing Committee at this time. The first objective of the Working Group may be to develop its scope and to identify what success for it is. At some point the Working Group may become a Committee but we are not there yet.

The Working Group started its work on Board diversity, and ensuring that there needs to be progress around gender and racial diversity within CAFII. Should we try some form of "scoring" of the board to see if it represents the Canadian community? Perhaps that could also be done with the EOC.

The Working Group has reached out to other Associations about their DEI initiatives. Working Group members said that there was a need for CAFII to engage in initiatives to make its volunteer makeup more representative of the Canadian community they are drawn from. Andrea Stuska cited a UN study on Guidance on Gender Equality. These could all be sources of interesting information for the Working Group.

Karyn Kasperski said that at RBC Insurance the DEI Working Group referenced the Chartered Financial Advisors which has made important strides including a code that members can become a signatory to. This could be something that CAFII could look at as well.

There was support for trying to identify what others are already doing around DEI and drawing on this research and existing policies. A question was asked whether OSFI has DEI requirements that we could draw on? It was suggested that IAIS would have some IAIS initiatives. A link sent to us by webinar participant from IAIS Nicholas Herbert Young was:

[DEI stakeholder session, 9 February 2023](#)

Karyn Kasperski also suggested that the Global Federation on Insurance Associations could also have some perspectives.

[Diversity, Equity, and Inclusion Code \(USA and Canada\) \(cfainstitute.org\)](#)

It was suggested that we need to do more research to understand the relevant questions to ask, before sending a survey to our members.

Keith Martin gave an overview of the recent managing matters webinar on inclusive language. It was suggested that this could be the subject of a webinar for CAFII.

It was agreed that CAFII in future should make a land-acknowledgement statement at all future meetings.

We will be holding a meeting of the Working Group every second Monday of the month from 1-2pm.

### **Andrea Stuska Recommended Links**

*Besides our own member company guidelines, here are a few sources that might provide some direction.*

*Here is the link to the UN paper on gender.*

<https://www.unepfi.org/industries/banking/guidance-on-gender-equality/>

*Government of Canada*

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>

*Might be worth reaching out to IBC to see if they have something further than what's on their website. I can do this outreach if you like.*

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>

<https://gfaiinsurance.org/search?q=Diversity&s=&r=&y=2023&from=&to=#publications>

<https://www.iaisweb.org//?s=DEI>

*I didn't see anything on the CADRI website but will confirm with my colleagues who are active in that association.*

### **OSFI COMMENTS ON DEI**

#### **OSFI's Diversity, Equity, and Inclusion Strategy 2022-2025**

Last year, the Clerk of the Privy Council and the Secretary to the Cabinet released the [Call to Action on Anti-Racism, Equity and Inclusion in the Federal Public Service](#).

Today, I am pleased to announce that OSFI has launched its [Diversity, Equity, and Inclusion \(DEI\) Strategy](#) that builds on work already underway in this area.

The Strategy aims to transform our organization into one that embodies DEI at every level, in everything we do. We believe that diversity, equity, and inclusion are more than points to check off an organizational to-do list – they are traits imbedded in a culture that empowers people to be themselves and bring their best to work every day.

Our goal is to create a sense of belonging for each of our colleagues.

Simply put, we must fully embrace DEI. Not only because it's the right thing to do, but also because our risk environment demands that unwavering commitment. If we do not bring diverse mindsets to OSFI and provide them a platform to thrive, we will fail to adapt to the extraordinary and complex risks that we face. Therefore, for OSFI, DEI is not only a moral imperative but a strategic imperative.

Since my arrival at OSFI, we have undertaken several major transformational initiatives.

Our [Blueprint](#) serves as an important self-examination and articulates the direction in which we want to go as an organization. Our 2022-2025 Strategic Plan will provide concrete steps toward reaching those goals and aspirations.

DEI is a central focus of our Blueprint and the new DEI Strategy adds to the momentum we've already created. The DEI Strategy is an evergreen document – one that we will adapt and change as we continue to measure, adjust, and improve OSFI's DEI practices in the months and years to come.

For more background on our efforts in this area, please see my [open letter to the Clerk](#).

Peter Routledge  
Superintendent, Office of the Superintendent of Financial Institutions

[OSFI's Diversity, Equity, and Inclusion Strategy 2022-2025 \(osfi-bsif.gc.ca\)](#)

#### **OSFI Is Also Using the Centre for Global Inclusion:**

[Home : The Centre for Global Inclusion](#)

**May 15, 2023**

#### **Notes**

The Committee had a wide-ranging discussion of its objectives and next steps.

It was agreed that CAFII would reach out to its fellow associations and see what if any DEI policies they had.

It was also agreed that CAFII would conduct a survey of its members to see what DEI policies they had in place, so that the Committee could draw on these in its consideration of a policy.

#### **Background Information**

The Executive Operations Committee (EOC) has expressed a desire to see greater diversity in terms of representation on the CAFII Board of Directors, as it was observed at the December 2022 Board of Directors meeting that there was very little diversity around the table.

While positive strides with recent Board member appointments have been made, taking a more purposeful course is needed to achieve greater, consistent diversity in the Association's representation which will serve as an important key to CAFII's future success.

To further the goal of greater diversity, volunteer members from the EOC are in the process of forming a working group with CAFII Co-Executive Director oversight to document recommendations to the Board of Directors on best practices for industry Associations of comparable size and scope; whether that be in the form of a policy, guideline, practice or some other mechanism.

Once the recommendations have been drafted, they will be presented to the Board of Directors for review and approval and thereafter a mandate to the EOC to proceed with any required implementation steps.

**Volunteer EOC Members Identified to Date:**

CAFII Board of Directors Diversity Working Group				
First	Last	Email	Company	BOD/EOC/Committee
Rob	Dobbins	(Rob Dobbins) <a href="mailto:rob.dobbins@assurant.com">rob.dobbins@assurant.com</a>	Assurant Canada	Diversity Working Group
Jennifer	Russell	(Jennifer Russell) <a href="mailto:Jennifer.russell@assurant.com">Jennifer.russell@assurant.com</a>	Assurant Canada	Diversity Working Group
Tejal	Harri-Morar	(Tejal Harri-Morar) <a href="mailto:Tejal.HarriMorar@bmo.com">Tejal.HarriMorar@bmo.com</a>	BMO Insurance	Diversity Working Group
David	Self	(David Self) <a href="mailto:David.Self@wi.cibc.com">David.Self@wi.cibc.com</a>	CIBC Insurance	Diversity Working Group
Karyn	Kasperski	(Karyn Kasperski) <a href="mailto:karyn.kasperski@rbc.com">karyn.kasperski@rbc.com</a>	RBC Insurance	Diversity Working Group
Andrea	Stuska	(Andrea Stuska) <a href="mailto:andrea.stuska@td.com">andrea.stuska@td.com</a>	TD Insurance	Diversity Working Group

**Proposed Inaugural Meeting**

The first meeting will be held on Monday, 15 May, 2023, from 2-3pm (virtually).

**Proposed Chair of this Working Group**

Tejal Harri-Morar has agreed to serve as Chair of the Working Group.

**Proposed Agenda for First Meeting of this Working Group**

- Motion to Nominate Tejal Harri-Morar as Chair (Keith Martin, All)
- Welcome and Introductions (Tejal Harri-Morar, All)
- What is the objective of this Working Group? (All)
- Discussion of key issues for Working Group to consider (All)
- Frequency and duration of Working Group's meetings? (All)
- What sort of implementation mandate should the Working Group ask the EOC to obtain from the Board? (All)
- Any other issues and next steps (All)
- Termination of Meeting (Tejal Harri-Morar)

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(b) Committee Updates—Market Conduct & Licensing**

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#### **Purpose of this Agenda Item – Written Summary Only**

A written update will be provided of the recent activities of this Committee.

#### **Background Information**

A written update of this Committee's recent activities will be provided, including the recent May 31/23 CAFII Submission to FSRA on "Proposed Guidance: Administrative Monetary Penalties."

#### **Recommendation / Direction Sought – Written Summary Only**

This is a written update only.

#### **Attachments Included with this Agenda Item**

1 attachment.

***Agenda Item 4(b)***  
***June 27/23 EOC Meeting***

**Market Conduct & Licensing Committee (Chair: Brad Kuiper; Vice-Chair: Fay Coleman)**

The Market Conduct & Licensing Committee's activity over the past month has been focused largely on providing input for the development of CAFII's response submission to the following consultation:

- FSRA's Consultation on its *Proposed Guidance: Administrative Monetary Penalties* which was submitted on May 31/23.



## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(c) Committee Updates— Quebec/AMF Issues**

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#### **Purpose of this Agenda Item – *Written Update Only***

A written summary will be provided of the recent activities of this Committee.

#### **Background Information**

A written summary of this Committee's recent activities will be provided.

#### **Recommendation / Direction Sought – *Written Update Only***

This is a written summary only.

#### **Attachments Included with this Agenda Item**

Two (2) attachments.

***Agenda Item 4(c)***  
***June 27/23 EOC Meeting***

**Quebec/AMF Issues Committee (Chair: Jennifer Russell; Vice-Chair: Iman Muntazir)**

CAFII's new Quebec/AMF Issues Committee has been holding regular, recurring meeting once per month, covering such issues as the Charter of the French Language, new privacy legislation in Quebec, the AMF's new complaints and dispute resolution regulation, and the AMF's initiative to collect industry data on claims payout ratios.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 4(c)i**

**Committee Updates—Quebec/AMF Issues-- Quebec “Bill C-30: An Act to amend various provisions mainly with respect to the financial sector” Clause 106 Which Bans Single Premiums For Multi-Year Insurance Contracts**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

CAFII has learned that a new omnibus Bill (Bill C-30) from the Quebec Ministry of Finance will essentially prohibit single premiums for multi-year insurance contracts.

The provision to be added to Quebec’s Distribution Act with respect to credit protection insurance is found here in Bill C-30:

*106. The Act is amended by inserting the following section after section 442:*

*“442.1. An insurance contract referred to in section 426 with a term exceeding one year must provide that the premium is payable at least once a year for each year of the contract.”*

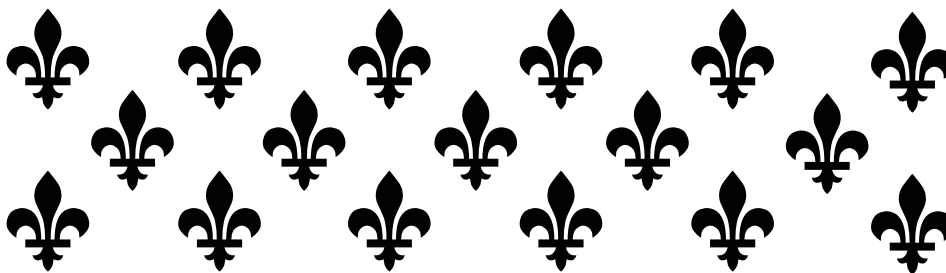
This is an update on Bill C-30 and next steps.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.



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# NATIONAL ASSEMBLY OF QUÉBEC

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FIRST SESSION

FORTY-THIRD LEGISLATURE

Bill 30

**An Act to amend various provisions  
mainly with respect to the financial  
sector**

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**Introduction**

**Introduced by  
Mr. Eric Girard  
Minister of Finance**

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**Québec Official Publisher  
2023**

## EXPLANATORY NOTES

*This bill contains various provisions mainly with respect to the financial sector.*

*The bill amends the Insurers Act, including to allow certain associations to apply to be regulated by the provisions of Title III of that Act with a view to carrying on insurer activities as a reciprocal union. It provides for the terms and conditions applicable in that respect, including in regard to the organization of such an association and to when it ceases to be regulated by that title.*

*The bill introduces into the Real Estate Brokerage Act a regime of monetary administrative penalties similar to that applicable in the insurance sector. It also regulates the recovery of amounts owing following the imposition of monetary administrative penalties by the Autorité des marchés financiers in the distribution of financial products and services, derivatives and securities sectors.*

*The bill requires insurers to take the means necessary to obtain the information making it possible to determine whether an amount they have committed to pay under a life insurance contract is payable and empowers the Government to determine, by regulation, the means they must take for that purpose. The bill subjects the operation whereby a financial institution becomes the holder of control of a group, if that operation does not have a significant impact on the institution, to the requirement that a notice be sent to the Autorité des marchés financiers, instead of to the requirement that the authorization granted by the Autorité be reviewed.*

*The bill amends the Act respecting the distribution of financial products and services to allow a person employed by a firm, an independent partnership or an independent representative to carry out activities under the supervision of a claims adjuster in certain situations. It withdraws from distributors the possibility of offering replacement insurance for a vehicle they sell. Furthermore, it requires that the premium payable under a life, health or employment insurance contract underwritten through a distributor must be paid at least once a year.*

*The bill specifies that the information contained in the register of holders of licences issued under the Real Estate Brokerage Act is public. It also amends that Act so that the provisions that pertain to contracts concerning certain residential immovables apply to land intended for residential construction.*

*The bill removes the requirement concerning the frequency of inspection of certain deposit institutions by the Autorité des marchés financiers. The bill allows the Autorité to determine, by regulation, the cases in which the Autorité's receipt is deemed issued for the purposes of the Securities Act. It provides that the Autorité must calculate a deposit in foreign currency in Canadian dollars before making payments in execution of its obligation under a guarantee.*

*The bill gives the Financial Markets Administrative Tribunal the power to impose on any person an administrative penalty for having aided in the contravention of the Act respecting the distribution of financial products and services. It also gives the Tribunal the power to order anyone not to dispose of funds, securities or other property acquired for unreasonable consideration. It postpones to 30 September the date on which the Tribunal must file its financial statements and annual report of activities with the Minister of Finance.*

*The bill specifies the process to be followed so that a legal person may be continued under Part III of the Companies Act. It provides that the sums required for the Government's commitment to indemnify the Bank of Canada for the losses that could result from the emergency assistance the Bank granted to the Fédération des caisses Desjardins are to be taken out of the Consolidated Revenue Fund. It gives the Autorité des marchés financiers the power to require from a contributor to the benchmark establishing the rate of interest in Canadian dollars currently used to determine certain payments to continue to contribute to the benchmark until the date determined by the Autorité, which may not be later than 28 June 2024.*

*Lastly, the bill contains transitional provisions.*

#### **LEGISLATION AMENDED BY THIS BILL:**

- Insurers Act (chapter A-32.1);
- Companies Act (chapter C-38);
- Act respecting financial services cooperatives (chapter C-67.3);

- Real Estate Brokerage Act (chapter C-73.2);
- Act respecting the distribution of financial products and services (chapter D-9.2);
- Act respecting the regulation of the financial sector (chapter E-6.1);
- Deposit Institutions and Deposit Protection Act (chapter I-13.2.2);
- Derivatives Act (chapter I-14.01);
- Act respecting administrative justice (chapter J-3);
- Trust Companies and Savings Companies Act (chapter S-29.02);
- Securities Act (chapter V-1.1).

**REGULATION AMENDED BY THIS BILL:**

- Regulation respecting the pursuit of activities as a representative (chapter D-9.2, r. 10).

# **Bill 30**

## **AN ACT TO AMEND VARIOUS PROVISIONS MAINLY WITH RESPECT TO THE FINANCIAL SECTOR**

THE PARLIAMENT OF QUÉBEC ENACTS AS FOLLOWS:

### **CHAPTER I**

#### **PROVISIONS RELATING TO RECIPROCAL UNIONS AND INSURANCE ASSOCIATIONS**

##### **INSURERS ACT**

**1.** Section 6 of the Insurers Act (chapter A-32.1) is amended

- (1) by inserting “and associations” after “companies” in paragraph 1;
- (2) by striking out paragraph 4.

**2.** Section 7 of the Act is amended

- (1) by inserting “that join together, under the contract by which the reciprocal union is constituted, in order to pool sums enabling them to be” after “parties”;
- (2) by inserting “damage” after “bound by”.

**3.** Section 8 of the Act is amended by inserting “or a reciprocal union” after “legal person” in the first paragraph.

**4.** Section 21 of the Act is amended by striking out the second paragraph.

**5.** Section 23 of the Act is amended

- (1) by inserting “or reciprocal unions” after “legal persons” in the first paragraph;
- (2) by replacing the second paragraph by the following paragraph:

“Despite the first paragraph, a self-regulatory organization or a reciprocal union need not have such capital.”

**6.** Section 26 of the Act is repealed.



**7.** Section 27 of the Act is amended by striking out subparagraph 5 of the first paragraph.

**8.** Section 30 of the Act is amended

(1) by replacing “reciprocal union” in the first paragraph by “association”;

(2) by replacing “a reciprocal union” in the introductory clause of subparagraph 4 of the third paragraph by “an association”.

**9.** Section 31 of the Act is amended by replacing “, the union’s home regulator is the Authority, unless the contract binding each of the parties in the union” in the second paragraph by “constituted under the laws of a jurisdiction other than Québec, the union’s home regulator is the Authority, unless the contract by which the union is constituted”.

**10.** Section 32 of the Act is amended by replacing “mandatary” and “applicant’s head office is the mandatary’s address” by “representative” and “reciprocal union’s principal establishment may be the representative’s address”, respectively.

**11.** Section 33 of the Act is amended by striking out “or an authorized reciprocal union” in the introductory clause.

**12.** Section 36 of the Act is amended

(1) by replacing “the constituting act referred to in paragraph 3 of section 34 is the contract described in section 188. A list of the parties in the reciprocal union” in the first paragraph by “a list of its members”;

(2) by striking out the second paragraph.

**13.** Section 37 of the Act is amended by striking out “or an authorized reciprocal union”.

**14.** Section 42 of the Act is amended

(1) by replacing “allows the parties in the union to carry on insurer activities among themselves only” in the first paragraph by “allows it only to insure its members”;

(2) by striking out the second paragraph.

**15.** Section 43 of the Act is amended by striking out “or authorized reciprocal union”.

**16.** Section 122 of the Act is amended by replacing “mandatary” in the second paragraph by “representative”.

**17.** Section 123 of the Act is amended by replacing all occurrences of “mandatary” by “representative”.

**18.** Section 137 of the Act is amended by replacing “of the parties in the union” in the second paragraph by “of its members”.

**19.** Section 138 of the Act is amended by replacing “the attorney, the mandatary and each party in the union” in the first paragraph by “the union’s attorney, its representative or each of its members”.

**20.** Section 176 of the Act is amended by replacing “mandatary” in subparagraph 1 of the first paragraph by “representative”.

**21.** Section 188 of the Act is amended

(1) in the first paragraph,

(a) by replacing the introductory clause by the following introductory clause:

“**188.** The contract by which a reciprocal union is constituted must, in particular, contain provisions for”;

(b) by replacing “of parties reciprocally bound by insurance contracts” in subparagraph 2 by “of its members”;

(c) by replacing subparagraph 3 by the following subparagraph:

“(3) establishing the procedure for designating a person for the purpose of representing the union;”;

(d) in subparagraph 4,

i. by replacing “parties” in subparagraph *a* by “members”;

ii. by replacing “of the union and the liquidation of the assets held by the mandatary” in subparagraph *b* by “and liquidation of the union”;

(e) by replacing subparagraphs 6 and 7 by the following subparagraph:

“(6) providing for the pooling by its members of the sums necessary to carry out its insurer activities and establishing a procedure for determining and collecting the contribution, the assessments and the additional assessments payable by those members”;

(2) by striking out the second paragraph.

**22.** Section 189 of the Act is replaced by the following section:

**“189.** The sums pooled by the authorized reciprocal union’s members must enable it to meet its liabilities, as and when they become due.”

**23.** Section 190 of the Act is amended

(1) by replacing “The mandatory of the union” in the second paragraph by “The union”;

(2) by replacing “Sections 146 to 158 apply, with the necessary modifications, to the review of the authorization; the contract sent to the Authority is substituted for the notice of intention required under those sections” in the third paragraph by “The contract sent to the Authority is substituted for the notice of intention required under sections 146 to 158”.

**24.** Section 191 of the Act is amended

(1) by replacing “mandatory or the attorney the mandatory designates” and “of the parties in” by “representative or the attorney designated” and “of”, respectively;

(2) by replacing “mandatory’s” by “representative’s”.

**25.** Section 192 of the Act is replaced by the following section:

**“192.** If the Authority anticipates that the sums that must be pooled by the members of the authorized reciprocal union will not be sufficient to enable the union to meet its liabilities, as and when they become due, the Authority may order the union, after giving the latter at least 10 days to submit observations, to increase, by the amount and for the period the Authority determines, the sums collected from its members.”

**26.** Section 193 of the Act is amended

(1) by replacing “the mandatory, the union’s organs or the parties in the union. The order has effect only in relation to the insurer activities they carry on” in the first paragraph by “that union, its directors, its representative, its organs and its members. The order has effect only in relation to the union’s insurer activities”;

(2) by replacing “property held for the union by the mandatory and to liquidate the assets held by the mandatory” in the second paragraph by “union’s property and to liquidate it”.

**27.** Section 194 of the Act is amended by replacing “Chapter” by “Chapters I to”.

**28.** Section 195 of the Act is amended by replacing “by the mandatary of adequate assets to meet the liabilities contracted by those parties in their insurer activities, as and when they become due” by “, by the unions, of sufficient sums to enable them to meet their liabilities, as and when they become due”.

**29.** The heading of Title III of the Act is amended by inserting “AND ASSOCIATIONS” after “COMPANIES”.

**30.** Section 196 of the Act is amended by inserting the following paragraph after the first paragraph:

“Insurance associations are associations whose contracts binding each of their members are established in writing under the provisions of the Civil Code concerning contracts of association.”

**31.** The heading of Chapter III of Title III of the Act is amended by inserting “ET DES ASSOCIATIONS” after “ACTIONS” in the French text.

**32.** Section 201 of the Act is amended

(1) by inserting “and associations constituted by written contract under the provisions of the Civil Code concerning contracts of association” after “(chapter S-31.1)”;

(2) by inserting “ou de l’association” at the end in the French text.

**33.** The Act is amended by adding the following subdivision after section 208:

“§3.—*Provisions applicable to insurance associations*

“**208.1.** An insurance association may apply to become regulated by this Title only if the contract by which it is constituted was entered into by at least five parties for the sole purpose of carrying on insurer activities and if the contract contains the measures provided for in section 188.

The five parties must be qualified to serve as directors of the association, unless the directors have already been designated.”

**34.** Section 209 of the Act is amended, in the first paragraph,

(1) by inserting “ou d’une association” after “société” in the introductory clause in the French text;

(2) by inserting “or association” after “the insurance company” in subparagraph 1;

(3) by replacing “the juridical form of the insurance company” in subparagraph 2 by “in the case of a corporation or company, its juridical form”;

(4) by replacing “corporation or company” in subparagraph 4 by “corporation, company or association”;

(5) by inserting “or of the insurance association’s principal establishment” after “proposed head office” in subparagraph 5.

**35.** Section 210 of the Act is amended by inserting “ou d’une association” after “société” in the first paragraph in the French text.

**36.** The Act is amended by inserting the following section after section 212:

**“212.1.** An application to become regulated by this Title filed by an association must, in addition, include

(1) the name and address of the director or member of the association charged with seeing to the preparation and signing of the documents necessary for it to become regulated by this Title;

(2) the list of the association’s members and the sums that each intends to pay into the pool; and

(3) any other information prescribed by regulation of the Minister.”

**37.** Section 213 of the Act is amended

(1) by inserting “, the contract by which the association is constituted” after “business corporation” in paragraph 1;

(2) by replacing paragraph 2 by the following paragraphs:

“(2) in the case of an insurance company, a description of the projected capital structure of the company;

“(2.1) a business plan and financial forecasts for a three-year period;”.

**38.** Section 216 of the Act is amended

(1) by inserting “In the case of a business corporation or a mutual company,” at the beginning of the introductory clause of the second paragraph;

(2) by adding the following paragraph at the end:

“In the case of an association, the report must cover such matters as:

(1) if applicable, the grounds for disqualification of its directors;

(2) the compliance of the insurance association’s proposed name with this Act;

(3) the sufficiency of the sums pooled by its members; and

(4) the quality and feasibility of the planning and the financial forecasts for the carrying on and development of the insurance association's activities."

**39.** Section 217 of the Act is amended by replacing "company's" by "insurance company's or insurance association's".

**40.** Section 218 of the Act is amended by replacing "business corporation or mutual company" by "business corporation, mutual company or association".

**41.** Section 219 of the Act is amended, in the first paragraph,

(1) by replacing "business corporation or mutual company" by "business corporation, mutual company or association";

(2) by replacing "corporation or company" by "corporation, company or association".

**42.** The heading of Chapter IV of Title III of the Act is amended by inserting "OR ASSOCIATION" after "COMPANY".

**43.** Section 222 of the Act is amended

(1) by inserting "or association" after both occurrences of "company" in the first paragraph;

(2) by inserting "or association" after "company" in the second paragraph.

**44.** The heading of Division II of Chapter IV of Title III of the Act is amended by adding "OR TO ASSOCIATIONS" at the end.

**45.** Section 223 of the Act is amended by replacing "during its organization must be deposited" by "or the sums pooled by the members of a regulated association during the organization of that corporation or association must be deposited".

**46.** The heading of Division IV of Chapter IV of Title III of the Act is amended by inserting "OR ASSOCIATION" after "COMPANY".

**47.** Section 229 of the Act is amended

(1) in the first paragraph,

(a) by inserting "or association" after "company";

(b) by replacing "the corporation" by "the company or association";

(2) by inserting "or association's" after "company's" in the second paragraph.

**48.** The Act is amended by inserting the following section after section 230:

**“230.1.** An association whose contract ends without its having obtained the Authority’s authorization must subtract from its property its debts and, in accordance with article 2279 of the Civil Code, share among its members the sums pooled that were not committed for the association to become regulated by this Title and for the association’s organization.”

**49.** Section 231 of the Act is amended by adding the following paragraph at the end:

“An association ceases to be regulated by this Title once it has remitted to each of its members the sums they had pooled.”

**50.** Section 234 of the Act is replaced by the following section:

**“234.** The expressions “mutual company” and “reciprocal union” are reserved for mutual companies and reciprocal unions, respectively.”

**51.** Section 266 of the Act is amended by inserting “or association’s” after “company’s”.

**52.** Section 267 of the Act is amended by replacing “of a Québec insurer constituted under a private Act” in the first paragraph by “of an insurance company constituted under a private Act of Québec”.

**53.** Section 269 of the Act is amended by inserting “or association” after “company”.

**54.** Section 270 of the Act is amended by inserting “or association” after “company”.

**55.** Section 271 of the Act is amended by replacing “, the Authority notifies the prior notice prescribed by section 5 of the Act respecting administrative justice (chapter J-3) to the director and the company in writing” by “or association, the Authority notifies the prior notice prescribed by section 5 of the Act respecting administrative justice (chapter J-3) to the director and the company or association, as the case may be, in writing”.

**56.** Section 277 of the Act is amended by adding the following sentence at the end: “Similarly, the quorum at a meeting of the board of directors of an insurance association may not be less than that majority.”

**57.** Section 278 of the Act is amended by adding the following sentence at the end: “Similarly, the board of directors of an insurance association may not delegate the power to appoint, the power to dismiss or the power to determine the remuneration of the actuary referred to in that chapter.”

**58.** Section 283 of the Act is amended, in the first paragraph,

(1) by inserting “or association” after “company” in the introductory clause;

(2) by adding the following subparagraph at the end:

“(3) in the case of an association, the parties to the contract that constitutes the association.”

**59.** Section 284 of the Act is amended by adding the following paragraph at the end:

“An insurance association must keep in its books a register of its members containing their names and addresses.”

**60.** The Act is amended by inserting the following division after section 288:

#### “DIVISION IV

#### “MEETINGS OF THE PARTIES IN AN INSURANCE ASSOCIATION

“**288.1.** Unless otherwise prescribed by the contract by which the insurance association is constituted, each member of the insurance association is entitled to one vote at a meeting.

“**288.2.** Unless otherwise prescribed by the contract by which the insurance association is constituted, the members present at a meeting constitute a quorum.

If the quorum prescribed by the contract is not reached, the meeting may be called a second time. If the quorum is still not reached, the meeting may be validly held and must deal with the same matters as those stated in the first notice of meeting.

“**288.3.** Members of the insurance association may be represented at a meeting by mandataries to the extent that the contract by which the insurance association is constituted allows it.

A mandatarary may not represent more than one member.”

**61.** Section 289 of the Act is amended by inserting “In the case of an insurance company,” at the beginning of the second paragraph.

**62.** Section 340 of the Act is amended by inserting “or association” after “company”.



**63.** The Act is amended by inserting the following division after section 353:

**“DIVISION IV**

**“PROVISIONS SPECIFIC TO INSURANCE ASSOCIATIONS**

**“353.1.** An insurance association may apply for a full revocation of the authorization granted to it by the Authority only if its members have consented to its liquidation and a liquidator is appointed by its directors or, failing that, by the court.

In addition to the cases provided for in article 2277 of the Civil Code, the contract of association is terminated at the closure of the liquidation ordered within the scope of a receivership ordered under Chapter III.1 of Title I of the Act respecting the regulation of the financial sector (chapter E-6.1).

**“353.2.** An insurance association may begin its liquidation only once the full revocation of the authorization granted to it by the Authority becomes final. It may continue to carry on its activities only in order to liquidate. The closure of its liquidation terminates its being regulated by this Title.

**“353.3.** All proceedings against the property of an insurance association, in particular by seizure in the hands of a third person, seizure before judgment or seizure in execution, are to be suspended as soon as notice of the insurance association’s intention to apply for the full revocation of the authorization is published in accordance with section 173.

The costs incurred by a creditor after being informed of the liquidation must not be collocated out of the proceeds of the property of the insurance association that are distributed as a result of the liquidation.

A judge of the Superior Court of the district in which the association’s principal establishment is located may, however, on the conditions the judge considers appropriate, authorize the institution of, or put an end to the stay of, a proceeding.

**“353.4.** The liquidation of an insurance association is carried out under the Authority’s supervision and control.

**“353.5.** The liquidator must send the final account to the Authority at the time that account is sent to the parties in the insurance association.”

**64.** Chapter I of Title V of the Act, comprising section 461, is repealed.

**65.** Section 489 of the Act is amended by inserting “ , “reciprocal union”” after ““corporation”” in subparagraph 2 of the first paragraph.

**66.** Section 491 of the Act is amended by inserting “or, being a reciprocal union, the list of its members” after “Québec” in subparagraph *h* of subparagraph 1 of the first paragraph.

**67.** Section 493 of the Act is amended by replacing “the authorized mandatory of a reciprocal union” in paragraph 2 by “an authorized reciprocal union”.

**68.** Section 513 of the Act is amended by replacing “mandatory” in the second paragraph by “representative”.

## **CHAPTER II**

### **PROVISIONS RELATING TO MONETARY ADMINISTRATIVE PENALTIES IN THE REAL ESTATE BROKERAGE SECTOR**

#### **DIVISION I**

##### **PROVISIONS RELATING TO MONETARY ADMINISTRATIVE PENALTIES**

##### **REAL ESTATE BROKERAGE ACT**

**69.** The Real Estate Brokerage Act (chapter C-73.2) is amended by inserting the following chapter after section 123:

#### **“CHAPTER VI.1**

##### **“MONETARY ADMINISTRATIVE PENALTIES**

#### **“DIVISION I**

##### **“FAILURES TO COMPLY**

**“123.1.** A monetary administrative penalty of \$250 in the case of a natural person and \$1,000 in any other case may be imposed on a licence holder who fails

(1) to send anyone, within the time required by the Organization, the information prescribed by this Act or the regulations;

(2) in contravention of section 24, to evidence in writing the contract concerning an immovable described in section 23; or

(3) in contravention of section 25, to give his or her client the duplicate of the contract concerning an immovable described in section 23.

**“123.2.** If a failure to comply for which a monetary administrative penalty may be imposed continues for more than one day, it constitutes a new failure for each day it continues.

**“123.3.** The Organization may, in a regulation made under this Act, specify that a failure to comply with the regulation may give rise to a monetary administrative penalty.

The regulation may define the conditions for applying the penalty and set forth the amounts or the methods for determining them. The amounts may vary according to the seriousness of the failure to comply, without exceeding the maximum amounts provided for in section 123.1.

## **“DIVISION II**

### **“NOTICE OF NON-COMPLIANCE AND IMPOSITION**

**“123.4.** In the event of a failure to comply referred to in Division I, a notice of non-compliance may be notified to the licence holder urging that the necessary measures be taken immediately to remedy it.

Such a notice must mention that the failure may give rise to a monetary administrative penalty.

**“123.5.** The imposition of a monetary administrative penalty is prescribed by two years from the date of the failure to comply.

**“123.6.** The monetary administrative penalty for a failure to comply with a provision of this Act may not be imposed on the licence holder if a statement of offence based on the same facts has already been served for a failure, on the same day, to comply with the same provision.

**“123.7.** A monetary administrative penalty is imposed on the licence holder by the notification of a notice of claim.

The notice must state:

- (1) the amount of the claim;
- (2) the reasons for it;
- (3) the time from which it bears interest, if applicable;
- (4) the right, under section 123.8, to obtain a review of the decision to impose the penalty and the time limit for exercising that right; and
- (5) the right to contest the review decision before the Administrative Tribunal of Québec and the time limit for bringing such a proceeding.

The notice must also include information on the procedure for recovery of the amount claimed. The licence holder must also be informed that failure to pay the amount owing may give rise to the amendment, suspension or revocation of his or her licence and, if applicable, that the facts on which the claim is founded may result in penal proceedings.

Unless otherwise provided, the amount owing bears interest at the rate determined under the first paragraph of section 28 of the Tax Administration Act (chapter A-6.002), from the 31st day after notification of the notice.

### **“DIVISION III**

#### **“REVIEW**

**“123.8.** The holder of a licence may apply in writing to the Organization for a review of the decision to impose a monetary administrative penalty within 30 days after notification of the notice of claim.

The persons responsible for the review are designated by the Organization; they must not come under the same administrative authority as the persons responsible for imposing such penalties.

**“123.9.** The application for review must be dealt with promptly. After giving the applicant an opportunity to submit observations and produce any documents to complete the record, the person responsible for the review renders a decision on the basis of the record, unless the person deems it necessary to proceed in some other manner.

**“123.10.** The review decision must be written in clear and concise terms, with reasons given, must be notified to the applicant and must state the applicant’s right to contest the decision before the Administrative Tribunal of Québec and the time limit for bringing such a proceeding.

If the review decision is not rendered within 30 days after receipt of the application or, if applicable, within the time granted to the applicant to submit observations or documents, the interest provided for in the fourth paragraph of section 123.7 on the amount owing ceases to accrue until the decision is rendered.

**“123.11.** A review decision that confirms the imposition of a monetary administrative penalty may be contested before the Administrative Tribunal of Québec by the licence holder to which the decision pertains within 60 days after notification of the review decision.

The Tribunal may only confirm or quash a contested decision.

When rendering its decision, the Tribunal may make a ruling with respect to interest accrued on the penalty while the matter was pending before it.

## **“DIVISION IV**

### **“RECOVERY**

**“123.12.** If the agency licence holder has defaulted on payment of a monetary administrative penalty, its directors and officers are solidarily liable with that licence holder for the payment of the penalty, unless they establish that they exercised due care and diligence to prevent the failure.

**“123.13.** The payment of a monetary administrative penalty is secured by a legal hypothec on the debtor’s movable and immovable property.

For the purposes of this division, “debtor” means the licence holder that is required to pay a monetary administrative penalty and, if applicable, each of its directors and officers who are solidarily liable with that licence holder for the payment of the penalty.

**“123.14.** The debtor and the Organization may enter into a payment agreement with regard to a monetary administrative penalty owing. Such an agreement, or the payment of the amount owing, does not constitute, for the purposes of any other administrative penalty under this Act, an acknowledgement of the facts giving rise to it.

**“123.15.** If the monetary administrative penalty owing is not paid in its entirety or the payment agreement is not adhered to, the Organization may issue a recovery certificate on the expiry of the time for applying for a review of the decision to impose the penalty, on the expiry of the time for contesting the review decision before the Administrative Tribunal of Québec or on the expiry of 30 days after the final decision of the Tribunal confirming all or part of the decision to impose the penalty or the review decision, as applicable.

However, a recovery certificate may be issued before the expiry of the time referred to in the first paragraph if the Organization is of the opinion that the debtor is attempting to evade payment.

A recovery certificate must state the debtor’s name and address and the amount of the debt.

**“123.16.** On the filing of the recovery certificate at the office of the competent court, together with a copy of the final decision stating the amount of the debt, the decision becomes enforceable as if it were a final judgment of that court not subject to appeal, and has all the effects of such a judgment.

**“123.17.** The debtor is required to pay a recovery charge in the cases, under the conditions and in the amount determined by regulation of the Minister.

## **“DIVISION V**

### **“REGISTER**

**“123.18.** The Organization keeps a register relating to monetary administrative penalties.

The register must contain at least the following information:

- (1) the date the penalty was imposed;
- (2) the date and nature of the failure, and the legislative provisions under which the penalty was imposed;
- (3) if the penalty was imposed on an agency, its name and the address of its head office or that of one of its establishments;
- (4) if the penalty was imposed on a natural person, the person’s name, the name of the municipality in whose territory the person resides and, if the failure occurred during the ordinary course of business of the person’s enterprise, the enterprise’s name and address;
- (5) the amount of the penalty imposed;
- (6) the date of receipt of an application for review and the date and conclusions of the decision;
- (7) the date a proceeding is brought before the Administrative Tribunal of Québec and the date and conclusions of the decision rendered by the Tribunal, as soon as the Organization is made aware of the information;
- (8) the date a proceeding is brought against the decision rendered by the Administrative Tribunal of Québec, the nature of the proceeding and the date and conclusions of the decision rendered by the court concerned, as soon as the Organization is made aware of the information; and
- (9) any other information the Organization considers of public interest.

The information contained in the register is public information as of the time the decision imposing the penalty becomes final.”

## **DIVISION II**

### **SPECIAL AMENDING PROVISION**

#### **ACT RESPECTING ADMINISTRATIVE JUSTICE**

**70.** Schedule IV to the Act respecting administrative justice (chapter J-3) is amended by inserting the following paragraph after paragraph 7.1:

“(7.2) section 123.11 of the Real Estate Brokerage Act (chapter C-73.2);”.

## **CHAPTER III**

### **PROVISIONS RELATING TO THE RECOVERY OF AMOUNTS FOLLOWING THE IMPOSITION OF MONETARY ADMINISTRATIVE PENALTIES IN THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES, DERIVATIVES AND SECURITIES SECTORS**

#### **ACT RESPECTING THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES**

**71.** The Act respecting the distribution of financial products and services (chapter D-9.2) is amended by inserting the following sections after section 115.2:

**“115.2.1.** If the party responsible for a failure to comply has defaulted on payment of a monetary administrative penalty, its directors and officers are solidarily liable with that party for the payment of the penalty, unless they establish that they exercised due care and diligence to prevent the failure.

**“115.2.2.** The payment of a monetary administrative penalty is secured by a legal hypothec on the debtor’s movable and immovable property.

For the purposes of this division, “debtor” means the party responsible for a failure to comply that is required to pay a monetary administrative penalty and, if applicable, each of its directors and officers, who are solidarily liable with that party for the payment of the penalty.

**“115.2.3.** The debtor and the Authority may enter into a payment agreement with regard to a monetary administrative penalty owing. Such an agreement, or the payment of the amount owing, does not constitute, for the purposes of any other administrative penalty under this Act, an acknowledgement of the facts giving rise to it.

**“115.2.4.** If the monetary administrative penalty owing is not paid in its entirety or the payment agreement is not adhered to, the Authority may issue a recovery certificate on the expiry of the time for applying for a review of the decision to impose the penalty, on the expiry of the time for contesting the review decision before the Financial Markets Administrative Tribunal or on the expiry of 30 days after the final decision of the Tribunal confirming all or part of the decision to impose the penalty or the review decision, as the case may be.

However, a recovery certificate may be issued before the expiry of the time referred to in the first paragraph if the Authority is of the opinion that the debtor is attempting to evade payment.

A recovery certificate must state the debtor’s name and address and the amount of the debt.

**“115.2.5.** Once a recovery certificate has been issued, any refund owed to a debtor by the Minister of Revenue may, in accordance with section 31 of the Tax Administration Act (chapter A-6.002), be withheld for payment of the amount due referred to in the certificate.

Such withholding interrupts the prescription provided for in the Civil Code with regard to the recovery of an amount owing.

**“115.2.6.** On the filing of the recovery certificate at the office of the competent court, together with a copy of the final decision stating the amount of the debt, the decision becomes enforceable as if it were a final judgment of that court not subject to appeal, and has all the effects of such a judgment.

**“115.2.7.** The debtor is required to pay a recovery charge in the cases, under the conditions and in the amount determined by regulation of the Minister.”

## DERIVATIVES ACT

**72.** The Derivatives Act (chapter I-14.01) is amended by inserting the following sections after section 101:

**“102.** If the party responsible for a failure to comply has defaulted on payment of a monetary administrative penalty, its directors and officers are solidarily liable with that party for the payment of the penalty, unless they establish that they exercised due care and diligence to prevent the failure.

**“102.1.** The payment of a monetary administrative penalty is secured by a legal hypothec on the debtor’s movable and immovable property.

For the purposes of this division, “debtor” means the party responsible for a failure to comply that is required to pay a monetary administrative penalty and, if applicable, each of its directors and officers, who are solidarily liable with that party for the payment of the penalty.



**“102.2.** The debtor and the Authority may enter into a payment agreement with regard to a monetary administrative penalty owing. Such an agreement, or the payment of the amount owing, does not constitute, for the purposes of any other administrative penalty under this Act, an acknowledgement of the facts giving rise to it.

**“102.3.** If the monetary administrative penalty owing is not paid in its entirety or the payment agreement is not adhered to, the Authority may issue a recovery certificate on the expiry of the time for applying for a review of the decision to impose the penalty, on the expiry of the time for contesting the review decision before the Financial Markets Administrative Tribunal or on the expiry of 30 days after the final decision of the Tribunal confirming all or part of the decision to impose the penalty or the review decision, as the case may be.

However, a recovery certificate may be issued before the expiry of the time referred to in the first paragraph if the Authority is of the opinion that the debtor is attempting to evade payment.

A recovery certificate must state the debtor’s name and address and the amount of the debt.

**“102.4.** Once a recovery certificate has been issued, any refund owed to a debtor by the Minister of Revenue may, in accordance with section 31 of the Tax Administration Act (chapter A-6.002), be withheld for payment of the amount due referred to in the certificate.

Such withholding interrupts the prescription provided for in the Civil Code with regard to the recovery of an amount owing.

**“102.5.** On the filing of the recovery certificate at the office of the competent court, together with a copy of the final decision stating the amount of the debt, the decision becomes enforceable as if it were a final judgment of that court not subject to appeal, and has all the effects of such a judgment.

**“102.6.** The debtor is required to pay a recovery charge in the cases, under the conditions and in the amount determined by regulation of the Minister.”

## SECURITIES ACT

**73.** The Securities Act (chapter V-1.1) is amended by inserting the following sections after section 274.1:

**“275.** If the party responsible for a failure to comply has defaulted on payment of a monetary administrative penalty, its directors and officers are solidarily liable with that party for the payment of the penalty, unless they establish that they exercised due care and diligence to prevent the failure.

**“275.1.** The payment of a monetary administrative penalty is secured by a legal hypothec on the debtor’s movable and immovable property.

For the purposes of this division, “debtor” means the party responsible for a failure to comply that is required to pay a monetary administrative penalty and, if applicable, each of its directors and officers, who are solidarily liable with that party for the payment of the penalty.

**“275.2.** The debtor and the Authority may enter into a payment agreement with regard to a monetary administrative penalty owing. Such an agreement, or the payment of the amount owing, does not constitute, for the purposes of any other administrative penalty under this Act, an acknowledgement of the facts giving rise to it.

**“275.3.** If the monetary administrative penalty owing is not paid in its entirety or the payment agreement is not adhered to, the Authority may issue a recovery certificate on the expiry of the time for applying for a review of the decision to impose the penalty, on the expiry of the time for contesting the review decision before the Financial Markets Administrative Tribunal or on the expiry of 30 days after the final decision of the Tribunal confirming all or part of the decision to impose the penalty or the review decision, as the case may be.

However, a recovery certificate may be issued before the expiry of the time referred to in the first paragraph if the Authority is of the opinion that the debtor is attempting to evade payment.

A recovery certificate must state the debtor’s name and address and the amount of the debt.

**“275.4.** Once a recovery certificate has been issued, any refund owed to a debtor by the Minister of Revenue may, in accordance with section 31 of the Tax Administration Act (chapter A-6.002), be withheld for payment of the amount due referred to in the certificate.

Such withholding interrupts the prescription provided for in the Civil Code with regard to the recovery of an amount owing.

**“275.5.** On the filing of the recovery certificate at the office of the competent court, together with a copy of the final decision stating the amount of the debt, the decision becomes enforceable as if it were a final judgment of that court not subject to appeal, and has all the effects of such a judgment.

**“275.6.** The debtor is required to pay a recovery charge in the cases, under the conditions and in the amount determined by regulation of the Minister.”

## CHAPTER IV

### MISCELLANEOUS AMENDMENTS CONCERNING FINANCIAL INSTITUTIONS

#### DIVISION I

##### OBLIGATIONS OF INSURERS IN INSURANCE OF PERSONS REGARDING LIFE INSURANCE CONTRACTS

###### INSURERS ACT

**74.** The Insurers Act (chapter A-32.1) is amended by inserting the following section after section 72:

**“72.1.** An insurer that binds itself to pay a sum under an individual life insurance contract must take the means necessary to obtain the information enabling it to know whether the sum is payable, either because the insured is deceased, or because the contract provides that such a sum is payable at a specified period during the lifetime of the insured or on the occurrence of an event related to the insured’s existence.

An insurer that knows that the sum is payable must, for a period of three years from the date the sum is payable, take the necessary means so that the beneficiaries who have not claimed the sum may be informed that the sum is payable. The insurer must also provide them with support in justifying their claim.

The Government may, by regulation, determine the means to be taken by insurers for the purposes of this section, the intervals at which they are to be taken or the situations in which they need not be taken. Such a regulation may provide for rules that differ according to the insurance contract concerned.”

#### DIVISION II

##### RE-EXAMINATION OF AN AUTHORIZATION

###### INSURERS ACT

**75.** The Insurers Act (chapter A-32.1) is amended by inserting the following section after section 136:

**“136.1.** An authorized insurer must, on the date prescribed in the second paragraph of section 132 for sending the statement of the position of its affairs and on the date that is six months after that date, notify the Authority of the names and addresses of the groups of which it has become the holder of control in accordance with subparagraph 1, if the operation does not have a significant effect on the authorized insurer, and subparagraphs 2 to 6 of the first paragraph of section 9 during the last six months of the period covered by that statement or, as the case may be, during the six months following the period covered by that statement.”

**76.** Section 146 of the Act is amended, in subparagraph 5 of the first paragraph,

(1) by replacing “its becoming the holder of control of a group or either of the following events having” in the introductory clause by “where the following operations have”;

(2) by inserting the following subparagraph after subparagraph *b*:

“(c) its becoming the holder of control of a group in accordance with subparagraph 1 of the first paragraph of section 9;”.

**77.** Section 147 of the Act is amended by inserting “section 136.1 and of” in the first paragraph after “the purposes of”.

**78.** Section 153 of the Act is amended by replacing “an acquisition or transfer of assets having a significant effect on an authorized Québec insurer” in the introductory clause by “an operation referred to in subparagraph 5 of the first paragraph of section 146”.

**79.** Section 155 of the Act is amended by replacing “an acquisition or transfer of assets having a significant effect on an authorized Québec insurer” in the third paragraph by “an operation referred to in subparagraph 5 of the first paragraph of section 146”.

## DEPOSIT INSTITUTIONS AND DEPOSIT PROTECTION ACT

**80.** Section 29 of the Deposit Institutions and Deposit Protection Act (chapter I-13.2.2) is amended, in subparagraph 5 of the first paragraph,

(1) by replacing “its becoming the holder of control of a group or either of the following events having” in the part preceding subparagraph *a* by “where the following operations have”;

(2) by adding the following subparagraph at the end:

“(c) its becoming the holder of control of a group in accordance with subparagraph 1 of the first paragraph of section 1.5.”

**81.** Section 30 of the Act is amended by inserting “and of section 41.2.1” after “section 29” in the first paragraph.

**82.** Section 30.6 of the Act is amended by replacing “acquisition or transfer of assets having a significant effect on an authorized Québec deposit institution” in the introductory clause by “operation referred to in subparagraph 5 of the first paragraph of section 29”.

**83.** Section 30.7 of the Act is amended by replacing “acquisition or transfer of assets having a significant effect on an authorized Québec deposit institution” in the third paragraph by “operation referred to in subparagraph 5 of the first paragraph of section 29”.

**84.** The Act is amended by inserting the following section after section 41.2:

“**41.2.1.** Every authorized deposit institution must, on the date prescribed in section 41 for sending the detailed return of its operations or, in the case of a financial services cooperative, on the date prescribed in section 166 of the Act respecting financial services cooperatives (chapter C-67.3) for transmitting its annual report and on the date that is six months after the date that is applicable to it, notify the Authority of the names and addresses of the groups of which it has become the holder of control in accordance with subparagraph 1, if the operation does not have a significant effect on the institution, and subparagraphs 2 to 5 of the first paragraph of section 1.5 during the last six months of the period covered by that report or, as the case may be, during the six months following the period covered by that report.”

#### TRUST COMPANIES AND SAVINGS COMPANIES ACT

**85.** The Trust Companies and Savings Companies Act (chapter S-29.02) is amended by inserting the following section after section 115:

“**115.1.** An authorized trust company must, on the date prescribed in the second paragraph of section 111 for sending the statement of the position of its affairs and on the date that is six months after that date, notify the Authority of the names and addresses of the groups of which it has become the holder of control in accordance with subparagraph 1, if the operation does not have a significant effect on the company, and subparagraphs 2 to 5 of the first paragraph of section 6 during the last six months of the period covered by that statement or, as applicable, during the six months following the period covered by that statement.”

**86.** Section 126 of the Act is amended, in subparagraph 5 of the first paragraph,

(1) by replacing “its becoming the holder of control of a group or either of the following events having” in the introductory clause by “where the following operations have”;

(2) by adding the following subparagraph at the end:

“(c) its becoming the holder of control of a group in accordance with subparagraph 1 of the first paragraph of section 6.”

**87.** Section 127 of the Act is amended by inserting “section 115.1 and of” after “purposes of” in the first paragraph.

**88.** Section 133 of the Act is amended by replacing “acquisition or transfer of assets having a significant effect on an authorized Québec trust company” in the introductory clause by “operation referred to in subparagraph 5 of the first paragraph of section 126”.

**89.** Section 134 of the Act is amended by replacing “acquisition or a transfer of assets having a significant effect on an authorized Québec trust company” in the third paragraph by “operation referred to in subparagraph 5 of the first paragraph of section 126”.

## **CHAPTER V**

### **MISCELLANEOUS AMENDMENTS CONCERNING THE PROTECTION OF INVESTORS AND THE GENERAL PUBLIC**

#### **DIVISION I**

##### **PERSON ACTING UNDER THE SUPERVISION OF A CLAIMS ADJUSTER**

##### **ACT RESPECTING THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES**

**90.** Section 10 of the Act respecting the distribution of financial products and services (chapter D-9.2) is amended by adding the following subparagraph at the end of the second paragraph:

“(3) persons domiciled in Canada and employed by a firm, an independent partnership or a claims adjuster registered as an independent representative who, solely by means of information technologies, for an automobile claim determined by government regulation or for a settlement of a claim of a maximum amount determined by such a regulation, carries out one of the functions of a claims adjuster under the supervision of that independent representative or of a claims adjuster who acts on behalf of that firm or independent partnership.”

**91.** The heading of Division II of Chapter II of the Act is amended by adding “AND PERSONS ACTING UNDER THEIR SUPERVISION” at the end.

**92.** Sections 45 and 46 of the Act are repealed.

**93.** The Act is amended by inserting the following section after section 50:

“**50.1.** Persons referred to in subparagraph 3 of the second paragraph of section 10 must inform the claimant of the fact that they are acting under the supervision of a claims adjuster and of the identity of that claims adjuster and, at the claimant’s request, refer the claimant’s record to that claims adjuster.

The first paragraph of section 16 applies to persons referred to in subparagraph 3 of the second paragraph of section 10 in their relations with a claimant.”

**94.** Section 80 of the Act is amended

(1) by replacing “in the performance of the representative’s functions” in the first paragraph by “or a person referred to in subparagraph 3 of the second paragraph of section 10 in the performance of their functions”;

(2) by replacing “the representative concerned” in the second paragraph by “them”.

**95.** The Act is amended by inserting the following section after section 85:

**“85.1.** A firm that employs a person referred to in subparagraph 3 of the second paragraph of section 10 must ensure, before the date the person begins to exercise their functions in that respect and thereafter every three years, that the person:

(1) has not made an assignment of property nor been placed under a receiving order pursuant to the Bankruptcy and Insolvency Act (Revised Statutes of Canada, 1985, chapter B-3);

(2) has not been convicted by a court inside or outside Canada of an act or offence which is linked to the pursuit of the activity of representative, nor pleaded guilty to such an act or offence;

(3) is not under tutorship or under a protection mandate; or

(4) does not hold a certificate that has been cancelled or suspended, or had restrictions or conditions imposed on it, by the discipline committee or by a body in Québec or another province or state that is responsible for supervising and monitoring persons acting as representatives.”

**96.** Section 91 of the Act is amended by inserting “and employees” after “representatives”.

**97.** Section 92 of the Act is amended by inserting “or employees” after all occurrences of “representatives”.

**98.** Section 137 of the Act is amended

(1) by replacing “its representatives” by “the representatives it employs”;

(2) by adding the following paragraph at the end:

“Independent representatives must ensure that their employees comply with this Act and the regulations.”

**99.** The Act is amended by inserting the following sections after section 137:

**“137.1.** An independent representative or an independent partnership is responsible for any injury caused to a client by the fault of a person referred to in subparagraph 3 of the second paragraph of section 10 who acts on the independent representative’s or independent partnership’s behalf in the performance the person’s functions.

However, the independent representative and the independent partnership retain the remedies available to them against that person.

**“137.2.** An independent representative or an independent partnership must ensure that their employees have access only to the information necessary for the pursuit of their activities.”

**100.** Section 213 of the Act is repealed.

**101.** Section 258 of the Act is amended

(1) by adding the following sentence at the end of the second paragraph: “The fund is also assigned to the payment of such indemnities in relation to the financial products and services provided or offered by one of their trainees holding a certificate or a person referred to in subparagraph 3 of the second paragraph of section 10 who is their employee, regardless of the acts they are authorized to perform under this Act.”;

(2) in the third paragraph,

(a) by replacing “of a representative responsible for fraud, fraudulent tactics or embezzlement or of such a representative’s right to transact business” in the introductory clause by “or of the registration of a person or partnership referred to in the second paragraph or the termination of the functions in that respect of a person referred to in subparagraph 3 of the second paragraph of section 10, where such a person or partnership is responsible for fraud, fraudulent tactics or embezzlement,”;

(b) by replacing “the representative before the suspension or revocation” in subparagraph 1 by “the person or partnership before the suspension or revocation of their certificate or registration or before the termination of their functions”;

(c) by inserting “or the termination of their functions” after “revocation” in subparagraph 2;

(3) by striking out the fourth paragraph.



REGULATION RESPECTING THE PURSUIT OF ACTIVITIES AS  
A REPRESENTATIVE

**102.** Division VIII of the Regulation respecting the pursuit of activities as a representative (chapter D-9.2, r. 10), comprising section 28, is repealed.

**DIVISION II**

CONDITIONS FOR THE ISSUE OF A CERTIFICATE AND FOR  
REGISTRATION TO PURSUE ACTIVITIES AS A REPRESENTATIVE

ACT RESPECTING THE DISTRIBUTION OF FINANCIAL  
PRODUCTS AND SERVICES

**103.** Section 220 of the Act respecting the distribution of financial products and services (chapter D-9.2) is amended by inserting “is insolvent” after “pursue activities in that sector.”.

SECURITIES ACT

**104.** Section 151.0.1 of the Securities Act (chapter V-1.1) is amended by adding the following subparagraph at the end of the first paragraph:

“(5) the representative, chief compliance officer or ultimate designated person no longer meets a condition for registration provided for in this Act or a regulation made under this Act.”

**DIVISION III**

DISTRIBUTION WITHOUT A REPRESENTATIVE

ACT RESPECTING THE DISTRIBUTION OF FINANCIAL  
PRODUCTS AND SERVICES

**105.** Section 424 of the Act respecting the distribution of financial products and services (chapter D-9.2) is amended by striking out paragraph 5.

**106.** The Act is amended by inserting the following section after section 442:

“**442.1.** An insurance contract referred to in section 426 with a term exceeding one year must provide that the premium is payable at least once a year for each year of the contract.”

## **DIVISION IV**

### **RECEIPT DEEMED ISSUED**

#### **SECURITIES ACT**

**107.** The Securities Act (chapter V-1.1) is amended by inserting the following section after section 12:

“**12.1.** The Authority may, by by-law, determine the cases in and conditions on which a receipt is deemed issued by the Authority for the purposes of this chapter.”

**108.** Section 331.1 of the Act is amended by inserting the following paragraph after paragraph 6:

“(6.0.1) determine the cases in and conditions on which a receipt is deemed issued by the Authority for the purposes of Chapter I of Title II;”.

## **DIVISION V**

### **LAND INTENDED FOR RESIDENTIAL CONSTRUCTION AND REAL ESTATE BROKERAGE FORMS APPROVED BY THE MINISTER**

#### **REAL ESTATE BROKERAGE ACT**

**109.** Section 23 of the Real Estate Brokerage Act (chapter C-73.2) is amended by inserting “or of land intended for residential construction” at the end of paragraph 1.

**110.** Section 63 of the Act is amended by adding the following paragraph at the end:

“The information contained in the register of licence holders is public information. It may be set up against third parties as of the date it is entered and is proof of its contents for the benefit of third parties in good faith.”

**111.** Section 129.1 of the Act is amended

(1) by adding the following sentence at the end of the second paragraph: “They come into force on the date of their publication in the *Gazette officielle du Québec* or on any later date determined by the Minister.”;

(2) by replacing “being approved by the Minister” in the third paragraph by “date of coming into force”.

## **CHAPTER VI**

### **FUNCTIONS AND POWERS OF THE AUTORITÉ DES MARCHÉS FINANCIERS AND OF THE FINANCIAL MARKETS ADMINISTRATIVE TRIBUNAL**

#### **DIVISION I**

##### **CALCULATION OF A DEPOSIT IN CANADIAN DOLLARS AND FREQUENCY OF INSPECTION OF AN AUTHORIZED DEPOSIT INSTITUTION**

##### **DEPOSIT INSTITUTIONS AND DEPOSIT PROTECTION ACT**

**112.** Section 34.3 of the Deposit Institutions and Deposit Protection Act (chapter I-13.2.2) is amended by adding the following paragraph at the end:

“In the case of a deposit of money in foreign currency, the Authority must calculate the deposit in Canadian dollars in accordance with the exchange rate published by the Bank of Canada on 30 April of the current year or, if not published on that date, immediately before that date or, if the Bank does not publish an exchange rate, by the authorized deposit institution.”

**113.** Section 42 of the Act is repealed.

#### **DIVISION II**

##### **ADMINISTRATIVE PENALTY IMPOSED BY THE FINANCIAL MARKETS ADMINISTRATIVE TRIBUNAL AND PENALTY IMPOSED BY THE AUTORITÉ DES MARCHÉS FINANCIERS**

##### **ACT RESPECTING THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES**

**114.** Section 115 of the Act respecting the distribution of financial products and services (chapter D-9.2) is amended

(1) by striking out the last sentence of the first paragraph;

(2) by inserting the following paragraph after the first paragraph:

“Likewise, if it is brought to the knowledge of the Tribunal that a person has, by an act or omission, contravened or aided in the contravention of a provision of this Act or the regulations, the Tribunal may impose an administrative penalty not exceeding \$2,000,000 for each contravention or, in the case of a contravention of the rules of ethics applicable to mortgage brokers determined by regulation under section 202.1, an administrative penalty of not less than \$2,000 and not more than \$50,000 for each contravention.”;

(3) by replacing “first paragraph” in the second paragraph by “first and second paragraphs”.

**115.** Section 115.2 of the Act is amended, in the first paragraph,

(1) by replacing “81, 82, 83, 103.1 or 103.7 or to file documents as required under this Act or the regulations, the Authority may suspend the firm’s registration or subject it to restrictions or conditions or impose a monetary administrative penalty not exceeding \$5,000 for each contravention” by “74, 81, 82, 83, 103.1 or 103.7 or to file documents as required under this Act or the regulations, the Authority may suspend the firm’s registration or subject it to restrictions or conditions”;

(2) by inserting the following sentence after the first sentence: “The Authority may, instead or in addition to those penalties, impose on the firm a monetary administrative penalty not exceeding \$5,000 for each contravention.”;

(3) by replacing “section 82” by “section 74 or 82”.

**116.** The Act is amended by inserting the following section after section 142:

**“142.1.** Independent representatives or independent partnerships that fail to comply with section 74, 131 or 133 may not claim or receive remuneration for the products sold or services rendered. In addition, an independent partnership that fails to comply with section 71.1 may not claim or receive such remuneration.”

**117.** Section 146 of the Act is amended

(1) in the first paragraph,

(a) by striking out “75,”;

(b) by inserting “85.1, 90,” after “83.1,”;

(c) by striking out “, 103”;

(d) by replacing “106 to 113,” by “105 to”;

(2) in the second paragraph,

(a) by striking out “75,”;

(b) by striking out “82,”;

(c) by inserting “85.1,” after “84,”;

(d) by striking out “91,”;

(e) by striking out “, 103”;

(f) by replacing “106 to 113,” by “105 to”.

## **DIVISION III**

### **ORDER OF THE FINANCIAL MARKETS ADMINISTRATIVE TRIBUNAL**

#### **ACT RESPECTING THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES**

**118.** Section 115.3 of the Act respecting the distribution of financial products and services (chapter D-9.2) is amended by inserting “or of funds, securities or other property acquired for unreasonable consideration from the representative, firm or any other person or entity actually or potentially under investigation” at the end of subparagraph 3 of the first paragraph.

#### **DERIVATIVES ACT**

**119.** Section 119 of the Derivatives Act (chapter I-14.01) is amended by inserting “or funds, securities or other property acquired for unreasonable consideration from the person actually or potentially under investigation” at the end of paragraph 3.

#### **SECURITIES ACT**

**120.** Section 249 of the Securities Act (chapter V-1.1) is amended by inserting “or of funds, securities or other property acquired for unreasonable consideration from the person who is or is about to be under investigation” at the end of paragraph 3.

## **DIVISION IV**

### **DATE OF FILING OF DOCUMENTS BY THE FINANCIAL MARKETS ADMINISTRATIVE TRIBUNAL**

#### **ACT RESPECTING THE REGULATION OF THE FINANCIAL SECTOR**

**121.** Section 115.15.56 of the Act respecting the regulation of the financial sector (chapter E-6.1) is amended by replacing “31 July” in the first paragraph by “30 September”.

## CHAPTER VII

### CONTINUANCE OF A LEGAL PERSON UNDER PART II OF THE COMPANIES ACT

#### COMPANIES ACT

**122.** Section 221 of the Companies Act (chapter C-38) is amended

(1) by replacing “constituting the members of” in the first paragraph by “to continue”;

(2) by replacing the second and third paragraphs by the following paragraphs:

“The enterprise register shall deposit the letters patent in the register and, subject to such deposit, but from the date of the letters patent, the legal person is continued under this Act.

The continuance does not affect the rights, obligations and deeds of the legal person that is continued as a legal person governed by this Part or those of its members. The legal person remains a party to any judicial or administrative proceedings to which the legal person thus continued was a party.”

## CHAPTER VIII

### TRANSITIONAL, MISCELLANEOUS AND FINAL PROVISIONS

**123.** [[The sums required by the Government for its commitment to indemnify the Bank of Canada for losses that could result from the Bank’s granting of emergency assistance to the Fédération des caisses Desjardins under paragraph *h* of section 18 of the Bank of Canada Act (Revised Statutes of Canada, 1985, chapter B-2) are taken out of the Consolidated Revenue Fund.]]

**124.** The Autorité des marchés financiers may require from any person who provides no later than on (*insert the date of introduction of this bill*) information or data used to establish the Canadian Dollar Offered Rate administered by Refinitiv Benchmark Services (UK) Limited, benchmark and benchmark administrator designated in accordance with the first paragraph of section 186.2.0.1 of the Securities Act (chapter V-1.1), that the person provide the information and data to that administrator until the date it determines, which may not be later than 28 June 2024.

**125.** The Autorité des marchés financiers, on an application addressed to it before 1 May 2024 by a damage insurance agent or broker qualified pursuant to section 46 of the Act respecting the distribution of financial products and services (chapter D-9.2) on (*insert the date preceding the date of assent to this Act*), issues a certificate, without further formality, to the agent or broker to act in the claims adjustment sector or the class of that sector in which the agent or broker is authorized to act on that date.

Likewise, the Autorité, on an application addressed to it before 1 May 2024 by the firm on whose behalf such an agent or broker acts, registers the firm, without further formality, in the claims adjustment sector.

**126.** This Act comes into force on (*insert the date of assent to this Act*), except sections 105 and 106, which come into force on (*insert the date that is one year after the date of assent to this Act*), and section 74, which comes into force on the date determined by the Government.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 4(c)ii  
Committee Updates—Quebec/AMF Issues-- Quebec Government Appointment of New AMF CEO**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

This is an update on the appointment of Yves Ouellet as the new CEO of the AMF, effective July 1/23.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.



*Agenda Item 4(c)(ii)  
June 27/23 EOC Meeting*

## **An Economist Will Be The Next CEO Of Québec's Autorité Des Marchés Financiers**

*by Alain Castonguay, The Insurance Portal, June 20, 2023*

[An economist will be the next CEO of the Autorité des marchés financiers - Portail de l'assurance \(portail-assurance.ca\)](https://portail-assurance.ca)

The Québec government will soon appoint, if it has not already done so, Louis Morisset's successor as head of the Autorité des marchés financiers. That successor is Yves Ouellet, current Secretary General of the Government and Clerk of the Executive Council.

Journalist Denis Lessard reported the information in a dispatch published on Tuesday, June 20 in *La Presse+*, where his article focuses on the appointment of Dominique Savoie to the position held by Mr. Ouellet since October 2018. Ms. Savoie, currently Deputy Minister of Health, will become the first woman to serve as Secretary General of the Executive Council.

Prior to his appointment as the government's top official, Mr. Ouellet was Secretary General of the Treasury Board from September 2012 to April 2017.

### **Not a lawyer**

The next holder of the position of CEO of the AMF is not a lawyer, as is often the case in other regulatory bodies, particularly those responsible for overseeing the securities and financial services sector.

Yves Ouellet holds bachelor's and master's degrees in economics from the **Université du Québec à Montréal (UQAM)**.

According to the École nationale d'administration publique (ÉNAP), Mr. Ouellet joined the public service in 1991. He worked at the Ministère des Finances and the Ministère du Conseil exécutif, where he was Associate Secretary General for Strategic Priorities and Projects between 2006 and 2012.

When he was appointed Secretary General by the Legault government after the October 2018 election, Yves Ouellet had been CEO of the Société québécoise des infrastructures since May 2017.

At the AMF, spokesperson Sylvain Thériault refused to comment on Denis Lessard's article. "It is the prerogative of the Council of Ministers to officially announce appointments," he said.

## Not a first

Louis Morisset announced his departure on January 17. He is due to step down from the AMF on July 1.

This is the second time that the CEO of the Authority has taken office by relinquishing the function of Secretary General of the Government. Jean St-Gelais, who was CEO of the AMF from 2004 to 2011, made the same journey when he arrived after having been Secretary General of the Executive Council under Bernard Landry's government.

Mr. St-Gelais left the AMF to create the new Agence du revenu du Québec in January 2011. Mario Albert then served as CEO of the organization until Mr. Morisset's appointment.

In the *La Presse+* edition of October 12, 2018, Denis Lessard reported that Jean St-Gelais had himself suggested Yves Ouellet's candidacy as the lead public servant to newly elected Premier François Legault. The two men met at the Ministry of Finance.

In the fall of 2012, Mr. St-Gelais was again appointed Secretary General to the Pauline Marois' government. Mr. Ouellet became Secretary General of the Treasury Board under Stéphane Bédard. He retained his position when the Liberals returned to power and worked with Martin Coiteux, another economist, under the government of Philippe Couillard.

## Un Economiste Sera Le Prochain PDG De l'Autorité Des Marchés Financiers

par Alain Castonguay | 20 juin 2023 10:45

[AUTORITÉ DES MARCHÉS FINANCIERS \(AMF\)](#) | [Règlementation](#) | [Conformité](#) | [Économie](#) | [Ceux qui bougent](#)

Le gouvernement du Québec nommera sous peu, si ce n'est déjà fait, le successeur de Louis Morisset comme grand patron de l'Autorité des marchés financiers. Il s'agit d'**Yves Ouellet**, actuel secrétaire général du gouvernement et greffier du conseil exécutif.

Le journaliste **Denis Lessard** rapporte l'information dans une dépêche parue ce mardi 20 juin dans *La Presse+*, où son papier est axé sur la nomination de **Dominique Savoie** au poste occupé par M. Ouellet depuis octobre 2018. Mme Savoie, actuelle sous-ministre à la Santé, deviendra la première femme au poste de secrétaire générale du conseil exécutif.

Avant d'être nommé comme plus haut fonctionnaire du gouvernement, M. Ouellet était auparavant secrétaire général du **Conseil du Trésor** de septembre 2012 à avril 2017.

## Pas un avocat

Le prochain titulaire du poste de patron de l'Autorité n'est pas avocat, comme c'est souvent le cas au sein des autres organismes de régulation notamment chargés d'encadrer le secteur des valeurs mobilières et des services financiers.



Yves Ouellet détient un baccalauréat et une maîtrise en économie de l'**Université du Québec à Montréal (UQAM)**.

Selon l'**École nationale d'administration publique (ÉNAP)**, M. Ouellet est entré dans la fonction publique en 1991. Il a œuvré au **ministère des Finances** et au ministère du **Conseil exécutif**, où il a été notamment secrétaire général associé aux priorités et aux projets stratégiques entre 2006 et 2012.

Quand il a été nommé secrétaire général par le gouvernement Legault après les élections d'octobre 2018, Yves Ouellet était PDG de la **Société québécoise des infrastructures** depuis mai 2017.

## Yves Ouellet

À l'Autorité, le porte-parole Sylvain Thériault refuse de commenter l'article de Denis Lessard. « Il est de la prérogative du **Conseil des ministres** d'annoncer officiellement les nominations », indique-t-il.

## Pas une première



Louis Morisset [avait annoncé son départ](#) le 17 janvier dernier. Il doit quitter ses fonctions à l'Autorité le 1er juillet.

C'est la deuxième fois que le PDG de l'Autorité arrive en poste en délaissant la fonction de secrétaire général du gouvernement. **Jean St-Gelais**, qui a été PDG de l'Autorité de 2004 à 2011, avait fait le même trajet en arrivant après avoir été secrétaire général du conseil exécutif sous le gouvernement de Bernard Landry.

M. St-Gelais avait quitté l'Autorité pour aller créer la nouvelle **Agence du revenu du Québec** [en janvier 2011](#). **Mario Albert** a par la suite occupé la fonction de PDG de l'organisme jusqu'à la nomination de M. Morisset.

## Louis Morisset

Dans *La Presse+* du 12 octobre 2018, Denis Lessard rapportait d'ailleurs que Jean St-Gelais avait lui-même suggéré la candidature d'Yves Ouellet au premier ministre élu **François Legault** comme premier fonctionnaire de l'État. Les deux hommes ont fait connaissance au ministère des Finances.

À l'automne 2012, M. St-Gelais avait de nouveau été nommé secrétaire général du gouvernement de **Pauline Marois**. M. Ouellet devient secrétaire général du Conseil du Trésor sous **Stéphane Bédard**. Il conservera ses fonctions au retour des libéraux au pouvoir et travaillera avec **Martin Coiteux**, un autre économiste, sous le gouvernement de Philippe Couillard.

## First Woman To Head The Quebec Civil Service

**A first for the Quebec government: a woman will take the helm of the entire public service. Dominique Savoie will soon be appointed "Secretary General of the Executive Council", the number one of the employees of the State.**

*By Denis Lessard, La Presse, June 20, 2023*

A career public servant, she had been sent to the critical position of Deputy Minister of Health at the beginning of the pandemic; her minister Christian Dubé has repeatedly publicly praised her work. She reached this peak at age 63. In the federal government, women have already reached this position of command, called "Clerk of the Privy Council". This was never the case in Quebec.

She will take the seat of a long-time ally, Yves Ouellet, who has been secretary general since François Legault came to power in 2018. This economist by training, who has long led the Treasury Board, will become the president and CEO of the Autorité des marchés financiers, replacing Louis Morisset, whose term ends July 1. Everyone wins in this game of musical chairs; Mr. Ouellet earned \$387,000 a year, replacing Mr. Morisset who earned \$494,000. Ms. Savoie was deputy minister with a salary of \$310,000 before replacing Mr. Ouellet.

**Yves Ouellet's rise is unsurprising. That of Dominique Savoie, on the other hand, represents a spectacular return to grace.**

Savoie was the deputy minister to Robert Poëti, then Jacques Daoust, Liberal ministers of transport under Philippe Couillard, when she found herself at the heart of a media tornado. In 2016, she was pilloried, attacked by Liberal MP Guy Ouellette and especially by Éric Caire, CAQ MP then in opposition. Her former boss Robert Poëti suggested that she had neglected to clean up the contracting process of this huge ministry.

In Question Period, Mr. Caire had gone with charges of rare aggressiveness – an elected official rarely attacks a public servant with such bite, usually turning more to the public servant's political boss. Even François Legault had, in a press conference, severely criticized this senior official. He had publicly made amends when Savoie was appointed to Health.

In a parliamentary committee at the time, Ms. Savoie tried to clarify the relationship between a minister and her deputy minister:

"I don't think between a minister and a deputy minister, we're talking about orders."

**A statement then transposed for a much more catchy headline: "A deputy minister has no orders to take from her minister!"**

The Auditor General and then the Director of Criminal and Penal Prosecutions will look into Dominique Savoie's administration – all will pass the towel.

But the guillotine was already erected. Dominique Savoie will be sent on a tablet, to the executive council, for two years. Ironically, just before this psychodrama, the Couillard government was preparing to appoint her CEO of Loto-Québec.

Originally a career counsellor, Dominique Savoie had been Deputy Minister of Employment, where the incumbent at the time, Sam Hamad, had noticed her. He brought her to Transport, where she was deputy minister from 2011 to 2016. She will return after her exile as Deputy Minister of Energy, under the Liberals with Pierre Moreau, then under the Coalition avenir Québec with Jonatan Julien, her last position before arriving at Health, in the summer of 2020.

Une première femme à la tête de la fonction publique

**Une première au gouvernement du Québec : une femme prendra les commandes de l'ensemble de la fonction publique. Dominique Savoie sera nommée tout prochainement « secrétaire générale du conseil exécutif », soit numéro un des employés de l'État.**

**DENIS LESSARD, LA PRESSE, 20 JUIN, 2023**

Fonctionnaire de carrière, elle avait été envoyée au poste névralgique de sous-ministre à la Santé au début de la pandémie ; son ministre Christian Dubé a maintes fois louangé publiquement son travail. Elle atteint ce sommet à 63 ans. Au gouvernement fédéral, des femmes sont déjà parvenues à ce poste de commande, nommé « greffier du conseil privé ». Ce ne fut jamais le cas au Québec.

Elle prendra le siège d'un allié de longue date, Yves Ouellet, qui était secrétaire général depuis l'arrivée de François Legault au pouvoir, en 2018. Cet économiste de formation, qui a longtemps dirigé le Conseil du trésor, deviendra le président-directeur général de l'Autorité des marchés financiers, en remplacement de Louis Morisset, dont le mandat se termine le 1<sup>er</sup> juillet. Tout le monde gagne au jeu des chaises musicales ; M. Ouellet gagnait 387 000 \$ par année, remplace M. Morisset qui en gagnait 494 000 \$. M<sup>me</sup> Savoie était sous-ministre avec un salaire de 310 000 \$ avant de remplacer M. Ouellet.

**L'ascension d'Yves Ouellet est sans surprise. Celle de Dominique Savoie représente en revanche un spectaculaire retour en grâce.**

M<sup>me</sup> Savoie était la sous-ministre de Robert Poëti, puis de Jacques Daoust, ministres libéraux des Transports sous Philippe Couillard, quand elle s'était retrouvée au cœur d'une tornade médiatique. En 2016, elle avait été clouée au pilori, attaquée par le député libéral Guy Ouellette et surtout par Éric Caire, député caquiste alors dans l'opposition. Son ancien patron Robert Poëti laissait entendre qu'elle avait négligé de faire le ménage dans le processus d'attribution de contrats de cet énorme ministère. À la période des questions, M. Caire y était allé de charges d'une rare agressivité – un élu attaque rarement avec autant de mordant un fonctionnaire, se tournant généralement davantage vers son patron politique. Même François Legault avait, en point de presse, sévèrement critiqué cette haute fonctionnaire. Il avait fait publiquement amende honorable quand M<sup>me</sup> Savoie avait été nommée à la Santé.

En commission parlementaire à l'époque, M<sup>me</sup> Savoie avait tenté de préciser les rapports d'un ministre avec son sous-ministre.

« Je ne pense pas qu'entre un ministre et un sous-ministre, on parle d'ordres. »

**Une déclaration dès lors transposée pour une manchette bien plus accrocheuse : « Un sous-ministre n'a pas d'ordres à recevoir de son ministre ! »**

La vérificatrice générale puis le directeur des poursuites criminelles et pénales se pencheront sur l'administration de Dominique Savoie – tous passeront l'éponge.

Mais la guillotine était déjà dressée. Dominique Savoie sera envoyée sur une tablette, au conseil exécutif, pendant deux ans. Ironiquement, juste avant ce psychodrame, le gouvernement Couillard s'apprêtait à la nommer PDG de Loto-Québec.

Issue du secteur de la main-d'œuvre, conseillère en orientation à l'origine, Dominique Savoie avait été sous-ministre à l'Emploi, où le titulaire de l'époque, Sam Hamad, l'avait remarquée. Ce dernier l'avait amenée aux Transports, où elle sera sous-ministre de 2011 à 2016. Elle reviendra après son exil comme sous-ministre à l'Énergie, sous les libéraux avec Pierre Moreau, puis sous la Coalition avenir Québec avec Jonatan Julien, son dernier poste avant d'arriver à la Santé, à l'été 2020.

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(d) Committee Updates—Media Advocacy**

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#### **Purpose of this Agenda Item – Written Update Only**

A written summary will be provided of the recent activities of this Committee.

#### **Background Information**

A written summary of this Committee's recent activities will be provided.

#### **Recommendation / Direction Sought – Written Update Only**

This is a written summary only.

#### **Attachments Included with this Agenda Item**

1 attachment.



**Agenda Item 4(d)**  
**June 27/23 EOC Meeting**

**From:** Jacqlyn Marcus <Jacqlyn.Marcus@valeyo.com>  
**Sent:** Wednesday, June 21, 2023 11:09 AM  
**To:** Jake Becker <jake.becker@cafii.com>  
**Cc:** Brendan Wycks <brendan.wycks@cafii.com>; Keith Martin <Keith.Martin@cafii.com>  
**Subject:** RE: [EXTERNAL] Notice of Speaking Role and Written Update For June 27, 2023 CAFII EOC Meeting

Hi Jake:

I will again provide a written update for the upcoming EOC Meeting.

- There are no material Media Advocacy Committee updates for the EOC this month.
- We are executing on our priorities for the year against the approved Statement of Work (SOW)
- The Media Advocacy Committee continues to meet regularly to review processes and to discuss upcoming items for development.
- The next meeting of the committee is on July 11/23, at which we will discuss the Operatic Agency proposal for the back-end website rebuild; review LinkedIn successes and strategy; and align on the topic for the 2023 CAFII website video.

Thanks  
Jacqlyn

**Jacqlyn Marcus**  
Senior Director Marketing, Alliances &  
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## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(d)i Committee Updates—Media Advocacy-- CAFII-Requested Proposal from Operatic Agency for Development of New Back-End to CAFII Website**

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#### **Purpose of this Agenda Item – Update**

This is an update on a proposal from Operatic Agency, at CAFII's request.

#### **Background Information**

CAFII's backend or member-only, password-protected intranet set is mostly a repository for documents for EOC and Board meetings, and is useful for members who cannot receive documents through other means due to firewall issues.

This backend is supported by a software solution called "Drupal" which requires regular updates. The system has crashed a few times in the recent past, and required a small investment to get it restarted. It has been the intention to replace the backend with a more user-friendly site, but it would be preferable to do so in 2024 as this is not an activity that is budgeted for in 2023.

However, if the backend ends up requiring immediate significant investments, it might be preferable to invest immediately in the replacement of the backend in 2023. The proposal from Operatic Agency is a contingency that might require moving forward with, if there is another crash.

At present, however, this proposal is for information-only and it is anticipated that it will be the basis of a recommendation from CAFII management for a supplemental website investment in 2024, which will be made to the EOC for approval by the Board as part of the Association's 2024 Operating Budget.

#### **Recommendation / Direction Sought – Update**

This is an update.

#### **Attachments Included with this Agenda Item**

1 attachment.

Scope of Work May 5, 2023

# Member Portal

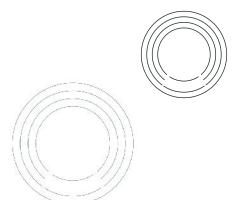
Prepared for CAFII

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## Overview

At our core, Operatic is a creative digital agency that solves complex business challenges with data-inspired strategy. Our strengths include research, creative and digital strategy, performance marketing, web design including UX/CRO, and the development of websites/platforms/tools that better connect brands with their intended audience segments. We have a proven ability to produce deliverables that exceed our clients' expectations on time and on budget. To learn more about our approach and the value it drives for our clients, please [visit our website](#).



## Objective

CAFI has identified a need to update their Member Portal. The current content management system (CMS), Drupal, is cumbersome for administrators and does not allow for easy, seamless updating. Additionally, there are brand inconsistencies that exist between CAFI's Member Portal and the consumer-facing website. Our objective in updating the Member Portal is to:

- Implement a user-friendly CMS platform, that is easier to manage and update
- Improve the user experience (look and feel)

**To achieve this objective, Operatic recommends implementing WordPress as the new CMS platform and retiring Drupal.**

## Requirements

WordPress is not only the world's most popular CMS, but it is also user-friendly, easy to manage and update, and meets your criteria as outlined below:

- The ability to upload and post all the individual materials for each EOC and board meeting
- The ability to store historical documentation from each EOC and board meeting
- The ability to post and update 'Regulatory Updates'
- The ability to store and upload historical regulatory submissions (this will be implemented as a future project)
- The ability to navigate regulatory submissions and other documentation in an organized fashion such as:
  - chronologically (year, month, day)
  - by regulator and;
  - by topic (privacy, fair treatment of customers, IT reporting etc.)
- The ability to post and update the 'Weekly Digest'
- The ability to migrate all existing material (documents, etc) from the current Member Portal site into WordPress
- Create brand consistency and improve the member experience

## Member Portal

### Foundation

Our WordPress builds are future-friendly, leveraging advanced custom fields which allow you to easily edit existing pages and add new ones in the future.

There's truly no limit to what you can accomplish, and with peace of mind, because our WordPress builds use best-in-class security measures to keep your Member Portal safe and secure. We follow WordPress best practices including modifying table prefixes, changing the default login URL, limiting login attempts and enabling two-factor authentication.



## Features You'll Enjoy

- Consistent look and feel from the front end of the site
- Fully mobile-compatible design captures & retains mobile users
- Lightning fast speed delivers outstanding user experience and search engine optimization advantages
- Includes best practices for on-page search engine optimization enhancements
- Optimized for conversions
- Secured with leading-edge encryption
- Built with a platform that allows us to utilize a large ecosystem of integrations and apps
- Includes the page layouts and initial pages that you need to get started
- You're able to add as many additional pages as you want
- Comprehensive analytics dashboard shows progress towards KPIs
- Hosted and supported by our dedicated, in-house support team who knows you and your brand

## WireFrame

Taxonomy is a reference to the general structure of your Member Portal, and the individual web pages that will exist within that structure. Information Architecture (IA) is in reference to the information provided on each one of those pages. The sitemap/wireframe is the overall picture of those two elements. We will rebuild the Member Portal using the existing taxonomy and will improve the IA based on user experience best practices.

## Features & Functionality

Your Member Portal has been estimated to include the following specific features and functionality:

- Page Templates – Up to 6
- Total Pages – Up to 90 (EN/FR)
- Gated Portal
- Image Sliders
- Video Embed
- Map Embeds
- Contact Form
- AODA/WCAG Launch Compliant
- Site Search
- FR/EN Versions
- Blog-Style Pages

## Member Portal Strategy & Design Process

Our efforts here will focus on creating an exceptional user experience and solid foundation for growth and will include:

- A kickoff meeting to finalize the taxonomy (navigation/pages)
- Outline of the information architecture (what content needs to be on which pages) in the form of a wireframe for your review and approval
- Design of the member homepage, a main navigation page and a sub navigation page for your review and feedback
  - One round of feedback implementation (please ensure feedback is consolidated)
  - Client approval
- Design of remaining pages for your review
  - One round of feedback implementation (please ensure feedback is consolidated)
  - Client approval



## Content Requests

Our team of content experts will outline the copy needs of each individual page on your Member Portal and create the necessary content request documents to be shared with David Moorecroft who will write the copy.

## Stock Images

In addition to the assets we receive from you, if any additional stock imagery is required, we'll purchase necessary imagery through our licenses on your behalf.

## Responsive Design & Visibility Compliance

We'll ensure an optimal experience on mobile devices and that your Member Portal will comply with launch-level, applicable accessibility standards in Ontario (AODA) and in Canada (WCAG).

Upon completion of our designs and after the input of content, you'll have your final opportunity to share feedback. Once you've provided a comprehensive list of your final touches, we'll apply your feedback through one round of revisions as part of this scope.

## Development

Our development approach is focused on bringing back-end platforms to life and delivering a fast, responsive, secure and maintainable solutions. The following activities and deliverables comprise our development process:

- **Creation of functional layouts:** Consists of transforming the visual design produced in the design phase into functional HTML, CSS and Javascript-based templates.
- **Testing and quality assurance:** Includes cross-browser and cross-platform testing to ensure a high-quality experience across multiple browsers and devices.
- **Deployment to staging:** We'll deploy the finished product to staging for our final run through.
- **Deployment to production:** We'll ensure that the final and approved product will be successfully launched to your production environment.

## Analytics & Tracking

Upon collaboratively defining the key performance indicators that you should measure on your Member Portal, we'll implement the following:

- Google Analytics (GA4 – newest version)
- Google Tag Manager
- 301 redirects of each of your old Member Portal pages to the appropriate pages on your new portal

## Quick Reference Guide & Training:

Finally, we'll create a quick reference guide to assist you in understanding the CMS which your site uses, enabling you to make small tweaks quickly and easily, and we'll provide a up to 90 minute training session to get you acquainted with your Member Portal and guide.



# Project Governance

## What About Feedback?

Feedback is an important part of our process, so addressing it needs to be a part of our workflow. Throughout our program (we'll need you to be especially active out of the gate), you will be given the opportunity to review and provide feedback before deliverables are implemented. We have included one round of revisions for all deliverables in this proposal. Should additional feedback be given after approval is received or one round of revisions is already completed, a Change of Scope Order will be required.

We ask that you do your best to be timely with your feedback so that we may keep your deliverables on time. We understand that from time to time unanticipated challenges arise which delay feedback from you. If this does occur, we'll communicate the effect of the delay on your project timeline.

## Scope & Scope Changes

We're partners and as such will deliver what we've scoped in this document, whether or not we're on a budget. That said, from time to time new information, needs or wishes arise from our partners and it's important to note that anything that does not fall within this document is out of scope. When this occurs, our team will be diligent in ensuring that you're aware of the options you have available to you, as well as the pros and cons of each option. In cases where changes are determined to be necessary, a change request will be processed as follows:

- Operatic will create a Change of Scope Order that documents the relevant information, including but not limited to:
  - Description of the change
  - Rationale
  - Impact assessment
  - Effort
  - Associated incremental investment to implement the change
- This Change of Scope Order will be submitted to you and reviewed for final approval before we proceed.

## Timeline

Upon signing of this scope we'll create a detailed timeline and will share it with you. This exercise can take up to 5 business days as we brief the team and assign the appropriate resources to support this project. Additionally, this effort will require some of your time and attention for reviews and approvals, and timely cooperation from you is necessary for us to stay on track.



## Investment

Item	One-time
Member Portal <ul style="list-style-type: none"><li>• Strategy and Design</li><li>• Stock Imagery</li><li>• Content Requests</li><li>• Development</li><li>• Analytics and Tracking</li><li>• Quick Reference Guide and Training</li></ul>	\$37,500
<b>TOTAL</b>	<b>\$37,500</b>

## Terms and Conditions

- Investment is shown in CAD and does not include applicable taxes.
- 1/3 of the investment due upon acceptance of this proposal
- 1/3 of the investment invoiced upon design sign-off
- 1/3 of the investment invoiced upon site launch
- All invoices are net thirty (30).
- Operatic reserves the right to charge a late interest fee of 2.75% per month on invoices past due thirty (30) days.
- Accepted payment methods include cheque, EFT, and credit card. A 2.75% processing fee will apply to all credit card transactions.



Christy Cusack , VP Consumer Engagement  
May 03, 2023

Signature of authorized representative  
Date:





## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(e) Committee Updates—Research & Education**

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#### ***Purpose of this Agenda Item – Written Update***

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This is written update.

#### ***Background Information***

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A written update will be provided on the recent activities of this Committee.

#### ***Recommendation / Direction Sought – Written Update***

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This is a written update item.

#### ***Attachments Included with this Agenda Item***

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1 attachment.

***Agenda Item 4(e)***  
***June 27/23 EOC Meeting***

**Research & Education Committee (Chair: Andrea Stuska; Vice-Chair: Michelle Costello)**

Over the past two months, the Research & Education Committee has been focused on the following initiatives:

- obtaining CAFII member consensus to include findings from the Pollara study (attitudes of consumers of credit protection insurance) in the overall presentation to regulators during the CAFII 2023 Western Canada and Atlantic Canada Insurance Regulator and Policy-Maker Visits Tours.
- obtaining CAFII member consensus to share a 'locked' or 'non modifiable' copy of the presentation with regulators/policy makers, with an emphasis that this presentation is only to be shared internally within their regulatory organizations and including “not for external distribution” on every page. By including and sharing the research CAFII conducted, CAFII continues to demonstrate that we are open and transparent and want to continue to share in a collaborative dialogue with our regulators/policy makers.

On a go-forward basis, the R&E Committee will be focused on the following:

- 2023 CAFII Research Options: Two future meetings have now been set up for the Research & Education Committee to discuss options for the 2023 research. The first meeting will occur on June 23 and the second during the week of July 10.
- Some 2023 research options to consider:
  - whether/how CPI supports consumers financial/social resiliency (or something similar.) This research possibility was recently prioritized during a CAFII member survey back in January 2023. I think it would be an excellent and timely study that many members and regulators would be interested in.
  - The R&E committee discussed last year the possibility of re-doing the travel insurance tracking study of 2018.
  - If EOC members have ideas to share for research to be conducted in 2023, please bring them forward or have your member representative on the R&E committee bring them forward at the committee meetings.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 4(e)i**

**Committee Updates—Research & Education-- Impact of CAFII Utilization of Results of 2022 Tracking Study on 'Consumers' Satisfaction with Credit Protection Insurance' in Presentation Deck for Spring 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour**

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### **Purpose of this Agenda Item – Update/Discussion**

This is an update item with the opportunity for discussion.

### **Background Information**

CAFII recently engaged in two tours of the Western Canada provinces during which a total of seven (7) presentations were made to insurance regulator and policy-maker audiences, each of which included content from the CAFII 2022 Pollara research tracking study on the views of consumers who hold credit protection insurance. This will be an update and discussion on the response of regulators and policy-makers to these presentations and the content of the research study.

### **Recommendation / Direction Sought – Update/Discussion**

This is an update and discussion item.

### **Attachments Included with this Agenda Item**

1 attachment.



The Canadian Association of  
Financial Institutions in Insurance

## CAFII June 2023 Update Dialogue With the British Columbia Financial Services Authority (BCFSA)

*Recent and Upcoming CAFII Initiatives; and New  
CAFII Credit Protection Insurance Research  
Results and Our Intended Responses*

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



## ABOUT CAFII: Who We Are

Non-profit industry Association dedicated to development of an open and flexible insurance marketplace.

Established in 1997 to create a voice for financial institutions involved in selling insurance through a variety of distribution channels.

## ABOUT CAFII: Who We Are

CAFII members offer credit protection insurance (CPI); travel insurance; other types of life and health insurance; and, in some cases, property & casualty insurance across Canada. Credit protection insurance and travel insurance are product lines of primary focus for CAFII as members' common ground.

CAFII members offer insurance through financial institution branches; client contact centres; the internet and other digital channels; direct mail; and, in some cases, agents and brokers (including travel agents for travel insurance).

# CAFII's Membership is Comprised of 8 Financial Institution (Bank and Credit Union CPI Distributors) and 7 Insurers / Underwriters of Credit Protection Insurance

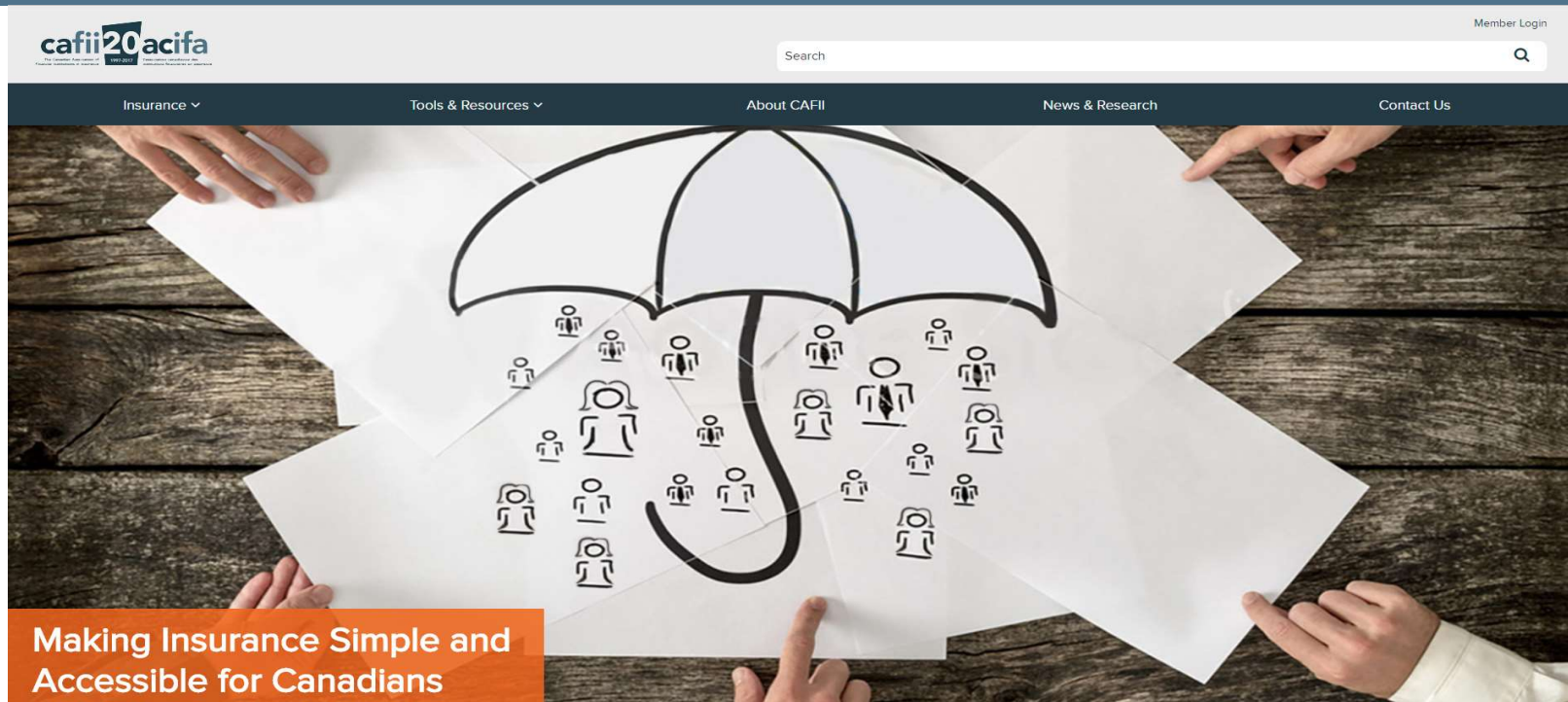
## *Financial Institutions*



## *Insurers*



# CAFII Continues to Invest in a Consumer-Friendly Website, Including Videos



Making Insurance Simple and Accessible for Canadians



# CAFII Continues to Invest in a Consumer-Friendly Website, Including Vignettes



Anne-Sophie and Mathieu, who have two children, have been approved for a \$250,000 mortgage to purchase a home. Anne-Sophie is the primary income earner, and the family's ability to make their mortgage payments is largely dependent on her income.

Peace of mind and predictability of expenses are important for Anne-Sophie and Mathieu, so they purchase Mortgage Life Insurance for Anne-Sophie, which will pay out the balance of their mortgage (up to the maximum specified in the certificate of insurance) in the event of her death. They like the fact that their premiums will not change over the life of their mortgage, which means that they are not exposed to higher costs for this coverage as Anne-Sophie ages or possibly develops health issues.

They also like the fact that the proceeds of her mortgage life insurance will go directly to pay out the mortgage balance rather than possibly being used to pay other debts. It's important to Anne-Sophie that her family will be able to continue living in their family home, without financial duress.

[See FAQ section for more information](#)

# The Website has a Revamped FAQs Section, Bucketing Common Issues, with an Emphasis on Financial Literacy

## Frequently Asked Questions About Insurance

Answers to FAQs provide general guidance and customers should always refer to their certificate of insurance and the terms and conditions of their coverage.

All Questions

Credit Protection Insurance

Mortgage Life, Disability & Critical Illness Insurance Coverage

Travel Insurance

Q: What is Credit Protection Insurance?

+

Q: What are the benefits of Credit Protection Insurance?

+

Q: Does Credit Protection Insurance provide good value?

+

Q: What are the benefits of Credit Protection Insurance compared to traditional Term Life Insurance?

+

Q: If I make a claim one day, how can I ensure it will not be denied?














+

# CAFII's Website Has Introduced Member-Specific Information on "How to Make a Claim"

## How To Make An Insurance Claim

### Making A Claim

The credit protection insurance and travel insurance products offered by our members protect you and your family under various circumstances described in your certificate of insurance. If you have questions about your coverage, or would like more information on how to make a claim, please click on the name of the financial institution from which you purchased your insurance, and it will take you

	<a href="https://cardbenefits.assurant.com/Creditor_Home">https://cardbenefits.assurant.com/Creditor_Home</a> <small>* American Bankers Life Assurance Company of Florida, and American Bankers Insurance Company of Florida carry on business in Canada under the name of Assurant *</small>		
	<a href="https://www.bmo.com/main/personal/mortgages/insuring-your-mortgage/">Mortgage Protection Insurance</a> <a href="https://www.bmo.com/main/personal/mortgages/insuring-your-mortgage/">https://www.bmo.com/main/personal/mortgages/insuring-your-mortgage/</a> <a href="https://www.bmo.com/main/personal/creditor-insurance/line-of-credit-and-loans-insurance/">Loans and Lines of Credit Protection Insurance</a> <a href="https://www.bmo.com/main/personal/creditor-insurance/line-of-credit-and-loans-insurance/">https://www.bmo.com/main/personal/creditor-insurance/line-of-credit-and-loans-insurance/</a> <a href="https://bmo.assurant.com/en/bmo_home">Credit Card Balance Protection Enhanced</a> <a href="https://bmo.assurant.com/en/bmo_home">https://bmo.assurant.com/en/bmo_home</a> <a href="https://www.allianzassistanceclaims.ca/login">Travel Insurance</a> <a href="https://www.allianzassistanceclaims.ca/login">https://www.allianzassistanceclaims.ca/login</a>		<a href="https://www.cibc.com/en/personal-banking/insurance/creditor.html#Optional_Travel_Insurance">https://www.cibc.com/en/personal-banking/insurance/creditor.html#Optional_Travel_Insurance</a> <a href="https://www.cibc.com/en/personal-banking/insurance/travel/claims">Optional Travel Insurance</a> <a href="https://www.cibc.com/en/personal-banking/insurance/travel/claims">https://www.cibc.com/en/personal-banking/insurance/travel/claims</a> <a href="https://cibccentre.rsagroup.ca/">Embedded Credit Card Travel Insurance</a> <a href="https://cibccentre.rsagroup.ca/">https://cibccentre.rsagroup.ca/</a>
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			<a href="https://www.desjardinslifeinsurance.com/">For getting the forms and documents needed and information on how to submit a claim</a> <a href="https://www.desjardinslifeinsurance.com/">claim.desjardinslifeinsurance.com/</a> <a href="https://www.desjardinslifeinsurance.com/">Secure link to send most of the documents needed for the claim to be analysed</a> <a href="https://www.desjardinslifeinsurance.com/">www.desjardinslifeinsurance.com/send</a>
			<a href="https://manulife.acmtravel.ca/accounts/login/">https://manulife.acmtravel.ca/accounts/login/</a>
			<a href="https://www.nbc-insurance.ca/claims.html">Claims on National Bank Life Insurance Company</a> <a href="https://www.nbc-insurance.ca/claims.html">https://www.nbc-insurance.ca/claims.html</a> <a href="https://www.nbc.ca/personal/insurance/claim.html">Claims on National Bank of Canada</a> <a href="https://www.nbc.ca/personal/insurance/claim.html">https://www.nbc.ca/personal/insurance/claim.html</a>
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			<a href="https://www.sunlife.ca/en/explore-products/insurance/affinity-markets/creditor/">https://www.sunlife.ca/en/explore-products/insurance/affinity-markets/creditor/</a>
			<a href="https://www.tdinsurance.com/claims">Credit Protection and Travel Insurance claims</a> <a href="https://www.tdinsurance.com/claims">https://www.tdinsurance.com/claims</a> <a href="https://cardbenefits.assurant.com/Creditor_Home">Balance Protection Insurance claims</a> <a href="https://cardbenefits.assurant.com/Creditor_Home">https://cardbenefits.assurant.com/Creditor_Home</a>

# CAFII Is Becoming More Proactive In Media Relations and Publicly Sharing Our Perspective



*Report outlines the challenges of keeping pace with Canadians' insurance needs*

July 2, 2022

**Deloitte Canada** and the **Canadian Association of Financial Institutions in Insurance (CAFII)** have created a report focused on the evolving insurance needs of Canadians and their changing preferences, alongside an analysis of what it takes to offer best-in-class digital experiences to consumers.

Focused on credit protection insurance (CPI), the research found that collaboration between distributors, underwriters and regulators is needed to create the digital experiences that Canadian consumers have come to expect.



*What will it take to offer best in class digital experiences to consumers of CPI?*

June 30, 2022

## Consumers are adapting well: Keith Martin, CAFII

"The pandemic has and will continue to change the way that people conduct financial transactions in Canada. We are pleased to see consumers are adapting well to their new reality. And our industry's customer satisfaction levels have been up to the challenge," says Keith Martin, Co-Executive Director of the Canadian Association of Financial Institutions in Insurance (CAFII).

The [Canadian Association of Financial Institutions in Insurance](#) is a not-for-profit industry Association. It is dedicated to the development of an open and flexible insurance marketplace. CAFII believes that consumers are best served when they have meaningful choice in the purchase of insurance products and services. CAFII's 14 members include the insurance arms of Canada's major financial institutions. These include BMO Insurance; CIBC Insurance; Desjardins Insurance; National Bank Insurance; RBC Insurance; ScotiaLife Financial; and TD Life Insurance.

## RBI editor Douglas Blakey speaks with Keith Martin, CAFII



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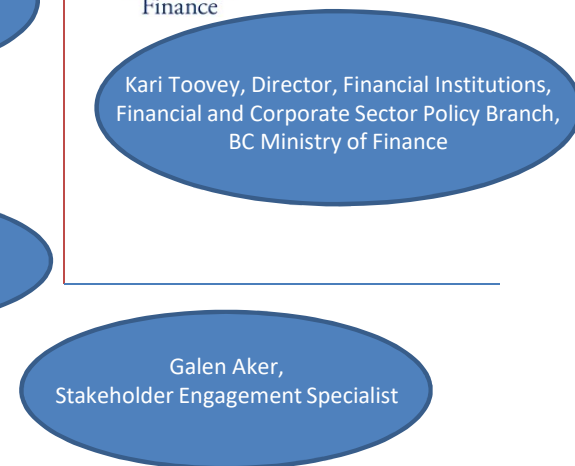
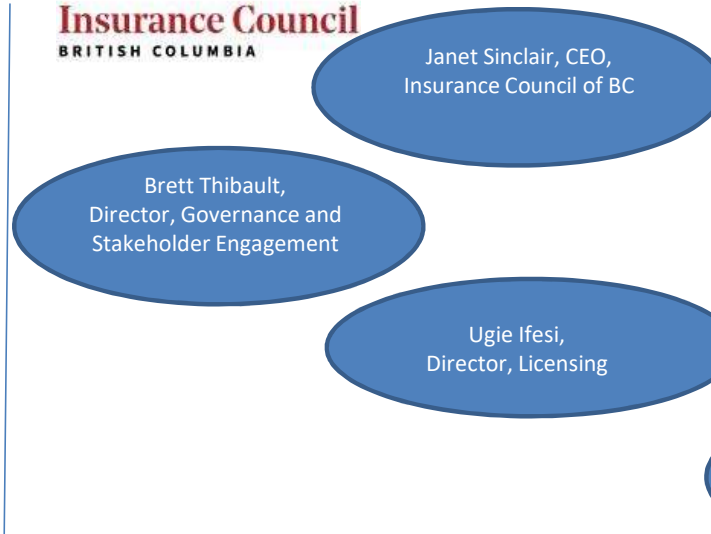
## Regulatory Consultations, and Legislative and Regulatory Harmonization

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# CAFII's Strategic Focus is on Regulatory and Policy-Making Relationship-Building

CAFII's predominant strategic focus and priority is relationship-building and communications with insurance regulators and policy-makers.



# Recent CAFII Insurance Policy and Regulation-Related Submissions To BC Authorities

Date	Regulator/Policy-Maker Audience	Subject/Focus of Submission
March 1, 2022	BCFSA	“Discussion Paper: Information Security Incident Reporting”
June 1, 2022	Insurance Council of BC	Consultation on “Insurance Council Rules” (which set the licence conditions and requirements for all BC insurance licensees)
September 9, 2022	BCFSA	Draft Insurer Code of Market Conduct and Supplemental Guideline
October 3, 2022	BC Ministry of Finance	Consultation Regarding Restricted Licenses
November 15, 2022	BCFSA	Two follow-up questions re alignment and divergences between BCFSA’s “Draft Insurer Code of Market Conduct” and CCIR/CISRO “Guidance: Conduct of Insurance Business and Fair Treatment of Customers”

# CAFII Has Responded To An Unprecedented Number of Regulatory Consultations in 2022 and 2023

Regulatory Authority	Topic	Date
AMF	Second Consultation on Revised/Updated Draft 2 of “Regulation Respecting Complaint Processing and Dispute Resolution in the Financial Sector”	February 20, 2023
FSRA	FSRA Consultation on “Proposed Rule 2022-001: Assessments and Fees”	February 27, 2023
CISRO	CISRO Consultation on “Draft 2023-2026 Strategic Plan”	April 21, 2023
FSRA	FSRA Consultation on “Proposed Guidance: Administrative Monetary Penalties”	May 31, 2023



# CAFII Has Responded To An Unprecedented Number of Regulatory Consultations in 2022 and 2023

Regulatory Authority	Topic	Date	Regulatory Authority	Topic	Date
FCAC	Proposed Guideline on Appropriate Products and Services For Banks and Authorized Foreign Banks	January 6, 2022	CCIR/CISRO	Proposed “Incentive Management Guidance”	April 4, 2022
AMF	Revised/Updated Sound Commercial Practices Guideline	January 28, 2022	FSRA	“Principles-Based Regulation” consultation document	April 29, 2022
FCNB	“Proposed Rule INS-001: Insurance Intermediaries Licensing and Obligations”	February 7, 2022	FSRA	Proposed “Principles of Conduct for Insurance Intermediaries”	May 3, 2022
FSRA	“Information Guidance on complaints resolution”	February 15, 2022	FCNB	Informal Consultation on Imminent Amendments to Life; and Accident & Sickness Insurance sections of New Brunswick Insurance Act	May 20, 2022 (Life Insurance section) and May 27, 2022 (Accident and Sickness Insurance section)
FCNB	Proposed Rule INS-002: Insurance Fees	February 18, 2022			
AMF	Incentive Management Guideline	February 18, 2022	FSRA	Consultation on “Guidance on Use of Retained Revenues under Regulation ‘Money Retained Outside the Consolidated Revenue Fund’	May 31, 2022
BCFSA	“Discussion Paper: Information Security Incident Reporting”	March 1, 2022			

# CAFII Has Responded To An Unprecedented Number of Regulatory Consultations in 2022 and 2023

Regulatory Authority	Topic	Date	Regulatory Authority	Topic	Date
OSFI	Consultation on “Culture Risk Management”	May 31, 2022	BC Ministry of Finance	Consultation on Proposed Restricted Insurance Agent (RIA) Licensing Regime in BC	October 3, 2022
Insurance Council of BC	Consultation on “Insurance Council Rules” (which set the licence conditions and requirements for all BC insurance licensees)	June 1, 2022	FSRA	Consultation on FSRA’s 2023-24 Priorities and Budget	November 11, 2022
CISRO	Consultation on Improvements to Life Insurance Replacement Declaration (LIRD) Form	July 8, 2022	BCFSA	Two follow-up questions re alignment and divergences between BCFSA’s “Draft Insurer Code of Market Conduct” and CCIR/CISRO “Guidance: Conduct of Insurance Business and Fair Treatment of Customers”	November 15/22
BCFSA	Draft Insurer Code of Market Conduct and Supplemental Guideline	September 9, 2022			
OSFI	Consultation on Updated Guideline B-10: Third Party Risk Management	September 30, 2022	CCIR	CCIR Draft 2023-2026 Strategic Plan	November 30, 2022

# CAFII's Key Insurance Policy and Regulation Areas of Focus Outside of Western Canada

CCIR / CISRO Guidance: *Conduct of Insurance Business and Fair Treatment of Customers*—A Top Priority for CAFII Members



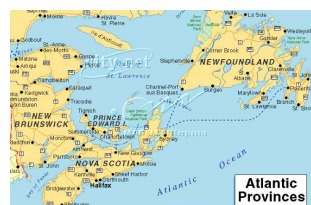
A Relatively New and Active Regulator in Ontario—Financial Services Regulatory Authority of Ontario

Ongoing New Rules and Regulations in Quebec, Including Around Complaints and Dispute Resolution, and Privacy



In the Fall of 2023 CAFII Plans to Visit all Atlantic Canada Regulatory Authorities

Among topics to Discuss: New Restricted Insurance Representative (RIR) licensing regime launched in New Brunswick in February 2023 (first such regime outside of Western Canada)



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# Legislative and Regulatory Harmonization is a Key Objective for CAFII



CAFII members have 31 regulators and authorities across the country



Alignment is not harmonization—slightly different regulatory regimes force company resources to have to be utilized on ‘exception management’ rather than on the consumer protection objectives sought



We believe that CCIR and CISRO – as national co-ordinating bodies – can play an enhanced, more aspirational role in promoting and achieving legislative and regulatory harmonization across Canada

# CAFII's Regulators and Authorities We Deal With...



**cafii**

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# CAFII's Submission On Draft 2023-26 Strategic Plan Encourages CISRO To Take On A More Aspirational Role Around Harmonization of Restricted Licensing Regimes

All four of those RIA/RIR regimes are aligned in terms of objectives, but they all differ in aspects that are typically of a minor nature; but in some instances the differences constitute more substantive, unique positioning. In an ideal world, CISRO would have been able to play a real-time and impactful harmonization role by facilitating a process through which each successive RIA/RIR regime would have been able to harmonize more fully with its predecessors. In CAFII's view, this is a role and goal which CISRO should strive for, as it would facilitate the exact same consumer protections that each successive RIA/RIR regime province has sought, while at the same time largely eliminating the melange of unique definitions, rules, and requirements among the provincial/territorial licensing authorities.

CISRO's pursuit of either of the two RIA/RIR 'harmonization approaches' recommended above would not compromise provincial/territorial autonomy, as each jurisdiction would still have its own licensing authority, its own governance model, and its own priorities and supervisory plans around audits, monitoring, communication, and enforcement. But each provincial/territorial authority would be operating under the same set of definitions, rules, and regulatory requirements, allowing industry players to focus on meeting the harmonized, common expectations rather than having to engage in the significant "exception management" exercise of allocating resources to understanding, and complying with, subtle differences among jurisdictions.

# New Rule Making Authority has Taken Place in Many Regulatory Authorities



BCFSA, FSRA, and FCNB have acquired rule making authority in recent years; the AMF already had it



CAFII has supported regulatory authorities obtaining rule making authority, as it gives them more flexibility, more nimbleness, and provides them with the ability to respond to marketplace developments more quickly



However, the impact of rule-making authority, and its potential for creating different rules in different jurisdictions, is still an evolving element



The Canadian Association of  
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## CAFII Events, Association Developments, and Knowledge Sharing

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# CAFII Is Resuming Hosting of In-Person Receptions and Events with Thought Leader Speakers



Kartik Sakthivel, Vice President and Chief Information Officer, LIMRA/LOMA, on “An Overarching Presentation on Important Transformations Occurring in the Life and Health Insurance Space,” April 4, 2023



Anthony Ostler, President & CEO of the Canadian Bankers Association, on “The Priorities of the Canadian Bankers Association,” June 6, 2023

# CAFII Organizes Regular Webinars to Which Regulators and Policy-Makers From Across Canada are Invited



April 4, 2023  
An Overarching Presentation on Important Transformations Occurring in the Life and Health Insurance Space, by Kartik Sakthivel



March 30, 2023  
CAFII Webinar: Mental Health Issues in the Workplace with Paula Allen and Nigel Branker



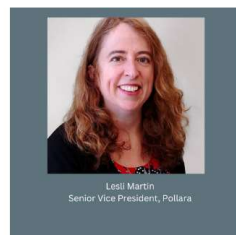
January 26, 2023  
CAFII Webinar: A Virtual Fireside Chat with Dallas Ewen and David Elder on 'Privacy'



December 1, 2022  
CAFII Webinar: A Fireside Chat with Blair Morrison, CEO of the British Columbia Financial Services Authority (BCFSA)



November 3, 2022  
CAFII Webinar: Travel Trends and Travel Insurance Implications As Society Emerges From The Covid-19 Pandemic: A Virtual Fireside Chat with Elliott Draga, Sheila Burns, Katia Umutoziwe and David Moorcroft



October 5, 2022  
CAFII Webinar: Consumer Preferences and Product Development Insights Emerging From Recent Research In Financial Services and Relevant Comparator Industries



June 29, 2022  
CAFII Webinar: Best Practices In The Digitization Of Credit Protection Insurance – Presented By Deloitte



May 3, 2022  
CAFII Webinar: Principles-Based Regulation (PBR): The Emergence of Rule-Making Authority, and How They Work Together: A Complementary, Harmonious Fit Or 'Dynamic Tension' For Canada's Insurance Regulators?

# These Webinars are All Recorded and Posted on our Website



March 7, 2022

*CAFII Webinar: A Fireside Chat about Mental Health Issues and Challenges in the Workplace, At Home, and in Society: Coping With The Persistent Pandemic's Impact*



January 31, 2022

*CAFII Webinar: The Ins and Outs of Life Insurers' Health and Wellness Incentivization Programs*



November 29, 2021

*CAFII Webinar: A Fireside Chat with Marlena Labieniec, Director of Innovation, Financial Services Regulatory Authority of Ontario (FSRA)*



October 25, 2021

*CAFII Webinar: Provincial Insurance Policy and Regulatory Priorities and Emerging Issues As Canada Emerges From COVID-19*



June 4, 2021

*CAFII Webinar: Fireside Chat with Joanne Abram, CEO, Alberta Insurance Council; April Stadnik, Director of Compliance & Enforcement, Insurance Councils of Saskatchewan; and Barbara Palace Churchill, Executive Director, Insurance Council of Manitoba, on Restricted Insurance Agent Licensing Regimes in Canada*



April 28, 2021

*CAFII Webinar: Fireside Chat with Glen Padassery, Executive Vice-President, Policy & Chief Consumer Officer, FSRA*



September 29, 2020

*CAFII Webinar: COVID 19's Impact On Insurance Regulation Now And Post Pandemic / AB & MB*



August 25, 2020

*CAFII Webinar: COVID 19's Impact On Insurance Regulation Now And Post Pandemic: Licensing Considerations*

## Looking Ahead

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# Technology is Having a Profound Impact on the Insurance Industry

CAFII believes future of life and health insurance industry will be marked by continued innovation and an increase in consumer demand for electronic commerce and other alternate forms of distribution.

Consumers continue to demand greater access to purchasing through digital channels, which will play an increasingly important role in meeting needs of Canadians.



Insurance is “data-hungry” and highly analytical, and new technology tools could be transformative.

# Consumer Expectations are Constantly Evolving and Escalating

Consumers' high expectations for technology-based services, convenience, transparency, speed, regular engagement, and a personalized experience that reflects their needs are defining how products and services are delivered.

Their preferences and expectations are a particular challenge and opportunity for the insurance industry.



# CAFII Supports Regulations That Embrace Electronic Commerce

CAFII believes regulatory structures should foster a harmonized, flexible, and open marketplace where consumers are able to choose how and where to purchase coverage.

Regulation should embrace the role of all insurance channels in meeting consumers' insurance needs. **COVID-19 dramatically accelerated a trend towards digital means of interacting with customers.**





# Canadians are Underinsured and Uninsured

## Inadequate coverage

Half of the Canadian population is neither prepared nor protected



**50%** In 2019, half of Canadians  
did not own life insurance coverage\*

\*Source: LIMRA Canadian Life Insurance Ownership Study — 2019 Person-Level Report.



# This Lack of Insurance Affects the Most Vulnerable Canadians Most

## Inadequate coverage

Coverage gaps disproportionately affect lower and middle-income families



**49%**

Just less than half of husbands earning less than \$35,000 own any life insurance\*

**45%**

Even fewer wives earning less than \$35,000 own any life insurance\*

\*Source: LIMRA Canadian Life Insurance Ownership Study — 2019 Person-Level Report.

# CAFII Members Embrace and Prioritize Fair Treatment of Consumers



## **GUIDANCE: CONDUCT OF INSURANCE BUSINESS AND FAIR TREATMENT OF CUSTOMERS**

CAFII shares regulators' objective of ensuring consumers are well-protected while also having the ability to purchase products through their channel of choice.

In an insurance industry context, it's important to note that part of the overall objective of FTC is to ensure insurers can provide support and meet consumers' expectations throughout the user experience.

# CAFII Members Embed Proper Sales Practices in Processes



Training is important to ensure proper knowledge and competency



But to supplement training, CAFII members embed proper sales practices in processes—so that representatives are prompted to ensure proper disclosure, and scripted to ensure proper communications



This is reinforced with rigorous controls and monitoring of these controls

# Promoting and Supporting Diversity, Equity and Inclusion (DEI) – in Member Companies' Representation and Participation in Our Association – Has Become A New Key Objective for CAFII



CAFII members all have DEI initiatives



CAFII wants to align with the priorities of its members and ensure DEI objectives are a key consideration



This includes ensuring that volunteer leadership pipelines at CAFII take into account DEI

*CAFII has created a new DEI Working Group to develop recommendations to our Board of Directors*

# CAFII Will Have a New Management Structure Beginning in 2024



Brendan Wycks, after 11 years at CAFII, is retiring at the end of 2023



## New CAFII Credit Protection Insurance Research Results and Our Intended Responses

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# CAFII-Pollara Research on Credit Protection Insurance, Mortgages and HELOCs—Tracking Study



CAFII first commissioned a study on the views of holders of credit protection insurance products in the fall of 2018



We repeated the study in November, 2022



While some things changed in the four years, there was a remarkable consistency among most dimensions in the views of CPI consumers



# CAFII-Pollara Research on Credit Protection Insurance, Mortgages and HELOCs—November 2022—Key Findings

## Key Takeaways

A strong majority of Canadians who own credit protection insurance (CPI) believe that these products are an affordable, convenient and effective way of protecting themselves and their families in case of certain unexpected events

In addition, most CPI holders do not know what they would do without it should something happen to them and/or their family, further illustrating the importance of these products

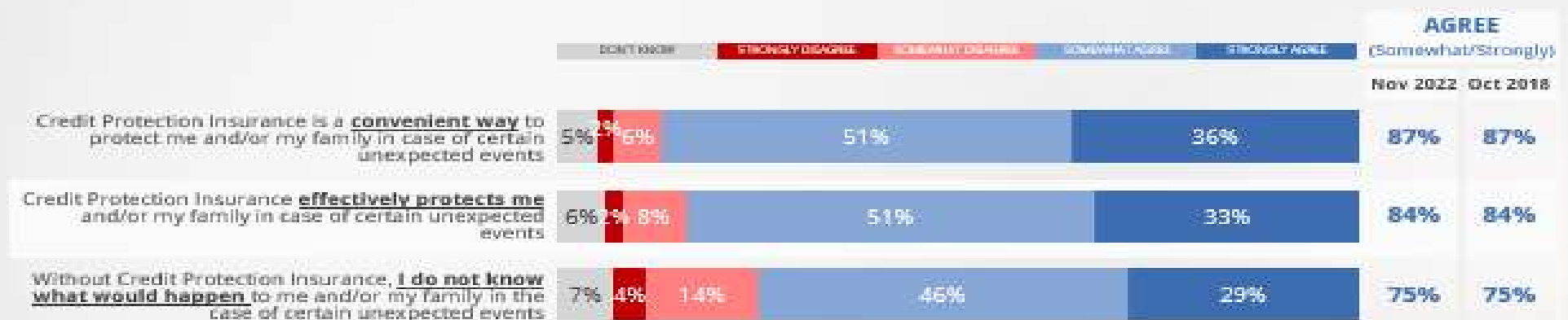
CPI holders are highly satisfied with the purchase process overall and are confident in their knowledge of these products (i.e. payout amounts and policy terms)

Consumers since the pandemic are using both in-person and online means to communicate with their financial institutions

CPI holders' expectations of claim payouts are being met by the industry

This indicates that the industry is effective at educating its consumers, open and transparent with consumers at the time of purchase, and consistently delivers on its promises

# A Majority of CPI Holders Continue to Feel Credit Protection Insurance is a Convenient and Effective Way to Protect Against an Unforeseen Income-Compromising Occurrence



AB2: To what extent do you agree or disagree with each of the following statements about the Credit Protection Insurance for your mortgage/HÉLLOC?  
 Base: Continued Mortgage / HELLOC CPI Holder (N=1001), Oct 2018 (N=1003)

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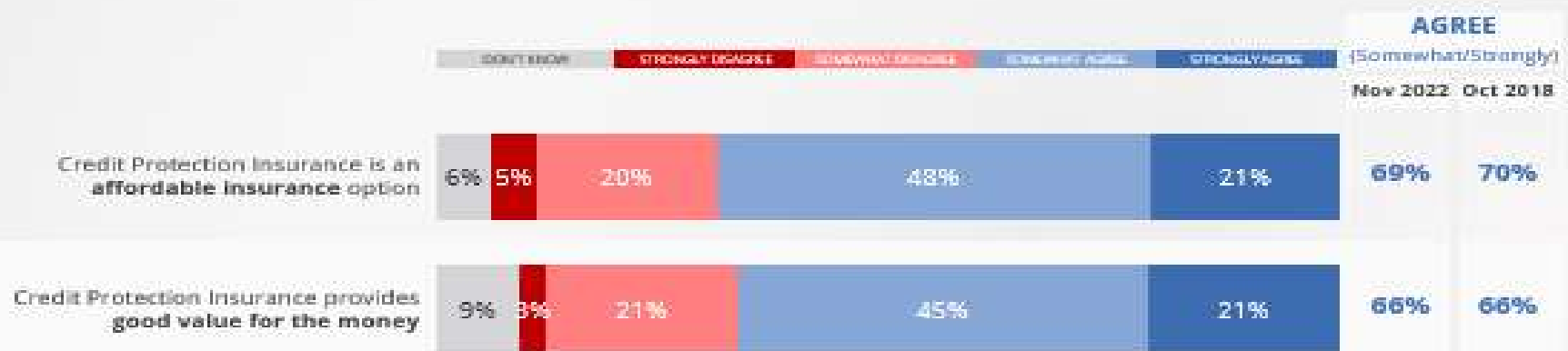
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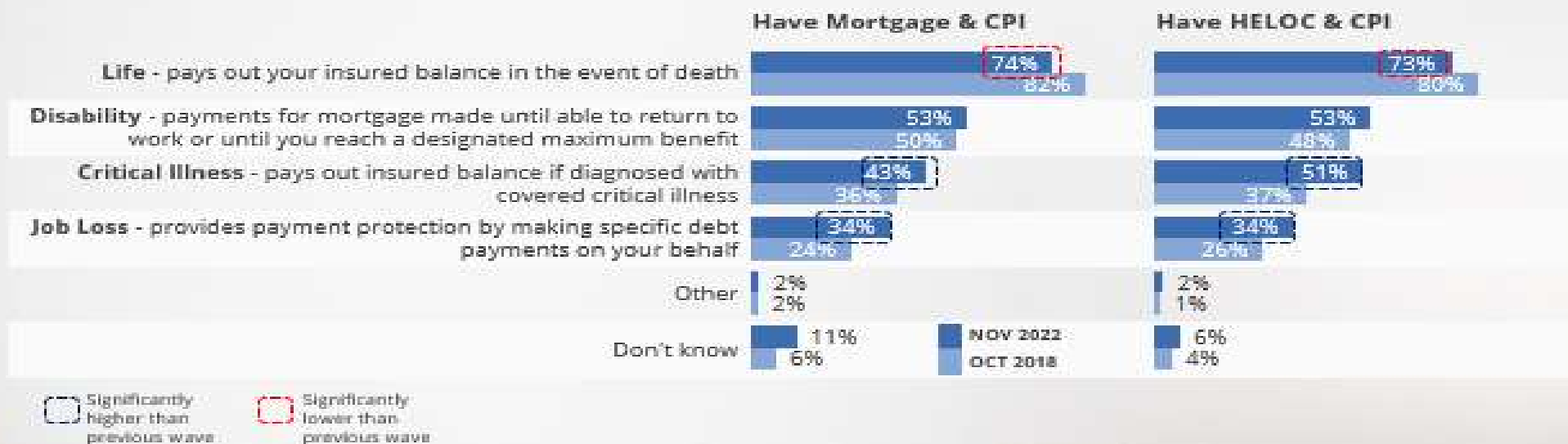
# Pollara Reports That Consumers of All Products Always Feel They are Too Expensive—These Results are Consistent with Findings in Other Industries Including Regulated Industries



Q482: To what extent do you agree or disagree with each of the following statements about the Credit Protection Insurance for your mortgage/HELOC?  
 Base: Combined Mortgage / HELOC CFI Holder (NF=1001), Oct 2018 (NF=1003)

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strategic insights

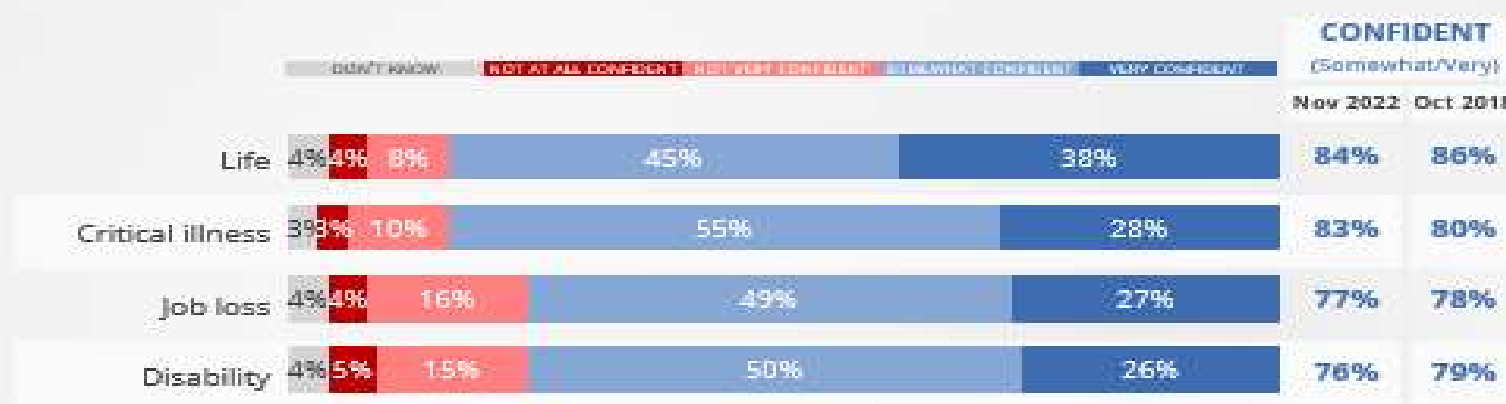
# Life Insurance Is Still the Most Chosen CPI Coverage, But Interest in Other Types is Growing



Q3/Q6. And what does the Credit Protection Insurance cover you for? Base: Have Mortgage & CPI (N=783), Oct 2018 (N=775), Have HELOC & CPI (N=430), Oct 2018 (N=485)

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RESEARCH & ANALYTICS

# Overall, a Large Majority of CPI Holders are Confident that They Understand What Their Benefits Would Pay in the Event of a Claim



Q4B7: How confident are you that you know how much of your mortgage/ HELOC will be paid with each of the types of coverage that you have? Please indicate your level of confidence for each.  
 Base: Combined Mortgage / HELOC CPI Holder / CPI Covers You. Note: Life (N=738/828), Critical Illness (N=399/449), Job Loss (N=303/238), Disability (N=462/451)

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an strategic insights

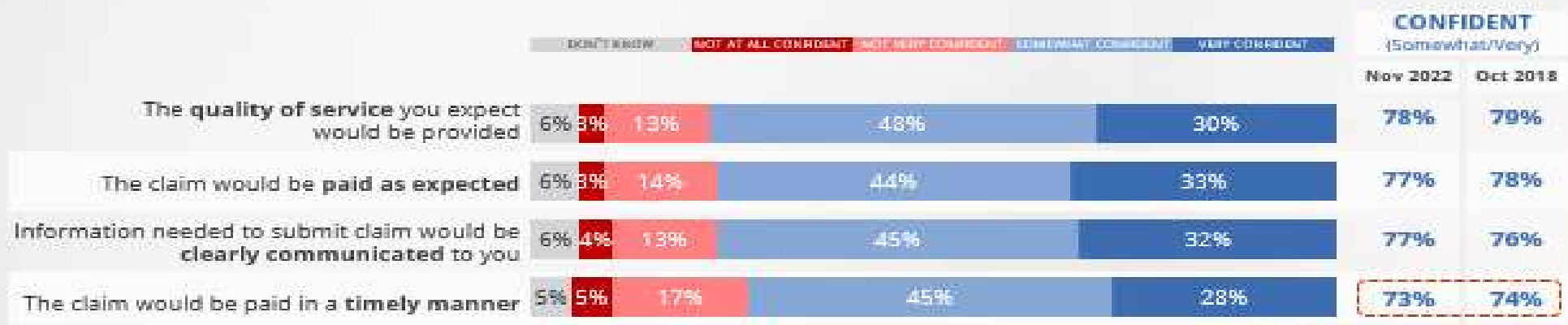
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# More Than Three-Quarters are Confident in CPI in the Event of a Claim



☐ Significantly higher than other statements

☐ Significantly lower than other statements



A/BT: For the next few questions, please consider the Credit Protection Insurance you have on your mortgage/ HELOC. Thinking of this insurance, in general, how confident are you that in the event of a claim...? Base: Combined Mortgage / HELOC CPI Holder (N=1001), Oct 2018 (N=1003)

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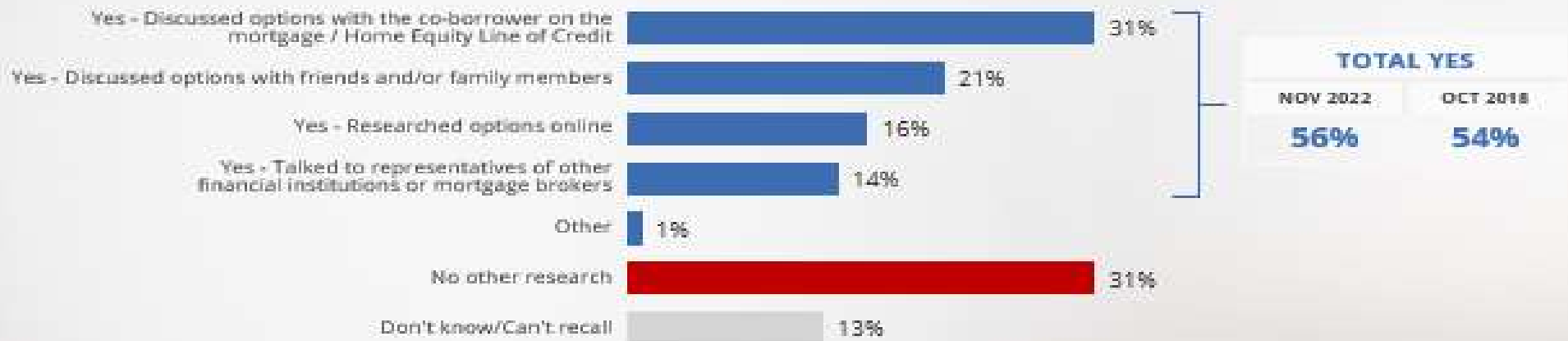
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# More Than Half Sought Information About CPI From Sources Other Than Their Financial Institution

## CPI Research or Discussions



A/B5. Aside from talking to a representative of the financial institution, did you discuss or do additional research on the Credit Protection Insurance options that were available?  
Base: Combined Mortgage / HELOC CPI Holder (N= 1001), Oct 2018 (N= 1003)

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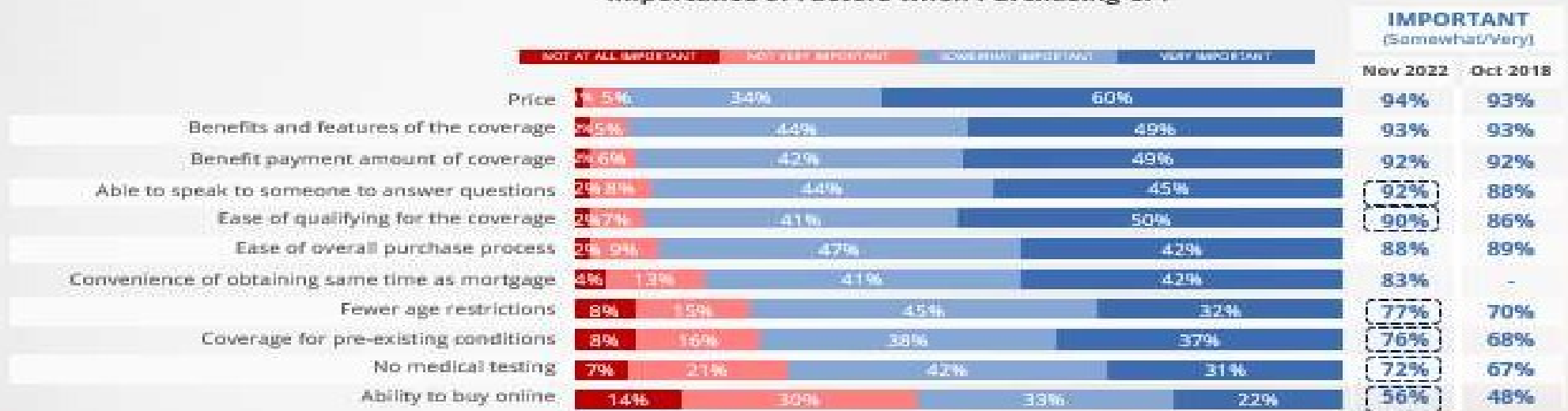
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# Other Factors Beyond Price, Benefits, and Coverage Are Gaining Importance

Importance of Factors when Purchasing CPI



AVB: When you researched and/or purchased Credit Protection Insurance for your mortgage/ HELOC, how important were the following factors?  
 Base: Combined Mortgage / HELOC CPI Holder (N=1001), Oct 2018 (N=1003)



# In-Person CPI Purchases Have Returned to Pre-Pandemic Levels

CPI source of purchase



CPI purchase process



	2021	2018
In-Person	21%	58%
Online	10%	4%

BASE: Mortgage Credit Protection / HELOC Insurance Holders (N=1001)

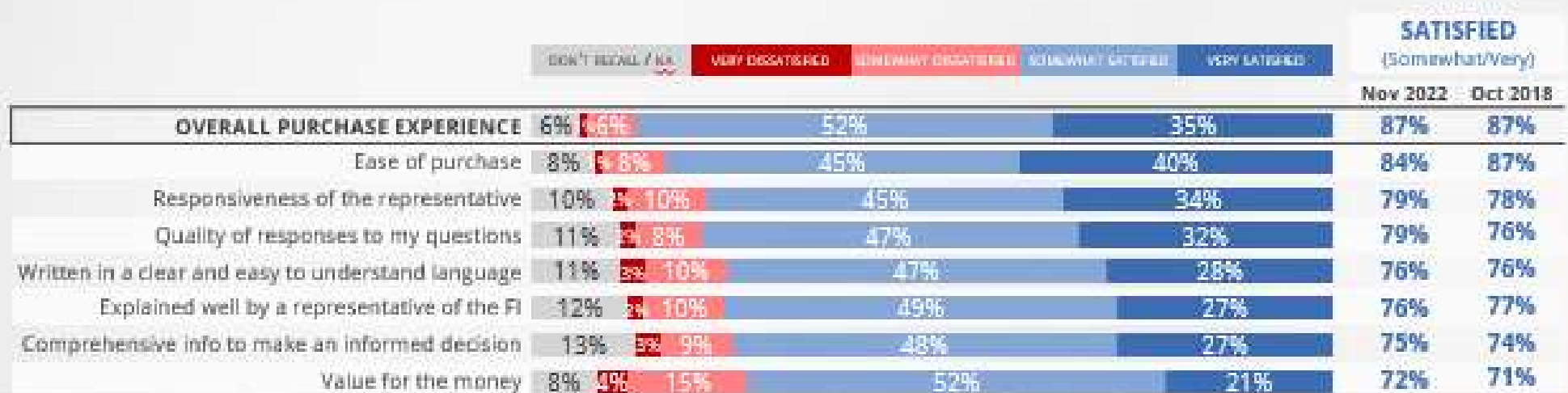
Q8104: The following questions are in regard to your experience purchasing your Credit Protection Insurance for your mortgage / Home Equity Line of Credit.

Q8105: From whom did you purchase your credit protection insurance?

Q8106: How did you complete the purchase of your Credit Protection Insurance?

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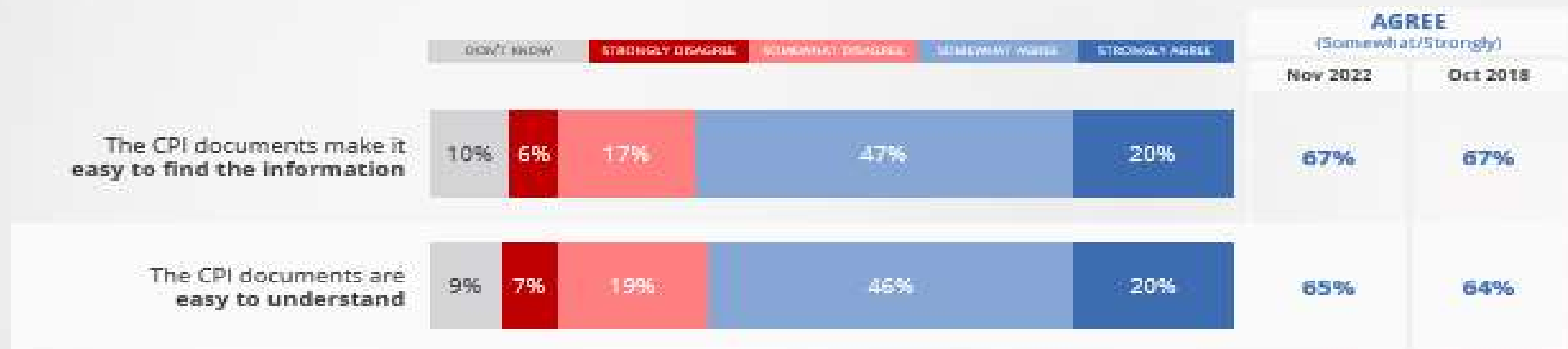
# Purchase Experience Satisfaction Levels Remain High



A/B11: Overall, how would you rate your level of satisfaction with the purchase experience, when you purchased your Credit Protection Insurance for your mortgage? A/B12: More specifically, how satisfied were you with the following elements of the purchase process? Base: Combined Mortgage / HELDC CP Holder (N=1001) Oct 2018 (N=1023)

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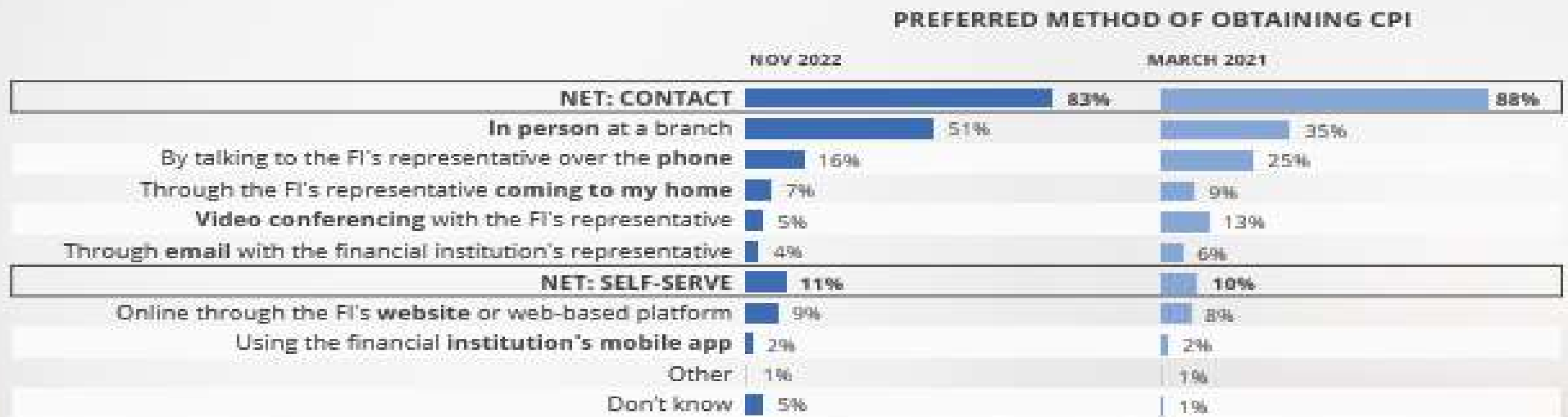
# Consumer Comprehension of CPI Documentation Remains Good but Not Great, and is an Area for Improvement



Q A58. To what extent do you agree or disagree with each of the following statements about the documents which outline your Credit Protection Insurance for your mortgage/ HELDC.  
Base: Combined Mortgage / HELDC CPI Holder (N=1001), Oct 2018 (N=1003)

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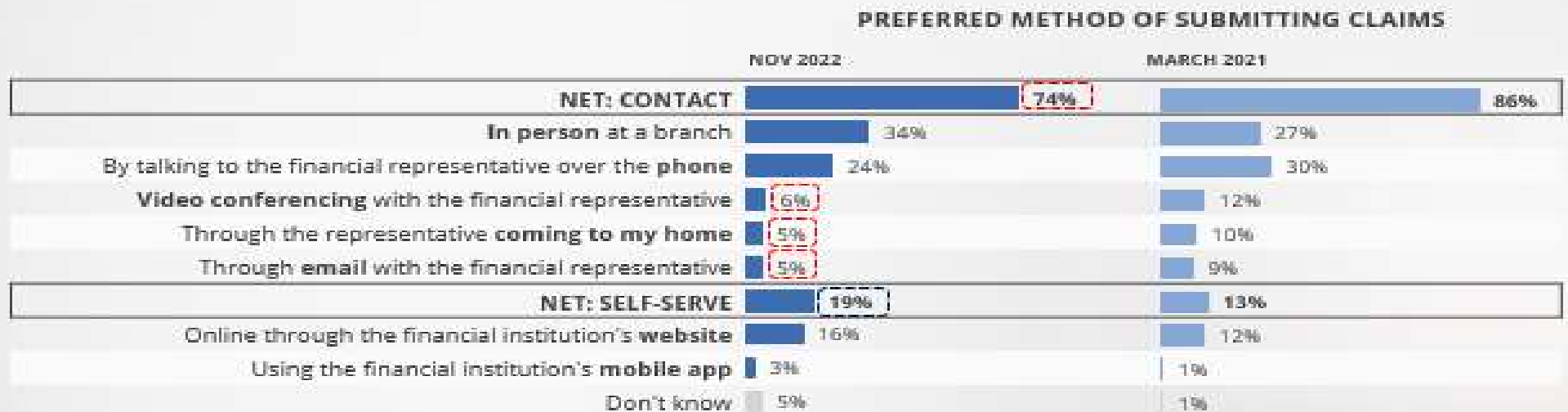
# In-Person Purchases of CPI Gaining, but Other Channels Remain Important



AVB13: If you were obtaining credit protection insurance now, how would you like to apply for the insurance? Base: (N=1001), CPI holders Mar 2021 (N=797)

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# Fewer CPI Holders Desire Contact (Versus Self-Serve) When Making a Claim

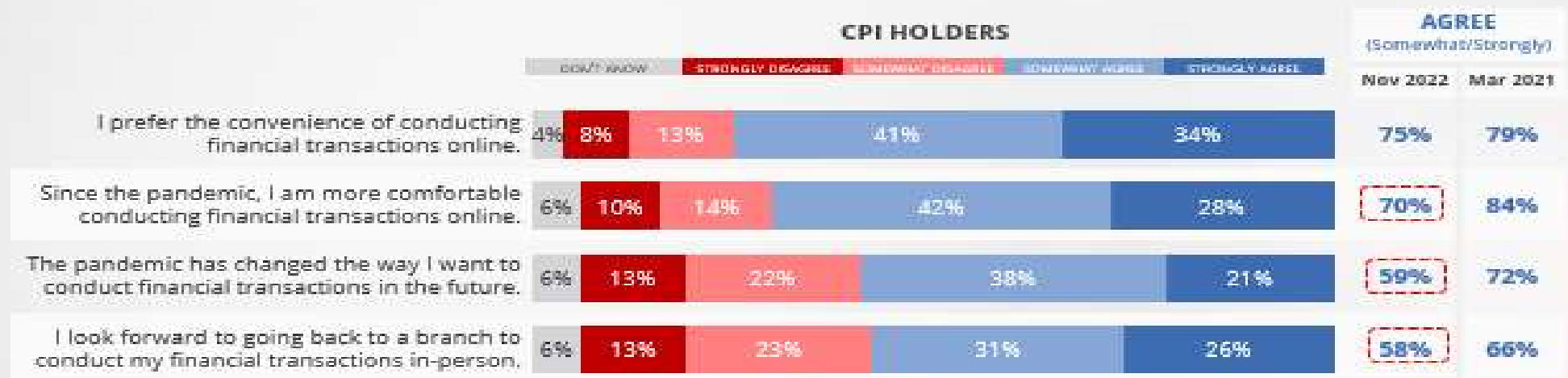


  Significantly higher than previous wave
   Significantly lower than previous wave

A/914: If you needed to submit a claim on your credit protection insurance now, how would you prefer to do this? BASE: Mortgage Credit Protection / HELLOC Insurance Holders (N=1007)  
 Oct 2018: C10. Once the Covid-19 pandemic in Canada is over, how would you prefer to submit a claim on your credit protection insurance? Base: Those with CPI (N=157)

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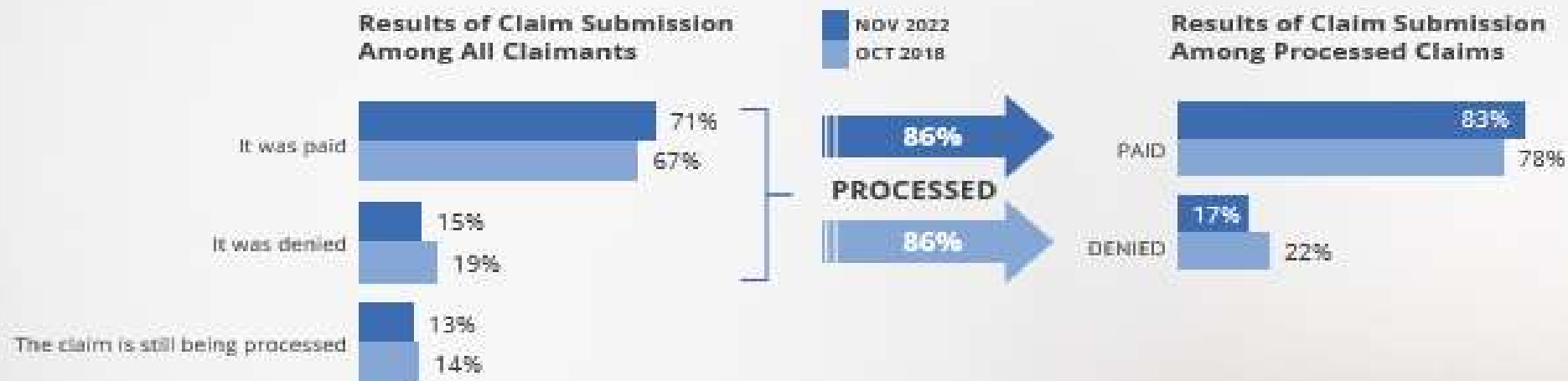
# While Digital Means Remain an Important Method of Communicating with FIs, Consumers Are Also Returning to In-Person Communication



AR15. To what extent do you agree or disagree with the following statements about conducting financial transactions since the start of the COVID-19 pandemic?  
 Base: Mortgage Credit Protection / HELIX Insurance Holders (N=100), Oct 2018 CPI Holders (N=157)

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# More Than 8 in 10 Processed Claims Were Paid



Q3: What was the result of your claim submission? Base: CPI Claim (n=375), Oct 2018 (N=286)  
Base: CPI Claim Processed (N=244)

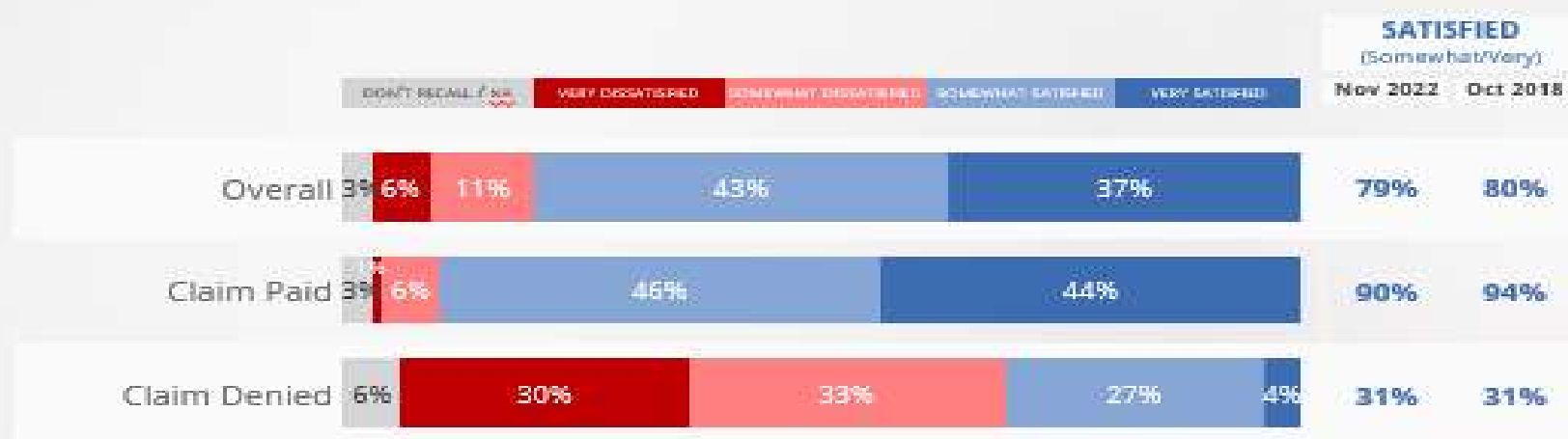
# High Percentage of Claims Resulted in Benefit Payout, Regardless of Claim Type



CAFII members report 92% of CPI Life claims were paid in 2021, similar to this study's findings.



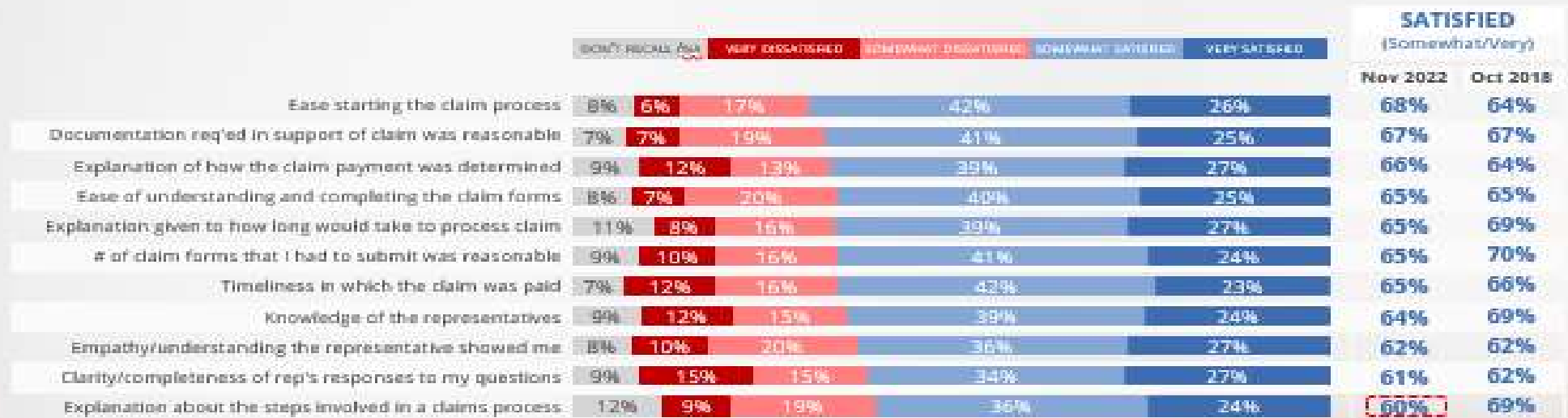
# Eight in Ten Are Satisfied with Claims Experience



Q4. Thinking back about the entire claim experience, from the initial contact to the final outcome, how would you rate your satisfaction with the overall experience?  
 Base: CP Claim/Claim Resolved (N=322)(N=244); Claim Paid (N=263)(N=154); Claim Denied (N=55)(N=50)

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# Claimants Generally Understand the Various Components of the Claims Process



Q15. And how satisfied were you with each of the following factors involved in this claim? Base: CPI Claim/ Claim Resolved (N=222), Oct 2018 (N=244)

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strategic insights

# Explanation Provided by the Insurer Was Good/Very Good for Almost all those Whose Claim Was Paid Out



Significantly higher than previous wave

Significantly lower than previous wave

D6. How would you rate the clarity of explanation your insurer gave you about your claim payment/ claim denial?  
Base: CPI Claim/ Claim Resolved (N=322)/(N=244); Claim Paid (N=263)/(N=194); Claim Denied (N=59)/(N=50)



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# Expectations were Met for Those Whose Claim Was Paid, but Not for Those Who Were Not Paid



D7: Would you say that the claim payment met, exceeded, or fell short of your expectations?

D8: Overall, would you say that the claim experience met, exceeded, or fell short of your expectations?

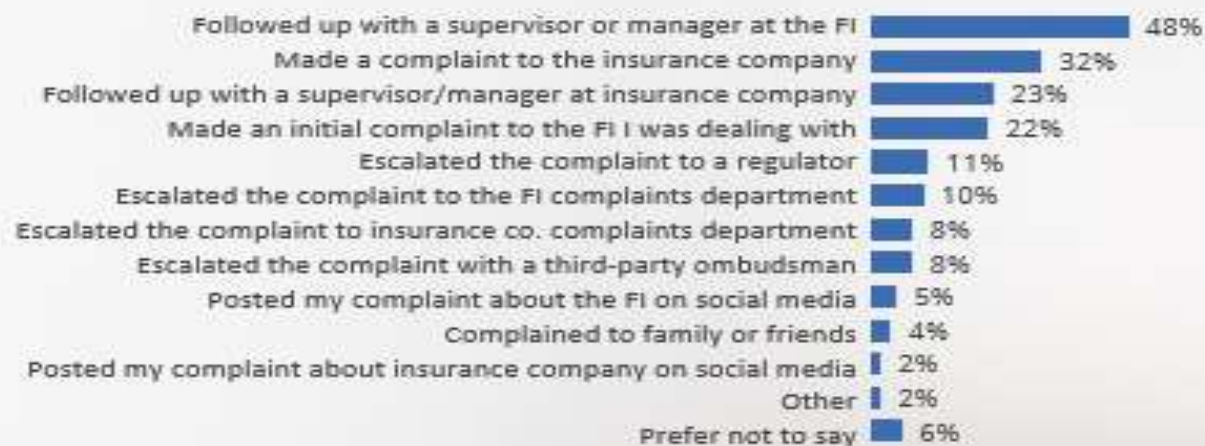
Base: CP: Claim/ Claim Resolved (N=322)(N=244); Claim Paid (N=263)(N=194); Claim Denied (N=53)(N=52)

Insights

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# Complaints Made During Claims Process Up in 2022 Compared to 2018

## How Complaint was Made



D9: Did you make a complaint about your claim at any point during or after the claim process? Base: CPI Claims/ Claim Resolved (N=379)/(N=244)  
D10: How did you make this complaint? Base: CPI Claims/ Made Complaint (N=103)/(N=52)

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# Satisfaction with How the Complaint Was Handled Has Declined in 2022 from 2018



# CAFII Conducts Such Research Studies to Understand CPI Customers' Views – And Where Members Should Invest to Make Improvements and Elevate Customer Satisfaction



The claims complaints results have been shared with all CAFII members



CAFII members all have internal groups working on understanding these results and responding to them



Continued monitoring of performance around complaints around claims will continue at CAFII

# Context—Much Has Changed since the Original Tracking Study in 2018



There was an actual degradation after March 2020 for a period in customer service performance, as companies adapted to digital delivery and work-from-home requirements—which would have produced more complaints



The pandemic would have resulted in more ineligible claims, especially for job loss insurance—which would not be paid out, leading to more complaints



Pollara reports that complaints have increased across all sectors, including regulated industries, and the complaints are more emotional—people are more stressed than ever



# Context—The Customer Complaint Environment has Changed



Enhancements to company claims processes, and regulatory requirements, have made it easier to complain



Customers rightly have increased service delivery expectations and compare their experience to Amazon

# Bottom Line—CAFII and its Members are Committed to Understanding and Responding to these Findings

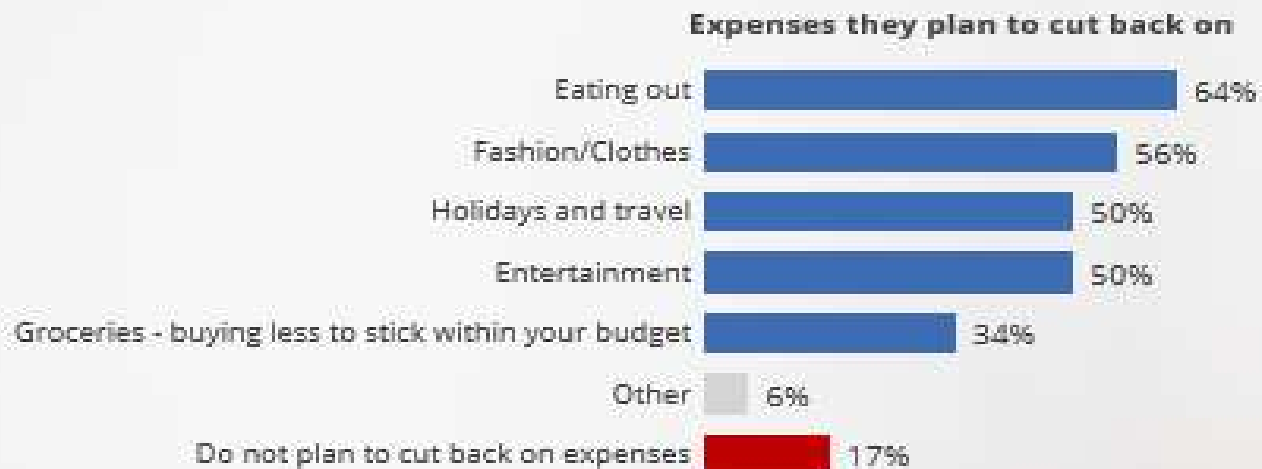


CAFII members' claims payouts have remained at the same very high level—it is complaints, not payouts, that have changed



**Bottom line—CAFII and its members are committed to understanding and responding to these findings, and to always improving the customer experience**

# Economic Questions—Consumers are Cutting Back on Expenses



ET: With inflation and the current state of the economy, do you plan to cut back on any of the following expenses? Base: Total (N=1484)

Strategic Insights

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# Economic Questions—Consumers However want to Spend More on CPI Products

Impact of Economic Condition on Likelihood of Obtaining CPI



E2. With rising inflation, economic uncertainty and the possibility of a housing market correction, how do you feel about obtaining credit? Base: Total (N=1494)

Strategic Insights

pollara  
strategic insights

## Other Research

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# CAFII Commissioned a Study with Deloitte, Released in June 2022, on Best Practices in Digitization

## Overall Takeaways

- 01** Digitizing CPI is a **strategic priority for Canadian financial institutions**
- 02** Relative to other insurance industries, **Canadian CPI has unique challenges with regards to its digitization**, accentuated by the multiple stakeholders involved
- 03** The **CPI digital experience** offered is **highly dependent upon the lending journey** (i.e., mortgages, lines of credit)
- 04** The **regulatory environment** surrounding CPI can be **perceived difficult to navigate digitally**, especially for national organizations offering CPI across provinces
- 05** Several CPI distributors and Underwriters have taken a **leadership position by relatively investing more in digital** over the past years
- 06** **Adoption** from representatives as well as clients in digital experiences continues to be an **inhibitor to realizing the benefits of digital investments**
- 07** **Successful digitization of CPI extends beyond client-facing experiences**, and includes back / mid-office operations
- 08** Digital experiences enabled by **automation across the value chain with partners** (e.g., underwriting, claims) **were the most cited friction points**
- 09** **Collaboration across Distributors, Underwriters and Regulators** will be key to delivering “Best-in-Class” experiences

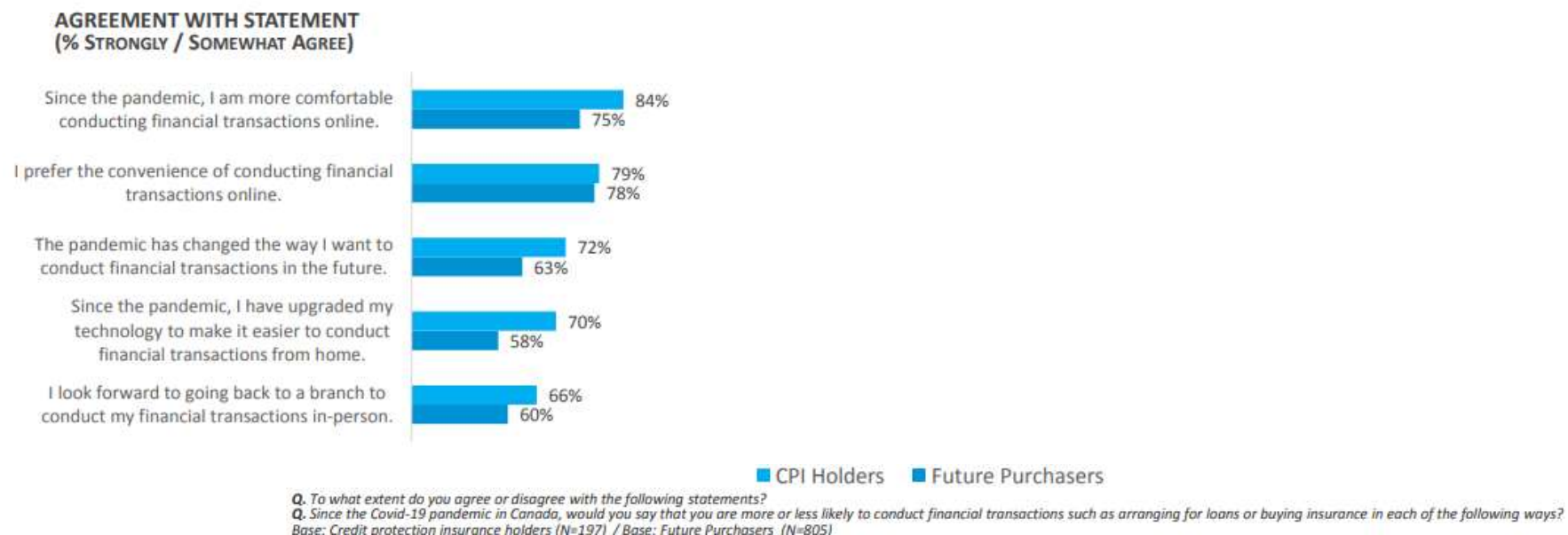
## Survey Highlights

- 80%** Of Underwriters and Distributors indicated digitizing CPI as a strategic priority
- 100%** Of Underwriters and Distributors indicated digitizing CPI as a strategic priority
- 43%** Of members surveyed believe that up to 40% of applications will be fully digital by 2025
- 75%** Of CPI Underwriters and Distributors viewed alignment with lenders as a key opportunity to increase value delivered to customers
- 57%** Of Distributors ranked their current digital maturity as being ‘somewhat behind’
- 67%** Of respondents indicated that most back / mid-office processes remain manual despite investments
- 86%** Of Distributors have indicated that cross-channel integration is key for successful digital CPI experiences

Source: Deloitte Digitizing CPI Survey

**Deloitte.**

# CAFII Commissioned a Study (June 2021), with Pollara on CPI Holders Views on Digitization—Consumers Developed More Comfort with Using Digital Means to Interact with FIs



## Q & A / Dialogue

- Any questions on what we have shared in this presentation?
- CAFII extends a standing offer to collaborate with you, as a key insurance regulator or policy-maker, on regulatory or legislative initiatives or other issues of mutual interest. Are there any matters on the near-term horizon on which you might wish to call upon us for participation/collaboration?



## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(e)ii Committee Updates—Research & Education-- Arranging an Opportunity to Present CAFII's Current Research Results-Focused Deck to FSRA and AMF Regulators?**

---

#### **Purpose of this Agenda Item – Update/Discussion**

This is an update with an opportunity for discussion.

#### **Background Information**

Having presented to insurance regulators and policy-makers in the four Western Canada provinces in late May and June 2023, and with the intention to travel to the Atlantic Canada provinces for a regulatory visits tour there in September and October 2023, CAFII may wish to consider sharing the presentation deck with Ontario and Quebec regulators.

In Ontario, an in-person or virtual presentation could be made to FSRA, with an invitation as well to policy-makers from the Ministry of Finance.

In Quebec, CAFII's Board meeting in Quebec, at which we have an Industry Issues Dialogue session meeting with AMF staff executives, is on October 10/23 in Montreal. We may wish to present to the AMF before that date, and the presentation may not lend itself to being presented at that liaison meeting. In that case, a virtual or in-person meeting could be held earlier; and it could be in French, or in English, with the latter permitting CAFII members who do not speak French to be able to attend, which is how we conduct the annual October Industry Issues Dialogue session with the AMF. Regardless, it is recommended that if a presentation is made to the AMF, the deck be translated into French which can be shared with the AMF.

#### **Recommendation / Direction Sought – Update/Discussion**

This is an update and discussion item.

#### **Attachments Included with this Agenda Item**

No attachments.

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(f) Committee Updates—Networking & Events**

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#### ***Purpose of this Agenda Item – Written Update***

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This is a written update only.

#### ***Background Information***

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A written update will be provided on the recent activities of this Committee.

#### ***Recommendation / Direction Sought – Written Update***

---

This is a written update.

#### ***Attachments Included with this Agenda Item***

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1 attachment.

***Agenda Item 4(f)***  
***June 27/23 EOC Meeting***

**Networking & Events Committee (Chair: Carmelina Manno; Vice-Chair: Marco DeiCont)**

Over the past two months, the Networking & Events Committee has been engaged in CAFII's very active set of events, including the following:

- a webinar on 27 April, 2023 with Nicholas Herbert-Young, from the UK's Financial Conduct Authority and a participant in the International Association of Insurance Supervisors (IAIS);
- a webinar on 18 May, 2023 on Quebec's Charter of the French Language (Bill 96);
- a 6 June, 2023 in-person CAFII Reception presentation by Anthony Ostler, President & CEO of the Canadian Bankers Association (CBA); and
- a webinar on 26 September, 2023 with Stuart Wilkinson, head of the FSRA's Consumer Office, which will also include an introduction by FSRA's Glen Padassery, Executive Vice-President Policy & Chief Consumer Officer.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 4(f)i  
Committee Updates—Networking & Events-- Insights Gained from May 18/23 CAFII Webinar on  
Quebec's Charter of the French Language with Quebec-Based Legal Experts from Stikeman Elliott and  
Norton Rose**

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### **Purpose of this Agenda Item – Update**

This is an update.

### **Background Information**

This is an update on the presentation made by two lawyers in a CAFII webinar on the Quebec Charter of the French Language.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.

**Agenda Item 4(f)(i)**  
**June 27/23 EOC Meeting**



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## ***You're Invited!***

***Quebec's Bill 96 (Charter of the French Language): Compliance Requirements and Related Considerations For Communicating With and Serving Consumers In The Life and Health Insurance Sector***

***A CAFII Virtual Fireside Chat with Romy Proulx and Paul Prosterman***

Thursday, May 18, 2023

from 1:00pm - 2:00pm ET

via Zoom Webinar



**Romy Proulx**

Associate, Litigation & Dispute Resolution Group

Stikeman Elliott

(For capsule biography, [click here](#))



**Paul Prosterman**

Senior Partner

Norton Rose Fulbright Canada LLP

(For capsule biography, [click here](#))

***This webinar will feature two expert panelists who will address the following in a virtual Fireside Chat with CAFII moderator Keith Martin:***

- The session will start with a brief PowerPoint presentation highlighting the major features of Quebec's Charter of the French Language (Bill 96), followed by an interactive panel discussion which will address the following:
- What constitutes a "contract of adhesion," especially with respect to credit protection insurance/creditor's group insurance and the various forms of travel insurance?
- This is an untested, new law with a lot of grey areas—how should businesses operating in Quebec in the life and health insurance space proceed?
- Have some companies decided to communicate only in French with Quebec consumers and clients going forward?
- What if companies send all written communications to consumers and clients in both French and English, with the French appearing first—would that meet the requirements of the Charter of the French Language?
- What is the role of the Office québécois de la langue française? What are its powers to enforce the Charter? Will it be providing guidance to businesses operating in Quebec?

- What should a business that serves Quebec consumers and clients via a call/contact centre take into consideration in deciding upon its approach to be in compliance with the Charter, in terms of both in-bound and out-bound communications to/from their call/contact centre?

[Click Here to Register](#)

For further information or assistance, please email Buni Mba at [webinars@cafii.com](mailto:webinars@cafii.com) or call 416-494-9224 ext. 3.

We look forward to welcoming you to this 2023 CAFII webinar .

Sincerely,

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## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 4(g) Committee Updates—Travel Insurance Experts**

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#### ***Purpose of this Agenda Item – Written Update***

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This is a written update.

#### ***Background Information***

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This is a written update on the recent activities of this Committee.

#### ***Recommendation / Direction Sought – Written Update***

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This is a written update item.

#### ***Attachments Included with this Agenda Item***

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1 attachment.



***Agenda Item 4(g)***  
***June 27/23 EOC Meeting***

**Travel Insurance Experts Committee (Chair: Katia Umutoniwase)**

The Travel Insurance Experts Committee last met when it held two virtual meetings in Q1 of 2023 to discuss ongoing and emergent travel medical insurance issues.

While the industry is generally very busy at this time dealing with a significant increase in consumer travel, the number of problematic issues has diminished as the COVID-19 pandemic's impact has declined.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 4(g)i  
Committee Updates—Travel Insurance Experts--Insights Gained from June 21//23 THIA 2023 Annual  
General Meeting**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

Keith Martin and Brendan Wycks attended the THIA 2023 Annual General Meeting in Toronto, at which FSRA CEO Mark White was a presenter in a fireside chat discussion with Sean McGurran, the Chair of THIA's Regulatory Affairs Committee. This is an update on that meeting.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.



The Travel Health Insurance  
Association of Canada

Calendar of Events

## THIA 2023 AGM

**June 21, 2023, 9:00 AM - 12:30 PM**

### MARK YOUR CALENDAR

The Annual General Meeting of members of the Travel Health Insurance Association of Canada will be held on Wednesday, June 21, 2023, at the Cricket Club in Toronto, Ontario. At the meeting, new members of the board of directors will be elected and we will have two guest speakers. The AGM is free to attend but only open to active THIA members. For those members who are unable to attend, we encourage you to vote in the elections using the proxy form that will be emailed to you in May.

### AGENDA

#### 9AM – 10AM

Light Breakfast & Registration

#### 10AM – 10:15AM

Welcome and introduction by the President

Confirmation of quorum

Motion to approve the minutes of the June 15, 2022 AGM

President's message

Confirmation of the new General By-Law No. 1 enacted on January 18, 2023

#### 10:15AM – 10:30AM

Treasurer's Report & Motion to appoint the auditor

#### 10:30AM – 10:45AM

Nominating Committee report and election of the Board of Directors

#### 10:45AM – 10:50AM

Other Business

11:00AM

Adjournment of formal meeting

11:00AM – 11:25AM

Special Guest Presentation from Warren Brown on “Journeying Out: LGBTQ Travel Trends”

11:25AM – 11:55AM

A Fireside Chat with Mark White, CEO of Financial Services Regulatory Authority of Ontario (FSRA) and Sean McGurran, Co-Chair of the THIA Regulatory Affairs Committee

11:55AM – NOON

Closing remarks from the President

Location & Hotel Information

## Registration

THIA MEMBERS

*This registration type is restricted to members.*

49 left

**REGISTER NOW**

Add THIA 2023 AGM to my calendar.

**The Slate of Nominees for election to  
The Travel Health Insurance Association of Canada /  
Association Canadienne De L'assurance Voyage  
Board of Directors for 2023 to 2025**

**ANNELAURE MASSON, LL.M., MA**  
**Compliance Manager & Privacy Officer**  
**TuGo**

Annelaure is a seasoned bilingual travel insurance professional with 18+ years of experience. She has extensive experience with travel insurance products and regulatory matters. She is currently the Compliance Manager and Privacy Officer for TuGo and is a member of THIA's Regulatory Affairs Committee and a past member of both the COVID-19 and Super Visa task forces/working groups. Annelaure has a law degree from France, a Master of Laws from the UK, and a Master of Arts from UBC. She looks forward to helping THIA and its members, in both English and French.

**CASSANDRA TIMMS, BScN**  
**Vice President, A&S Operations**  
**Old Republic Insurance Company of Canada**

Cassandra has 25 years of progressive experience and expertise in the travel insurance industry. Cassandra started her insurance career in medical case management and presently heads Old Republic Canada's Accident & Sickness (travel) division, where she passionately leads a team of experts in the areas of claims management, client service delivery, TPA relationships, business development, marketing and sales. Cassandra is a graduate of McMaster University's Nursing program and holds many industry designations including a Fellowship in Life and Health Claims (FLHC). She is the current co-chair of THIA's Claims Committee and an active member of the Canadian Life and Health Insurance Association's Travel Working Group.

**DAN KEON**  
**Vice President, Marketing & Insights**  
**Regional Head of Product Management & Innovation, Canada and LATAM**  
**Allianz Global Assistance**

Dan is a seasoned leader with over 23 years of experience in the Canadian travel insurance industry, including roles across marketing, corporate communications, business development and operations areas. A marketer through and through, Dan possesses a passion for his areas of expertise, including strategic marketing, external communications, brand management, market insights and product innovation. Dan is a Communications graduate of Wilfrid Laurier University and is a member of THIA's Innovation Committee.

**ELLIOTT DRAGA, MBA**  
**Chief Commercial Officer**  
**NIS**

Elliott Draga is the Chief Commercial Officer at Nordic Insurance Software (NIS). NIS is a leading global provider of insurance back-end platforms for travel, health and private medical insurance. Elliott has led NIS' geographic and product market expansion in recent years and is now responsible for the company's overall commercial strategy, including continued growth into new market segments and reinforcing that NIS remains the market leader for travel, health and private medical insurers and assistance companies across the globe. Elliott is also the Vice President of the Travel Health Insurance Association of Canada (THIA). Elliott has been a member of THIA since 2014, and was a founding member of THIA's Innovation Lab.



**JANET PACINI THIBODEAU, BA, B.Ed.**

**National Account Executive**

**Manulife, Affinity Markets**

Janet Pacini Thibodeau obtained her Bachelor of Arts degree from York University and Bachelor of Education from the University of Toronto. She began in the travel industry in 1997 and worked in the retail travel sector until 2010 when she joined Manulife. Since then, she has held positions of Product Manager, Education, Advocacy, Trade Manager and National Account Executive. Janet has been a member of THIA since 2013 and took on the role of Chair for the Education Committee in 2019.

**KIM CONNOR, BAA**

**VP – Strategic Partnerships, North America**

**Global Excel Management**

A graduate of Toronto Metropolitan University, Kim began in the travel industry in 1992. She joined Global Excel in 1995 and was one of the original members of the Managed Care team. Kim played a key role in the creation of the Corporate Client Services department where she was the Director from 2003-2006. She also served as Director of Claims Services from 2005-2008 where she oversaw both the Managed Care and Claims departments. From 2008 – 2019 Kim was Vice President - International Business Development where she was responsible for expanding business opportunities in all French-speaking markets. In 2019, Kim moved to her current role of VP – Strategic Partnerships, North America where she has overall responsibility for client relationships, business development and retention initiatives in the Canadian and U.S. travel markets.

**MICHAEL CAMACHO, MBA CFP, CLU, CHFC, CHS, FLMI**

**President**

**CSI Brokers Inc.**

**(NOMINEE FOR THIA PRESIDENT)**

Michael Camacho obtained his degrees from the University of Toronto and Dalhousie University and began working in the insurance industry in 1990. He has worked with London Life and World Travel Protection. In 2000, Michael joined Credit Security Insurance Brokers Inc. (now known as CSI Brokers Inc.) and has been its President since May 2001. In 2017, he co-founded Snowbird Advisor Insurance Inc.

In 1998, Michael was one of 25 people who attended the meeting in Lakeland, FL which would later become The Travel Health Insurance Association of Canada. Between 2009 and 2022, he co-chaired THIA's Annual Conference and became THIA President in June 2022. Michael has been a member of the Advocis Toronto Board of Directors since 2016 and is on the Nominating Committee of The National Club.

**PATRICK CHARBONNEAU, ASA**

**Director, Travel Insurance,**

**Optimum Reassurance**

Patrick has acquired extensive experience with insurance companies working on pricing, strategic planning and compensation in group insurance. He is a specialist in travel health insurance for insurance risk. In addition to current role as THIA's Treasurer, Patrick is also involved with various industry committees as a member, co-chair, chair, and board director including with the Canadian Institute of Actuaries and the Canadian Life and Health Insurance Association.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 4(g)ii  
Committee Updates—Travel Insurance Experts-- Insights Gained from Recent CAFII CAFII/CLHIA/THIA  
Biweekly Meetings on Regulatory Issues**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

This is an update on recent meetings of CAFII, THIA, and CLHIA on regulatory issues.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

No attachments.

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 5(a)**

#### **Recent and Upcoming Strategic and Regulatory Initiatives—Insights Gained from June 8/23 CAFII Special Purpose Virtual Meeting with Christian Beaulieu and Mario Beaudoin on AMF's Gathering of Industry Statistics on Claims Denials, and Utilization Intentions**

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#### **Purpose of this Agenda Item – *Update/Discussion***

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This is an update item with an opportunity for discussion.

#### **Background Information**

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On 8 June, 2023, CAFII Board Chair Peter Thompson, EOC Chair Rob Dobbins, EOC Vice-Chair Karyn Kasperski, and Co-Executive Director Keith Martin met with the AMF's Mario Beaudoin, and his boss Christian Beaulieu, on how the AMF intends to use the claims denial statistics it has gathered from industry.

#### **Recommendation / Direction Sought – *Update/Discussion***

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This is an update and discussion item.

#### **Attachments Included with this Agenda Item**

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No attachments.



## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 5(b)**

#### **Recent and Upcoming Strategic and Regulatory Initiatives— Insights Gained from June 21/23 CAFII Special Purpose Virtual Meeting with Louise Gauthier and Melissa Perreault on AMF's Regulation on Complaints Handling and Dispute Resolution**

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#### **Purpose of this Agenda Item – Update/Discussion**

This is an update item with an opportunity for discussion.

#### **Background Information**

On May 11, 2023 CAFII Board Chair Peter Thompson, EOC Chair Rob Dobbins, EOC Vice-Chair Karyn Kasperski, and Co-Executive Director Keith Martin met with the AMF's Louise Gauthier and Mélissa Perrault on Quebec's Draft Regulation on Complaints Handling and Dispute Resolution. The AMF committed to a follow-up meeting on that same issue, which took place on 21 June, 2023.

#### **Recommendation / Direction Sought – Update/Discussion**

This is an update and discussion item.

#### **Attachments Included with this Agenda Item**

Two (2) attachments.

**Agenda Item 5(b)(1)**  
**June 27/23 EOC Meeting**

**From:** Keith Martin

**Sent:** Thursday, June 22, 2023 11:21 AM

**To:** Executive Operations Committee and Quebec/AMF Issues Committee Members

**Cc:** Brendan Wycks <[brendan.wycks@cafii.com](mailto:brendan.wycks@cafii.com)>; Jake Becker <[jake.becker@cafii.com](mailto:jake.becker@cafii.com)>

**Subject:** CAFII: Draft Regulation on Complaint Processing and Dispute Resolution

**Hello Members of the EOC, and the Quebec/AMF Issues Committee:**

On Wednesday, 21 June, CAFII (Rob Dobbins, EOC Chair; Karyn Kasperski, EOC Vice-Chair, and Keith Martin, CAFII Co-Executive Director) held a meeting with the AMF on the *Draft Regulation respecting complaint processing and dispute resolution in the financial sector*.

At the meeting from the AMF were:

Louise Gauthier, Senior Director, who led the discussion, and who reports to Éric Jacob;

Mélissa Perreault, Director, who reports to Louise Gauthier;

Nathalie Sirois, Director, who reports to Patrick Déry;

Cindy Côté, analyst, who was also very involved in the discussion; and

Isabelle Déry.

The purpose of this note is to share the document that the AMF walked us through about clarifications and possible revisions to the Regulation, as well as to share the discussion we had about the document. The tone was very cordial and collaborative, with the AMF indicating that they understood that there were some areas of confusion.

The attached document has been shared confidentially with CAFII. The AMF said it was alright for us to share it with appropriate members, **but it is not to be widely circulated and they requested that it be treated as confidential.**

Of note in the document:

- The AMF is considering changing the shorter timeline for resolving complaints to 20 days (instead of 10 days);
- The observation “Insurers expressed their wish that the definition of a complaint corresponds to the definition established by the CCIR for the purposes of providing information on complaints in the Annual statement on market conduct”;
- The intent to clarify the definition of complaints and provide examples of what is not covered by the definition of a complaint;
- Considering allowing an 18-24 month implementation period for the regulation.

The attached document has some issues around precise language and possibly some translation problems. As such, the discussion provided some helpful clarifications. Specifically:

- The regulation will change requirements, but it is not meant to be onerous and the new definition is not as all-encompassing as some in industry have suggested.
- Page 8: The AMF acknowledged that there is a “grey zone” around what is a complaint. Administrative matters are not a complaint, but what is “administrative” is not clear. In our discussion it was agreed that for example correcting a postal code that was improperly entered is not a complaint, but if an error has an impact on the customer experience it may become a complaint. This will be a judgment call by the company interacting with the customer, and consistent with a principles-based approach.
- Page 6: The AMF will consider additional clarity around the definition of a complaint and will provide examples of what is not a complaint in the regulation. The AMF asked us if we wanted to provide examples of administrative issues that should not be captured by a complaint, but we did not do so, and instead asked the AMF to provide “goalposts” that will provide industry with additional clarity on what would fit in and what would not.
- Page 7: There is some uncertainty around fits into the shorter timeline, which was 10 days and which the AMF is considering changing to 20 days, as opposed to the longer (60 day) timeline for complaints that cannot be resolved more quickly. In general, the shorter timeline is for “simple complaints” which do not require a final response letter, and which have simplified reporting through the Annual Statement on Market Conduct (see Page 11, these shorter complaints would be reported in terms of overall numbers and their nature). However, just because a complaint is resolved quickly does not mean it does not require individual reporting to the AMF. The example given was fraud that was quickly resolved—such an issue still needs to be reported to the AMF.
- Page 9: In terms of the final paragraph, the AMF said this was an imperfect translation and that a claim where for example the process is too long or too complicated and leads to a complaint is what this is trying to capture.
- Page 11, Section 2: This appears to be a new requirement which the AMF said would be done in the Annual Statement on Market Conduct. The CCIR is currently engaged in a consultation on how best to do this and CAFII will be engaged as a key stakeholder in this initiative. This is an initiative being moved forward by the CCIR’s Cooperative Supervision Oversight Committee (Chair: Laurie Balfour, Alberta Treasury Board and Finance).
- Page 13: The AMF notes that an institution may choose to not resolve a complaint in the 20 day time period, but instead choose to take up to the 60 days also provided for.
- Page 15: The AMF is considering allowing for a different timeline if the client agrees to it and it is in the interest of the client.

There is a tight timeline to get additional feedback to the AMF. **If you have any questions or comments on the regulation or the attached powerpoint, please provide them to me by noon on Monday, 26 June**, and I will share a consolidated set of final feedback to the AMF soon after.

**Keith Martin**

# ***Draft Regulation respecting complaint processing and dispute resolution in the financial sector***

**Points for discussion**

June 2023



# Agenda

1. Definition of « complaint »
2. Information on complaints
3. Simplified process of complaints
4. Transition period
5. Varia

# Background

## Purpose of the Draft Regulation

- A regulatory framework that applies to:
  - Financial institutions;
  - Financial intermediaries;
  - Credit assessment agents.
- Proposes a framework complementing the already existing obligations under the law.
- Simplify the complaint handling process for all consumers of Quebec financial services.
- Enhance complaint handling practices.

# Reminder

## Obligations under the law

- Adopting a complaint processing and dispute resolution policy.
- Publishing a summary of the policy.
- Keeping a complaints register.
- Notifying clients of the date of the registration of their complaint.
- Notifying clients of their rights to request the examination of their complaint by the AMF.
- Send the AMF a report on complaints.

Reference : *Insurers Act*, s. 50, 52 to 58  
*Act respecting the distribution of financial products and services*, s. 103 to 103,7.

# Definition of « complaint »

## Financial institutions and Financial intermediaries

The Draft Regulation proposes a definition of a complaint that enumerates the conditions under which a communication is a complaint regarding a financial institution or financial intermediary :

- it expresses a reproach or dissatisfaction in respect of a service or product offered by the financial institution or financial intermediary;
- it is communicated by a person who is a member of the clientele of the financial institution or financial intermediary; and
- the complainant expects a final response within the meaning of section 12 of the Draft Regulation.



# Definition of « complaint »

## Financial institutions and Financial intermediaries

The AMF plans to review the definition of « complaint » by:

- Clarifying the concept of the final response;
- Specifically excluding certain situations from the scope of the definition.

The process that would be put in place by financial institutions and financial intermediaries to determine whether a communication should be treated in accordance with the requirements of the Draft Regulation should favor an approach where, when in doubt as to the characterization of a communication, it should be treated as a complaint.

# Definition of « complaint »

Financial institutions and Financial intermediaries

## Final response

The AMF intends to clarify that a final response is expected where the client's communication implies that steps need to be taken by the financial institution or financial intermediary to remedy the situation raised by the client.

The expectation of a response does not have to be expressly expressed by the client.

# Definition of « complaint »

Financial institutions and Financial intermediaries

## Exclusions

The AMF plans, under certain conditions, to exclude from the definition of « complaint » the communication which would consist in:

- Obtaining information or requesting documents;
- Requesting the correction of an administrative error.

However, a communication would become a complaint if clients have to submit their communication again or if, for example, they express a reproach or dissatisfaction with the follow-up of their communication.

The communication requesting the correction of an administrative error would be a complaint if an expectation of a final response is nevertheless expected.

# Definition of « complaint »

Financial institutions and Financial intermediaries

## Exclusions

The AMF intends to clarify that the definition of complaint would not cover communication which consists in formulating:

- A comment or feedback;
- A request to information or rectification under the Act respecting the protection of personal information in the private sector.

Also, submitting an insurance claim would not be considered a complaint. The consumer may express a reproach or dissatisfaction in respect of the process itself (expecting a final response) , which would therefore make it a complaint to be processed in accordance with the Regulation.

# Information on complaints

## Financial institutions and Financial intermediaries

The law specifies that financial institutions and financial intermediaries must register complaints in the complaints register they are required to keep and send a report to the AMF about those complaints.

The Draft Regulation did not include any requirement relating to the transmission of the complaint report or its content.

Insurers expressed their wish that the definition of a complaint corresponds to the definition established by the CCIR for the purposes of providing information on complaints in the Annual statement on market conduct.

As for securities intermediaries, they would like the definition to match the one established by CRO in the rules governing the activities of investment dealers and the rules governing the activities of mutual fund dealers.

# Information on complaints

## Financial institutions and Financial intermediaries

The AMF is considering requesting:

1) Detailed information on complaints as follows:

- Insurers could continue to provide detailed information on complaints as per the characteristics of a complaint established by CCIR for the purpose of the Annual statement on marked conduct.
- Other financial institutions and credit assessment agents could continue providing information on complaints as per the characteristics of a complaint established for the purpose of the annual statement they have to provide the AMF.
- Investment dealers could continue to provide information on complaints as per the characteristics of a complaint of CIRO. A similar approach could be put in place for mutual fund dealers.
- The AMF is also considering a similar characteristics of a complaint for other financial intermediaries.

2) For other complaints, the AMF is considering limiting the information to the number of those and their nature.

# Simplified process of complaints

## Financial institutions and Financial intermediaries

The Draft Regulation proposed rules and practices for the simplified processing of certain complaints under the following conditions :

- They are processed within 10 days of their receipt;
- They can be processed by the customer service employees on condition that the possibility is provided for the client to request a review by the complaints officer or a person, under his supervision, in charge of handling complaints..

The Draft Regulation provided that complaints whose processing could not be completed within this time period should be handled by the complaints officer or by a person, under his supervision, in charge of handling complaints.

# Simplified process of complaints

## Financial institutions and Financial intermediaries

The AMF is considering allowing a period of 20 days for the application of these rules and practices.

The AMF does not plan to provide for measures that would suspend the calculation of the time period for processing complaints between different levels and is considering:

- Removing the requirement of review of the complaints handled by customer service employees;
- Requiring that a final written response must be sent to the client by the complaints officer or a person, under his supervision, in charge of handling complaints if the complaint cannot be processed with to the client's satisfaction within 20 days following receipt of the complaint.

Financial institutions and financial intermediaries, for example, could choose, to ensure that the complaint is processed within 60 days, to set up a complaint review process that would be done prior to the communication of the final written response.



# Transition period

## Financial institutions and Financial intermediaries

The AMF plans to provide for a transition period of 18 to 24 months which would allow the entire financial sector, in particular the largest companies, financial groups and companies operating in several Canadian jurisdictions, to ensure the adequate implementation of the requirements established by the Draft Regulation.

# Varia

## Financial institutions and Financial intermediaries

The AMF is considering making other changes to the Proposed Regulations, including

- Removing the reference to the person officially designated to respond to the AMF in the communications sent to the client, but impose an obligation for financial institutions, financial intermediaries and credit assessment agents to provide the contact information of the latter at the request of the AMF.
- Providing for the possibility of agreeing on a different deadline with the client to respond to the offer he or she has accepted when it is in the interest of said client;
- Requiring that a statement be added to the complaints processing policy summary explaining how consumers can request a review of their complaint by the AMF.

**Thank you!**

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 5(c)**

#### **Recent and Upcoming Strategic and Regulatory Initiatives—Insights Gained from Liaison Meetings (7) Held During CAFII 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2:**

- May 31/23 Meeting with Jan Seibel and Ann Ottenbrite, Saskatchewan Financial and Consumer Affairs Authority (FCAA);
- June 1/23 Joint Meeting with Scott Moore, Manitoba Superintendent of Insurance; and Stacey Aubrey, Executive Director, Insurance Council of Manitoba;
- June 13/23 Meeting with Kari Toovey, Joey Primeau, and Tiffany Norman, BC Ministry of Finance;
- June 13/23 Meeting with Blair Morrison, Saskia Tolsma, and Other BCFSa Staff Executives;
- June 14/23 Meeting with Janet Sinclair, Brett Thibault, and Galen Aker, Insurance Council of BC
- June 15/23 Meeting with Joanne Abram, Brent Rathgeber, Joseph Fernandez, and Other Alberta Insurance Council Staff Executives; and
- June 15/23 Meeting with David Sorensen, David Mulyk, and Thembi Mathwasa, Alberta Treasury Board and Finance.

#### **Purpose of this Agenda Item – Update/Discussion**

This is an update item with an opportunity for discussion.

#### **Background Information**

In late May and June 2023, CAFII completed a Western Canada Insurance Regulators and Policy-Makers Visits Tour to Saskatchewan, Manitoba, British Columbia, and Alberta, which included seven meetings and seven presentations to regulator and policy-maker audiences. This is an update and discussion about those meetings, at which a presentation was made by CAFII on its major priorities, along with the results highlights of the Pollara 2022 research tracking study on the views of customers of credit protection insurance.

#### **Recommendation / Direction Sought – Update/Discussion**

This is an update and discussion item.

#### **Attachments Included with this Agenda Item**

1 attachment.

***Agenda Item 5(c)***  
***June 27/23 EOC Meeting***

**Insights Gained from Liaison Meetings (7) Held During  
CAFII 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2**

**Wednesday, May 31/23, 1:30 to 3:00 p.m. MST, CAFII In-Person/Hybrid Liaison Meeting with Jan Seibel, Executive Director, Insurance and Real Estate Division; and Ann Ottenbrite, Lawyer, Saskatchewan Financial and Consumer Affairs Authority (FCAA)**

**In-Person CAFII Attendees**

Michelle Costello, CUMIS/The Co-operators  
Shawna Sykes, CUMIS/The Co-operators  
Keith Martin, CAFII Co-Executive Director  
Brendan Wycks, CAFII Co-Executive Director

**Agenda**

1. In-Person Participant Self-Introductions and Get-Acquainted Chat (B. Wycks to Facilitate: 5 minutes)
2. “Recent and Upcoming CAFII Initiatives: and New CAFII Credit Protection Insurance Research Results and Our Intended Responses” PowerPoint Presentation (K. Martin; with commentary by other CAFII representatives) (40 minutes)
3. Q&A Dialogue About Information/Perspectives Shared In CAFII PowerPoint Presentation (15 minutes)
4. FCAA Update on How Implementation of New Saskatchewan Insurance Act and Related Regulations Has Gone Since In-Force Date of January 1/20; and Any Updates/Tweaks To The Legislation and/or Related Bulletins or Guidance Which FCAA May Be Considering; and Dialogue On FCAA’s Update (12 minutes)
5. CAFII Update On How Implementation (in July 2021) and Subsequent Work of Saskatchewan RIA Advisory Committee Has Gone Since Its Launch (8 minutes)
6. Any Developments Coming Out Of Recent CCIR Meetings Which FCAA Would Like To Share With CAFII? (6 minutes)
7. Any Follow-up Information Requests of CAFII and/or Next Steps? (2 minutes)
8. Thank You And Wrap-Up (B. Wycks) (2 minutes)

**Thursday, June 1/23, 3:30 to 5:00 p.m. CST, CAFII In-Person/Hybrid Liaison Meeting with Scott Moore, Manitoba Superintendent of Insurance; and Stacey Aubrey, Executive Director, Insurance Council of Manitoba**

**In-Person CAFII Attendees**

Michelle Costello, CUMIS/The Co-operators  
Dallas Ewen, The Canada Life Assurance Company  
Catherine Laspina, The Canada Life Assurance Company  
Jeffrey Kitchen, The Canada Life Assurance Company  
Marco DeiCont, Valeyo  
Keith Martin, CAFII Co-Executive Director  
Brendan Wycks, CAFII Co-Executive Director

**Agenda**

1. In-Person Participant Self-Introductions and Get-Acquainted Chat (B. Wycks to Facilitate: 3 minutes)
2. "Recent and Upcoming CAFII Initiatives: and New CAFII Credit Protection Insurance Research Results and Our Intended Responses" PowerPoint Presentation (K. Martin; with commentary by other CAFII representatives) (40 minutes)
3. Q&A Dialogue About Information/Perspectives Shared In CAFII PowerPoint Presentation (7 minutes)
4. Any Insurance Legislation or Regulation Modernizations or Major Amendments On The Horizon in Manitoba? (Scott Moore: 7 minutes)
5. Any New Developments On The Horizon Re Manitoba's RIA Licensing Regime? (Stacey Aubrey: 7 minutes)
6. Dialogue re "Representation" for RIA licence holders in Manitoba, including  
-launch of RIA Advisory Committee To Insurance Councils of Saskatchewan in July 2021; and  
-has the Role/Mandate/Composition of ICM's "ISI Committee" Evolved Over The Past 8 Years? (8 minutes)
7. Any Developments Coming Out Of Recent CCIR Meetings Which Scott Moore Would Like To Share With CAFII? (5 minutes)
8. Any Developments Coming Out Of Recent CISRO Meetings Which Stacey Aubrey Would Like To Share With CAFII (Including Brief Discussion of CAFII's Recent Feedback Submission on CISRO's Draft 2023-2026 Strategic Plan)? (5 minutes)
9. Any Other Insurance Policy or Regulatory Issues/Changes on the Radar in Manitoba? (3 minutes)
10. Any Follow-up Information Requests of CAFII and/or Next Steps? (2 minutes)
11. Thank You And Wrap-Up (B. Wycks) (2 minutes)

**Tuesday, June 13/23, 11:00 a.m. to 12 Noon PST, CAFII In-Person/Hybrid Liaison Meeting with Kari Toovey, Director, Financial Institutions, Financial and Corporate Sector Policy Branch; Joey Primeau, Acting Senior Executive Director, Financial and Corporate Sector Policy Branch; and Tiffany Norman, Acting Executive Director, Financial and Corporate Sector Policy Branch, BC Ministry of Finance**

**In-Person CAFII Attendees:**

Rob Dobbins, Assurant Canada  
Karyn Kasperski, RBC Insurance  
Pete Thorn, TD Insurance  
Casandra Litniansky, CUMIS Services/The Co-operators  
John Burns, Securian Canada  
Lindsey Leclair, Valeyo  
Keith Martin, CAFII Co-Executive Director  
Brendan Wycks, CAFII Co-Executive Director

**Agenda**

1. Participant Self-Introductions and Get-Acquainted Chat (Facilitated by B. Wycks: 5 minutes)
2. “Recent and Upcoming CAFII Initiatives: and New CAFII Credit Protection Insurance Research Results and Our Intended Responses” PowerPoint Presentation (K. Martin; with commentary by other CAFII representatives) (25 minutes)
3. Update on Ministry of Finance’s Development of Regulation to Empower and Provide Overall Framework for Insurance Council of BC to Create Rules to Introduce a Restricted Insurance Agency (RIA) Licensing Regime in BC; and Related Timelines (K. Toovey) (7 minutes)
4. Insurance Council of BC’s Preliminary Consultation Around Contemplated “Restricted Agency Performance Requirements Framework” (B. Wycks) (7 minutes)
5. Reiteration and Further Contextualizing of Responses and Recommendations Made In CAFII’s October 3/22 Submission to BC Ministry of Finance on “Consultation Regarding Restricted Licences” (B. Wycks) (10 minutes)
6. Sharing of CAFII’s Kudos to BCFSa for Listening to and Accepting Industry Stakeholder Feedback in Finding A ‘Reasonable Accommodation Way Forward’ for Introduction of BC Insurer Code of Market Conduct (K. Martin) (4 minutes)
7. Any Follow-up Information Requests of CAFII and/or Next Steps? (B. Wycks) (1 minute)
8. Thank You And Wrap-Up (K. Martin) (1 minute)

**Tuesday, June 13/23, 2:00 to 3:30 p.m. PST, CAFII In-Person/Hybrid Liaison Meeting with Blair Morrison, CEO; Saskia Tolsma, Vice-President, Policy and Stakeholder Engagement; Marina Makhnach, Director, Market Conduct, Financial Institutions; Thomas Taller, Managing Director, Policy & Oversight; Rob O'Brien, Manager, Financial Institutions Policy (virtual only); and Lucas Neufeld, Senior Policy Analyst, BC Financial Services Authority (BCFSA)**

In-Person CAFII Attendees:

Rob Dobbins, Assurant Canada  
 Karyn Kasperski, RBC Insurance  
 Pete Thorn, TD Insurance  
 Casandra Litniansky, CUMIS Services/The Co-operators  
 John Burns, Securian Canada  
 Lindsey Leclair, Valeyo  
 Keith Martin, CAFII Co-Executive Director  
 Brendan Wycks, CAFII Co-Executive Director

Agenda

1. Participant Self-Introductions and Get-Acquainted Chat (B. Wycks, CAFII) (5 minutes)
2. CAFII Kudos/Thanks to BCFSA for Listening to and Accepting Industry Stakeholder Feedback in Finding A 'Reasonable Accommodation Way Forward' for Introduction of BC Insurer Code of Market Conduct (K. Martin) (5 minutes)
3. "Recent and Upcoming CAFII Initiatives: and New CAFII Credit Protection Insurance Research Results and Our Intended Responses" PowerPoint Presentation (K. Martin; with commentary by other CAFII representatives) (40 minutes)
4. Update Received from Kari Toovey on Ministry of Finance's Development of Regulation to Empower and Provide Overall Framework for Insurance Council of BC to Create Rules to Introduce a Restricted Insurance Agency (RIA) Licensing Regime in BC; and Related Timelines (B. Wycks) (8 minutes)
5. Update on Insurance Council of BC's Preliminary Consultation Around Contemplated "Restricted Agency Performance Requirements Framework" (B. Wycks) (10 minutes)
6. Any Particular Areas of Focus/Highlights of 2023-34 Regulatory Roadmap Which BCFSA Would Like To Emphasize for CAFII's Information and Attention? (BCFSA) (9 minutes)
7. Any Insurance Regulation Modernizations or Issues/Changes On The Horizon/Radar In BC, Which BCFSA Would Like to Share With CAFII? (BCFSA) (9 minutes)
8. Any Follow-up Information Requests of CAFII and/or Next Steps? (B. Wycks) (2 minutes)
9. Thank You And Wrap-Up (K. Martin) (2 minutes)



**Wednesday, June 14/23, 10:30 a.m. to 12 Noon PST, CAFII In-Person/Hybrid Liaison Meeting with Janet Sinclair, CEO; Brett Thibault, Director, Governance and Stakeholder Engagement; and Galen Aker, Stakeholder Engagement Specialist, Insurance Council of BC**

**In-Person CAFII Attendees:**

Rob Dobbins, Assurant Canada  
 Karyn Kasperski, RBC Insurance  
 Pete Thorn, TD Insurance  
 Casandra Litniansky, CUMIS Services/The Co-operators  
 John Burns, Securian Canada  
 Keith Martin, CAFII Co-Executive Director  
 Brendan Wycks, CAFII Co-Executive Director

**Agenda**

1. Participant Self-Introductions and Get-Acquainted Chat (B. Wycks, CAFII) (5 minutes)
2. CAFII Kudos/Thank You to Insurance Council of BC for Outstanding/Exemplary Engagement and Communications with Our Association As An Industry Stakeholder (B. Wycks) (3 minutes)
3. Sharing of CAFII Kudos/Thanks to BCFSa for Listening to and Accepting Industry Stakeholder Feedback in Finding A 'Reasonable Accommodation Way Forward' for Introduction of BC Insurer Code of Market Conduct (K. Martin) (3 minutes)
4. "Recent and Upcoming CAFII Initiatives: and New CAFII Credit Protection Insurance Research Results and Our Intended Responses" PowerPoint Presentation (K. Martin; with commentary by other CAFII representatives) (40 minutes)
5. June 13/23 CAFII Update Received from Kari Toovey on BC Ministry of Finance's Development of Regulation to Empower and Provide Overall Framework for Insurance Council of BC to Create Rules to Introduce a Restricted Insurance Agency (RIA) Licensing Regime in BC; and Related Timelines (B. Wycks) (5 minutes)
6. Synthesis Update on Industry Stakeholder Feedback Received During Insurance Council of BC's Preliminary Consultation Around Contemplated "Restricted Agency Performance Requirements Framework" (B. Thibault/G. Aker) (12 minutes)
7. Insurance Council of BC's Planned Next Steps In Developing A Restricted Insurance Agency (RIA) Licensing Framework for BC (Insurance Council of BC) (4 minutes)
8. Update on Insurance Council of BC Consultation on Amendments to Council Rule 5: Council Fees (Clauses 5(1)(a), (b), and (o)) (Insurance Council of BC) (5 minutes)
9. Key Highlights of New Insurance Council of BC Strategic Plan, 2024-2026; and Any CAFII Feedback (All) (5 minutes)
10. Any Other New Issues/Changes On The Horizon Re Regulation of Insurance Intermediaries, Which Insurance Council of BC Would Like To Bring To CAFII's Attention? (Insurance Council of BC) (4 minutes)
11. Any Follow-up Information Requests of CAFII and/or Next Steps? (B. Wycks) (2 minutes)
12. Thank You And Wrap-Up (K. Martin) (2 minutes)

**Thursday, June 15/23, 10:30 a.m. to 12 Noon MST, CAFII In-Person/Hybrid Liaison Meeting with Joanne Abram, CEO; Brent Rathgeber, Chief Operating Officer and General Counsel; Sylvia Boyetchko, Director of Licensing; Zabeda Yaqoob, Director of Legal and Regulatory Affairs; and Joseph Fernandez, Director of Compliance; Alberta Insurance Council**

**In-Person CAFII attendees**

Rob Dobbins, Assurant Canada

Karyn Kasperski, RBC Insurance

Cassandra Litniansky, CUMIS Services/The Co-operators

John Burns, Securian Canada

Keith Martin, CAFII Co-Executive Director

Brendan Wycks, CAFII Co-Executive Director

**Proposed Agenda**

1. Participant Self-Introductions and Get-Acquainted Chat (B. Wycks, CAFII) (5 minutes)
2. "Recent and Upcoming CAFII Initiatives: and New CAFII Credit Protection Insurance Research Results and Our Intended Responses" PowerPoint Presentation (K. Martin; with commentary by other CAFII representatives) (40 minutes)
3. Sharing of Updates Just Received by CAFII from BC Ministry of Finance and Insurance Council of BC Around Development and Launch of A Restricted Insurance Agency (RIA) Licensing Regime in That Province (B. Wycks) (10 minutes)
4. Sharing Of Matter Discussed At June 8/23 Meeting of Saskatchewan Restricted Insurance Agent Advisory Committee (RIAAC) Re Making A Concerted Effort To Share Information About RIAAC's Establishment, Launch (July 2021), and Early Success/Relevance With Other Provinces That Have An RIA Regime (B. Wycks) (5 minutes)
5. Any New Developments To Share With CAFII Re Alberta's RIA Licensing Regime? (J. Abram and AIC Staff Executives) (5 minutes)
6. Any Implications of Re-election of United Conservative Party to A Majority Government for Insurance Policy Focus/Regulation in Alberta? (J. Abram and AIC Staff Executives) (8 minutes)
7. Any Other New Issues/Changes On The Horizon Re Regulation of Insurance Intermediaries, Which Alberta Insurance Council Would Like To Bring To CAFII's Attention? (J. Abram and AIC Staff Executives) (4 minutes)
8. Any CAFII-Relevant Items on Agenda for Meeting of Western Canada Insurance Councils Being Hosted by AIC on July 6/23? (J. Abram and AIC Staff Executives) (4 minutes)
9. Any Other Insurance Policy Or Regulatory Challenges/Issues On The AIC's Radar At This Time? (J. Abram and AIC Staff Executives) (4 minutes)
10. Any Follow-up Information Requests of CAFII and/or Next Steps? (B. Wycks) (2 minutes)
11. Thank You And Wrap-Up (K. Martin) (2 minutes)

**Thursday, June 15/23, 2:00 to 3:30 p.m. MST, CAFII In-Person/Hybrid Liaison Meeting with David Sorensen, Deputy Superintendent of Insurance; David Mulyk, Executive Director, Pension and Insurance Policy; and Thembi Mathwasa, Manager, Compliance; Alberta Treasury Board and Finance**

In-Person CAFII attendees

Rob Dobbins, Assurant Canada  
Karyn Kasperski, RBC Insurance  
Cassandra Litniansky, CUMIS Services/The Co-operators  
John Burns, Securian Canada  
Keith Martin, CAFII Co-Executive Director  
Brendan Wycks, CAFII Co-Executive Director

Proposed Agenda

1. Participant Self-Introductions and Get-Acquainted Chat (B. Wycks, CAFII: 5 minutes)
2. “Recent and Upcoming CAFII Initiatives: and New CAFII Credit Protection Insurance Research Results and Our Intended Responses” PowerPoint Presentation (K. Martin; with commentary by other CAFII representatives: 40 minutes)
3. Q&A Dialogue About Information/Perspectives Shared In CAFII PowerPoint Presentation 10 minutes)
4. Any Implications of Re-election of United Conservative Party to A Majority Government for Insurance Policy Focus/Regulation in Alberta? (ATBF Staff Executives: 10 minutes)
5. Any Insurance Legislation or Regulation Modernizations or Major Amendments On The Horizon in Alberta? (ATBF Staff Executives: 10 minutes)
6. Any Developments Coming Out Of Recent CCIR Meetings Which Mark Brisson Would Like To Share With CAFII? (M. Brisson: 5 minutes)
7. Any Other Insurance Policy Or Regulatory Challenges/Issues On ATBF’s Radar At This Time? (ATBF Staff Executives: 4 minutes)
8. Any Follow-up Information Requests of CAFII and/or Next Steps? (B. Wycks: 2 minutes)
9. Thank You And Wrap-Up (K. Martin: 2 minutes)

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 5(d)  
Recent and Upcoming Strategic and Regulatory Initiatives—EOC Overall Feedback on Just Completed  
CAFII Spring 2023 Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2**

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### **Purpose of this Agenda Item – Update/Discussion**

This is an update item with an opportunity for discussion.

### **Background Information**

This is an opportunity for feedback on the just-completed CAFII 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour.

### **Recommendation / Direction Sought – Update/Discussion**

This is an update and discussion item.

### **Attachments Included with this Agenda Item**

Two (2) attachments.

**Final Itinerary and Meetings Schedule For CAFII Spring 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour – Phase 1: Saskatchewan and Manitoba**

**Wednesday, May 31/23**

1. 8:30 a.m. EST to 10:00 a.m. CST: CAFII delegation members catch Air Canada Rouge non-stop flight AC1921 from Toronto Pearson Airport (departs YYZ at 8:30 a.m.) to Regina Airport (arrives at YQR at 9:53 a.m.).
2. 10:15 a.m. to 1:00 p.m. CST: CAFII delegation members take cabs from Regina Airport to The Co-operators Group Office at 1900 Albert St., Regina, SK S4P 4K8; 306-347-6434 or 306-527-4493 (Shawna Sykes), where former CAFII EOC member Shawna Sykes from The Co-operators/CUMIS will host the CAFII delegation and provide a sizeable meeting room for use as a CAFII work, meeting preparation, luggage storage, and lunch space. Buffet lunch to be ordered by Shawna Sykes based on size of CAFII delegation (invoice payable/reimbursable by CAFII).
3. 1:00 to 1:25 p.m. CST: CAFII delegation members walk (distance of five city blocks) or takes cabs from The Co-operators Group Office at 1900 Albert St. to Financial and Consumer Affairs Authority (FCAA) of Saskatchewan office at 2365 Albert St., 4<sup>th</sup> Floor, Regina, SK S4P 4K1; (306) 787-5645; (306) 787-5899.
4. 1:30 to 3:00 p.m. CST: CAFII delegation liaison meeting with Jan Seibel, Executive Director, Insurance and Real Estate Division, Financial and Consumer Affairs Authority (FCAA) of Saskatchewan (Roger Sobotkiewicz, Superintendent of Insurance, is away from the office and not available to meet with CAFII on this day) at FCAA office.
5. 3:00 to 3:10 p.m. CAFII delegation members take cabs from the FCAA office to downtown Regina hotel for overnight stay (one mile, approximately 4 minute cab ride to recommended hotel: Delta Hotels Regina (by Marriott), 1919 Saskatchewan Drive, Regina, SK S4P 4H2; (306) 525-5255.  
[https://www.marriott.com/reservation/rateListMenu.mi?scid=b9e45c84-5019-4753-a0d0-5a9612c9a3cf&gclid=Cj0KCQjwmZeJBhC\\_ARIsAGhCqnepGXvLvjedkXbU69RtQ82De3GfOG8VV5-TGxzuzt1-sOhdFWf1AHlaAru6EALw\\_wcB&dclid=CjkKEQjwmZeJBhC2teWQqdvv8NEBEiQAtG2WI7hdGwflyInhJCD9uyCOP6dTP7jMDfRS7ko37yZOxQ3w\\_wcB&defaultTab=standard](https://www.marriott.com/reservation/rateListMenu.mi?scid=b9e45c84-5019-4753-a0d0-5a9612c9a3cf&gclid=Cj0KCQjwmZeJBhC_ARIsAGhCqnepGXvLvjedkXbU69RtQ82De3GfOG8VV5-TGxzuzt1-sOhdFWf1AHlaAru6EALw_wcB&dclid=CjkKEQjwmZeJBhC2teWQqdvv8NEBEiQAtG2WI7hdGwflyInhJCD9uyCOP6dTP7jMDfRS7ko37yZOxQ3w_wcB&defaultTab=standard)
6. Evening: CAFII delegation members have dinner together in small groups or on their own, as they wish, at either Delta Hotels Regina or a nearby restaurant.

**Thursday, June 1/23**

7. 8:00 a.m. to 9:30 a.m. CST: CAFII delegation members have breakfast together in small groups or on their own, as they wish.

8. 9:35 a.m. to 10:00 a.m. CST: CAFII delegation members catch cabs from hotel to Regina Airport.
9. CAFII delegation members catch WestJet Encore non-stop flight\*\* from Regina Airport (departs YQR at 11:05 a.m. CST) to Winnipeg Airport (arrives at YWG at 1:20 p.m. CST).
10. 1:30 to 2:00 p.m. CST: CAFII delegation members catch cabs from Winnipeg Airport to Bailey's Restaurant & Lounge at 185 Lombard Avenue in downtown Winnipeg (204-944-1180) for a late lunch.
11. 2:00 to 3:10 p.m. CST: CAFII delegation members have lunch at Bailey's Restaurant & Lounge at 185 Lombard Avenue in downtown Winnipeg (204-944-1180).
12. 3:10 to 3:20 p.m. CST: CAFII delegation members walk (with luggage roll-boards) from Bailey's Restaurant & Lounge to Insurance Council of Manitoba office at #466 – 167 Lombard Avenue, Winnipeg, MB R3B 0T6 (distance: 72 metres; 1 minute walk)
13. 3:30 to 5:00 p.m. CST: CAFII delegation liaison meeting Scott Moore, Superintendent of Insurance, Manitoba Financial Institutions Regulation Branch (FIRB) and Vice-Chair of CCIR, and any FIRB colleagues whom he would like to invite to attend; and Stacey Aubrey, Executive Director, Insurance Council of Manitoba, and any ICM staff members and/or Council members whom she would like to invite to attend:: from 3:30 to 5:00 p.m. at Insurance Council of Manitoba office at #466 – 167 Lombard Avenue, Winnipeg, MB R3B 0T6.
14. 5:00 to 5:30 p.m. CST: CAFII delegation members catch cabs from Insurance Council of Manitoba office to Winnipeg airport.
15. CAFII delegation members catch either an Air Canada or WestJet non-stop flight from Winnipeg back to Toronto or another destination city, with achievable Toronto-bound non-stop flights available at 6:35 p.m. (WestJet) and 8:20 p.m. (Air Canada).

**Final Itinerary and Meetings Schedule For CAFII Spring 2023  
 Western Canada Insurance Regulators and Policy-Makers Visits Tour: Phase 2 – B.C. and Alberta**

**Tuesday, June 13/23**

1. 6:00 a.m. EST to 9:30 a.m. PST: CAFII delegation members travel to Vancouver, catching an early morning flight from Toronto and arriving at YVR airport by no later than 9:30 a.m. PST.

**Suitable flights from Toronto to Vancouver:**

Air Canada

- AC181 (Non-Stop): Departs Toronto Pearson (YYZ) at 6:05 a.m. EST; arrives Vancouver (YVR) at 8:16 a.m. PST
- AC101 (Non-Stop): Departs Toronto Pearson (YYZ) at 6:45 a.m. EST; arrives Vancouver (YVR) at 8:35 a.m. PST

Flair Airlines

- F8601 (Non-Stop): Departs Toronto Pearson (YYZ) at 6:55 a.m. EST; arrives at Vancouver (YVR) at 9:05 a.m. PST
- F8843 (Non-Stop): Departs Kitchener-Waterloo (YKF) at 6:30 a.m. EST; arrives at Vancouver (YVR) at 8:40 a.m. PST

Or, alternatively, CAFII delegation members travel to Vancouver on Monday, June 12/23 and stay overnight in central Vancouver.

2. 9:30 a.m. PST to 10:20 a.m. PST: CAFII delegation members take SkyTrain from Vancouver Airport (or cabs), plus a short walk from a downtown Vancouver SkyTrain station to Tim Hortons at 750 West Pender St., Vancouver (right beside main entrance to building where BCFSa office is located) for a *Rendez-Vous and Final Prep Meeting* prior to CAFII liaison meeting with Kari Toovey, Director, Financial Institutions, Financial and Corporate Sector Policy Branch, BC Ministry of Finance (778-698-5262), at BCFSa office in the same building.
3. 11:00 a.m. to 12 Noon PST: CAFII delegation meets with Kari Toovey, Director, Financial Institutions, Financial and Corporate Sector Policy Branch, BC Ministry of Finance (778-698-5262) in Douglas Fir Room (large meeting room on 9<sup>th</sup> floor) at British Columbia Financial Services Authority (BCFSa), Suite 600 – 750 West Pender St., Vancouver, BC V6C 2T8; (604) 660-3555; (866) 206-3030. Initial check-in required at BCFSa's 6<sup>th</sup> Floor Reception; and CAFII delegation will then be escorted to Douglas Fir Room on the 9<sup>th</sup> floor.
4. 12 Noon to 1:40 p.m. PST: CAFII delegation departs from BCFSa office – leaving luggage and laptop computers stored in Robson Room, and takes a short walk (800 metres: 10 minutes) to Italian Kitchen Restaurant, 860 Burrard St., Vancouver, BC V6Z 1X9; (604) 687-2858 for lunch.



5. 1:40 to 1:55 p.m. PST: CAFII delegation walks back (700 metres: 10 minutes) from Italian Kitchen Restaurant, 860 Burrard St., Vancouver, BC V6Z 1X9 to BCFSa office at Suite 600 – 750 West Pender St., Vancouver, BC V6C 2T8.
6. 2:00 p.m. to 3:30 p.m. PST: CAFII delegation meets with Blair Morrison, CEO; Saskia Tolsma, Vice-President, Policy and Stakeholder Engagement; and other relevant BCFSa staff executives in Douglas Fir Room (large meeting room on 9<sup>th</sup> floor), BCFSa office, Suite 600 – 750 West Pender St., Vancouver, BC V6C 2T8; (604) 660-3555; (866) 206-3030. Re-check-in likely required at BCFSa's 6<sup>th</sup> Floor Reception; and CAFII delegation will then be escorted to Douglas Fir Room on the 9<sup>th</sup> floor.
7. CAFII delegation departs from BCFSa office and walks to a nearby central Vancouver hotel for an overnight stay.
8. CAFII delegation members have dinner together *en masse*, in small groups, or on their own, as they wish.

### **Wednesday, June 14/23**

9. 8:00 to 9:15 a.m. PST: CAFII delegation members have breakfast on their own or in small groups, as they wish.
10. 9:25 a.m. PST: CAFII delegation members gather in the lobby of the Kingston Hotel, 757 Richards St., Vancouver, BC V6B 3A6 in order to check their luggage with the Concierge and to walk together to a 10:00 a.m. liaison meeting at the Insurance Council of BC office.
11. 9:30 to 9:50 a.m. PST: CAFII delegation members walk from Kingston Hotel, 757 Richards St., Vancouver, BC to Insurance Council of BC office at Suite 1400, 745 Thurlow St., Vancouver, BC V6E 0C5; (604) 688-0321; (877) 688-0321 (900 metres; 12 minutes walk).
12. 10:30 a.m. to 12 Noon PST: CAFII delegation meets with Janet Sinclair, CEO; Brett Thibault, Director, Governance and Stakeholder Engagement; and Galen Aker, Stakeholder Engagement Specialist, at Insurance Council of BC office, Suite 1400, 745 Thurlow St., Vancouver, BC V6E 0C5; (604) 688-0321; (877) 688-0321.
13. 12 Noon to 12:20 p.m. PST: CAFII delegation members walk from Insurance Council of BC office to Fable Diner & Bar, 755 Richards St. (right next door to Kingston Hotel), Vancouver, BC V6B 3A6; (604) 566-2253, a distance of 830 metres (10 minutes walk).



14. 12:30 to 2:00 p.m. PST: CAFII delegation members have group lunch at Fable Diner & Bar, 755 Richards St., Vancouver, BC.
15. 2:00 to 2:15 p.m. PST: CAFII delegation members return to Kingston Hotel (right next door to Fable Diner & Bar) and pick up their luggage from Concierge.
16. 2:15 to 3:00 p.m. PST: CAFII delegation members take SkyTrain or cabs from Kingston Hotel to Vancouver Airport (YVR).
17. 4:00 to 6:00 p.m. PST: CAFII delegation members catch non-stop flights from Vancouver (YVR) to Edmonton (YEG).

**Achievable flights from Vancouver to Edmonton:**

Air Canada

- AC 7776 (Non-Stop): Departs Vancouver (YVR) at 4:30 p.m. PST; arrives at Edmonton (YEG) at 6:58 p.m. MST.
- AC 246 (Non-Stop): Departs Vancouver (YVR) at 6:00 p.m. PST; arrives at Edmonton (YEG) at 8:33 p.m. MST.
- AC248 (Non-Stop): Departs Vancouver (YVR) at 7:10 p.m. PST; arrives Edmonton (YEG) at 9:43 p.m. MST.

WestJet

- WS174 (Non-Stop): Departs Vancouver (YVR) at 5:15 p.m. PST; arrives Edmonton (YEG) at 7:45 p.m. MST.

18. CAFII delegation members take cabs from Edmonton Airport to downtown Edmonton hotel for overnight stay. **Recommended hotel:** Coast Edmonton Plaza Hotel by APA, 10155 105<sup>th</sup> St., Edmonton, AB T5J 1E2; (780) 423-4811. [https://www.coasthotels.com/coast-edmonton-plaza-hotel-by-apa?utm\\_medium=cpc&utm\\_source=google&utm\\_campaign=search\\_mdm\\_brand\\_ca&utm\\_content=cho&gad=1&gclid=Cj0KCQjwylGjBhDKARIsAFRNqW-WNmFvF-HiVXh1kTne-NZdeokdb6Sf3WL54XN6xJxHKYUqwXhsWsaAIU4EALw\\_wcB](https://www.coasthotels.com/coast-edmonton-plaza-hotel-by-apa?utm_medium=cpc&utm_source=google&utm_campaign=search_mdm_brand_ca&utm_content=cho&gad=1&gclid=Cj0KCQjwylGjBhDKARIsAFRNqW-WNmFvF-HiVXh1kTne-NZdeokdb6Sf3WL54XN6xJxHKYUqwXhsWsaAIU4EALw_wcB)
19. CAFII delegation members have dinner together *en masse*, in small groups, or on their own in downtown Edmonton, as they wish.

### **Thursday, June 15/23**

20. 8:00 to 9:15 a.m. MST: CAFII delegation members have group breakfast and *Rendez-Vous and Final Prep Meeting* prior to morning meeting with Joanne Abram, CEO, and other Alberta Insurance Council staff executives, at Cora's Breakfast and Lunch (restaurant is on ground level of *Days Inn by Wyndham Edmonton Downtown* at 10041 106 St. NW, Edmonton, AB (780) 429-7903 (5 minutes walk, 400 metres from the Coast Edmonton Plaza Hotel by APA).
21. 9:15 to 9:30 a.m. MST: CAFII delegation members walk back from Cora's Breakfast and Lunch to Coast Edmonton Plaza Hotel by APA, 10155 105<sup>th</sup> St., Edmonton, AB (5 minutes walk, 400 metres); and prepare for departure for 10:00 a.m. liaison meeting with Alberta Insurance Council staff executives.
22. 9:30 to 9:40 a.m. MST: CAFII delegation members check their luggage with Concierge at Coast Edmonton Plaza Hotel by APA.
23. 9:40 a.m. to 9:55 a.m. MST: CAFII delegation members walk from Coast Edmonton Plaza Hotel by APA, 10155 105<sup>th</sup> St., Edmonton, AB to Alberta Insurance Council office, Suite 2700, 10180 101 St. NW, Edmonton, AB, T5J 3S4; (780) 421-4148 (6 minutes walk; 485 metres).
24. 10:00 to 11:30 am. MST: CAFII delegation meets with Joanne Abram, CEO; Joseph Fernandez, newly appointed Director of Licensing; Brent Rathgeber, Chief Operating Officer and General Counsel, and other Alberta Insurance Council staff executives (from both Edmonton and Calgary offices) at Alberta Insurance Council office, Suite 2700, 10180 101 St. NW, Edmonton, AB, T5J 3S4.
25. 11:30 to 11:40 a.m. MST: CAFII delegation members walk to Chop Steakhouse & Bar restaurant, 10235 101 St., Edmonton, AB, (780) 441-3075 for group lunch (5 minutes walk; 300 metres).
26. 11:45 a.m. to 1:15 p.m. MST: CAFII delegation members have group lunch and engage in *Final Prep Discussion* for afternoon meeting with Mark Brisson, Superintendent of Insurance, and Alberta Treasury Board and Finance staff executive colleagues.
27. 1:15 p.m. to 1:35 p.m.: CAFII delegation members walk back from Chop Steakhouse & Bar restaurant, 10235 101 St., Edmonton, AB to Coast Edmonton Plaza Hotel by APA; 10155 105 St., Edmonton, AB (9 minutes walk; 700 metres).and pick up their luggage from Concierge.

28. 1:40 to 1:50 p.m. MST: CAFII delegation members take cabs (5 minute cab ride; 1.5 kms.) from Coast Edmonton Plaza Hotel by APA to Alberta Treasury Board and Finance office at 9515 107 St., Edmonton, AB (Wildrose Boardroom in Terrace Building: Government of Alberta Building).
29. 2:00 to 3:30 p.m. MST: CAFII delegation meets with Mark Brisson, Assistant Deputy Minister and Superintendent of Insurance, Alberta Treasury Board and Finance; David Sorensen, Deputy Superintendent of Insurance; David Mulyk, Executive Director, Pension and Insurance Policy; and other ATBF staff executives at Alberta Treasury Board and Finance office at 9515 107 St., Edmonton, AB (Wildrose Boardroom in Terrace Building: Government of Alberta Building). Because Alberta Treasury Board and Finance no longer has sheriffs at the entrance to the Terrace Building and the front door is therefore locked, when the CAFII delegation arrives, it will contact Melina Bratzer, Policy Assistant, via either an email ([melina.bratzer@gov.ab.ca](mailto:melina.bratzer@gov.ab.ca)) or a phone call to 780-996-7675. Melina will then come downstairs to greet and admit the CAFII delegation and escort the group to the Wildrose Boardroom.
30. 3:30 to 4:15 p.m. MST: CAFII delegation members catch cabs from Alberta Treasury Board and Finance office at 9515 107 St., Edmonton, AB to Edmonton Airport (YEG) for return flights to Toronto or other home city.

Achievable flights from Edmonton to Toronto:

Air Canada

- AC172 (Non-Stop): Departs Edmonton (YEG) at 5:50 p.m. MST; arrives Toronto (YYZ) at 11:33 p.m. EST

WestJet

- WS438 (Non-Stop): Departs Edmonton (YEG) at 5:30 p.m. MST; arrives at Toronto (YYZ) at 11:09 p.m. EST.

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 5(e)**

**Recent and Upcoming Strategic and Regulatory Initiatives— Adjusted Schedule and Outreach for Meeting Confirmations for CAFII 2023 Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour, Phase 1 and Phase 2, in Late September and Early October**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

This will be an update on the plans for the Fall 2023 CAFII Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.

***Agenda Item 5(e)***  
***June 27/23 EOC Meeting***

**Adjusted Schedule and Outreach for Meeting Confirmations for**  
**CAFII 2023 Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour**  
**in Late September and Early October**

New Brunswick and Prince Edward Island (or Prince Edward Island followed by New Brunswick, depending upon optimal order)

- Wednesday, September 20/23;
- Thursday, September 21/23; and
- Friday, September 22/23 (if needed)

Nova Scotia and Newfoundland and Labrador (or Newfoundland and Labrador followed by Nova Scotia, depending upon optimal order)

- Wednesday, October 4/23;
- Thursday, October 5/23; and
- Friday, October 6/23 (if needed)

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 6(a)  
Governance Matters-- Outcome of Deliberations of 2023 CAFII Nominating Committee, Taking Into  
Account Board-Approved Principles-Based Guideline on Appointment of CAFII Board Members Into  
Leadership Roles of Board Chair and Board Vice Chair**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

The CAFII Nominating Committee met and based on the principles of the Board-approved Guideline on the Appointment of CAFII Board Members into Leadership Roles of Board Chair and Board Vice-Chair, the Nominating Committee selected Board member Wally Thompson (Manulife) as the new CAFII Board Vice-Chair.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.

***Agenda Item 6(a)***  
***June 27/23 EOC Meeting***

**CAFII Board-Approved Principles-Based Guideline on**  
**Appointment of CAFII Board Members Into Leadership Roles of Board Chair and Board Vice-Chair**  
**(Approved April 4, 2023)**

**Principle #1:** Any CAFII Board Member is eligible for appointment to the leadership role of CAFII Board Chair.

Similarly, any CAFII Board Member is eligible for appointment to the leadership role of CAFII Board Vice-Chair.

There will be no hard-and-fast prescriptions or limitations governing who among the existing roster of CAFII Board Members may be appointed to the leadership roles of Board Chair and Board Vice-Chair, save and except for the Board-approved CAFII Initiation Membership Policy which dictates that a CAFII Board Member from an Initiation Member may not be appointed to the role of Board Chair or Board Vice-Chair during the two years in which that Board Member's company holds Initiation Member status in the Association.

**Principle #2:** Preferred consideration for appointment to the leadership roles of Board Chair and Vice-Chair will be given to Board Members who

- have served on the CAFII Board for sufficient time to have become reasonably well-acquainted with the Association's strategic priorities; its policies and guidelines; and its governance practices;
- have demonstrated a high level of engagement in CAFII and its activities, in part through an exemplary attendance record at and participation in Board meetings;
- have otherwise distinguished themselves as a candidate ready to take on a CAFII Board volunteer leadership role; and
- are willing to commit to serve a two-year term in the Board Chair or Board Vice-Chair role.

**Principle #3:** Due to the essential nature of CAFII's mission and mandate as the Canadian Association of **Financial Institutions** in Insurance, there will be a preference – but not an absolute expectation or requirement – that an appointee to the CAFII Board Chair role will come from a CAFII financial institution distributor of insurance Member company.

As at April 2023, Board members from the following Member companies would receive preferred consideration for the role of CAFII Board Chair: BMO Insurance; Canadian Tire Bank; CIBC Insurance; Desjardins Insurance; National Bank Insurance; RBC Insurance; Scotia Insurance; and TD Insurance.

There will normally be no expectation or requirement that a CAFII Board Chair will have first served as CAFII Board Vice-Chair. Rather, a Board Member candidate will normally be appointed directly into the leadership role of Board Chair, without having to serve a prior apprenticeship as Board Vice-Chair.

Hence, the term of service commitment for a CAFII Board Chair will normally be just two years.

**Principle #4:** Due to the essential nature of CAFII's mission and mandate as the Canadian Association of **Financial Institutions** in Insurance, there will be a preference – but not an absolute expectation or requirement – that an appointee to the CAFII Board Vice-Chair role will come from an insurer Member company.

As at April 2023, Board members from the following Member companies would receive preferred consideration for the role of CAFII Board Vice-Chair: Assurant; Canada Life Assurance; Chubb Life Insurance Company of Canada; CUMIS Services Incorporated; Manulife (The Manufacturers Life Insurance Company); Securian Canada; and Valeyo.

There will normally be no expectation or requirement that a CAFII Board Vice-Chair will subsequently advance into the role of Board Chair. Rather, a Board Member candidate for the role of Board Vice-Chair should be able to consider that opportunity under the expectation that there will be no further leadership obligation beyond that initial appointment.

The role description of the Vice-Chair will be to support the Chair; provide counsel and an additional perspective; and be a back-up for the Chair when the Chair is not available, for example by chairing a Board meeting when the Chair is unavailable to do so.

After two years, a Board Vice-Chair's term would typically end, and a new Vice-Chair would be appointed.

Hence, the term of service commitment for a CAFII Board Vice-Chair will normally be just two years.

Ideally, CAFII will strive to ensure that the two-year periods in which a Board Chair and a Board Vice-Chair serve will be staggered, so as to avoid complete turnover of both Board leadership roles in the same year.

**Principle #5:** If a Board Chair steps down before their two-year appointment ends, the expectation will be that the Vice-Chair will step into the role of Chair on an interim basis, but not necessarily for the remainder of the departed Chair's term, nor for a full two years; but rather until a new Chair has been appointed by the Board. But such arrangements will be contingent upon the particular circumstances at the time, and a discussion would occur at the Board as to the optimal approach to interim/future Board leadership appointments.



**Principle #6:** Except under exceptional, extenuating circumstances, a past-CAFII Board Chair or a past-CAFII Board Vice-Chair who has remained on the Association's Board after completion of their initial two-year leadership appointment shall not be re-appointed to a second, non-concurrent term in the same role.

**Principle #7:** Consideration and recommendation of candidates for appointment to the CAFII leadership roles of Board Chair and Board Vice-Chair will be facilitated by a *CAFII Board Leadership Nominating Committee* comprising past-CAFII Board Chairs who still serve on the Association's Board of Directors; the current CAFII Board Chair; the current CAFII Board Vice-Chair; the current Executive Operations Committee Chair and Board Secretary; the current Executive Operations Committee Vice-Chair and Vice-Board Secretary; and CAFII Management.

A Terms of Reference for the proposed *CAFII Board Leadership Nominating Committee* will be drafted and presented to the Board, for review and approval.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 6(b)  
Committee and Working Group Updates— Governance Matters-- Implementation of Board-Approved  
'New CAFII Management Structure' (Post-2023)**

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### **Purpose of this Agenda Item – Update**

This is an update item.

### **Background Information**

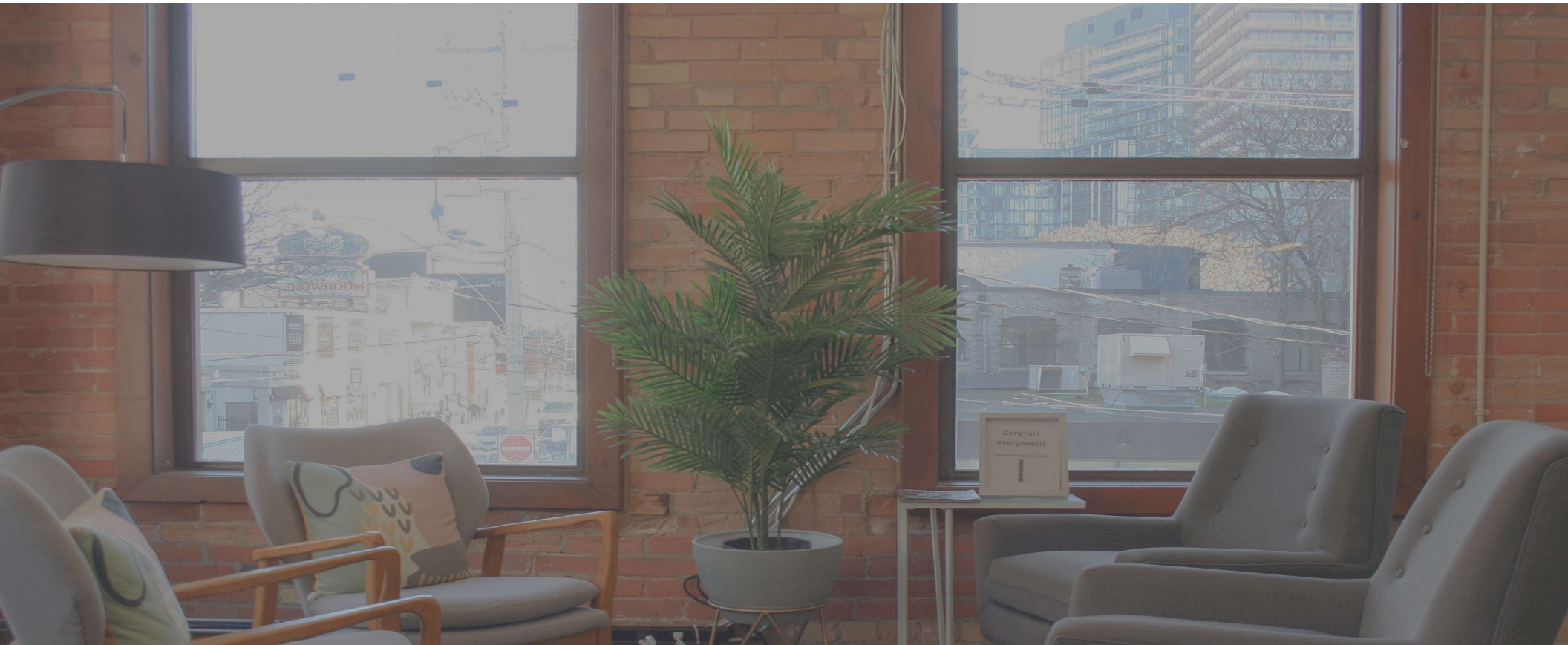
This will be an update on the posting of two roles at CAFII in connection with the new 2024 management structure, in which a new Operations Manager and a new Research Analyst will be hired and report into Keith Martin.

### **Recommendation / Direction Sought – Update**

This is an update item.

### **Attachments Included with this Agenda Item**

1 attachment.



CAFI

*Recruitment Support Strategy*

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# Recruitment Services with Managing Matters

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At Managing Matters we do more than just recruit and hire – we deliver talent management strategies to serve our clients who we see as our partners. We know CAFII well as a partner association, we know your membership and we know your leadership style and we are the best partner to help you with your hiring.

We are so please to have the opportunity to offer CAFII the following plan to develop a strong team for the association.

Managing Matters has been recognized by Great Places To Work for the last 5 years for culture, development, high level engagement and satisfaction, internal mobility and proper succession planning.

We have what it takes to support CAFII in the development and sustainability of their leadership team.

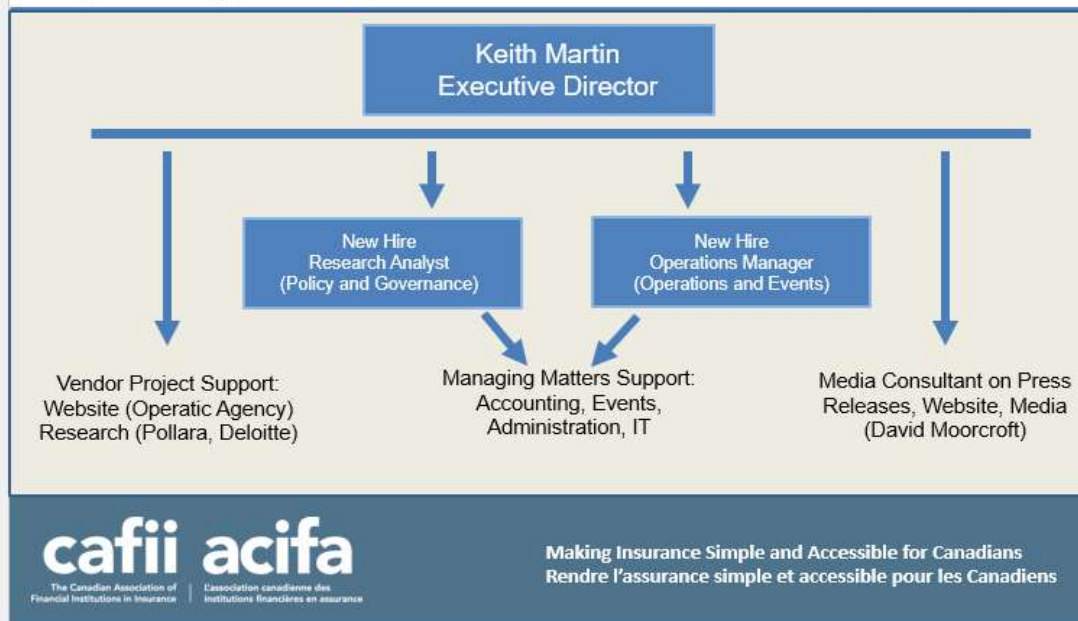


## Approved Organizational Chart

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### Recommendation: Keith Martin as the Sole Executive Director, With Two New Hires Reporting to Keith Martin

5



## Research Analyst (5-7 years experience preferred)

### In the New Structure, Keith Martin Provides Direction, Strategy, and Leadership, with Support from Two New Hires

6

#### Research Analyst

##### Policy Support

- Input in Drafting of Regulatory Submissions; Preparing Presentations to Regulators
- Strategizing with Executive Director, EOC, and Committee members on Approach to Regulatory Issues
- Surveying Industry and Regulatory Trends, Content for Regulatory Updates, Policy Content for EOC and Board Meetings

##### Governance

- Email motions for New Board Members, Onboarding New EOC and Board members; Script for Chair for Board Meetings
- EOC Agendas, Board Agendas, Ensuring Abiding by Bylaws, Policies; Documentation for EOC, Board meetings; Annual AGM Materials
- Proper Documentation and Following of Processes for Meetings including EOC and Board Consolidated Packages



## Operations Manager (7-10 years experience preferred)

**In the New Structure, Keith Martin Provides  
Direction, Strategy, and Leadership, with  
Support from Two New Hires**

7

### Operations Manager

#### Operations

- Lead in Organizing EOC, Board Meetings ; Annual Meeting of Members
- Managing Budget Updates, Audit Process
- Process Enhancements; Project Management; Vendor Management

#### Events

- Board Receptions, Annual EOC Appreciation Dinner
- Organizing Regulatory Tours (Western Canada, Atlantic Canada)
- Annual Liaison Meeting with the AMF in Quebec; Organizing Meetings, Lunches with Regulators and Policy-Makers

# Recruitment Project Plan Overview



1. Preparing
  - 1.1 What is Kolbe
2. Sourcing
3. Screening
  - 3.1 Resume Screening
  - 3.2 Phone Screening
  - 3.3 Candidate Kolbe Assessments
- 4.0 Selecting
  - 4.1 The Interview Process
  - 4.2 Reference Checks
  - 4.3 Background Checks
5. Hiring
  - 5.1 Decision
  - 5.2 Job offer
6. Onboarding



# 1. Preparing



- Defining the leadership relationship with the roles for Operations Manager and Research Analyst. Outlining the objectives, setting the stage to connect a new team to the Executive Director Keith Martin
  - Kolbe Assessment and coaching session for Keith Martin and Brendan Wycks (complimentary as an MM partner)
- Job Description development for Operations Manager and Research Analyst inclusive of additional requirements identified by the Board of Directors:
  - bilingual capabilities to the extent possible
  - strive to achieve greater diversity in the team
  - Succession planning for the Executive Director
- Salary and market review
- Job Posting review and approval



# 1.1 What is Kolbe?



- Kolbe™ is a program that makes finding the "right" person for the right job easier and less expensive. Statistically proven, it assists companies in screening and selecting the best job applicants by determining who has the necessary instincts. Kolbe ends the headache of guessing how well a prospective employee will perform, by providing information on how the applicant will take action according to job requirements.
- Using Kolbe provides great insight into the conative, or doing, dimension of the mind. It will be important to also incorporate the cognitive (thinking) and the affective (feeling) parts into the hiring process. Kolbe™ identifies the conative part, and resumes usually give indications of the cognitive skills and knowledge acquired. We will ask affective questions during the interview to determine if the candidate shares the same values and/or vision of the organization.
- Lyn Wallington is one of only 1000 globally trained and certified Kolbe Coach Facilitators to deliver this quality program as a part of the hiring success process.



## 2. Sourcing



Managing Matters recommends the use of 2 tools for sourcing:

1. LinkedIn – Job posting costs and up to \$1500 in clicks and interactive impressions for each of the roles of Operations Manager and Research Analyst. Additional costs may be applied upon approval for additional search requirements.



2. Indeed – Job posting costs and up to \$1500 in clicks and interactive impressions for each of the roles of Operations Manager and Research Analyst. Additional costs may be applied upon approval for additional search requirements.



## 3. Screening

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### 3.1 Resume Screening

- Candidates may be pooled based on geographic location to ensure employment tax and HR consistency  
Candidates are screened based on qualifications outlined by CAFII and additionally recognized comparable work related national and international experience
- Candidate names are removed to ensure focus remains On applicable skills and qualifications

### 3.2 Phone Screening

- Top 10 candidates for both positions are pre-screened via phone and presented by Managing Matters for review with CAFII
- CAFII to narrow candidate pool to 5 top candidates for each position

### 3.3 Candidate Kolbe Assessments

- Kolbe Assessments will be conducted and assessed for the 5 selected candidates in each role and results presented to CAFII with the intention to narrow the selection to the top 3 candidates in each role for interview



## 4. Selecting



### 4.1 The Interview Process

- Top 3 candidates that have completed the Kolbe assessment move to the in-person (video interview or face to face). Recommended is face to face.
- Finalization and approval of script and questions
- Finalize interview panel
- Approval and inclusion of assessment tool eg: 72 hour notice to prepare a 10 minute presentation on a predetermined relevant topic
- Final Q & A with select board panel, to provide time for any follow up questions and introduction prior to signing

**4.2 Reference Checks** – top three candidates to be selected and reference checks to be completed by Managing Matters

**4.3 Background Checks** using Sterling Backcheck, a secure, fast and reliable online background check (final candidate invitation to be sent for completion by Managing Matters)



# 5. Hiring

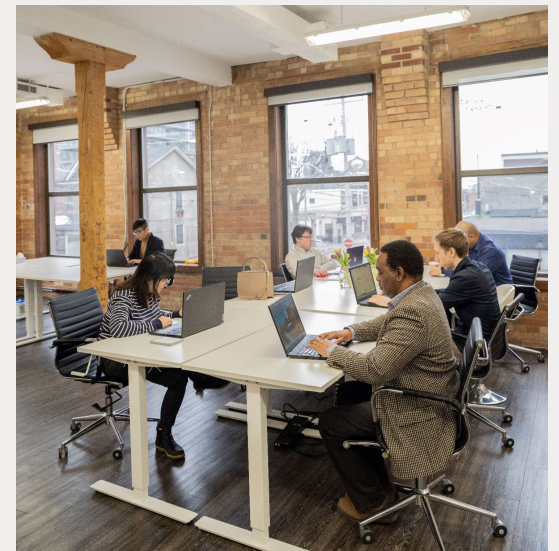


## 5.1 Decision

- Final decision by CAFII
- Candidate negotiations conducted by Managing Matters

## 5.2 Job offer

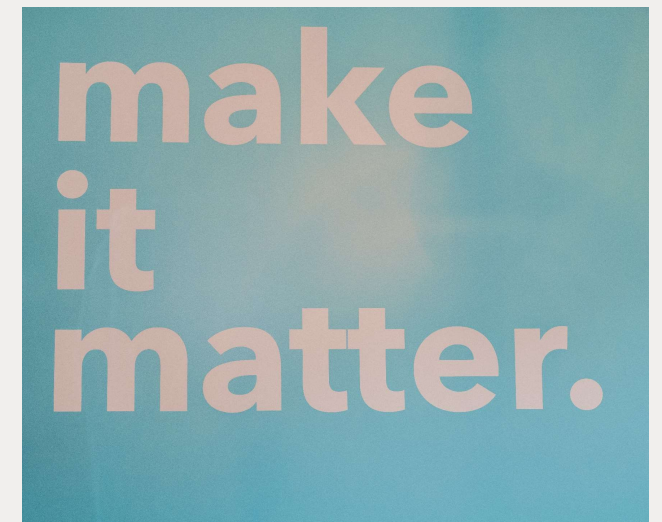
- Employment Contract to be provided by CAFII
- Managing Matters to arrange for electronic signatures and acceptance
- via DocuSign



# Onboarding



- Delivery and purchase of equipment can be made under separate billing through Managing Matters
- Training and transition plan
- 90 Day experience survey for both roles



# Replacement Guarantee



- If the candidate in either of the two roles; Research Analyst or Operations Manager leaves CAFII within the first 6 months from the first day of employments, Managing Matters will make every endeavor to find a suitable replacement at no additional cost.
- Exclusions:
  1. If the Job Description has changed or there is internal restructuring or redundancy resulting in a change to the position or replacement posting
  2. If the candidate resigns



# Fee Structure

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Summary	Fees	Product Fees
Preparing	\$ 1,500.00	
Sourcing	\$ 1,300.00	\$ 5,000.00
Screening	\$ 9,100.00	\$ 2,500.00
Selection	\$ 2,700.00	
Hiring	\$ 1,100.00	\$ 200.00
Onboarding	\$ 1,050.00	
<b>Total</b>	<b>\$ 16,750.00</b>	<b>\$ 7,700.00</b>
<b>Package Total</b>		<b>\$ 24,450.00</b>
<b>HST</b>		<b>\$ 3,178.50</b>
<b>Final</b>		<b>\$ 27,628.50</b>

# Payment Schedule

Payment to be made in 3 equal installments based on the below milestones/phases and anticipated dates of delivery/completion for each phase.

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Installments By Milestone	Anticipated Timeline	Installment	HST	Final Installment
1st Installment Preparing & Sourcing	Friday, June 30, 2023	\$ 8,150.00	\$ 1,059.50	\$ 9,209.50
2nd Installment Screening And Interviews Completed	Friday, July 14, 2023	\$ 8,150.00	\$ 1,059.50	\$ 9,209.50
3rd Selection and Hiring Completed	Saturday, September 30, 2023	\$ 8,150.00	\$ 1,059.50	\$ 9,209.50
<b>Total</b>		<b>\$24,450.00</b>	<b>\$ 3,178.50</b>	<b>\$ 27,628.50</b>

## **Briefing Note**

### **CAFII EOC Meeting 27 June, 2023—Agenda Item 6(c) Governance Matters-- Draft Minutes of May 16/23 EOC Meeting**

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#### **Purpose of this Agenda Item – *Approval***

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This is a request for approval.

#### **Background Information**

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EOC members will be asked to approve the minutes of the May 16, 2023 EOC Meeting.

#### **Recommendation / Direction Sought – *Update***

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This is an approval request item.

#### **Attachments Included with this Agenda Item**

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1 attachment.

**EXECUTIVE OPERATIONS COMMITTEE**  
**CANADIAN ASSOCIATION OF FINANCIAL INSTITUTIONS IN INSURANCE**  
**Tuesday, May 16, 2023, 2:00-3:30 pm EST —Virtual-Only Meeting**  
**MINUTES**

**EOC Present:**

Rob Dobbins	Assurant and EOC Chair
Karyn Kasperski	RBC Insurance and Vice Chair
Donald Hinnecke	RBC Insurance and Treasurer
Jennifer Russell	Assurant
Martin Boyle	BMO Insurance
Tejal Harri-Morar	BMO Insurance
Farhad Eslah	Canadian Tire Bank
Catherine Latulippe	Canadian Tire Bank
Afzal Baig	Chubb Life Insurance Company of Canada
John Juba	Chubb Life Insurance Company of Canada
David Self	CIBC Insurance
Ibrahim Idowu	CIBC Insurance
Konstance Allain	CIBC Insurance
Lauren Ross	CIBC Insurance
Cassandra Litniansky	CUMIS/The Co-operators
Michelle Costello	CUMIS/The Co-operators
Isabelle Choquette	Desjardins Insurance
Carmelina Manno	Manulife
Janet Pacini-Thibodeau	Manulife
Katia Umtoniwase	Manulife
Sharon Murrell-Foster	Manulife
Jonathan Poulin	National Bank Insurance
Fernando Heleno	RBC Insurance
Iman Muntazir	RBC Insurance
Alfonso Movilla	Scotia Insurance
Sean Kradjian	Scotia Insurance
Brad Kuiper	Scotia Insurance
John Burns	Securian Canada
Fay Coleman	TD Insurance
Peter Thorn	TD Insurance
Dallas Ewen	The Canada Life Assurance Company
Catherine Laspina	The Canada Life Assurance Company
Jason Beauchamp	The Canada Life Assurance Company
Jacqlyn Marcus	Valeyo
Marco DeiCont	Valeyo

**Regrets:**

Cynthia Golubic	Canadian Tire Bank
Doug Weir	CIBC Insurance
Almas Satwat	CUMIS/The Co-operators
Diane Quigley	CUMIS/The Co-operators
Jawid Kargger	CUMIS/The Co-operators

Nathalie Baron	Desjardins Insurance
Pierre-Olivier Cyr	Desjardins Insurance
Suzie Blanchard	Manulife
Ivan Murray	National Bank Insurance
Shannon Dowe	RBC Insurance
Charles MacLean	RBC Insurance
Stacey Hughes-Brooks	RBC Insurance
Andrea Stuska	TD Insurance
Fergal Murphy	TD Insurance
Moira Gill	TD Insurance
Deliska Beauregard	Securian Canada
Asma Desai	Securian Canada

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

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

EOC Chair Rob Dobbins called the meeting to order.

#### **Item 1 (a): Call to Order and Welcome to New EOC Members**

EOC Chair Rob Dobbins welcomed the following new EOC members, each of whom he invited to introduce themselves: Jason Beauchamp, Canada Life Assurance; Catherine Laspina, Canada Life Assurance; Catherine Latulippe, Canadian Tire Bank; Jonathan Poulin, National Bank Insurance; Sean Kradjian, Scotia Insurance; and Alfonso Movilla, Scotia Insurance.

#### **Item 2: Consent Items**

The following Consent Items that do not require any discussion or decisions were tabled:

- Consultations/Submissions Timetable
- May 2023 Regulatory Update
- Regulator and Policy-Maker Visit Plan Recap
- Summary of Board and EOC Action Items
- Board-Approved Schedule of CAFII 2023 Meetings and Events

### **Item 3: Financial Management Matters**

#### **Item 3 (a): CAFII Financial Statements as at April 30/23**

CAFII Treasurer Donald Hinnecke provided an update on CAFII's financial position, based on the Association's financial statements as at April 30, 2023, noting that CAFII was in a very strong financial position. Revenue was above budget due to new member Chubb Life Insurance Company of Canada, while expenses were in line with the budget. For the month of April, revenues came in at \$80K versus a budget of \$77K.

Mr. Hinnecke noted that due to the collection of the entire year's member dues at the beginning of the year, CAFII was intending to take out a short term cashable GIC in order to secure a higher interest yield from cash that was not needed in the short-term.

### **Item 3 (b): Forecast for CAFII 2023 Fiscal Year as at April 30/23**

CAFII Treasurer Donald Hinnecke reported that in terms of Accounts Receivable, all 2023 member dues had now been received. At this time, the forecast for the 2023 fiscal year was in line with the Board-approved Operating Budget and the Association's financial reserves as a percentage of annual operating expenses were still expected to fall within the target range of 25% to 50% by the end of the year.

### **Item 4: Committee Updates**

#### **Item 4 (a): Marketing Conduct & Licensing**

##### **i. Insights Gained from May 8/23 CAFII Preliminary Consultation Meeting with Insurance Council of BC Re Contemplated 'Competency Model' Component of Restricted Insurance Agency Licensing Regime To Be Launched In BC**

Keith Martin and Brendan Wycks reported that they had held a pre-meeting with Insurance Council of British Columbia representatives Brett Thibault, Director, Governance and Stakeholder Engagement; and Galen Aker, Stakeholder Engagement Specialist, on 26 April, 2023 at which CAFII laid the groundwork for why there were concerns around the Council's proposing a new Restricted Insurance Agency (RIA) licensing regime that would have "competency requirements" for individuals who offer insurance under a corporate RIA licence, noting that such a feature would move a corporate licensing regime in the direction of an individual licensing regime.

CAFII's subsequent 8 May, 2023 virtual dialogue meeting with Insurance Council of BC representatives on the same matter, at which over 15 CAFII member representatives participated, was an open and useful dialogue, with CAFII noting that its members already met the requirements for competency, and that often this was not done by training alone, but also by embedding expectations around documentation, disclosure, and information in the processes used by representatives who offer credit protection insurance and travel insurance to consumers. The Insurance Council of BC clarified that its expectations that a third party training module be developed would be met if a company had an adequate internal training program of its own.

##### **ii. Insights Gained from May 8/23 BCFSa Virtual Update Meeting With CAFII Re BCFSa's Plans For Proceeding With A BC Insurer Code of Market Conduct**

Keith Martin recalled that CAFII had requested that BCFSa not develop its own Insurer Code of Market Conduct (fair treatment of customers code), but rather use the existing CCIR/CISRO "Guidance: Conduct of Insurance Business and Fair Treatment of Customers." In the end, BCFSa informed CAFII in a May 8/23 virtual update meeting that it had a statutory obligation (Financial Institutions Amendment Act, 2019) to develop BC's own Insurer Code of Market Conduct, but that it had gone as far as it could to harmonize with the CCIR/CISRO Guidance. The BC-specific Insurer Code of Market Conduct will simply lift the existing language from the CCIR/CISRO Guidance, with small modifications to reflect that BCFSa does not regulate intermediaries, and to add some enforcement language.

**Item 4 (b): Quebec/AMF Issues**

**i. Insights Gained from April 26/23 CAFII Quebec/AMF Issues Committee Meeting**

Quebec/AMF Issues Committee Chair Jennifer Russell reported that the Committee has had several productive meetings. She noted that the Committee has focused on Bill 96, the Charter of the French Language, as well as on the AMF's in-development Regulation on Complaints Handling and Dispute Resolution.

**ii. AMF Annual Statement of Priorities, 2023-2024**

Keith Martin reported that a thorough review of the AMF's Annual Statement of Priorities, 2023-2024 had been included in the associated Briefing Note for this Agenda item in the consolidated package. He advised that the AMF had indicated that it would be looking at the CISRO strategic plan, which could be an opportunity to advance CAFII's position that CISRO play a stronger harmonization role around restricted insurance agent licensing regimes, especially given that AMF Superintendent Éric Jacob currently serves as CISRO Chair.

**Item 4 (c): Media Advocacy**

A written update from the Media Advocacy Committee was contained in the materials for this agenda item in the consolidated package.

**Item 4 (d): Research & Education**

**i. Next Steps Around Possible Public Release of Results of CAFII 2022 Tracking Study on 'Consumers' Satisfaction with Credit Protection Insurance'**

Research & Education Committee Vice-Chair Michelle Costello provided an overview of the status of the CAFII 2022 research tracking study on consumers satisfaction with CPI, noting that a presentation deck for the regulatory meetings would include the research results, with context for the findings around complaints around claims and satisfaction around how those complaints were handled. After that deck is distributed, members will be asked to provide feedback on whether they are comfortable with sharing those findings with regulators.

**Item 4 (e): Networking & Events**

**i. Plans for May 18/23 CAFII Webinar on Quebec's Charter of the French Language with Quebec-Based Legal Experts from Stikeman Elliott and Norton Rose**

Keith Martin provided with an update on the upcoming CAFII webinar with two lawyers on Quebec's Charter of the French Language.

**Item 5: Recent and Upcoming Strategic and Regulatory Initiatives**

**Item 5 (a): Insights Gained from CAFII Liaison Meetings with Insurance Regulators During CLHIA Conference in Montreal, May 3-5/23**

Brendan Wycks reported that meetings were held with Joanne Abram, CEO of the Alberta Insurance Council (AIC), and Joseph Fernandez, AIC's new Director of Compliance; as well as a lunch with April Stadnek, Executive Director, Insurance Councils of Saskatchewan, during the CLHIA Conference in Montreal from 3-5 May, 2023. Both meetings were very productive, and the meeting with Joanne Abram was well-attended with about 15 CAFII member representatives participating.

**Item 5 (b): Insights Gained from May 11/23 CAFII Special Purpose Virtual Meeting with AMF on Its Definition of Complaints and Related Complaints Handling Regime; and Next Steps Arising**

Keith Martin, Rob Dobbins, and Karyn Kasperski all reported that the May 11/23 CAFII special purpose virtual meeting with the AMF around its in-development Regulation respecting Complaints Handling and Dispute Resolution had been very productive, with Louise Gauthier agreeing that there was confusion around how to interpret the Regulation. Ms. Gauthier committed to further communication on the Regulation, especially with respect to what is an escalation and what is a reportable complaint. EOC members noted that it would be important also to address at a future meeting with the AMF the next steps in the file around winding down debtor spousal insurance coverage.

**Item 5 (c): Plans for June 8/23 CAFII/AMF Special Purpose Virtual Meeting on AMF Gathering of Industry Statistics on Claims Denials, and Utilization Intentions**

Keith Martin reported that CAFII had held a preparatory meeting for the 8 June, 2023 meeting with the AMF on the AMF's intentions with respect to the data it had gathered on debtor life, health, and employment (DLHE) insurance claims denials, and that the initial approach by CAFII on this issue would be to listen and try to better understand how the AMF intended to use these statistics.

**Item 5 (d): Insights Gained from Recent Meetings of FSRA's Stakeholder Advisory Committee (SAC) for Life and Health Insurance**

Keith Martin reported that two recent meetings of the FSRA Stakeholder Advisory Committee (SAC) for Life and Health Insurance had both focused on FSRA's recent investigation and enforcement activities related to the fact that some life and health insurance MGAs had been found to be deploying concerning sales practices. There were other issues also raised by Committee members, including around technology change, climate change, and the level of regulatory activity that the industry faced.

**Item 5 (e): Adjusted Schedule and Resulting Meetings Confirmed for CAFII Western Canada Insurance Regulators and Policy-Makers Visits Tour in Late May and June 2023**

Brendan Wycks provided an update on the current plans for two phases of visits to Western Canada to meet with insurance regulators and policy-makers – Saskatchewan and Manitoba in Phase 1; followed by BC and Alberta in Phase 2 -- noting that the plans were now nearly finalized.

**Item 6: Governance Matters**

**Item 6 (a): Implementation of Board-Approved 'New CAFII Management Structure' (Post-2023)**

Keith Martin reported that the CAFII Board had approved a proposal from Managing Matters to provide human resources support for the hiring of two new CAFII staff members who would have a significant period of orientation/training overlap with Brendan Wycks prior to his retirement at the end of 2023, and that the hiring plan was moving forward.

**Item 6 (b): Outcomes of First Meeting of CAFII Board Diversity Working Group**

The Chair of the CAFII Board Diversity Working Group, Tejal Harri-Morar, reported that the Working had held an initial meeting and determined that the name of the Working Group should be updated to CAFII Diversity, Equity, and Inclusion Working Group; and that the first step in carrying out its mandate would be to canvas member companies to learn what policies, procedures, guidance, etc. they already have available around DEI.



**Item 6 (c): Plans for June 6/23 CAFII 2023 Annual Meeting of Members; First Meeting of 2023-24 Board of Directors; and Immediately Ensuing Reception Event**

Brendan Wycks reported that the Reception following the 6 June, 2023 CAFII Board Meeting will feature a speech from Canadian Bankers Association CEO Anthony Ostler.

**Item 6 (d): Change In Date of Next EOC Meeting to Tuesday, June 27/23**

Brendan Wycks reported that due to the upcoming CAFII 2023 Western Canada Insurance Regulators and Policy-Makers Visits Tour, the next meeting of the EOC had been pushed back by a week, to Tuesday, June 27, 2023.

**Item 6 (e): Draft Minutes of April 4/23 Board Meeting**

The EOC endorsed the draft minutes of the April 4, 2023 CAFII Board meeting, for presentation to the Board for approval at its own next meeting on June 6/23.

**Item 6 (f): Draft Minutes of April 25/23 EOC Meeting**

The EOC approved the draft minutes of its previous meeting held April 25, 2023.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 7(a)**

**Read Only Items--Appointment of a New Director to the CAFII Board: Julie Gaudry, RBC Insurance**

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### **Purpose of this Agenda Item – Read Only**

This is a Read Only item.

### **Background Information**

Julie Gaudry has been appointed as the new CAFII Director from RBC Insurance.

### **Recommendation / Direction Sought – Read Only**

This is a Read Only item.

### **Attachments Included with this Agenda Item**

1 attachment.

***Agenda Item 7(a)***  
***June 27/23 EOC Meeting***

**Julie Gaudry**  
**Vice President, Creditor Insurance, RBC Insurance**

Julie's role is to work collaboratively with all parts of the organization to develop and execute the Creditor Insurance business strategy and champion innovative ideas and solutions. She is responsible for identifying opportunities to enhance existing creditor insurance products and launch new products in conjunction with third-party partners.

Julie joined RBC Insurance in 2014, as Director, Group Strategy and she was promoted in 2017 to Senior Director, Group Insurance, where she led a team with P&L accountability and had responsibility for the overall strategic direction for RBC Insurance's Group Benefits. Under Julie's leadership, the Group Benefits business has experienced significant growth in profitability and above-industry average revenue growth.

Before joining RBC in 2006, Julie practised as a Doctor of Chiropractic. She holds a Bachelor of Kinesiology from McMaster University and a Doctor of Chiropractic from the Canadian Memorial Chiropractic College.

## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 7(b)**

**Read Only Items-- CAFII and FCNB Exchange Around Deferral Of Contemplated Virtual Liaison Meeting in May 2023 In Favour of September 2023 In-Person/Hybrid Meeting As Part of CAFII's Atlantic Canada Regulators Visits Tour**

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### **Purpose of this Agenda Item – Read Only**

This is a Read Only item.

### **Background Information**

CAFII has suggested that it not meet FCNB virtually at this time, and instead engage in a dialogue with representatives from FCNB during CAFII's Regulators and Policy-Makers Visits Tour to Atlantic Canada in the Fall of 2023.

### **Recommendation / Direction Sought – Read Only**

This is a Read Only item.

### **Attachments Included with this Agenda Item**

No attachments.

**Agenda Item 7(b)**  
**June 27/23 EOC Meeting**

**CAFII and FCNB Exchange Around Deferral of Contemplated Virtual Liaison Meeting in May 2023 In Favour of September 2023 In-Person/Hybrid Meeting As Part of CAFII's Atlantic Canada Regulators Visits Tour**

**From:** Brendan Wycks <[brendan.wycks@cafii.com](mailto:brendan.wycks@cafii.com)>

**Sent:** April 19, 2023 4:19 PM

**To:** Mazerolle, Angela (FCNB) <[angela.mazerolle@fcnb.ca](mailto:angela.mazerolle@fcnb.ca)>

**Cc:** Weir, David (FCNB) <[david.weir@fcnb.ca](mailto:david.weir@fcnb.ca)>; Keith Martin <[Keith.Martin@cafii.com](mailto:Keith.Martin@cafii.com)>; Jake Becker <[jake.becker@cafii.com](mailto:jake.becker@cafii.com)>; Picard, Robert (FCNB) <[Robert.Picard@fcnb.ca](mailto:Robert.Picard@fcnb.ca)>; Haines, Catherine (FCNB) <[Catherine.Haines@fcnb.ca](mailto:Catherine.Haines@fcnb.ca)>; Sutherland Green, Jennifer (FCNB) <[jennifer.SutherlandGreen@fcnb.ca](mailto:jennifer.SutherlandGreen@fcnb.ca)>

**Subject:** Request For FCNB/CAFII Liaison Meeting On The Sidelines Of Upcoming 2023 CLHIA Compliance and Consumer Complaints Conference In Montreal

Hi, Angela.

As you know, mutually beneficial relationship-building, communications, and dialogue with insurance regulators and policy-makers from across the country are a key part of CAFII's mission and mandate.

And with the restrictions on in-person meetings caused by the COVID-19 pandemic now largely behind us in 2023, we are pleased to be able to return to arranging in-person meetings with key insurance regulators and policy-makers, such as yourself, after a nearly four-year hiatus.

In that connection, we're reaching out at this time in the hopes of arranging a liaison meeting with you and any FCNB Insurance Division staff colleague(s) who will be present with you in Montreal in the first week of May, in connection with the 2023 CLHIA Compliance and Consumer Complaints Conference happening there, to have some information-sharing and dialogue: mainly around FCNB's implementation of Rule INS-001, the related launch of the province's new Restricted Insurance Representative (RIR) licensing regime, and CAFII member company adaptation and compliance; along with other provincial, national, and international insurance regulatory issues of mutual interest.

Here are some possible date/time options, all associated with the 2023 CLHIA Compliance and Consumer Complaints Conference which we will be attending and at which you are a panel presenter on Wednesday morning, May 3/23:

- a dinner meeting at around 8:00 p.m. on Tuesday, May 2/23 at the Omni Mont Royal Hotel (the conference hotel) or a nearby restaurant, if you will have arrived at the conference hotel by that evening;
- a breakfast meeting from 7:15 to 8:30 a.m. on Wednesday, May 3/23 at the Omni Mont Royal Hotel (the conference hotel);

- a lunch meeting from 12:05 to 12:55 p.m. on Wednesday, May 3/23 at the Omni Mont Royal Hotel (the conference hotel); or
- a dinner meeting at 7:30 p.m. on Wednesday, May 3/23 at the Omni Mont Royal Hotel (the conference hotel) or a nearby restaurant, if you will be staying on in Montreal through to that evening.

Please consider these options for a meeting and let us know if any of them will work for you, Angela.

We look forward to hearing back from you at your earliest convenience, and to confirming a meeting with you during the upcoming CLHIA Conference in Montreal.

**Brendan Wycks, BA, MBA, CAE**

Co-Executive Director

Canadian Association of Financial Institutions in Insurance

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**From:** Mazerolle, Angela (FCNB) <[angela.mazerolle@fcnb.ca](mailto:angela.mazerolle@fcnb.ca)>

**Sent:** Monday, April 24, 2023 2:51 PM

**To:** Brendan Wycks <[brendan.wycks@cafii.com](mailto:brendan.wycks@cafii.com)>

**Cc:** Weir, David (FCNB) <[david.weir@fcnb.ca](mailto:david.weir@fcnb.ca)>; Keith Martin <[Keith.Martin@cafii.com](mailto:Keith.Martin@cafii.com)>; Jake Becker <[jake.becker@cafii.com](mailto:jake.becker@cafii.com)>; Picard, Robert (FCNB) <[Robert.Picard@fcnb.ca](mailto:Robert.Picard@fcnb.ca)>; Haines, Catherine (FCNB) <[Catherine.Haines@fcnb.ca](mailto:Catherine.Haines@fcnb.ca)>; Gabriel, Julie (FCNB) <[julie.gabriel@fcnb.ca](mailto:julie.gabriel@fcnb.ca)>

**Subject:** RE: Request For FCNB/CAFII Liaison Meeting On The Sidelines Of Upcoming 2023 CLHIA Compliance and Consumer Complaints Conference In Montreal

Good afternoon, Brendan. Thank you very much for the invitation to meet. Unfortunately, CISRO meetings are also taking place next week so it is proving difficult to find a time when both David and I are available to meet in person. I also think it would be beneficial for our Acting Director, Robert Picard, to attend any meeting, and so would instead suggest we schedule a virtual get-together between us all the following week. If you could provide some dates/times that work for your group the week of May 8 – 12, we'll endeavor to set up a meeting time that works for all.

Thanks,

**Angela Mazerolle**

Vice President, Regulatory Operations / Superintendent of Insurance

Financial and Consumer Services Commission

Commission des services financiers et des services aux consommateurs

**From:** Brendan Wycks

**Sent:** Monday, May 15, 2023 1:09 PM

**To:** Mazerolle, Angela (FCNB) <angela.mazerolle@fcnb.ca>

**Cc:** Weir, David (FCNB) <david.weir@fcnb.ca>; Keith Martin <Keith.Martin@cafii.com>; Jake Becker <jake.becker@cafii.com>; Picard, Robert (FCNB) <Robert.Picard@fcnb.ca>; Haines, Catherine (FCNB) <Catherine.Haines@fcnb.ca>; Gabriel, Julie (FCNB) <julie.gabriel@fcnb.ca>; Sutherland Green, Jennifer (FCNB) <jennifer.SutherlandGreen@fcnb.ca>

**Subject:** Proposed CAFII Visit To New Brunswick Superintendent of Insurance and Related FCNB Team Members on Wednesday, September 20/23; or, Alternatively, on Thursday, September 21/23

Hi, Angela.

It was a pleasure to chat with you briefly in-person at the 2023 CLHIA Compliance and Consumer Complaints Conference in Montreal on Wednesday, May 3.

In that conversation, I shared that upon further reflection and with further input from our member company representatives, CAFII would prefer to defer its request for a liaison meeting with you and FCNB staff executive colleagues to the Fall of this year.

Our primary purpose in requesting a meeting with you on the sidelines of the CLHIA Conference was to thank you, as Vice President, Regulatory Operations and Superintendent of Insurance at FCNB, and the other relevant members of the FCNB staff team for the following developments:

- the granting of a 60 day extension – to June 30/23 – for prospective Restricted Insurance Representative (RIR) licensees to submit their completed RIR applications via the FCNB licensing portal;
- the clarification that Director Disclosure Forms and Criminal Record Checks will not be required of RIR applicants that are federally regulated by OSFI or are already licenced by FCNB; and
- your Superintendent's exemption stipulating that, in accordance with section 3.1 (1) of the *Insurance Act*, Restricted Insurance Representatives from deposit-taking institutions or who are subject to the *Insurance Companies Act*, SC 1991, c. 47 are exempted from the requirement to hold a trust account under section 364(1) of the *Insurance Act* and Part 14 of Rule INS-001 Insurance Intermediaries Licensing and Obligations, subject to certain terms and conditions.

Please consider this email to be CAFII's written delivery of that message of thanks and appreciation.

At this time, the CAFII member companies that are in the process of filing their initial RIR licence application with FCNB would like to dedicate their undivided attention to getting their application fully completed by the new June 30/23 deadline.

Rather than arranging a CAFII/FCNB virtual liaison meeting at the present time, we would instead like to organize an in-person/hybrid for the Fall at your office in Fredericton.

With the restrictions on travel and on in-person meetings caused by the COVID-19 pandemic now largely behind us in 2023, we are pleased to be able to return to arranging in-person meetings with key insurance regulators and policy-makers, such as you and your FCNB Insurance Division team, after a nearly four-year hiatus. As you know, mutually beneficial relationship-building, communications, and dialogue with insurance regulators and policy-makers from across the country form a key part of our Association's mission and mandate.

In that connection, we are now able to confirm our plans for a CAFII Atlantic Canada Insurance Regulators and Policy-Makers Visits Tour this Fall, with the initial plan calling for a CAFII delegation to visit New Brunswick on either Wednesday, September 20/23 or Thursday, September 21/23.

Please consider the Draft CAFII 2023 Atlantic Canada Tour Itinerary below, and let us know at your earliest convenience whether Wednesday, September 20/23 or Thursday, September 21/23 will work for you to host a CAFII delegation of six to 10 representatives for an in-person/hybrid meeting at your office in Fredericton?; or if you would prefer that we make a switch and instead visit New Brunswick on Wednesday, October 4/23 or Thursday, October 5/23?

**Atlantic Canada Tour: Fall 2023**

New Brunswick and Prince Edward Island (or Prince Edward Island followed by New Brunswick, depending upon optimal order)

- Wednesday, September 20/23;
- Thursday, September 21/23; and
- Friday, September 22/23 (if needed)

Nova Scotia and Newfoundland and Labrador (or Newfoundland and Labrador followed by Nova Scotia, depending upon optimal order)

- Wednesday, October 4/23;
- Thursday, October 5/23; and
- Friday, October 6/23 (if needed)

Best regards,

**Brendan Wycks, BA, MBA, CAE**

Co-Executive Director

Canadian Association of Financial Institutions in Insurance

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## **Briefing Note**

**CAFII EOC Meeting 27 June, 2023—Agenda Item 7(c)**

**Read Only Items-- Plans for September 27/23 CAFII Webinar with Stuart Wilkinson, Director,  
Consumer Office, FSRA**

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### **Purpose of this Agenda Item – Read Only**

This is a Read Only item.

### **Background Information**

Plans have firmed up for a CAFII fireside chat webinar with Stuart Wilkinson, Chief Consumer Officer, FSRA with the subject matter being the FSRA Consumer Office, which he heads up. That webinar is now scheduled for 26 September, 2023 from 1:00 to 2:00 pm EST.

### **Recommendation / Direction Sought – Read Only**

This is a Read Only item.

### **Attachments Included with this Agenda Item**

No attachments.