

### CAFII Executive Operations Committee Meeting

**Date:** Tuesday, March 21, 2017  
**Location:** RBC Insurance  
155 Wellington Street West  
11th Floor, [Asia Room]  
Toronto ON M5V 3K7

**Chair:** E. Fang, Chair  
**Time:** 2:00 – 4:00 p.m.  
**Dial-in:** 416-764-8662 or 1.888-884-4534  
Participant: 4532491#  
Moderator: 5829171#

#### Agenda

Item	Presenter	Action	Document
1. Call to Order a. Welcome to Rob Dobbins, Assurant Solutions	E. Fang		
2. Approval of Agenda and Previous Minutes a. EOC Minutes of Feb 21/17 b. Summary of Board and EOC Action Items	All B. Wycks	Approval Update	✓ ✓
3. CAFII Financial Management a. Financial Statements as at Feb 28/17 b. Draft CAFII 2016 Audited Financial Statements	R. Rajaram R. Rajaram	Approval Approval	✓ ✓
4. Strategy and Governance a. 2017 Co-Executive Directors Balanced Scorecard b. Proposed CAFII Strategic Planning Session	B. Wycks/K. Martin K. Martin/ B. Wycks	Review Discussion	✓
5. Regulatory a. Consultations/Submissions Timetable i. Quebec Omnibus Bill on Financial Sector Modernization ii. Saskatchewan Insurance Regulations Consultation b. Regulatory Update i. CCIR Annual Statement on Market Conduct ii. CCIR Travel Health Insurance Review iii. Alberta Decision on CI Sold Under a Restricted Certificate c. Regulator and Policy-Maker Visit Plan	B. Wycks R. Beckford/B. Wycks B. Wycks B. Wycks B. Wycks S. Manson/K. Martin/B. Wycks B. Wycks B. Wycks	Update Update Update Update Update Update Update Update	✓   ✓   ✓
6. Committee Updates a. Market Conduct b. Media Advocacy i. CAFII Website Modernization c. Licensing Efficiency Issues d. Research & Education e. Travel Medical Experts	R. Beckford C. Blaquiere K. Martin M. Gill D. Quigley S. Manson	Update Update Update Update Update Update	
7. Other Business a. CAFII 20 <sup>th</sup> Anniversary Celebration on April 5/17 b. CAFII Trademarks Renewal	B. Wycks B. Wycks	Update Update	✓

**Next Board Meeting:** Wednesday, April 5/17, 2:30 to 4:30 p.m., location: TD Insurance, 2<sup>nd</sup> Floor, Cape Breton Room, 320 Front St, Toronto; to be immediately followed by CAFII 20<sup>th</sup> Anniversary Celebration, 5:00 to 7:30 p.m., at Ripley's Aquarium, Toronto.

**Next EOC Meeting:** Tuesday, April 25/17, 2:00 to 4:00 p.m.; location: CIBC Insurance, 33 Yonge Street, 7th Floor NW, Norway Room, Toronto, ON M5E 0A9

## CAFII EOC Meeting Minutes

Tuesday, February 21, 2017

Location: TD Insurance

320 Front Street, 2nd Floor,

Algonquin Room

Toronto, ON

<b>EOC Present:</b>	Rose Beckford Charles Blaquiére Eleanore Fang Moirá Gill John Lewsen Sue Manson Raja Rajaram Andrea Stuska	ScotiaLife Financial (by teleconference) Canadian Premier Life Co. (by teleconference) TD Insurance, Chair TD Insurance (for part) BMO Insurance (by teleconference, for part) CIBC Insurance CIBC Insurance (by teleconference, for part) TD Insurance (by teleconference, for part)
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<b>Also Present:</b>	Emily Cloutier Keith Martin Brendan Wycks	T•O Corporate Services, Recording Secretary CAFII Co-Executive Director CAFII Co-Executive Director
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<b>Regrets:</b>	Carol Allen Jason Beauchamp Isabelle Choquette Katherine Geisler Charles MacLean Jerome Savard Diane Quigley	Assurant Solutions BMO Insurance Desjardins Financial Security CIBC Insurance RBC Insurance Desjardins Financial Security CUMIS Group
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### 1) Call to Order

E. Fang called the meeting into session at 2:07 p.m. E. Fang acted as Chair; E. Cloutier acted as Recording Secretary. E. Fang welcomed K. Martin, CAFII's new Co-Executive Director, to his first EOC meeting.

### 2) Approval of Agenda and Previous Minutes

#### a) Agenda

The agenda for this February 21, 2017 Executive Operations Committee meeting was approved as circulated.

#### b) EOC Minutes of January 17, 2017

The Executive Operations Committee meeting minutes of January 17, 2017 were approved as presented.

#### c) Summary of Board and EOC Action Items

B. Wycks provided an update on the Summary of Board and EOC Action Items, briefly commenting on items that had been completed since the January 2017 EOC meeting.

With respect to Action Item #6, B. Wycks advised that A. Ciappara of the Canadian Bankers Association had promised to get back to CAFII once the CBA had decided how it was going to seek redress from Finance Canada related to the unintended harmful consequences for creditor's group insurance arising from how Bill C-29 is worded. It was agreed that B. Wycks should follow-up with A. Ciappara for an update on this matter.

***ACTION: Reach out to A. Ciappara, Director, Credit Market and Economic Policy, Canadian Bankers Association, for an update on the CBA's plan and actions for seeking redress with Finance Canada re deficiencies in Bill C29, Budget Implementation Act's Consumer Framework related to creditor insurance and stand-alone insurance products [Brendan, March 15/17].***

**3) CAFII Financial Management**

**a) Financial Statements as at January 31/17**

Reporting on CAFII's financial statements as at January 31/17, Treasurer R. Rarajarm noted that there was very little to report, given that the statements reflected the results of just one month of financial activity in the new fiscal year. It was also noted that January was an anomalous month in terms of expenses because new CAFII Co-Executive Director K. Martin joined the Association's staff on January 23; and therefore, the payroll costs associated with his being a member of the staff team only impacted the Management Fees line item for one-fourth of the month.

**b) 2017 CAFII Membership Dues**

B. Wycks advised that 2017 membership dues renewal letters and first instalment invoices had been sent out on February 16/17 to all Foundation and Regular Members of the Association; and similar correspondence was also sent out at that time to the 10 Associates, including their single annual dues invoice. The renewal letter communicated the good news about the Board's recent decision to change the Association's staffing model and the resulting recent addition of K. Martin as Co-Executive Director.

**4) Regulatory**

**a) Consultations/Submissions Timetable**

**i. Quebec Omnibus Bill on Financial Sector Modernization**

B. Wycks advised that CAFII was still monitoring this issue, as there had been no further update as to when the Quebec Ministry of Finance would be tabling the Omnibus Bill.

**ii. Saskatchewan Insurance Regulations Consultation**

B. Wycks reported that on Friday, February 17/17, he had received a phone call from Jan Seibel, Legal Counsel with the Financial Consumer Affairs Authority (FCAA) of Saskatchewan and lead on its Insurance Act and Regulations Re-write file, in which she advised that the FCAA "had heard and appreciated the concerns expressed by CAFII and other industry stakeholders" that the planned April 2017 implementation date for the new Insurance Act and its related Regulations was not realistic or achievable; and therefore the FCAA had recently decided that the implementation/proclamation into force date would be pushed back by one year to Spring 2018.

When asked if she would be able to put that happy news into writing via a short email, Jan replied "not at this time" because the decision had not yet been communicated to higher authorities within the Government and, in that sense, had not yet been officially approved. However, once those necessary steps have occurred, an official announcement about the pushed-back implementation date would be issued in due course.

**iii. CCIR 2017-2020 Strategic Plan**

B. Wycks advised that CAFII had made a submission on January 20/17 in response to CCIR's request for written input from stakeholders for the development of its 2017-2020 Strategic Plan. The submission had been vetted by EOC members and the final version had been previously disseminated.

**b) Regulatory Update**

**i. CCIR Annual Statement on Market Conduct**

B. Wycks reminded EOC members that a CAFII member-exclusive webinar on the Annual Statement on Market Conduct – Life and Health would be presented by CCIR representatives L. Balfour and M. Boyle on March 1/17 from 1:00 to 3:00 p.m. Eastern.

In addition, M. Boyle had recently advised that insurers would have access to the Portal being developed by the AMF for Annual Statement submissions by no later than March 28/17, approximately one month prior to the May 1/17 filing deadline.

In EOC discussion about the upcoming CCIR webinar for CAFII members on the Annual Statement – Life and Health, B. Wycks advised of the four questions which H. Pabani of TD Insurance had provided and which CAFII had submitted to M. Boyle, as requested, so that they could be addressed as part of the webinar.

R. Beckford raised an additional uncertainty around the definition of “lawsuit” found in the final Annual Statement – Life and Health, which perhaps should be communicated to CCIR as an additional question. She noted that at 3(h) in the Annual Statement, “lawsuit” is defined as “a court case involving a dispute between the insurer and the insured, based on an insurance product.” So the question that naturally arises is does that mean that a court case involving a dispute between the insurer and the beneficiary need not be reported under Questions #10 and #11 of the Annual Statement?

In EOC discussion, it was agreed that R. Beckford had raised a pertinent question which should be framed as a requested clarification and forwarded to M. Boyle so that it can be addressed in CCIR’s upcoming webinar for CAFII members.

***ACTION: Craft a clarification email to M. Boyle with a question regarding the definition of “lawsuits” within the Annual Statement, re whether disputes between an insurer and a beneficiary are outside the scope of this definition [Brendan, February 24/17]***

#### **ii. CCIR Travel Health Insurance Review**

B. Wycks advised that a delegation of CAFII representatives would be meeting with CCIR’s Travel Insurance Working Group (TIWG) on February 22/17 at 10 a.m. for the purpose of reviewing the draft Recommendations which the TIWG proposes to include in its upcoming Position Paper. The draft Recommendations, which had been forwarded to B. Wycks on February 17/17, were being shared with industry stakeholders under a strict Confidentiality Agreement, so could not be discussed in detail as part of today’s EOC meeting.

#### **iii. Alberta Decision On CI Sold Under A Restricted Certificate**

B. Wycks recalled that in her December 22/16 letter to CAFII communicating the Alberta Life Insurance Council’s decision to approve a definition of critical illness insurance to be offered as “credit-related insurance” under a Restricted Certificate of Authority, J. Abram, CEO of the Alberta Insurance Council, had indicated that the approved definition would be published on the AIC’s web site sometime in January 2017.

Because the definition had not yet appeared on the AIC website, Mr. Wycks continued, he had recently sent a follow-up email to Ms. Abram asking for an update on when the definition would be posted and, thereby, officially communicated to the industry and the public.

In EOC discussion of this matter, R. Beckford asked if any member of the Association had identified any potential problems with the definition of critical illness insurance which the LIC had approved and which the AIC was intending to publish as part of its multi-part definition of what constitutes “credit-related insurance.” Members indicated that they had not identified any potential problems with the definition approved by Alberta’s LIC.

R. Beckford noted that some industry colleagues had recently expressed to her that there may still be some concerns about the approved definition which could lead to problems for the industry down the road.

It was therefore agreed that B. Wycks should connect with CLHIA to find out its views on the approved definition; and also reach out to J. McCutcheon of Borden Ladner Gervais and ask her to review the approved definition in order to ensure that there are no issues with it from an industry-wide legal perspective.

***ACTION: Contact E. Hiemstra at CLHIA to ask her to review the definition of Creditors' Critical Illness Insurance approved by the Alberta LIC to ensure there are no issues with it from CLHIA's broader industry perspective [Brendan, February 28/17].***

***ACTION: Contact J. McCutcheon of BLG to ask her to review the definition of Creditors' Critical Illness Insurance approved by the Alberta LIC to ensure there are no issues with it from an industry-wide legal perspective [Brendan, February 28/17].***

#### **c) Regulator and Policy-Maker Visit Plan**

B. Wycks highlighted recent updates that had been made to the Regulator and Policy-Maker Visit Plan, noting that – as previously discussed with and supported by the DOC at its January meeting -- following the CAFII 20<sup>th</sup> Anniversary Celebration on April 5/17, he and K. Martin would be formulating a plan for regulatory visit tours to Western Canada and Atlantic Canada, in particular to create an opportunity for K. Martin to meet and become acquainted with key regulators and policy-makers across Canada.

M. Gill noted that CISRO holds face-to-face meetings of its members twice per year in different places across the country; and it may be advantageous to find out if CAFII could host a dinner or lunch in conjunction with one of those CISRO meetings this year as doing so would provide an opportunity to meet and dialogue with several regulators, all in one setting. She noted it would be worthwhile to provide a CAFII presentation at a CISRO meeting as well, if such an opportunity could be arranged.

***ACTION: Contact R. Fullan, Chair of CISRO, regarding scheduling an opportunity for CAFII representatives, including new Co-ED K. Martin, to meet with CISRO representatives in conjunction with one of its semi-annual face-to-face meetings [Brendan, February 28/17].***

R. Beckford also suggested that the upcoming 2017 CLHIA Compliance and Consumer Complaints Annual Conference, from May 3-5 in London, Ontario, would provide another opportunity to arrange a get-acquainted and liaison meeting with regulators who will be speaking as part of the conference program. B. Wycks indicated that he and K. Martin would definitely factor meeting opportunities at that CLHIA Conference into their upcoming visits plan.

#### **5) Committee Updates**

##### **a) Market Conduct**

R. Beckford, Chair of the Market Conduct Committee, reported that she had attended the Financial Consumer Agency of Canada (FCAC)'s annual information session for industry compliance professionals in Toronto on February 6/17. Both Commissioner Lucie Tedesco and Deputy Commissioner Brigitte Goulard were in attendance.

The FCAC is working on its new supervisory framework, which it held a consultation about last year, and expects to be in a position to implement it on October 1/17. The FCAC has developed a multi-year implementation plan for the new supervisory framework.

The information session included a presentation on home equity loan products, but not much of the session was particularly relevant to insurance.

In that connection, the FCAC also issued a letter to all federally regulated financial institutions on February 3/16. The purpose of the Bulletin was to reinforce the FCAC's expectations that institutions must obtain consumers' express consent for giving them a new financial product or service, including credit cards, in accordance with regulatory requirements.

B. Wycks advised that the FCAC had recently made a wholesale change-over of the 15 members on National Financial Literacy Leader Jane Rooney's Steering Committee. There was general support for B. Wycks' suggestion that when the FCAC is next looking to re-populate its Financial Literacy Steering Committee, two years hence, CAFII may want to put forward one or two nominees. K. Martin noted that he has worked with two of the people just appointed to the Financial Literacy Steering Committee; and it may be worthwhile to reach out to them and build a relationship prior to the next opportunity for committee nominations.

**b) Media Advocacy**

C. Blaquiére, Chair of the Media Advocacy Committee, advised that a new, consumer-friendly draft content for an overhauled CAFII website had recently been developed by media consultant D. Moorcroft, in conjunction with Media Advocacy Committee members and search engine optimization experts RankHigher. At this point, there will be an initial review of the draft content by a small group comprised of S. Manson, K. Martin, B. Wycks, E. Fang and C. Blaquiére. Once that initial review has been completed, the review group will be broadened to include other EOC members. In addition, at that time, RankHigher will provide a sample page structure and navigation map for the new website.

R. Beckford noted that some EOC members may have access to colleagues in their FIs who are consumer/media subject matter experts and could provide valuable feedback.

**c) Licensing Efficiency Issues**

M. Gill, Chair of the Licensing Committee, advised that K. Martin would be supporting her with Co-Executive Director support for the committee. Her TD Insurance colleague H. Pabani is arranging an on-site tour for K. Martin of a call centre at TD Insurance to see how it works within the organization. M. Gill suggested that if any other CAFII members are able to arrange a tour for K. Martin of their call centre facilities, that would be beneficial.

The Licensing Committee's priorities will be refreshed via a meeting in April 2017, following completion of K. Martin's orientation to the committee's issues, M. Gill concluded.

***ACTION: Reach out to M. Gill/K. Martin regarding coordinating dates for a refresh meeting of the Licensing Committee in April 2017 [Emily, February 24/17].***

**d) Research & Education**

No updates at this time.

**e) Travel Medical Experts**

S. Manson advised that there were no specific updates from the Travel Media Experts Working Group at this time. However, much new information would likely emerge from the upcoming CAFII stakeholder meeting with the CCIR TIWG on February 22/17.

A. Stuska advised that she had been able to participate by phone in CLHIA's stakeholder meeting with the CCIR TIWG earlier that day. She advised that H. James walked the CLHIA group through the draft Recommendations intended for inclusion in the TIWG's upcoming Position Paper on Travel Health Insurance Products, but the meeting was not organized or conducted in a manner that allowed CLHIA's representatives to provide feedback on the draft Recommendations



6) **Other Business**

a) **CAFII Strategic Plan Development**

K. Martin advised that through his get-acquainted meetings with each CAFII committee chair, he has identified a need to create long-term strategies for each committee. For example, with respect to the Research & Education Committee, the Association might want to develop position/white papers to help move CAFII into a position of being a thought-leader within the industry.

E Fang supported K. Martin's proposal, noting that now that CAFII has the staff resources to consider re-focusing its mandate and possibly expanding its roster of value-added services for Members and Associates, it was opportune to review all of the Association's committees and related initiatives and renew and refresh our strategy as to what CAFII should be and what it should be pursuing. It was timely this year to lay out a strategy and seek commitments and investments for the longer term, she indicated.

With respect to timelines and process for the development of a CAFII strategic plan, there was general agreement with the following:

- secure support from the CAFII Board of Directors at its April 5/17 meeting, based on light proposal material, for a CAFII strategic plan development process and timeline;
- use April and May 2017 EOC meetings to agree on the nuts and bolts of a strategic plan development process and advance it, which may involve a dedicated, half-day session for EOC members;
- provide an interim strategic plan development report to the Board at its June 6/17 meeting;
- complete strategic plan development process; polish and finalize the plan between June and early October 2017;
- present EOC-approved CAFII Strategic Plan at October 3/17 Board meeting for discussion and approval.

b) **CAFII 20th Anniversary Celebration on April 5/17**

E. Cloutier provided an update on arrangements being made for CAFII's 20<sup>th</sup> Anniversary Celebration at Ripley's Aquarium in Toronto on April 5/ 17.

With respect to proposed graphic designs for special banners to be made for the Anniversary event and the rest of the 2017 anniversary year, there was EOC consensus that CAFII should have both suggested banner designs produced; and then use the one with the fireworks only for the April 5/16 event alone.

***ACTION: Communicate selected CAFII 20th Anniversary banner designs to graphic designer; and ensure production is complete prior to April 5/17 event [Emily, March 15/17].***

Ms. Cloutier also sought EOC members' advice with respect to the wines to select from the caterer for the event. It was agreed that a selection of wines from different regions of Canada should be available at the Anniversary Celebration, to the degree possible.

***ACTION: Speak to caterer for the CAFII 20th Anniversary Celebration re sourcing wines from across Canada for the Reception event; then send wine list to A. Stuska and J. Lewsen for selections [Emily, March 10/17].***

7) **Termination**

There being no further business, the meeting was terminated at 3:44 p.m.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Recording Secretary

Summary of CAFII Board and EOC Action Items					
Source		Action Item	Responsible	Deadline	Status 16-Mar-2017
		<b>BC Ministry of Finance &amp; FICOM Regulatory Issues</b>			
1	EOC Feb 16, 2016	• Investigate opportunities to engage with BC Ministry of Finance to provide information and find out more about what will be included in the Policy Paper to be released in late 2016.	Brendan	Ongoing	In progress
		<b>Alberta Critical Illness Insurance Issue</b>			
2	EOC Feb 21, 2017	• Contact E. Hiemstra to ask her to review the definition of Creditors' Critical Illness Insurance approved by the Alberta LIC to ensure there are no issues with it from CHLIA's broader industry perspective.	Brendan	28-Feb-17	Complete
3		• Contact J. McCutcheon to ask her to review the definition of Creditors' Critical Illness Insurance approved by the Alberta LIC to ensure there are no issues with it from an industry-wide legal perspective.	Brendan	28-Feb-17	Deferred
		<b>Canadian Insurance Services Regulatory Organizations (CISRO)</b>			
4	EOC Feb 21, 2017	• Contact R. Fullan, Chair of CISRO, regarding scheduling an opportunity for CAFII representatives, including new Co-ED K. Martin, to meet with CISRO representatives in conjunction with one of its semi-annual face-to-face meetings.	Brendan	28-Feb-17	Complete
		<b>CCIR</b>			
5	EOC Feb 21, 2017	• Craft an email to M. Boyle with a question regarding the definition of "lawsuits" within the Annual Statement, re whether disputes between an insurer and a beneficiary are outside of the scope of this definition.	Brendan	24-Feb-17	Complete
		<b>Ontario Ministry of Finance &amp; FSCO Regulatory Issues</b>			
6	EOC Jan 17, 2017	• Follow-up with S. Roberts, FSRA Implementation Secretariat, with a request that CAFII be given an opportunity to provide input for the Secretariat's development of draft Regulations.	Brendan	3-Feb-17	In progress
		<b>Finance Canada Regulatory Issues</b>			
7	EOC Feb 21, 2017	• Reach out to A. Ciappara, Director, Economic Analysis, Canadian Bankers Association, for an update on the CBA's plan and actions for seeking redress with Finance Canada re deficiencies in Bill C29, Budget Implementation Act's Consumer Framework related to creditor insurance and stand-alone insurance products.	Brendan	15-Mar-17	Complete
8	Board Nov 29, 2016	• Monitor Canadian Bankers Association's plans and actions for seeking redress with Finance Canada re deficiencies in Bill C29, Budget Implementation Act's Consumer Framework related to creditor insurance and standalone insurance products.	Brendan	Ongoing	In progress
		<b>Quebec Ministry of Finance &amp; AMF Regulatory Issues</b>			
9	EOC Jan 17, 2017	• Prepare and circulate to EOC members a refresher memo on the anticipated Quebec Omnibus Bill expected to modernize the province's financial services sector.	Brendan	17-Feb-17	Complete
		<b>Association Administration</b>			
10	EOC Feb 21, 2017	• Reach out to M. Gill/K. Martin regarding coordinating dates for a refresh meeting of the Licensing Committee in April 2017	Emily	24-Feb-17	Complete
11		• Speak to caterer for CAFII 20th Anniversary re sourcing wines from across Canada for the Reception event; then send wine list to A. Stuska and J. Lewsen for selections.	Emily	10-Mar-17	Complete
12		• Communicate selected CAFII 20th Anniversary banner designs to graphic designer; and ensure production is complete prior to April 5/17 event.	Emily	15-Mar-17	Complete



# CAFI

21 St Clair Ave East, Suite 802  
Toronto, ON M4T 1L9

## Balance Sheet As at February 28, 2017

	Current 2017
<b>ASSETS</b>	
<b>Current Assets</b>	
Bank Balance	\$248,050
Investments <sup>A</sup>	\$54,077
Accounts Receivable	\$288,875
Interest Receivable	\$144
Prepaid Expenses	\$13,125
Computer/Office Equipment	\$5,118
Accumulated Depreciation -Comp/Equip	(\$1,983)
Intangible Assets-Trademarks	\$0
Accumulated Amortization-Trademark	\$0
<b>Total Current Assets</b>	<b>\$607,406</b>
<b>TOTAL ASSETS</b>	<b>\$607,406</b>
<b>LIABILITIES</b>	
Current Liabilities	
Account Payable <sup>B</sup>	\$13,748
Deferred Revenue	\$210,375
<b>Total Current liabilities</b>	<b>\$224,123</b>
<b>TOTAL LIABILITIES</b>	<b>\$224,123</b>
<b>UNRESTRICTED NET ASSETS</b>	
Unrestricted Net Assets, beginning of year	\$380,758
Excess of revenue over expenses	\$2,526
<b>Total Unrestricted Net Assets</b>	<b>\$383,284</b>
<b>Total Unrestricted Net Assets</b>	<b>\$383,284</b>
<b>TOTAL LIABILITIES AND UNRESTRICTED NET ASSETS</b>	<b>\$607,406</b>

<b>Financial Reserves Targets as per 2016 Budget:</b>	
Minimum 3 months (25%) of Annual Operating Expenses=	\$ 188,161
Maximum 6 months (50%) of Annual Operating Expenses=	\$ 376,322
<b>Current Level of Financial Reserves (total unrestricted net assets):</b>	<b>\$383,284</b>
<b>Current Level of Financials Reserve (%):</b>	<b>51%</b>

**C A F I I**  
 21 St Clair Ave east, Suite 802  
 Toronto, ON, M4T 1L9  
**Balance Sheet Items**  
**As at February 28, 2017**

**Item A**

**Investment Portfolio**

Investment Type	Issue Date	Principal	Rate	Deemed Interest	Maturity Date
Cashable GIC #0087-8019718-13	June-16-16	\$54,077.01	0.40%	\$216.31	June-16-17
<b>Total</b>		<b>\$54,077.01</b>		<b>\$216.31</b>	

**Item B**

**Accounts Payable**

	<b>Total</b>
	13,560.00
	187.57
<b>Total outstanding:</b>	<b><u>13,747.57</u></b>

# CAFII

21 St Clair Ave East, Suite 802  
Toronto, ON M4T 1L9

## Statement of Operations As at February 28, 2017

	Current Month	Current YTD	Budget 2017	Variance Budget to YTD
<b>Revenue</b>				
Membership Fees	46,594	93,188	559,125	465,938
Interest Revenue	35	35	250	215
<b>TOTAL REVENUE</b>	<b>46,629</b>	<b>93,222</b>	<b>559,375</b>	<b>466,153</b>
<b>Expenses</b>				
Management Fees	42,817	69,651	500,115	430,464
CAFII Legal Fees/Corporate Governan	-	-	7,000	7,000
Audit Fees	-	-	14,560	14,560
Insurance	437	873	5,500	4,627
Website (incl translation)	1,791	3,582	33,700	32,827
Telephone/Fax/Internet	72	339	5,000	1,418
Postage/Courier	2	50	375	36
Office Expenses	606	712	3,300	3,250
Bank Charges	-	-	40	- 672
Miscellaneous Expenses	-	-	-	-
Amortization Expense	-	-	-	-
Depreciation Computer/Office Equipm	78	78	468	468
<b>Board/EOC/AGM</b>				
Annual Members Lunch	10,140	10,247	13,200	13,200
Board Hosting (External)	-	-	15,000	4,753
Board/EOC/Meeting Expenses	-	1,680	11,000	11,000
Industry Events	36	36	2,000	320
EOC Annual Lunch	-	-	2,200	2,164
<b>Sub Total Board/EOC/AGM</b>	<b>10,176</b>	<b>11,964</b>	<b>43,400</b>	<b>31,437</b>
Provincial Regulatory Visits	-	-	8,000	8,000
Research/Studies	-	-	50,000	50,000
Regulatory Model(s)	-	-	20,000	20,000
Federal Financial Reform	-	-	2,000	2,000
Media Outreach	-	3,390	20,000	16,610
Marketing Collateral	-	-	7,000	7,000
Tactical Communications Strategy	-	-	-	-
<b>Networking Events</b>				
Speaker fees & travel	-	-	4,000	4,000
Gifts	58	58	500	442
<b>Sub Total Networking &amp; Events</b>	<b>58</b>	<b>58</b>	<b>4,500</b>	<b>4,442</b>
20th Anniversary Event	-	-	27,685	27,685
<b>TOTAL EXPENSE</b>	<b>56,038</b>	<b>90,697</b>	<b>752,643</b>	<b>661,946</b>
<b>NET INCOME</b>	<b>- 9,409</b>	<b>2,526</b>	<b>- 193,268</b>	<b>- 195,794</b>

### Explanatory Notes:

- 1 - Amortization of office equipment based on 4 year straight line depreciation
- 2 - Management fees includes TO Corp and Excecutive Director
- 3- Website includes hosting cafii.com, Vimeo(videos) subscrption and website improvements

# CAFI

21 St Clair Ave East, Suite 802  
Toronto, ON M4V 2Y7

## Membership Fees

As At February 28, 2017

	<u>Jan-17</u>		<u>Jul-17</u>	
	<u>Billed</u>	<u>Received</u>	<u>Billed</u>	<u>Received</u>
BMO Bank of Montreal	\$ 29,375.00		\$ 29,375.00	
CIBC Insurance	\$ 29,375.00	17-Mar-17	\$ 29,375.00	
RBC Insurance	\$ 29,375.00		\$ 29,375.00	
ScotiaLife Financial	\$ 29,375.00	10-Mar-17	\$ 29,375.00	
TD Insurance	\$ 29,375.00	3-Mar-17	\$ 29,375.00	
National Bank Insurance Company	\$ 29,375.00		\$ 29,375.00	
Desjardins Financial Security Life Assurance Company	\$ 20,562.50		\$ 20,562.50	
AMEX Bank of Canada	\$ 14,687.50	17-Mar-17	\$ 14,687.50	
Assurant Solutions	\$ 14,687.50	28-Feb-17	\$ 14,687.50	
Canadian Premier Life Insurance Company	\$ 14,687.50		\$ 14,687.50	
Cumis Group Ltd/Co-operators Life Insurance Co.	\$ 14,687.50	10-Mar-17	\$ 14,687.50	
Willis Towers Watson	\$ 4,800.00	17-Mar-17		
Aimia	\$ 4,800.00			
Collins Barrow Toronto Actuarial Services	\$ 4,800.00			
CSI Brokers Inc.	\$ 4,800.00			
KPMG LLP	\$ 4,800.00	17-Mar-17		
Laurentian Bank of Canada	\$ 4,800.00			
Munich Reinsurance Company Canada Branch (Life)	\$ 4,800.00			
Optima Communications	\$ 4,800.00			
RGA Life Reinsurance Company of Canada	\$ 4,800.00	10-Mar-17		
The Canada Life Assurance Company	\$ 4,800.00	17-Mar-17		
<b>January Invoices</b>	<b>\$303,563</b>		<b>\$255,563</b>	
<b>July Invoices</b>	<b>\$255,563</b>			
<b>Total Membership Fees</b>	<b>\$559,125</b>			
Total amount to reallocate monthly Jan-Dec	\$46,594			

**Regulatory Update – CAFII Executive Operations Committee, March 16, 2017**

Prepared By Brendan Wycks, CAFII Co-Executive Director

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## **Federal/National**

### **Financial Consumer Agency of Canada (FCAC)**

#### FCAC To Review Business Practices Of Federally Regulated Financial Institutions

On March 15/17, the Financial Consumer Agency of Canada (FCAC) announced that as part of its ongoing effort to enforce federal financial consumer protection obligations, its next review of business practices of federally regulated financial institutions (FRFIs) will begin in April.

FCAC Commissioner Lucie Tedesco expressed concern about recent media reports which raised allegations related to financial institutions selling additional products and services to consumers without properly obtaining their prior express consent, an issue which the FCAC review will focus on. The following statement was issued by Commissioner Tedesco:

*“FCAC is responsible for enforcing federal financial consumer protection obligations. The law requires that, in order to provide consumers with new or expanded products or increase their credit limits, financial institutions obtain their customers’ prior consent and disclose key information about the costs and charges of the products they are purchasing.*

*“Financial institutions’ compliance with these rules is non-discretionary and the message must be disseminated from the boards of directors on down to customer-facing staff. These issues have been discussed in my recent meetings with the CEOs and boards of Canada’s leading banks. In addition, in a recent address to their compliance professionals and in an industry-wide letter, I expressed my expectation that banks and other financial institutions be proactive in scrutinizing the effectiveness of their policies, procedures and practices to ensure that consumers are protected.*

*“Through the industry review we are announcing today, we will examine financial institutions’ business practices in relation to express consent and disclosure, including the identification of any factors that may be contributing to non-compliance. We will investigate and enforce any incidence of non-compliance.”*

The FCAC also recently published, as a Compliance Bulletin, the letter it sent to FRFIs in early February 2017 reinforcing the Agency’s expectation that they comply with legislated consumer-protection provisions. That Compliance Bulletin is reproduced below.

#### ***B-5 Consent for new products or services***

*The purpose of this bulletin is to reinforce the FCAC’s expectations that institutions obtain consumers’ express consent for a new financial product or service, including credit cards, in accordance with regulatory requirements.*

*Institutions must ensure any communication (verbal, written or electronic) with consumers that forms part of the interaction for seeking express consent is clear, simple and not misleading.*

*Institutions must clearly explain they are requesting consent for a financial product or service in any communication with consumers, beginning with the initial contact and continuing throughout the process of obtaining express consent.*

*Communications with consumers must be clear and must not mislead consumers to believe they are consenting to a promotion or reward (e.g. promotional blanket, t-shirt or reward points), rather than a financial product or service. Failure to meet this requirement is contrary to regulations and may lead to FCAC enforcement action.*



*FCAC's requirements and expectations apply equally if the activities are outsourced. Institutions retain ultimate accountability for outsourced activities. If the promotion activity is outsourced, institutions must apply the necessary controls to ensure that any communication seeking consumers' consent is clear, simple and not misleading, and that express consent is obtained.*

*Accordingly, FCAC expects institutions to undertake the following actions:*

- ensure communication does not result in misleading consumers during the process of obtaining their express consent for a financial product or service;*
- apply enhanced rigor in the processes and controls (e.g. proactive monitoring, training, scripting) related to obtaining consumers' express consent for a financial product or service;*
- ensure the act of obtaining express consent for a financial product is compliant with regulatory requirements even if it is outsourced; and*
- review all disclosure to ensure it is consistent with the requirements of the Cost of Borrowing Regulations and the Commissioner's Guidance CG-3: Clear language and presentation principles and guidelines for the industry.*

*The FCAC will maintain its supervisory scrutiny of disclosures and practices for obtaining consumer consent to ensure they are clear, simple and not misleading. Moving forward, FCAC supervision will place greater emphasis on the full sales process, including any verbal communication that forms part of obtaining consumers' consent.*

#### **Canadian Council of Insurance Regulators (CCIR)**

##### CAFII Provides Feedback On CCIR's Draft Travel Insurance Recommendations

On March 10/17, CAFII responded to a request from CCIR's Travel Insurance Working Group (TIWG) for follow-up written feedback – to augment verbal feedback provided in a February 22/17 stakeholder meeting -- on draft Recommendations it intends to include in its upcoming Travel Health Insurance Products Position Paper. The draft Recommendations had been shared with the industry on an embargoed basis; therefore, a copy of the CAFII submission has been provided only to those members of the Association who have signed CCIR's Confidentiality Agreement.

In addition to providing feedback on eight specific draft Recommendations, CAFII's submission made the following comments on overall tone and positioning:

*We recommend that*

- greater specificity be added to the Recommendations wherever possible, to avoid vagueness, especially in terms of "measures of success" for each. Further specificity, clarity and/or guidance around each Recommendation are needed so that industry players won't interpret them differently and then go off in many different directions in acting on them;*
- clarity, not standardization, should be the linchpin for improving consumers' understanding of THI and their ability to make an informed purchase decision. After all, in a worst case scenario, the industry could standardize at a high level of product complexity. The objective should be clarity and not imposing a regimented standardization that could unduly compromise consumer choice. Industry players and regulators alike should want to avoid creating conditions where consumers become frustrated by a lack of choice and the unavailability of what they're looking for in the marketplace, and therefore decide to travel outside of Canada without securing THI coverage; and*

- *greater balance should be infused into the Position Paper by*

*-emphasizing, where appropriate, consumers' responsibilities with respect to THI, in addition to their rights. We believe that the Financial Consumer Agency of Canada has found the right balance in its recent pronouncements, which place equal emphasis on consumers' rights and responsibilities. (FCAC content on consumer rights and responsibilities with respect to insurance can be found here: <https://www.canada.ca/en/financial-consumer-agency/services/financial-toolkit/insurance/insurance-3/10.html>); and*

*-acknowledging – as appropriate throughout the Paper; and not just via a single passing reference – where the industry has already achieved high standards or made substantial progress in addressing the particular THI concerns (leading to Recommendations) which the CCIR has articulated.*

#### CCIR To Offer Additional Instructional Session On Completion Of Annual Statement

At the conclusion of CCIR's March 1/17 webinar for CAFII members on the Annual Statement on Market Conduct – Life and Health, presenters L. Balfour and M. Boyle advised that CCIR would be offering an additional information session on how to complete/enter data for certain questions in the Annual Statement On Market Conduct at a later date.

On March 16/17, Martin Boyle advised B. Wycks that the details for this additional instructional session had not yet been finalized, but he will communicate the date, time, and registration details to CAFII as soon as they become available.

M. Boyle also provided the following response to one of CAFII's questions about the Annual Statement, in case it had inadvertently not been addressed during the March 1 webinar: *disputes between insurers and beneficiaries for life insurance products need to be reported on the Annual Statement. The CCIR intends to capture information on the insurers' contractual disputes. In the case of life insurance products, it is often only the beneficiary who is able to make a "claim" or initiate a case regarding contractual obligations.*

#### **Canadian Life and Health Insurance Association (CLHIA)**

##### Several Insurance Regulators To Speak At 2017 CLHIA Conference In May

At CLHIA's 2017 Compliance and Consumer Complaints Conference, which takes place in London, Ontario from Wednesday, May 3 to Friday, May 5, the following insurance regulators will be presenting:

- Brian Mills, Vice-Chair of CCIR and Interim CEO of FSCO, will provide an *Update From CCIR* on May 3 from 10:00 to 10:30 a.m.;
- Harry James, Senior Advisor, BC FICOM; Anatol Monid, Executive Director, Licensing and Market Conduct Division, FSCO; and Nathalie Sirois, Senior Director, AMF will participate in a panel on *Regulatory Perspectives From Across Canada* on May 3 from 11 a.m. to 12 Noon;
- Julien Reid, Senior Director, Financial Institutions Oversight and Deposit Insurance, AMF, will provide an update on *International Developments* on May 3 from 3:45 to 4:15 p.m.; and
- Barbara Palace Churchill, Executive Director of the Insurance Council of Manitoba; Joanne Abram, CEO of the Alberta Insurance Council; and Gerry Matier, Executive Director of the Insurance Council of BC will participate in a *Provincial Insurance Councils Panel* on May 5 from 9:30 to 10:30 a.m.

## **Canadian Bankers Association (CBA)**

### Neil Parmenter To Succeed Terry Campbell As CEO Of CBA

On February 28/17, the Canadian Bankers Association (CBA) announced the appointment of Neil Parmenter as president and CEO, effective May 1/17. Parmenter will succeed Terry Campbell, who announced his retirement in September 2016 and has been in the role for six years.

Parmenter is currently Senior Vice-President, Corporate and Public Affairs (Global) and Chief Communications Officer at TD Bank. He leads TD's corporate communications for Canada and the United States as well as the its Canadian government relations practice, and counsels the CEO, CFO, senior executive team and Board on government relations, communications, and public affairs issues.

Parmenter holds a BA in political science from Western University, a certificate in public relations from Humber College, a Canadian Securities designation and completed an executive program in strategic marketing management from Stanford University. He serves as a director of the Toronto Financial Services Alliance and the Institute for Public Relations.

## **Alberta**

### Definition of Critical Illness Insurance To Undergo Further Review

On March 8/17, A. Maramieri, Chief Operating Officer of the Alberta Insurance Council, sent the following update to B. Wycks:

*Apologies for the delay in responding (to an email sent February 15/17 inquiring as to why the Life Insurance Council-approved definition of critical illness insurance to be offered as credit-related insurance under a Restricted Certificate of Authority had not yet been posted on the AIC website).*

*Thank you for your inquiry. There has been further feedback provided to the Life Insurance Council in regard to the definitions. Therefore, it's on the agenda again for the next meeting on April 12. As a result, we are not yet able to post the definition on the website.*

*We will be advising you soon after the April 12 meeting of any further details and/or posting to the website.*

Earlier, in a February 27/17 liaison meeting between B. Wycks and K. Martin of CAFII and E. Hiemstra and B. Kuiper of CLHIA, Ms. Hiemstra advised that CLHIA had identified some issues/potential problems which could crop up down the road with the definition of "creditors' critical illness insurance" which Alberta's LIC had approved on December 12/16 for inclusion within the overall definition of credit-related insurance permitted to be offered under a Restricted Certificate of Authority; and that CLHIA would be communicating those concerns to the AIC management.

In light of the communication received from A. Maramieri, B. Wycks has sent a follow-up request to E. Hiemstra for a synopsis of the issues/potential problems with the LIC-approved definition of creditors' critical illness insurance which CLHIA had identified. It's expected that E. Hiemstra will share that information when she returns from vacation on March 20/17.

### Alberta Treasury Board And Finance Links To CCIR Annual Statement

On February 15/17, Alberta Treasury Board and Finance posted on its website links to the following CCIR documents:

- Introduction to the Annual Statement on Market Conduct;
- Annual Statement on Market Conduct – Life and Health Insurance; and

- Annual Statement on Market Conduct – Property and Casualty Insurance.

The posting notes that the Annual Statement is to be filed by May 1/17 with Quebec's AMF, via an online Portal which is currently completing, in accordance with an agreement between Alberta and the AMF.

## **Saskatchewan**

### CAFII Responds To FCAA Request For Feedback On Definition Of TPA

On March 13/17, CAFII responded, within the six days timeframe provided, to a request from Saskatchewan's Financial Consumer Affairs Authority (FCAA) for feedback on a proposed definition of Third Party Administrator. A copy of the submission has been provided to all CAFII members who indicated acceptance of the embargo which the FCAA placed upon the deliberations related to its draft Insurance Regulations. The following is a synopsis of CAFII's submission:

*CAFII appreciates your invitation to comment on the following definition of Third Party Administrator, which the FCAA is proposing to include in the Regulations which will support the province's new Insurance Act: "third party administrator" means a business that carries out activities to administer a contract of insurance on behalf of an insurer, but does not include purely clerical activities.*

*While it is difficult to provide feedback on the proposed definition without knowing the full context of how it will be positioned within the Regulations and the details of the TPA licensing regime with which it will be connected, our Association proposes a modest enhancement to the definition which will help ensure that it is not open to misinterpretation, as follows:*

*"third party administrator" means an entity that carries out administrative activities related to a contract of insurance on behalf of an insurer, not including purely clerical activities.*

*We support this slightly tweaked version of the FCAA's proposed definition because it*

- *is written in clear, plain language that won't be subject to misinterpretation;*
- *circumscribes and limits the scope of what constitutes a TPA, for purposes of the planned TPA licensing regime, to those entities that are engaged by an insurer to carry out contract administration activities; and*
- *exempts purely clerical administrative services.*

Because the Association's support for the modestly tweaked TPA definition above is conditional upon how it is positioned within the Regulations and the details of the intended licensing regime of which it will be the cornerstone, CAFII's submission also reiterated several key points which had been made in its December 9/16 submission in response to the FCAA's sub-consultation on TPAs.

In the submission's conclusion, CAFII thanked the FCAA for its decision, recently communicated to Co-Executive Director Brendan Wycks, that the timelines for having the new Saskatchewan Insurance Act and its Regulations proclaimed into force would be deferred by one year, to the Spring of 2018.

But in that connection, the submission also noted that *it was CAFII's strong view that the original implementation target date of April 2017 was not realistic or achievable because 12 to 18 months of lead time is necessary -- whenever such new legislation and/or Regulations are introduced -- to enable insurers and distributors to adapt to the mandated changes, especially those which will have systems implications.*

*These changes inevitably become major projects within CAFII member organizations and it takes time to ensure that necessary systems changes are made, forms revised, staff trained, and consumers notified of how the changes will affect them.*

*At this juncture, we would like to stress that risk management and investment decision protocols within CAFII member organizations dictate that IT work stemming from regulatory changes cannot be initiated until the new legislation and/or Regulations come into force. Therefore, we urge the FCAA to expedite the process of finalizing the new Regulations; securing any required Government approvals; determining the date on which the new Insurance Act and related Regulations will be proclaimed into force; and communicating that date to the industry at the earliest possible moment in time.*

## **Ontario**

### Federal MPs Express Support For Bank Act Prohibitions At Ontario Brokers' Event

A report published on the Insurance Brokers Association of Ontario (IBAO) website indicates that representatives of all three federal political parties, speaking on a panel at a March 8/17 event of the Ottawa Insurance Brokers Association (a chapter of the IBAO), expressed support for maintaining the current Bank Act prohibition against banks selling non-Authorized Insurance Products from their branches.

The IBAO report states that Liberal MP Kyle J. Peterson connected his role in government with the role of insurance brokers, having worked with insurers and brokers on the legal defense side in his previous profession. "Banks selling insurance and lenders selling insurance is a concern," he said, noting that current legislation ensures a level playing field for all industry participants. "I'll do my best to maintain that in my role as a politician."

Peterson also had a message for brokers about advocacy: "Government can't form policy without feedback from industry. You must be active at all levels; this is fundamental to the way government functions." He continued: "it means more when the message is coming from a constituency member in my community than an Association."

Conservative MP Ron Liepert praised the insurance industry for its work following the Fort McMurray fires in Alberta: "politicians are the first to hear things when there's a problem. I have never seen a response like that from any industry. I take my hat off to you."

Liepert also drew a connection between brokers and their role in the community: "I play golf with my broker. It's nice when you know who you're dealing with," he said, and acknowledged that insurance is designed to provide a service when you need something resolved, and seeking resolution with someone you know is the preferred experience. "When people have a problem, they like to know they're dealing with someone who understands their situation."

On the topic of the Bank Act, Liepert called it one of the most important pieces of legislation in our country. "It's important in trying times," he said in reference to the 2008 economic crisis, "but it also strikes the right balance in our financial sector. We don't want to stop business, but we do want to put people on an even playing field."

Liepert issued the following call to action to brokers: "take an aggressive role to make sure your MP has heard your perspective. The modernization of technology will bring more challenges, and we are here to listen."

NDP MP Erin Weir had this to say about the Bank Act: “the NDP has been consistent in supporting a prohibition against insurance being sold in branches at banks,” explaining the party’s belief that insurance business should be kept at arm’s length. “We don’t want to reduce choice for consumers,” stating the fear that banks would monopolize the market if current rules were to change.

The conclusion of the IBAO report on the Ottawa Brokers’ political panel summarizes the Association’s position on the Bank Act as follows:

*The Bank Act is the law that governs Canada’s major financial institutions. It’s of importance given that wealth management operations like banks and credit unions are allowed to own and operate insurance businesses, a power granted in the 90s when financial services legislation was reformed. However they’re prohibited from selling insurance at the time of granting credit, or within credit-granting branches (it must take place at a separate location).*

*There’s a risk for policyholders when insurance carriers are owned by wealth management operations. Brokers advise clients on available products, offer coverage choice and shop the market for best-suited products, while banks and credit unions sell single products, and consumers approach them in times of vulnerability (i.e. when they’re applying for credit). It’s unfair to deal insurance at the same time as credit’s being applied for – the current prohibition protects consumers from cross-selling tactics that might lead individuals to accept/purchase a product that isn’t appropriate for their needs. Protection should remain as it currently stands in the Bank Act, guarding consumers against coercion and undue influence.*

## **International**

### **International Association of Insurance Supervisors (IAIS)**

#### IAIS Launches Major Consultation On ICPs and ComFrame

On March 6/17, the International Association of Insurance Supervisors (IAIS) launched a major consultation package covering proposed revisions to a number of IAIS Insurance Core Principles (ICPs) and ComFrame-related material, in addition to an Application Paper on Group Corporate Governance.

ICPs apply to the supervision of all insurers within a jurisdiction. ComFrame, the Common Framework for the Supervision of Internationally Active Insurance Groups, builds upon the ICPs with standards and guidance specific to the supervision of Internationally Active Insurance Groups.

“This package is the product of substantial feedback from insurance supervisors and stakeholders from throughout the world,” said Victoria Saporta, Chair of the IAIS Executive Committee, adding that “it represents a major milestone in finalizing the qualitative components of ComFrame in line with its scheduled delivery in late 2019, and in upgrading the ICPs.”

With respect to the review of ICPs within the new consultation package, only “The Introduction to ICPs and ComFrame” and “The ICP Assessment Methodology” are covered. Public comments are due by June 1/17.

#### Fintech Trends Prompt IAIS Assessment Of Supervisory Practices And Skills

In a report released March 14/17, the International Association of Insurance Supervisors (IAIS) highlights the potential impact of innovative financial technologies (“fintech”) on insurance sector competitiveness, consumer choice, interconnectedness, business model viability and regulatory oversight. The report, titled “Fintech Developments in the Insurance Industry”, also examines the challenges and opportunities insurance supervisors face in this rapidly changing insurance environment.



“Fintech innovations have the potential to change fundamentally the way the insurance sector serves policyholders”, said Victoria Saporta, Chair of the IAIS Executive Committee, adding that “because of both the scope and pace of change, insurance supervisors must be alert to new developments and make necessary adjustments in their supervisory practices and skills”.

The IAIS analysed the potential impact of finTech based on three scenarios:

- incumbents successfully maintaining the customer relationship;
- the fragmentation of the insurance value chain with incumbents no longer in control; and
- big technology firms squeezing out traditional insurers.

Among the report’s findings, fintech may disrupt the insurance sector by reducing insurance market competitiveness over the long term; cause traditional insurers to exit the market; result in more individualized insurance products which could affect (price) comparability and consumer choice; increase insurance sector interconnectedness due to the use of a limited number of technology platforms; and lead to changes in insurer business models if profit margins come under pressure.

In addition, fintech may increase the focus on improving the customer experience and affect the treatment of customers, possibly creating issues of affordability of insurance products or even increased financial exclusion. It may also create issues concerning the use, ownership and protection of data.

The report points to several challenges for insurance supervisors, including:

- balancing the risks and benefits of innovations and creating an environment that fosters innovation through approaches such as regulatory sandboxes or innovation hubs;
- evaluating and, if needed, adjusting the prudential regulation framework;
- considering the adequacy of current reporting requirements in monitoring trends and the potential build-up of risk connected to new technologies; and
- understanding how innovations work and are applied to ensure adequate assessment of new product and business models.

## **Research, Thought Leadership, and Innovation**

### LIMRA Identifies Five Key Drivers Influencing Life Insurance Industry In 2017

A new research study by the Life Insurance Marketing Research Association (LIMRA), released in early February, highlights five key drivers that will shape the life insurance industry in 2017: regulation, the changing consumer, technology, innovation, and talent management.

### CSA Invites Fintech Businesses Into Regulatory Sandbox

On February 23/17, the Canadian Securities Administrators (CSA) launched a “regulatory sandbox” initiative aimed at both supporting fintech businesses and protecting investors.

The CSA said its regulatory sandbox welcomes businesses that are “truly innovative from a Canadian market perspective.” Business models will be assessed on a case-by-case basis and businesses that register or receive relief may be allowed to test their products and services across the Canadian market.

Louis Morisset, CSA Chair and President and CEO of the AMF in Quebec, said the goal of the initiative is “to facilitate the ability of those businesses to use innovative products, services and applications all across Canada, while ensuring appropriate investor protection.”

#### OSC, UK Regulator Sign Co-operation Agreement On Fintech Businesses

On February 23/17, the Ontario Securities Commission (OSC) and the United Kingdom's Financial Conduct Authority (FCA) signed an agreement under which fintech businesses in both jurisdictions will be able to seek support from their financial regulators as they look to operate in the other's market.

The Co-operation Agreement allows the FCA and the OSC to refer to one another "innovate businesses" seeking to enter the other's market. The regulators may also provide support to businesses to "help reduce regulatory uncertainty and time to market."

The Agreement follows the creation of the FCA's Innovation Hub in 2014 and LaunchPad by the OSC in October 2016. These initiatives are designed to help businesses with innovative ideas navigate the regulatory framework, support them through authorization and facilitate their engagement with their respective regulator.

Once referred by the regulator, and ahead of applying for authorization to operate in the new market, the business will have access to dedicated staff that will help them to understand the regulatory framework in the market they wish to join, and how it applies to them.

In November 2016, the OSC and the Australian Securities and Investments Commission signed a similar agreement for fintech companies in Australia and Ontario.

#### Manulife Eliminates Blood, Urine, Nicotine Tests For All Eligible Applicants

On February 7/17, Manulife announced that it had become the first Canadian insurer to eliminate blood, urine and nicotine testing for eligible applicants seeking up to \$1 million in life insurance coverage.

The insurer introduced this program for term life products in May of 2016. The program has now been extended to all Manulife individual life insurance offerings, including whole life and universal life.

Predictive analytics and monitoring application data can help eliminate opportunities for fraud and they also improve decision making overall, said Cindy Forbes, Manulife's Chief Analytics Officer. "The insights from the data we collect through our underwriting process and public sources enables us to determine the cases that we believe require testing, while simplifying the application process for more than half of applicants."

#### Artificial Intelligence Platform For Travel Insurance Wins Innovation Challenge

On February 8/17, AIG Canada announced that Trip Swell Inc.'s Jauntin', a mobile artificial intelligence platform which allows for on-demand, usage-based travel insurance coverage, had won the company's Innovation Challenge.

On its website, Trip Swell says "Jauntin' continuously collects and analyzes incoming data to better predict future risk; and makes it easier for policyholders to obtain travel insurance, enhance their existing policies, or submit claims in real-time. The platform enables insurers to learn when policyholders leave and return, where they go, their travel habits and more.

The AIG Canada Innovation Challenge, positioned as a crowdsourcing opportunity, attracted submissions from 87 Canadian tech start-ups.

CAFII - 2017 Co-Executive Directors Balanced Scorecard						
	H = High Priority; M = Medium; L = Low					
Priority	Objectives	Measures	Lead Accountability	Timing	Status As At March 15/17	Outcome
	Regulatory, Advocacy, and Strategy (60% of ED and EOC focus/time)					
#1	Overall: Draft and deliver highly quality regulatory submissions and follow-up with regulators and policy-makers, as appropriate.	Overall: Regulatory submissions are well-written, impactful, and produced on time; consultation issues are reviewed with relevant CAFII committee and input and feedback incorporated into draft submission; Board and EOC have sufficient time to review and provide input, which is given due and equitable consideration and included where appropriate; submissions reflect consultation with allied industry Associations where appropriate. ED monitors, gathers intelligence, and reports on key regulatory developments; any hot button issues dealt with in timely, appropriate manner.	Market Conduct-related submissions, including travel health insurance: B. Wycks; Licensing-related submissions and Research and Education-related presentations: K. Martin	Ongoing		
H	British Columbia Consultation on 10-Year Review of Financial Institutions Act (FIA)	Co-ED monitors progress/status through regular contact with Ministry of Finance. CAFII communicates with and influences Ministry thinking in its preparation of a Policy Paper, such that CAFII's positions are taken into account. CAFII responds to Policy Paper with a compelling submission.	B. Wycks	Q1 thru Q4 2017	Awaiting Ministry's release of Policy Paper on proposals for change (expected in Q2 2017). On March 24/16, Ministry released Public Report on input received in response to Initial Consultation Paper; and all stakeholder submissions were published on its website.	
M	BC FICOM's 'effecting' of creditor's group insurance issue	Co-ED monitors progress/status through regular contact with Harry James, FICOM, to ensure that CAFII members are kept well-apprised of any new developments, especially re regulator's expectations for compliance CGI Information Bulletin.	B. Wycks	Q1 thru Q4 2017	Following review/analysis of legal opinion obtained from J. McCutcheon, EOC decided on November 15/16 not to provide it to FICOM; instead CAFII sent short letter to H. James to close off dialogue on auto dealers are creditors for a moment-in-time issue. Following April 14/16 teleconference between CAFII and FICOM, FICOM was expecting CAFII to provide further information in support of auto dealers are creditors for a "moment-in-time" argument.	Favourable clarification on other major issues received from FICOM via April 14/16 teleconference and April 20/16 response letter from H. James
H	Quebec Ministry of Finance Omnibus Bill aimed at modernizing province's financial services sector, including Insurance Act and the Act respecting the Distribution of Financial Products and Services	Co-ED monitors progress/status through regular contact with Ministry of Finance and AMF executives. CAFII communicates with and influences. CAFII responds to Omnibus Bill, aided by specialized legal counsel, with a compelling submission. Ministry of Finance takes CAFII's positions into account in final decisions on modernizing the Insurance and Distribution Acts	B. Wycks	Q1 thru Q4 2017	Awaiting Ministry's release of Omnibus Bill (expected before end of Q2 2017). On March 24/16, Finance Minister indicated on November 14/16, at AMF Rendez-Vous, that omnibus Bill would be tabled by December 9/16 but strike by province's civil service lawyers prevented that. CAFII has secured specialized legal counsel S. Bourdeau of Fasken Martineau, via a letter of engagement, and is well-prepared to make authoritative submission on this matter.	CAFII received verbal assurance from Ministry of Finance official on Feb. 25/16 that Quebec will be implementing measures to support online distribution of insurance without need for involvement of a licensed advisor
H	CCIR Annual Statement on Market Conduct	Co-ED monitors progress/status through regular contact with Martin Boyle, CCIR. CAFII continues to communicate its views to CCIR as Annual Statement is implemented and thereafter evolves; CCIR takes CAFII's views into account in roll-out and implementation of Annual Statement; and in any subsequent iterations	B. Wycks	Q1 thru Q4 2017	Awaiting CCIR's release of insurer access to AMF-developed Portal site where response data for Annual Statement will be entered, by March 28/17. CCIR to provide further industry information session on how to enter data for certain sections of the Annual Statement.	CAFII member-exclusive webinar on the final version of the Annual Statement on Market Conduct - Life and Health presented by CCIR on March 1/17. CAFII made strong submission on Draft 3 of Annual Statement on August 26/16. CAFII staged May 19/16 preliminary webinar for members with Laurie Balfour, CCIR ICPI Chair.
H	Ontario government implementation of new Financial Services Regulatory Authority (FSRA)	Co-ED monitors progress/status through regular contact with Sandy Roberts, Director, Financial Services Modernization Secretariat. CAFII meets with Secretariat representatives and influences development of FSRA Regulations.	B. Wycks	Q1 thru Q4 2017	In November 2016, Minister of Finance Charles Sousa tabled legislation to create a new Financial Services Regulatory Authority (FSRA), to replace FSCO and DICO, and at the same time set up the Financial Services Modernization Secretariat.	
H	CCIR Review of Travel Health Insurance	Co-ED monitors progress/status through regular contact with Sean Jacobs, CCIR; Joan Weir, CLHIA; and THiA executive members. ED supports work of CAFII's Travel Medical Experts Working Group. CAFII in a position of readiness to make regulatory submission or otherwise make its views known, as distributors of travel insurance, should need arise. CAFII communicates views on TIWG Position Paper in timely, persuasive, effective manner. CCIR takes CAFII's views into account in final decisions on travel insurance regulatory reforms	B. Wycks; transitioning to K. Martin in September 2017	Q1 thru Q4 2017	Awaiting probable release of CCIR Position Paper in Q2 2017	CAFII held productive stakeholder meeting with CCIR TIWG on draft Recommendations intended for inclusion in Position Paper on February 22/17. CAFII submitted response to CCIR TIWG's Issues Paper on Travel Health Insurance for September 30/16 deadline. CAFII held productive stakeholder meeting with CCIR TIWG on Issues Paper on August 10/16. On May 4/16, C. Rogers advised CAFII that because the industry had demonstrated significant movement in terms of reforms, at its April 7-8/16 meeting the Council decided that the Issues Paper (which was slated for release in the spring) would be revised to reflect the latest industry input and released in the summer instead.
H	Bill 177, The Insurance Act (Saskatchewan)	Co-ED monitors progress/status of finalization of Regulations and communication of "proclamation into force date" through regular contact with Jan Seibel, FCAA. CAFII communicates views on draft Regulations in timely, persuasive, effective manner. FCAA takes CAFII's views into account in final Regulations	B. Wycks	Q1 thru Q4 2017	CAFII awaiting finalization of Regulations developed to support The Insurance Act (Saskatchewan), and indication of timeline for their proclamation into force. On February 17/17, J. Seibel communicated that in-force date of the new Act and Regulations would be deferred to Spring 2018.	CAFII responded to FCAA proposed definition of TPA, for inclusion in Regulations, on March 13/17; to sub-consultation on TPAs-related Regulations on December 9/16; and to main consultation on draft Regulations on December 2/16. FCAA released Insurance Regulations Consultation document on October 7/16.
M	AMF's Distribution Guide template initiative	Co-ED monitors progress/status through regular contact with L. Gauthier, AMF. CAFII communicates views on draft Distribution Guide Regulation in timely, persuasive, effective manner. AMF takes CAFII's views into account in final Distribution Guide template and related Regulation	B. Wycks	Q1 thru Q4 2017	Awaiting reactivation of this initiative via AMF's circulation of a draft Regulation on the Distribution Guide for industry consultation	
M	New Brunswick's "Modernizing the Insurance Licensing Framework" for Other-than-Life Agents and Brokers	Co-ED monitors progress/status through regular contact with David Weir, FCNB. FCNB takes CAFII's views into account in final positions on new licensing framework	K. Martin	Q1 thru Q4 2017	Awaiting release of FCNB's final recommendations to Government re change proposals, especially re implications for life agents' licensing framework	

	H = High Priority; M = Medium; L = Low					
Priority	Objectives	Measures	Lead Accountability	Timing	Status As At March 15/17	Outcome
M	New Brunswick's "Online Insurance Licensing System"	Co-ED monitors progress/status through regular contact with David Weir, FCNB. FCNB takes CAFII's views into account in functionality and features decisions for Phase 2 of online licensing system, especially administrator rights for applicant's insurer sponsor	K. Martin	Q1 thru Q4 2017	FCNB launched Phase 2 of online insurance licensing portal in October 2016 but will be making further enhancements in future. Effective November 1/16, will only accept online applications for for insurance agent, broker, adjuster, and damage appraiser licences.	
M	ICS considers CAFII's request to secure Insurance Council representation for CAFII members as Restricted Insurance Agents in Saskatchewan	CAFII communicates and engages with Ron Fullan, ICS Executive Director, in a timely, persuasive, effective manner. CAFII's proposed model for a Restricted Insurance Agent Advisory Committee is reviewed and considered by the ICS.	K. Martin	Q1 thru Q4 2017	CAFII submission pending re proposed Terms of Reference for RIA Advisory Committee, to augment Concept Proposal sent in October 2014	
#2 H	Develop and execute on Regulator and Policy-Maker Visit Plan in support of CAFII positions on legislative and regulatory issues	CAFII investments in regulator and policy-maker visits are appropriately scheduled; well-organized and executed, including briefing/preparation of CAFII participants	B.Wycks and K. Martin	Ongoing	Regulator visit tours of Western Canada and Atlantic Canada to be planned for K. Martin, B. Wycks, and CAFII volunteer leaders, taking into account opportunities for such visits provided by CAFII 20th Anniversary Celebration on April 5/17; CLHIA Conference in London, Ontario from May 3-5/17; and CISRO meetings in June and October 2017.	
#3 H	Maintain ongoing monitoring of and liaison/communications with regulators, policy-makers, allied Associations, and other industry stakeholders for relationship-building and intelligence gathering	EOC and Board members are kept well-informed of hot button, urgent, time-sensitive issues through CAFII "Alerts"	B.Wycks and K. Martin	Ongoing	B. Wycks and K. Martin had productive liaison lunch with E. Hiemstra and B. Kuiper of CLHIA on Feb. 27/17. Liaison lunch with CCIR Policy Managers to be arranged for week of April 9-13/17, following April 6-7 CCIR Spring Meeting in Toronto. B. Wycks is an individual member of THIA and gathers intelligence through that connection.	
#4 H	Networking and advocacy with key decisionmakers (politicians, bureaucrats, academics, business leaders, media, thought leaders and influencers etc.) on key messages related to CAFII	Quarterly updates through "Networking and Meeting Grid"	K. Martin	Ongoing		
#5 H	Develop a strategic plan with options around new investments and outputs for CAFII; develop a prioritization of the options; deliver against the top priorities identified	Submit plan before end of Q2; prioritize plan before end of Q3; begin implementation in Q4.	K Martin and B. Wycks	Q2 thru Q4 2017		

	H = High Priority; M = Medium; L = Low					
Priority	Objectives	Measures	Lead Accountability	Timing	Status As At March 15/17	Outcome
	<b>Media and Communications (20% of ED and EOC focus/time)</b>					
#1 H	Move CAFII into a position of readiness and confidence to respond to media opportunities re Creditor's Group Insurance and Alternate Distribution	Development of revised/updated Communications Plan (followed by execution of Communications Plan tactics within specified timelines, in 2018 and thereafter)	K. Martin	Ongoing	Revised CAFII Communications Plan to be developed as outgrowth of CAFII Strategic Planning initiative to be completed in 2017	
#2 H	Monitor media coverage re CGI, travel insurance, and alternate distribution	Any hot button issues related to media coverage are identified and dealt with in a timely, appropriate manner	K. Martin	Ongoing	In process, in concert with Media Advocacy Committee	
#4 M	Monitor Consumer Interest Groups	Include intelligence on Consumer Interest Groups' issues and activities in Regulatory Updates for EOC and Board meetings	B. Wycks and K. Martin	Ongoing	Consumers Association of Canada, Consumers Council of Canada, and Public Interest Advocacy Centre web sites monitored regularly for issues/activities related to insurance and alternate distribution	
#3 H	Website enhancements to drive traffic to the CAFII site and ensure that the backend is upgraded to Drupal 8 and the frontend is user friendly and consumer oriented.	Drupal migration by end of Q2; front end enhancements beginning in Q3 and continuing in Q4	K. Martin	Q2 thru Q4 2017		
#5 M	Develop thought leadership products that provide relevant information that can be shared with key decisionmakers.	EOC and Board members receive useful, timely, relevant materials; by end of Q4 approve resources for commissioned research	K. Martin	Ongoing		
#6 M	Organize additional events that members and non-members can have access to and which increase the profile of CAFII.	Develop a plan for additional events by end of Q3; budget approval by end of Q4	K. Martin	Q2 thru Q4 2017		
	<b>Association Oversight and Management (20% of ED and EOC focus/time)</b>					
#1 H	Produce an "industry intelligence" Regulatory Update monthly, for each EOC and Board meeting	Regulatory Update is produced for each EOC and Board meeting, containing outside-of-the-public-domain information on regulatory actions, pronouncements, trends and leading indicators	B.Wycks; transitioning to B. Wycks and K. Martin on an alternating months basis, effective September 2017	Ongoing	January, February, and March Regulatory Updates included new intelligence on issues in CAFII Regulatory Consultations/Submissions Timetable	
#2 H	Efficient, effective CAFII meetings: with EOC Chair and standing committee Chairs, ensure agendas are focused and goal-oriented and meetings are well-managed	Agendas and meeting materials are distributed with appropriate lead time. Board and committee members are engaged in meeting discussions and feel meetings are productive and advance CAFII's objectives	B. Wycks and K. Martin	Ongoing	January and February EOC meetings; and November 2016 Board meeting well-managed; executed successful 2017 Annual Members' Luncheon	
#3 H	Ensure that CAFII prepares an annual operating budget that is well-grounded in approved strategic and operational plans; funds are spent according to plan; and financial control policies and procedures -- including monthly financial statements -- are adhered to	Play a leadership role in development, management, and tracking/monitoring of CAFII's annual operating budget, and committee and project budgets. Budget targets are met, except for explainable/approved variances	B. Wycks and K. Martin	Ongoing	Development of 2017 CAFII Operating Budget Options and Budget for CAFII 20th Anniversary Celebration completed, led by B. Wycks; new quarterly financial reporting document refined with CAFII Treasurer.	
#4 H	Provide strategic and operational support to the EOC Chair in management of CAFII priorities and activities, and accountability reporting thereon	Engaged strategic and operational support to EOC Chair; appropriate matters escalated to EOC Chair for review and decision-making	B.Wycks and K. Martin	Ongoing	Co-EDs leading in engagement with TO Corp for discussions re service delivery performance; in trademark registration initiative, and in executing 20th Anniversary Celebration	
#5 M	Develop a plan to increase the value proposition to Associates with the objective of increasing the number of Associates that belong to CAFII.	Develop a plan by end of Q3; begin approaching potential new Associates before end of Q4	K. Martin	Q3 and Q4 2017		

## CAFII Consultations/Submissions Timetable 2017-18

Regulatory Issue	Deliverable	Deadline	Accountable
BC FICOM 10-Year Review of FIA (consultation paper released June 2, 2015)	<ul style="list-style-type: none"> <li>CAFII Response to Initial Consultation Paper</li> <li>Meetings with Ministry of Finance officials</li> <li>Public Report on input received on Initial Consultation Paper</li> <li>Policy Paper on proposals for change</li> <li><b>CAFII Response to Policy Paper</b></li> <li><i>Meeting with Ministry of Finance officials, if necessary</i></li> <li>Amendments to Act and drafting of Regulations</li> </ul>	<ul style="list-style-type: none"> <li>Sep 15, 2015</li> <li>Nov 10, 2015</li> <li>Issued March 23, 2016</li> <li><u>Q2 or Q3 2017</u></li> <li><b>Q3 2017</b></li> <li><u>Q3 or Q4 2017</u></li> <li><u>Q4 2017 or Q1 2018</u></li> </ul>	<ul style="list-style-type: none"> <li>Joint Market Conduct/Licensing Committee; ED to monitor</li> </ul>
QC Ministry of Finance Review of Distribution Act	<ul style="list-style-type: none"> <li>CAFII Response to June 12/15 Consultation Report</li> <li>Dialogue with Ministry re meeting re online distribution</li> <li>CAFII secures specialized legal counsel, in preparation for draft Bill</li> <li>Draft omnibus Bill to be tabled, for industry consultation</li> <li><b>CAFII Response to draft legislation</b></li> <li><i>Meeting with Ministry of Finance officials, if necessary</i></li> </ul>	<ul style="list-style-type: none"> <li>Sep 30, 2015</li> <li>Completed March 2016</li> <li>Nov 2016</li> <li><u>Q1 or Q2 2017</u></li> <li><b>Q2 or Q3 2017</b></li> <li><u>Q2 or Q3 2017</u></li> </ul>	<ul style="list-style-type: none"> <li>Joint Mkt Conduct/Licensing Committee; ED to monitor</li> </ul>
CCIR Annual Statement on Market Conduct	<ul style="list-style-type: none"> <li>CAFII Response to Draft Annual Statement (released Oct 28/15)</li> <li>Revised Draft released for 45 day consultation period</li> <li>CAFII Response to Draft 3</li> <li>CCIR releases implementation-ready final version of Statement</li> <li>CCIR presents webinar on Annual Statement for CAFII members</li> <li>Access to AMF-developed system for data submissions available</li> <li>Insurers submit “best attempts” data based on 2016 fiscal year-end</li> </ul>	<ul style="list-style-type: none"> <li>Dec 4, 2015</li> <li>July 12, 2016</li> <li>August 26, 2016</li> <li>Dec 2016</li> <li>March 1, 2017</li> <li>March 28, 2017</li> <li>May 1, 2017</li> </ul>	<ul style="list-style-type: none"> <li>Market Conduct Cttee; ED to monitor</li> </ul>
CCIR Review of Travel Health Insurance	<ul style="list-style-type: none"> <li>CAFII/CLHIA joint update meeting with CCIR TIWG</li> <li>Issues Paper released for 90 day consultation</li> <li>Meeting with CCIR TIWG re Issues Paper</li> <li>CAFII Response to Issues Paper</li> <li>Meeting with CCIR TIWG re draft Recommendations in Position Paper</li> <li>CCIR releases Position Paper</li> <li><b>CAFII Response to Position Paper</b></li> <li><i>Meeting with CCIR TIWG Re Position Paper, if necessary</i></li> </ul>	<ul style="list-style-type: none"> <li>March 2016</li> <li>July 4, 2016</li> <li>Aug 10, 2016</li> <li>Sep 30, 2016</li> <li>Feb 22, 2017</li> <li>Expected May 2017</li> <li><b>Q3 2017</b></li> <li><u>Q2 or Q3 2017</u></li> </ul>	<ul style="list-style-type: none"> <li>EOC; ED to monitor</li> </ul>
SK Bill 177	<ul style="list-style-type: none"> <li>FCAA releases Draft Regulations for industry consultation</li> <li>CAFII Responses to Draft Regulations &amp; TPA Sub-consultation</li> <li><u>CAFII Response to FCAA-proposed definition of TPA</u></li> <li><i>Meeting with FCAA officials re CAFII submissions, if necessary</i></li> <li><u>New Saskatchewan Insurance Act and Regulations come into force</u></li> </ul>	<ul style="list-style-type: none"> <li>Oct 7, 2016</li> <li>Dec 2016</li> <li><u>March 2017</u></li> <li><u>Q2 2017</u></li> <li><u>Spring 2018</u></li> </ul>	<ul style="list-style-type: none"> <li>Market Conduct Cttee; ED to monitor</li> </ul>
“Modernizing the New Brunswick Insurance Licensing Framework”	<ul style="list-style-type: none"> <li>CAFII Response to Position Paper on aspects related to life agents</li> <li>FCNB delivers final recommendations to Minister</li> </ul>	<ul style="list-style-type: none"> <li>Jan 22, 2016</li> <li>?</li> </ul>	<ul style="list-style-type: none"> <li>Licensing Committee; ED to monitor</li> </ul>

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



**Regulatory Update – CAFII Executive Operations Committee, March 16, 2017**

Prepared By Brendan Wycks, CAFII Co-Executive Director

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## **Federal/National**

### **Financial Consumer Agency of Canada (FCAC)**

#### FCAC To Review Business Practices Of Federally Regulated Financial Institutions

On March 15/17, the Financial Consumer Agency of Canada (FCAC) announced that as part of its ongoing effort to enforce federal financial consumer protection obligations, its next review of business practices of federally regulated financial institutions (FRFIs) will begin in April.

FCAC Commissioner Lucie Tedesco expressed concern about recent media reports which raised allegations related to financial institutions selling additional products and services to consumers without properly obtaining their prior express consent, an issue which the FCAC review will focus on. The following statement was issued by Commissioner Tedesco:

*“FCAC is responsible for enforcing federal financial consumer protection obligations. The law requires that, in order to provide consumers with new or expanded products or increase their credit limits, financial institutions obtain their customers’ prior consent and disclose key information about the costs and charges of the products they are purchasing.*

*“Financial institutions’ compliance with these rules is non-discretionary and the message must be disseminated from the boards of directors on down to customer-facing staff. These issues have been discussed in my recent meetings with the CEOs and boards of Canada’s leading banks. In addition, in a recent address to their compliance professionals and in an industry-wide letter, I expressed my expectation that banks and other financial institutions be proactive in scrutinizing the effectiveness of their policies, procedures and practices to ensure that consumers are protected.*

*“Through the industry review we are announcing today, we will examine financial institutions’ business practices in relation to express consent and disclosure, including the identification of any factors that may be contributing to non-compliance. We will investigate and enforce any incidence of non-compliance.”*

The FCAC also recently published, as a Compliance Bulletin, the letter it sent to FRFIs in early February 2017 reinforcing the Agency’s expectation that they comply with legislated consumer-protection provisions. That Compliance Bulletin is reproduced below.

#### ***B-5 Consent for new products or services***

*The purpose of this bulletin is to reinforce the FCAC’s expectations that institutions obtain consumers’ express consent for a new financial product or service, including credit cards, in accordance with regulatory requirements.*

*Institutions must ensure any communication (verbal, written or electronic) with consumers that forms part of the interaction for seeking express consent is clear, simple and not misleading.*

*Institutions must clearly explain they are requesting consent for a financial product or service in any communication with consumers, beginning with the initial contact and continuing throughout the process of obtaining express consent.*

*Communications with consumers must be clear and must not mislead consumers to believe they are consenting to a promotion or reward (e.g. promotional blanket, t-shirt or reward points), rather than a financial product or service. Failure to meet this requirement is contrary to regulations and may lead to FCAC enforcement action.*

*FCAC's requirements and expectations apply equally if the activities are outsourced. Institutions retain ultimate accountability for outsourced activities. If the promotion activity is outsourced, institutions must apply the necessary controls to ensure that any communication seeking consumers' consent is clear, simple and not misleading, and that express consent is obtained.*

*Accordingly, FCAC expects institutions to undertake the following actions:*

- ensure communication does not result in misleading consumers during the process of obtaining their express consent for a financial product or service;*
- apply enhanced rigor in the processes and controls (e.g. proactive monitoring, training, scripting) related to obtaining consumers' express consent for a financial product or service;*
- ensure the act of obtaining express consent for a financial product is compliant with regulatory requirements even if it is outsourced; and*
- review all disclosure to ensure it is consistent with the requirements of the Cost of Borrowing Regulations and the Commissioner's Guidance CG-3: Clear language and presentation principles and guidelines for the industry.*

*The FCAC will maintain its supervisory scrutiny of disclosures and practices for obtaining consumer consent to ensure they are clear, simple and not misleading. Moving forward, FCAC supervision will place greater emphasis on the full sales process, including any verbal communication that forms part of obtaining consumers' consent.*

#### **Canadian Council of Insurance Regulators (CCIR)**

##### CAFII Provides Feedback On CCIR's Draft Travel Insurance Recommendations

On March 10/17, CAFII responded to a request from CCIR's Travel Insurance Working Group (TIWG) for follow-up written feedback – to augment verbal feedback provided in a February 22/17 stakeholder meeting -- on draft Recommendations it intends to include in its upcoming Travel Health Insurance Products Position Paper. The draft Recommendations had been shared with the industry on an embargoed basis; therefore, a copy of the CAFII submission has been provided only to those members of the Association who have signed CCIR's Confidentiality Agreement.

In addition to providing feedback on eight specific draft Recommendations, CAFII's submission made the following comments on overall tone and positioning:

*We recommend that*

- greater specificity be added to the Recommendations wherever possible, to avoid vagueness, especially in terms of "measures of success" for each. Further specificity, clarity and/or guidance around each Recommendation are needed so that industry players won't interpret them differently and then go off in many different directions in acting on them;*
- clarity, not standardization, should be the linchpin for improving consumers' understanding of THI and their ability to make an informed purchase decision. After all, in a worst case scenario, the industry could standardize at a high level of product complexity. The objective should be clarity and not imposing a regimented standardization that could unduly compromise consumer choice. Industry players and regulators alike should want to avoid creating conditions where consumers become frustrated by a lack of choice and the unavailability of what they're looking for in the marketplace, and therefore decide to travel outside of Canada without securing THI coverage; and*

- *greater balance should be infused into the Position Paper by*

*-emphasizing, where appropriate, consumers' responsibilities with respect to THI, in addition to their rights. We believe that the Financial Consumer Agency of Canada has found the right balance in its recent pronouncements, which place equal emphasis on consumers' rights and responsibilities. (FCAC content on consumer rights and responsibilities with respect to insurance can be found here: <https://www.canada.ca/en/financial-consumer-agency/services/financial-toolkit/insurance/insurance-3/10.html>); and*

*-acknowledging – as appropriate throughout the Paper; and not just via a single passing reference – where the industry has already achieved high standards or made substantial progress in addressing the particular THI concerns (leading to Recommendations) which the CCIR has articulated.*

#### CCIR To Offer Additional Instructional Session On Completion Of Annual Statement

At the conclusion of CCIR's March 1/17 webinar for CAFII members on the Annual Statement on Market Conduct – Life and Health, presenters L. Balfour and M. Boyle advised that CCIR would be offering an additional information session on how to complete/enter data for certain questions in the Annual Statement On Market Conduct at a later date.

On March 16/17, Martin Boyle advised B. Wycks that the details for this additional instructional session had not yet been finalized, but he will communicate the date, time, and registration details to CAFII as soon as they become available.

M. Boyle also provided the following response to one of CAFII's questions about the Annual Statement, in case it had inadvertently not been addressed during the March 1 webinar: *disputes between insurers and beneficiaries for life insurance products need to be reported on the Annual Statement. The CCIR intends to capture information on the insurers' contractual disputes. In the case of life insurance products, it is often only the beneficiary who is able to make a "claim" or initiate a case regarding contractual obligations.*

#### **Canadian Life and Health Insurance Association (CLHIA)**

##### Several Insurance Regulators To Speak At 2017 CLHIA Conference In May

At CLHIA's 2017 Compliance and Consumer Complaints Conference, which takes place in London, Ontario from Wednesday, May 3 to Friday, May 5, the following insurance regulators will be presenting:

- Brian Mills, Vice-Chair of CCIR and Interim CEO of FSCO, will provide an *Update From CCIR* on May 3 from 10:00 to 10:30 a.m.;
- Harry James, Senior Advisor, BC FICOM; Anatol Monid, Executive Director, Licensing and Market Conduct Division, FSCO; and Nathalie Sirois, Senior Director, AMF will participate in a panel on *Regulatory Perspectives From Across Canada* on May 3 from 11 a.m. to 12 Noon;
- Julien Reid, Senior Director, Financial Institutions Oversight and Deposit Insurance, AMF, will provide an update on *International Developments* on May 3 from 3:45 to 4:15 p.m.; and
- Barbara Palace Churchill, Executive Director of the Insurance Council of Manitoba; Joanne Abram, CEO of the Alberta Insurance Council; and Gerry Matier, Executive Director of the Insurance Council of BC will participate in a *Provincial Insurance Councils Panel* on May 5 from 9:30 to 10:30 a.m.

## **Canadian Bankers Association (CBA)**

### Neil Parmenter To Succeed Terry Campbell As CEO Of CBA

On February 28/17, the Canadian Bankers Association (CBA) announced the appointment of Neil Parmenter as president and CEO, effective May 1/17. Parmenter will succeed Terry Campbell, who announced his retirement in September 2016 and has been in the role for six years.

Parmenter is currently Senior Vice-President, Corporate and Public Affairs (Global) and Chief Communications Officer at TD Bank. He leads TD's corporate communications for Canada and the United States as well as the its Canadian government relations practice, and counsels the CEO, CFO, senior executive team and Board on government relations, communications, and public affairs issues.

Parmenter holds a BA in political science from Western University, a certificate in public relations from Humber College, a Canadian Securities designation and completed an executive program in strategic marketing management from Stanford University. He serves as a director of the Toronto Financial Services Alliance and the Institute for Public Relations.

## **Alberta**

### Definition of Critical Illness Insurance To Undergo Further Review

On March 8/17, A. Maramieri, Chief Operating Officer of the Alberta Insurance Council, sent the following update to B. Wycks:

*Apologies for the delay in responding (to an email sent February 15/17 inquiring as to why the Life Insurance Council-approved definition of critical illness insurance to be offered as credit-related insurance under a Restricted Certificate of Authority had not yet been posted on the AIC website).*

*Thank you for your inquiry. There has been further feedback provided to the Life Insurance Council in regard to the definitions. Therefore, it's on the agenda again for the next meeting on April 12. As a result, we are not yet able to post the definition on the website.*

*We will be advising you soon after the April 12 meeting of any further details and/or posting to the website.*

Earlier, in a February 27/17 liaison meeting between B. Wycks and K. Martin of CAFII and E. Hiemstra and B. Kuiper of CLHIA, Ms. Hiemstra advised that CLHIA had identified some issues/potential problems which could crop up down the road with the definition of "creditors' critical illness insurance" which Alberta's LIC had approved on December 12/16 for inclusion within the overall definition of credit-related insurance permitted to be offered under a Restricted Certificate of Authority; and that CLHIA would be communicating those concerns to the AIC management.

In light of the communication received from A. Maramieri, B. Wycks has sent a follow-up request to E. Hiemstra for a synopsis of the issues/potential problems with the LIC-approved definition of creditors' critical illness insurance which CLHIA had identified. It's expected that E. Hiemstra will share that information when she returns from vacation on March 20/17.

### Alberta Treasury Board And Finance Links To CCIR Annual Statement

On February 15/17, Alberta Treasury Board and Finance posted on its website links to the following CCIR documents:

- Introduction to the Annual Statement on Market Conduct;
- Annual Statement on Market Conduct – Life and Health Insurance; and

- Annual Statement on Market Conduct – Property and Casualty Insurance.

The posting notes that the Annual Statement is to be filed by May 1/17 with Quebec's AMF, via an online Portal which is currently completing, in accordance with an agreement between Alberta and the AMF.

## **Saskatchewan**

### CAFII Responds To FCAA Request For Feedback On Definition Of TPA

On March 13/17, CAFII responded, within the six days timeframe provided, to a request from Saskatchewan's Financial Consumer Affairs Authority (FCAA) for feedback on a proposed definition of Third Party Administrator. A copy of the submission has been provided to all CAFII members who indicated acceptance of the embargo which the FCAA placed upon the deliberations related to its draft Insurance Regulations. The following is a synopsis of CAFII's submission:

*CAFII appreciates your invitation to comment on the following definition of Third Party Administrator, which the FCAA is proposing to include in the Regulations which will support the province's new Insurance Act: "third party administrator" means a business that carries out activities to administer a contract of insurance on behalf of an insurer, but does not include purely clerical activities.*

*While it is difficult to provide feedback on the proposed definition without knowing the full context of how it will be positioned within the Regulations and the details of the TPA licensing regime with which it will be connected, our Association proposes a modest enhancement to the definition which will help ensure that it is not open to misinterpretation, as follows:*

*"third party administrator" means an entity that carries out administrative activities related to a contract of insurance on behalf of an insurer, not including purely clerical activities.*

*We support this slightly tweaked version of the FCAA's proposed definition because it*

- *is written in clear, plain language that won't be subject to misinterpretation;*
- *circumscribes and limits the scope of what constitutes a TPA, for purposes of the planned TPA licensing regime, to those entities that are engaged by an insurer to carry out contract administration activities; and*
- *exempts purely clerical administrative services.*

Because the Association's support for the modestly tweaked TPA definition above is conditional upon how it is positioned within the Regulations and the details of the intended licensing regime of which it will be the cornerstone, CAFII's submission also reiterated several key points which had been made in its December 9/16 submission in response to the FCAA's sub-consultation on TPAs.

In the submission's conclusion, CAFII thanked the FCAA for its decision, recently communicated to Co-Executive Director Brendan Wycks, that the timelines for having the new Saskatchewan Insurance Act and its Regulations proclaimed into force would be deferred by one year, to the Spring of 2018.

But in that connection, the submission also noted that *it was CAFII's strong view that the original implementation target date of April 2017 was not realistic or achievable because 12 to 18 months of lead time is necessary -- whenever such new legislation and/or Regulations are introduced -- to enable insurers and distributors to adapt to the mandated changes, especially those which will have systems implications.*



*These changes inevitably become major projects within CAFII member organizations and it takes time to ensure that necessary systems changes are made, forms revised, staff trained, and consumers notified of how the changes will affect them.*

*At this juncture, we would like to stress that risk management and investment decision protocols within CAFII member organizations dictate that IT work stemming from regulatory changes cannot be initiated until the new legislation and/or Regulations come into force. Therefore, we urge the FCAA to expedite the process of finalizing the new Regulations; securing any required Government approvals; determining the date on which the new Insurance Act and related Regulations will be proclaimed into force; and communicating that date to the industry at the earliest possible moment in time.*

## **Ontario**

### Federal MPs Express Support For Bank Act Prohibitions At Ontario Brokers' Event

A report published on the Insurance Brokers Association of Ontario (IBAO) website indicates that representatives of all three federal political parties, speaking on a panel at a March 8/17 event of the Ottawa Insurance Brokers Association (a chapter of the IBAO), expressed support for maintaining the current Bank Act prohibition against banks selling non-Authorized Insurance Products from their branches.

The IBAO report states that Liberal MP Kyle J. Peterson connected his role in government with the role of insurance brokers, having worked with insurers and brokers on the legal defense side in his previous profession. "Banks selling insurance and lenders selling insurance is a concern," he said, noting that current legislation ensures a level playing field for all industry participants. "I'll do my best to maintain that in my role as a politician."

Peterson also had a message for brokers about advocacy: "Government can't form policy without feedback from industry. You must be active at all levels; this is fundamental to the way government functions." He continued: "it means more when the message is coming from a constituency member in my community than an Association."

Conservative MP Ron Liepert praised the insurance industry for its work following the Fort McMurray fires in Alberta: "politicians are the first to hear things when there's a problem. I have never seen a response like that from any industry. I take my hat off to you."

Liepert also drew a connection between brokers and their role in the community: "I play golf with my broker. It's nice when you know who you're dealing with," he said, and acknowledged that insurance is designed to provide a service when you need something resolved, and seeking resolution with someone you know is the preferred experience. "When people have a problem, they like to know they're dealing with someone who understands their situation."

On the topic of the Bank Act, Liepert called it one of the most important pieces of legislation in our country. "It's important in trying times," he said in reference to the 2008 economic crisis, "but it also strikes the right balance in our financial sector. We don't want to stop business, but we do want to put people on an even playing field."

Liepert issued the following call to action to brokers: "take an aggressive role to make sure your MP has heard your perspective. The modernization of technology will bring more challenges, and we are here to listen."

NDP MP Erin Weir had this to say about the Bank Act: “the NDP has been consistent in supporting a prohibition against insurance being sold in branches at banks,” explaining the party’s belief that insurance business should be kept at arm’s length. “We don’t want to reduce choice for consumers,” stating the fear that banks would monopolize the market if current rules were to change.

The conclusion of the IBAO report on the Ottawa Brokers’ political panel summarizes the Association’s position on the Bank Act as follows:

*The Bank Act is the law that governs Canada’s major financial institutions. It’s of importance given that wealth management operations like banks and credit unions are allowed to own and operate insurance businesses, a power granted in the 90s when financial services legislation was reformed. However they’re prohibited from selling insurance at the time of granting credit, or within credit-granting branches (it must take place at a separate location).*

*There’s a risk for policyholders when insurance carriers are owned by wealth management operations. Brokers advise clients on available products, offer coverage choice and shop the market for best-suited products, while banks and credit unions sell single products, and consumers approach them in times of vulnerability (i.e. when they’re applying for credit). It’s unfair to deal insurance at the same time as credit’s being applied for – the current prohibition protects consumers from cross-selling tactics that might lead individuals to accept/purchase a product that isn’t appropriate for their needs. Protection should remain as it currently stands in the Bank Act, guarding consumers against coercion and undue influence.*

## **International**

### **International Association of Insurance Supervisors (IAIS)**

#### IAIS Launches Major Consultation On ICPs and ComFrame

On March 6/17, the International Association of Insurance Supervisors (IAIS) launched a major consultation package covering proposed revisions to a number of IAIS Insurance Core Principles (ICPs) and ComFrame-related material, in addition to an Application Paper on Group Corporate Governance.

ICPs apply to the supervision of all insurers within a jurisdiction. ComFrame, the Common Framework for the Supervision of Internationally Active Insurance Groups, builds upon the ICPs with standards and guidance specific to the supervision of Internationally Active Insurance Groups.

“This package is the product of substantial feedback from insurance supervisors and stakeholders from throughout the world,” said Victoria Saporta, Chair of the IAIS Executive Committee, adding that “it represents a major milestone in finalizing the qualitative components of ComFrame in line with its scheduled delivery in late 2019, and in upgrading the ICPs.”

With respect to the review of ICPs within the new consultation package, only “The Introduction to ICPs and ComFrame” and “The ICP Assessment Methodology” are covered. Public comments are due by June 1/17.

#### Fintech Trends Prompt IAIS Assessment Of Supervisory Practices And Skills

In a report released March 14/17, the International Association of Insurance Supervisors (IAIS) highlights the potential impact of innovative financial technologies (“fintech”) on insurance sector competitiveness, consumer choice, interconnectedness, business model viability and regulatory oversight. The report, titled “Fintech Developments in the Insurance Industry”, also examines the challenges and opportunities insurance supervisors face in this rapidly changing insurance environment.

“Fintech innovations have the potential to change fundamentally the way the insurance sector serves policyholders”, said Victoria Saporta, Chair of the IAIS Executive Committee, adding that “because of both the scope and pace of change, insurance supervisors must be alert to new developments and make necessary adjustments in their supervisory practices and skills”.

The IAIS analysed the potential impact of finTech based on three scenarios:

- incumbents successfully maintaining the customer relationship;
- the fragmentation of the insurance value chain with incumbents no longer in control; and
- big technology firms squeezing out traditional insurers.

Among the report’s findings, fintech may disrupt the insurance sector by reducing insurance market competitiveness over the long term; cause traditional insurers to exit the market; result in more individualized insurance products which could affect (price) comparability and consumer choice; increase insurance sector interconnectedness due to the use of a limited number of technology platforms; and lead to changes in insurer business models if profit margins come under pressure.

In addition, fintech may increase the focus on improving the customer experience and affect the treatment of customers, possibly creating issues of affordability of insurance products or even increased financial exclusion. It may also create issues concerning the use, ownership and protection of data.

The report points to several challenges for insurance supervisors, including:

- balancing the risks and benefits of innovations and creating an environment that fosters innovation through approaches such as regulatory sandboxes or innovation hubs;
- evaluating and, if needed, adjusting the prudential regulation framework;
- considering the adequacy of current reporting requirements in monitoring trends and the potential build-up of risk connected to new technologies; and
- understanding how innovations work and are applied to ensure adequate assessment of new product and business models.

## **Research, Thought Leadership, and Innovation**

### LIMRA Identifies Five Key Drivers Influencing Life Insurance Industry In 2017

A new research study by the Life Insurance Marketing Research Association (LIMRA), released in early February, highlights five key drivers that will shape the life insurance industry in 2017: regulation, the changing consumer, technology, innovation, and talent management.

### CSA Invites Fintech Businesses Into Regulatory Sandbox

On February 23/17, the Canadian Securities Administrators (CSA) launched a “regulatory sandbox” initiative aimed at both supporting fintech businesses and protecting investors.

The CSA said its regulatory sandbox welcomes businesses that are “truly innovative from a Canadian market perspective.” Business models will be assessed on a case-by-case basis and businesses that register or receive relief may be allowed to test their products and services across the Canadian market.

Louis Morisset, CSA Chair and President and CEO of the AMF in Quebec, said the goal of the initiative is “to facilitate the ability of those businesses to use innovative products, services and applications all across Canada, while ensuring appropriate investor protection.”

#### OSC, UK Regulator Sign Co-operation Agreement On Fintech Businesses

On February 23/17, the Ontario Securities Commission (OSC) and the United Kingdom's Financial Conduct Authority (FCA) signed an agreement under which fintech businesses in both jurisdictions will be able to seek support from their financial regulators as they look to operate in the other's market.

The Co-operation Agreement allows the FCA and the OSC to refer to one another "innovate businesses" seeking to enter the other's market. The regulators may also provide support to businesses to "help reduce regulatory uncertainty and time to market."

The Agreement follows the creation of the FCA's Innovation Hub in 2014 and LaunchPad by the OSC in October 2016. These initiatives are designed to help businesses with innovative ideas navigate the regulatory framework, support them through authorization and facilitate their engagement with their respective regulator.

Once referred by the regulator, and ahead of applying for authorization to operate in the new market, the business will have access to dedicated staff that will help them to understand the regulatory framework in the market they wish to join, and how it applies to them.

In November 2016, the OSC and the Australian Securities and Investments Commission signed a similar agreement for fintech companies in Australia and Ontario.

#### Manulife Eliminates Blood, Urine, Nicotine Tests For All Eligible Applicants

On February 7/17, Manulife announced that it had become the first Canadian insurer to eliminate blood, urine and nicotine testing for eligible applicants seeking up to \$1 million in life insurance coverage.

The insurer introduced this program for term life products in May of 2016. The program has now been extended to all Manulife individual life insurance offerings, including whole life and universal life.

Predictive analytics and monitoring application data can help eliminate opportunities for fraud and they also improve decision making overall, said Cindy Forbes, Manulife's Chief Analytics Officer. "The insights from the data we collect through our underwriting process and public sources enables us to determine the cases that we believe require testing, while simplifying the application process for more than half of applicants."

#### Artificial Intelligence Platform For Travel Insurance Wins Innovation Challenge

On February 8/17, AIG Canada announced that Trip Swell Inc.'s Jauntin', a mobile artificial intelligence platform which allows for on-demand, usage-based travel insurance coverage, had won the company's Innovation Challenge.

On its website, Trip Swell says "Jauntin' continuously collects and analyzes incoming data to better predict future risk; and makes it easier for policyholders to obtain travel insurance, enhance their existing policies, or submit claims in real-time. The platform enables insurers to learn when policyholders leave and return, where they go, their travel habits and more.

The AIG Canada Innovation Challenge, positioned as a crowdsourcing opportunity, attracted submissions from 87 Canadian tech start-ups.

## CAFII Regulator and Policy-Maker Visit Plan 2017-18

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
<b>British Columbia</b>				
<b>Insurance Council of BC:</b> Gerry Matier, Executive Director	-Dec 9/16 informal discussion with B. Wycks at CISRO LLQP Session in Toronto - June 29/16 informal discussion with B. Wycks at CISRO LLQP Session in Toronto -Feb. 27/15 breakfast meeting in Toronto	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  <b>-liaison meeting during CLHIA Annual Conference, May 3-5/17 in London, Ontario, if Gerry is attending</b>	-Council's current view on 10-Year Review of Financial Institutions Act -Representation of alternate distribution/non-resident sellers on Council -Update on Council priorities	-Invitation sent  <b>-Pending</b>
<b>FICOM:</b> Frank Chong, Acting Superintendent of Financial Institutions (effective August 1/16)	-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto -Nov 10/15 in Vancouver re CGI Information Bulletin	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  <b>-liaison meeting during CLHIA Annual Conference, May 3-5/17 in London, Ontario, if Frank is attending</b>	-Monitoring for appt. of interim or permanent FICOM CEO successor -FICOM Information Bulletin on CGI ('effecting' of CGI in BC issue: ED and EOC to monitor re need for meeting/ dialogue around any member or industry issues re compliance with CGI Info Bulletin -10 yr. Review of BC Financial Institutions Act (if appropriate)	-Invitation sent  <b>-Pending</b>
Doug McLean, Deputy Superintendent of Insurance	-No contact/meeting for at least past three years	-None at this time	-see F. Chong above	-see F. Chong above
Chris Carter, Acting Superintendent, Real Estate and Acting Registrar, Mortgage Brokers (effective August 1/16)	-April 14/16 teleconference re CAFII follow-up letter - Follow-up letter, seeking clarification on CGI Info Bulletin key issues, sent March 15/16 - Nov 10/15 in Vancouver re CGI Information Bulletin	-None at this time	- see F. Chong above	-see F. Chong above
Lorena Dimma, Director, Market Conduct (assuming Harry James' former policy advisor role re 'effecting' of CGI issue)	-April 14/16 teleconference re CAFII's March 15/16 follow-up letter on CGI Info Bulletin	-None at this time	-See F. Chong above	-see F. Chong above  -see F. Chong above

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Harry James, Senior Regulatory Advisor (Chair of CCIR's Travel Insurance Working Group)	- <b>H. James chaired Feb. 22/17 CAFII stakeholder meeting with CCIR TIWG</b> -Dec. 8/16 cordial reply email to E. Fang, agreeing with CAFII's request that auto dealers are creditors for a moment-in-time issue be closed. -April 14/16 teleconference re CAFII's March 15/16 follow-up letter on CGI Info Bulletin	-None at this time	-See F. Chong above. Although H. James is supposed to have handed the CGI Information Bulletin file to L. Dimma and C. Carter, he did most of talking in April 14/16 teleconference; so CAFII will continue to include Harry in discussions on "effecting" issue.	
Molly Burns, Analyst, Policy Initiatives	-April 14/16 teleconference re CAFII's March 15/16 follow-up letter on CGI Info Bulletin -Nov 10/15 in Vancouver	-None at this time	-See F. Chong above	-see F. Chong above
Erin Morrison, Regulatory Analyst, Policy Initiatives	-August 10/16 in Toronto, accompanied Harry James and participated in CCIR TIWG meeting with CAFII	-None at this time	-See F. Chong above	-see F. Chong above
<b>Ministry of Finance:</b> Michael de Jong, Minister of Finance	-Nov. 21/14: G. Grant represented CAFII at FIA Review roundtable discussion hosted by Minister	-None at this time	TBD until CAFII has a "direct ask" at Ministerial level	
Dan Ashton, Parliamentary Secretary for Finance (elected MLA)	-November 10/15 in Vancouver, along with Elizabeth Cole	-If necessary, follow-up meeting in Q2 or Q3 2017 in Vancouver, after Policy Paper released	-Update on 10-year Review of Financial Institutions Act: follow-up on CAFII issues/concerns including recommendations of other stakeholders	Pending (see E. Cole below)

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Elizabeth Cole, Executive Director, Strategic Projects & Policy (head of 10-Year Review of FIA)	-June 23/16 telephone conversation with B. Wycks re updates on expected release date of Policy Paper and other FIA Review timelines -November 10/15 in Vancouver along with Dan Ashton; and separate meeting along with Brian Dillon and Kari Toovey	-If necessary, follow-up meeting in Q2 or Q3 2017 in Vancouver, after Policy Paper is released		Pending Ministry of Finance's release of Policy Paper
Brian Dillon, Director, Financial Institutions  Kari Toovey, Senior Policy Advisor		-See E. Cole above  -See E. Cole above		Pending (see E. Cole above) Pending (see E. Cole above)
<b>Alberta</b>				
<b>Alberta Insurance Council:</b> Joanne Abram, CEO;	-December 21/16 letter to CAFII confirming definition of CGI critical illness insurance approved by Life Council to include selling of CI under existing RIA licence -Oct 31/16 CAFII submission of letter proposing definition of CGI critical illness insurance to be adopted for inclusion under existing RIA licence -Sept 16 & 28/16 and Oct 11/16 e-mail correspondence with B. Wycks re LIC decision on allowing CI to be sold under an RIA licence	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -if necessary, Q2 2017 teleconference or in-person meeting with AIC management or LIC  <b>-liaison meeting during CLHIA Annual Conference, May 3- 5/17 in London, Ontario, if Joanne is attending</b>	-AIC's implementation of approved definition and process for CI to be sold under existing RIA licence  -Representation for Restricted Licence Holders on Life Insurance Council	Invitation sent  Pending  <b>Pending</b>

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Anthonet Maramieri, COO	<b>-March 8/17 email to B. Wycks advising of Life Council's further look at definition of credit-related insurance approved to be offered under a Restricted Certificate, at April 12/17 meeting.</b> -Sept 12/16 teleconference with G. Grant and B. Wycks -July 12/16 teleconference with G. Grant and B. Wycks - April 11/16 informal discussion with B. Wycks, at CISRO LLQP Info Session - Feb 27/15: Toronto: B. Wycks met A. Maramieri and had get acquainted chat at CISRO LLQP Stakeholder Info Session	-See J. Abram above	-See J. Abram above	Pending (see J. Abram above)
Warren Martinson, Legal Counsel	<b>-W. Martinson in attendance at Feb. 22/17 CAFII stakeholder meeting with CCIR TIWG</b> -May/June 2016 telephone discussion with J. McCutcheon (on CAFII's behalf) re legislative and regulatory underpinnings of selling of CI benefits as credit-related insurance under an RIA licence -Feb 10/14: Toronto, ON (with B. Wycks, as W. Martinson then on LLQP Governance Cttee.)	-See J. Abram above	-See J. Abram above	Pending (see J. Abram above)



Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
<b>Treasury Board and Ministry of Finance:</b> Nilam Jetha, Acting Superintendent of Insurance (one year interim role)  Mark Prefontaine, Superintendent of Insurance (seconded to Senior Asst. Deputy Minister for one year, effective Jan. 11/16)	No contact – appointed Jan 11/16 (congratulatory letter sent Feb. 1/16)  -Sep 30/14; Fredericton, NB (informal meeting)	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -Not applicable at this time	- Update on Superintendent's priorities -Communicate CAFII issues; build and strengthen relationship	Invitation sent
David Sorensen, Deputy Superintendent of Insurance	No face-to-face contact to date - <i>appointed Sep 15/14</i>	-None at this time	See N. Jetha above	
Laurie Balfour, Director, Financial Compliance, Insurance Regulation and Market Conduct Branch (Chair of CCIR Insurance Core Principles Implementation Ctte)	-Sep 30/14: Fredericton, NB (informal meeting) -Jul 28/14: call with CAFII reps re: "effecting of CGI"	-None at this time	-See N. Jetha above	
Joe Ceci, President of Treasury Board and Minister of Finance	No contact – appointed May 24/15	-None at this time	TBD until CAFII has a "direct ask" at Ministerial level	
<b>Saskatchewan</b>				
<b>Insurance Councils of Saskatchewan:</b> Ron Fullan, Executive Director, (CISRO Chair)	<b>-R. Fullan in attendance at Feb. 22/17 CAFII stakeholder meeting with CCIR TIWG</b> -Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto -Dec 9/16 informal discussion with B. Wycks at CISRO LLQP Session	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  <b>-liaison meeting during CLHIA Annual Conference, May 3-5/17 in London, Ontario, if Ron is attending</b>	-timing of renewed focus on establishing a Restricted Insurance Agents Advisory Committee  -ICS-relevant aspects of implementation of new Saskatchewan Insurance Act and Regulations  -Sask. RIA regime and licensure issues	Invitation sent  <b>Pending</b>

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
April Stadnek, Director of Licensing	-Sept 22/15 CISRO LLQP Stakeholder Info Session in Toronto (B. Wycks) - Sep 30/14; Fredericton, NB (informal meeting) - November/13 in Toronto when April attended CLHIA CCOSS Seminar	-None at this time	-See R. Fullan above	
<b>Financial Consumer Affairs Authority (FCAA):</b> Roger Sobotkiewicz, former Director of FCAA Legal Branch, became Interim Chairperson and Superintendent of Insurance, effective Feb. 1/15	-no previous contact; congratulatory letter on appointment sent March 4/15	-see J. Seibel below	-see J. Seibel below; and -introduce CAFII and build relationship -Regulations being developed following passage of <i>Bill 177, The Insurance Act (Saskatchewan)</i> -ISI: Representation for Restricted Licence Holders - Update on Superintendent's priorities	Pending (see J. Seibel below)
Ian McIntosh, Deputy Superintendent of Insurance  Janette Seibel, Lawyer, became lead on Bill 177 and Regulations file effective June 1/15	-Jul 28/14 call with CAFII reps re: "effecting CGI"  <b>-March 2017 email exchange with B. Wycks re invitation to CAFII to provide feedback on FCAA-proposed definition of TPA, for inclusion in Insurance Regulations</b>	-see J. Seibel below  -teleconference meeting in Q1 or Q2 2017, if necessary  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17	-see J. Seibel below; and -see R. Sobotkiewicz above  <b>-timing of "in force" date for new Saskatchewan Insurance Act and related Regulations</b> -CAFII's response submissions on FCAA's Insurance Regulations Consultation document (submitted Dec. 2/16) and TPAs sub-consultation (submitted Dec. 9/16)	Pending (see J. Seibel below)  Pending  Invitation sent

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
	<p><b>-February 17/17 call to B. Wycks advising that “in force” date for new Insurance Act and Regulations had been deferred to Spring 2018</b></p> <p>-Jan 2017 email exchange with B. Wycks re timing of “in force” date for new Saskatchewan Insurance Act and related Regulations</p> <p>-Nov and Dec. 2016 email exchanges with B. Wycks re Insurance Regulations Consultation and TPAs sub-consultation.</p>			
<b>Manitoba</b>				
<p><b>Ministry of Finance:</b> Ken Lofgren, Acting Superintendent of Insurance</p> <p>Scott Moore, Deputy Superintendent of Insurance</p>	<p>-Appointed Spring 2015; no previous CAFII contact</p> <p>-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto</p> <p>-August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper (participated by teleconference)</p> <p>-April 15/15 teleconference with three CAFII reps</p> <p>-April 29/14: meeting in Winnipeg, MB</p>	<p>-None at this time</p> <p>-CAFII 20<sup>th</sup> Anniversary event: April 5/17</p> <p>-Q2 2017 in-person meeting in Winnipeg – either joint with Barbara Palace Churchill, new Executive Director of Insurance Council of Manitoba, or separate -- once K. Martin, CAFII Co-Executive Director, is fully acclimatized (see B. Palace Churchill below)</p>	<p>-see S. Moore below</p> <p>-Maintain and build relationship</p> <p>-Representation for Restricted Licence Holders on Life Insurance Council</p> <p>-concern about amended Insurance Act’s apparent residency requirement for employees of Restricted Insurance Agents</p>	<p>Invitation sent</p> <p><b>Pending</b></p>
Cameron Friesen, Minister of Finance	No contact – took office May 3/16	-None at this time	TBD until CAFII has “direct ask” at Ministerial level	

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
<p>Barbara Palace Churchill, Executive Director, Insurance Council of Manitoba (appointed late November 2016)</p> <p>Erin Pearson, former Executive Director, Insurance Council of Manitoba (retired at end of 2016)</p>	<p>-congratulatory letter on appointment sent January 2017</p> <p>-Sept. 23/16 email exchange with B. Wycks re amendments to Regulation 389/87 which ICM's ISI Committee recommended to Government re incorporating other organizations and other types of insurance into prescribed regulatory framework for RIA licence regime -Oct. 8/15 at CLHIA CCOS Fall Seminar (B. Wycks) -Sept. 30/14: dinner in Fredericton, NB re: ISI implementation</p>	<p>-CAFII 20<sup>th</sup> Anniversary event: April 5/17</p> <p><b>-get acquainted and liaison meeting during CLHIA Annual Conference, May 3-5/17 in London, Ontario, if Barbara is attending</b></p> <p>-Q2 2017 get acquainted meeting in Winnipeg – either joint with Scott Moore, Deputy Superintendent of Insurance, or separate -- once K. Martin, CAFII Co-Executive Director, is fully acclimatized</p>	<p>-Introduce CAFII and build/maintain relationship -Representation for Restricted Licence Holders on Life Insurance Council -Insurance Council's "ISI items for further review and development" -communicate CAFII issues</p>	<p>Invitation sent</p> <p><b>Pending</b></p> <p>Pending</p>
<b>Ontario</b>				
<p><b>FSCO:</b> Brian Mills, appointed Interim CEO and Superintendent on October 18/14. Will likely be FSCO's last CEO, as Ontario Government transitions to a new Financial Services Regulatory Authority (FSRA) over next two years (2017 and 2018), as stated by B. Mills at FSCO Symposium on November 25/16.</p>	<p>-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto - January 28/15 stakeholder meeting with CCIR</p>	<p>-CAFII 20<sup>th</sup> Anniversary event: April 5/17</p>	<p>(i)Build/maintain relationship (ii) Ontario government review of FSCO's mandate (iii) next steps in Life Insurance Product Suitability Review (iv)CCIR review of travel health insurance (v)Update on Superintendent's priorities (vi)communicate CAFII issues</p>	<p>Invitation sent</p>



Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Richard Tillman, Senior Manager, Insurance and Deposit Institutions Policy	-conversation with B. Wycks at Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto - Oct. 7/16 meeting with CAFII reps re life agent and insurer compliance			
Reena Vora, Manager, Market Regulation Branch, Licensing and Market Conduct Division	-December 8/16 with CAFII reps for feedback on draft questionnaire for life insurer examination visits (one pilot test visit planned in Q1 2017), as next phase in Life Insurance Product Suitability Review	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17	-Life insurer examination visits      -Ontario Government's replacement of FSCO with a new Financial Services Regulatory Authority (FSRA) over next two years (2017 and 2018); and Regulations to implement FSRA  -	Invitation sent      Invitation sent  Invitation sent  Awaiting release of FSRA Regulations and opportunity for stakeholder input

[illegible]

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Patrick Dery, Superintendent, Solvency (appointed CCIR Chair effective April 1/15)	-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto - Oct. 4/16 in Montreal: CAFII liaison lunch and Industry Issues Dialogue with AMF -Liaison lunch and industry issues dialogue on October 6/15 in Levis, Quebec	-See L. Morisset above	-see L. Morisset above	Pending
Eric Stevenson, Superintendent, Client Services and Distribution Oversight	-AMF 2016 Rendez-Vous on November 14/16 in Montreal  -Oct. 4/16 in Montreal: CAFII liaison lunch and Industry Issues Dialogue with AMF  -Liaison lunch and industry issues dialogue on October 6/15 in Levis, Quebec	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -See L. Morisset above	-See L. Morisset above	Invitation sent  Pending
Louise Gauthier, Senior Director, Distribution Policies and Compensation (member of CCIR TIWG). Lead on AMF's Distribution Guide rewrite initiative.	<b>-L. Gauthier in attendance at Feb. 22/17 CAFII stakeholder meeting with CCIR TIWG</b> -AMF 2016 Rendez-Vous on November 14/16 in Montreal -Oct. 4/16 in Montreal: CAFII liaison lunch and Industry Issues Dialogue with AMF -August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper -Liaison lunch and industry issues dialogue on October 6/15 in Levis, Quebec	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -See L. Morisset above   CAFII 20 <sup>th</sup> Anniversary event: April 5/17	-See L. Morisset above; and -Distribution Guide rewrite       -see L. Gauthier above	Invitation sent  Pending      Invitation sent



Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Maryse Pineault, Senior Director, Distribution Framework	-Dec 9/16 informal discussion with B. Wycks at CISRO LLQP Session in Toronto -AMF 2016 Rendez-Vous on November 14/16 in Montreal		financial products and service	politely withdrawn, based on reassuring information from Y. Nachabé
<b>Ministry of Finance</b>  Carlos Leitao, Minister  Richard Boivin, Assistant Deputy Minister, Financial Institution Policy and Corporate Law  Guillaume Caudron, Chief of Staff  Yann Nachabé, Policy Advisor	-Feb. 25/16 phone call between B. Wycks and Yann Nachabé, Policy Advisor, Ministry of Finance, resulting from CAFII request for April 2016 in- person follow-up meeting with Richard Boivin and Guillaume Caudron	-in-person or teleconference meeting with Ministry officials coincident with consultation period on Omnibus Bill expected in Q1 or Q2 2017, if necessary	-Omnibus Bill expected to modernize financial sector, incl. the Distribution Act (Minister Leitao in response to question at legislative committee meeting on April 28/16) -Ministry's direction on online distribution of insurance without involvement of an advisor -CAFII submission in response to Report on the Application of the Act respecting the distribution of	-Pending release of Omnibus Bill        -Request
<b>New Brunswick</b>				
Financial and Consumer Services Commission (Insurance Division): Angela Mazerolle, Superintendent of Insurance	-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto - May 4/16 dinner meeting with Atlantic Canada regulators in Halifax -Oct 1/14: Fredericton, NB	-Q2 2017 CAFII webinar  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -liaison meeting during CLHIA Annual Conference, May 3- 5/17 in London, Ontario, if Angela is attending	-refreshed "Seven Point Guide to The Creditor Insurance Regulatory Regime," to be presented by CAFII as an educational resource to counteract false impression that ISI is unregulated -implementation of further phases of online licensing system -legislative/regulatory change to support electronic beneficiary designations -other New Brunswick licensing issues	-Pending  Invitation sent  <b>Pending</b>

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
David Weir, Deputy Superintendent of Insurance	-Dec 9/16 informal discussion with B. Wycks at CISRO LLQP Session in Toronto -May 4/16 dinner meeting with Atlantic Canada regulators in Halifax - April 11/16 informal discussion with B. Wycks, at CISRO LLQP Info Session - Feb. 19/16 re CAFII feedback on online insurance licensing system - Sept. 22/15 CISRO LLQP Info Session in Toronto (B. Wycks) -Oct 1/14: Fredericton, NB	-see A. Mazerolle above  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  <b>-liaison meeting during CLHIA Annual Conference, May 3-5/17 in London, Ontario, if David is attending</b>	-see A. Mazerolle above -timing of final recommendations on reforming licensing framework for other-than-life agents and brokers -CAFII feedback on New Brunswick online insurance licensing system	-Pending (see A. Mazerolle above)  Invitation sent  <b>Pending</b>
<b>Opportunities New Brunswick:</b> Jay Reid, Investment Attraction Officer	-Jun 3/14: Toronto, with Adam Mitton of predecessor organization Invest New Brunswick	-None at this time	- CAFII submission re: Insurance Act and regulatory process changes necessary to support business efficiency and further inbound investment and additional jobs in New Brunswick -Introduce CAFII and build relationship -Position CAFII as an information resource	
<b>Consumer Advocate for Insurance:</b> Ronald Godin, Consumer Advocate	No contact	-None at this time		

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
<b>Nova Scotia</b>				
<b>Superintendent of Insurance:</b> William Ngu, Acting Superintendent of Insurance	-May 4/16 dinner meeting with Atlantic Canada regulators in Halifax -Appointed June 2015; no previous CAFII contact	-Q2 2017 webinar  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  <b>-liaison meeting during CLHIA Annual Conference, May 3- 5/17 in London, Ontario, if William is attending</b>	-refreshed "Seven Point Guide to The Creditor Insurance Regulatory Regime," to be presented by CAFII as an educational resource to counteract false impression that ISI is unregulated -Review of life and accident & sickness provisions of Insurance Act -legislative/regulatory change to support electronic beneficiary designations -Update on Superintendent's priorities -Communicate CAFII issues; build and strengthen relationship	-Pending  Invitation sent  <b>Pending</b>
Jennifer Calder, Deputy Superintendent of Insurance	-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR (participated by phone) -August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper (participated by teleconference) -May 4/16 dinner meeting with Atlantic Canada regulators in Halifax	-See W. Ngu above  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  <b>-liaison meeting during CLHIA Annual Conference, May 3- 5/17 in London, Ontario, if Jennifer is attending</b>	-See W. Ngu above	-Pending (see W. Ngu above)  Invitation sent  <b>Pending</b>

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
<b>PEI</b>				
<b>Superintendent of Insurance:</b> Robert Bradley, Superintendent	-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto  -Oct 1/14: Fredericton, NB	-Q2 2017 CAFII webinar  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17	-refreshed "Seven Point Guide to The Creditor Insurance Regulatory Regime," to be presented by CAFII as an educational resource to counteract false impression that ISI is unregulated -Review of life and accident & sickness provisions of Insurance Act (on April 23/15, R. Bradley advised that this may get underway in late 2015) -legislative/regulatory change to support electronic beneficiary designations -Update on Superintendent's priorities -Communicate CAFII issues -Maintain and strengthen relationship	-Pending  Invitation sent
<b>Newfoundland</b>				
<b>Superintendent of Insurance:</b> John O'Neill, Superintendent   Craig Whalen, Deputy Superintendent of Insurance	-N/A; appointed in October 2015  -Oct 1/14: Fredericton, NB	-Q2 2017 CAFII webinar -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -see J. O'Neill above  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17	-refreshed "Seven Point Guide to The Creditor Insurance Regulatory Regime," to be presented by CAFII as an educational resource to counteract false impression that ISI is unregulated  -legislative/regulatory change to support electronic beneficiary designations -Update on Superintendent's priorities -Communicate CAFII issues; build and strengthen relationship	-Pending  Invitation sent  -Pending (see J. O'Neill above)  Invitation sent

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
<b>FEDERAL/NATIONAL</b>				
<b>CCIR:</b>  Martin Boyle, Policy Manager	-March 1/17 CCIR webinar presentation for CAFII members on CCIR expectations for insurer completion of Annual Statement on Market Conduct (presented by L. Balfour and M. Boyle) -Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto -November 29/16 CAFII Holiday Season Reception -October 24/16 CAFII liaison lunch with CCIR Policy Managers -August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper -May 19/16 CCIR ICPiC teleconference/webinar meeting with CAFII members (L. Balfour and M. Boyle) -May 4/16 lunch meeting in Halifax (with C. Rogers and S. Jacobs)	<b>CCIR-offered industry-wide learning session on how to complete/enter data for certain sections of Annual Statement on Market Conduct, Life and Health</b>  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -liaison lunch in second week of April 2017, following CCIR Spring Meeting, April 6-7/17  -liaison meeting during CLHIA Annual Conference, May 3-5/17 in London, Ontario, if Martin is attending	-Annual Statement on Market Conduct (Martin) -Framework for Cooperative Market Conduct Supervision (Martin) -attendance of CCIR members at CAFII 20 <sup>th</sup> Anniversary celebration in 2017 -Possible CCIR speakers/panelists at CAFII events -Update on CCIR 2014-17 Strategic Plan and related priorities -Communicate CAFII issues; and maintain and strengthen relationship -possible CAFII webinar(s) for CCIR audience -updates on Annual Statement on Market Conduct	<b>Pending</b>          Invitation sent   Pending     Pending

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Sean Jacobs, Policy Manager	<ul style="list-style-type: none"> <li>-February 22/17 CAFII stakeholder meeting with CCIR Travel Insurance Working Group</li> <li>-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto</li> <li>-November 29/16 CAFII Holiday Season Reception</li> <li>-October 24/16 CAFII liaison lunch with CCIR Policy Managers</li> <li>-August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper</li> <li>-July 7/16 CAFII webinar presentation by Lesli Martin, Pollara, on Canadians' perceptions, confidence, and satisfaction with travel medical insurance</li> <li>-May 4/16 lunch meeting in Halifax (with C. Rogers and M. Boyle)</li> <li>-March 16/16 CAFII/CLHIA joint stakeholder meeting with CCIR Travel Insurance Working Group</li> </ul>	<ul style="list-style-type: none"> <li>- -CAFII 20<sup>th</sup> Anniversary event: April 5/17</li> <li>-liaison lunch in second week of April 2017, following CCIR Spring Meeting, April 6-7/17</li> <li>-liaison meeting during CLHIA Annual Conference, May 3-5/17 in London, Ontario, if Sean is attending</li> </ul>	<ul style="list-style-type: none"> <li>-<b>CCIR TIWG's Position Paper (expected May 2017)</b></li> <li>-CCIR review of travel health insurance</li> <li>-See M. Boyle above</li> </ul>	<ul style="list-style-type: none"> <li>Invitation sent</li> <li>Pending</li> <li>Pending</li> </ul>

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Patrick D�ry, Chair (Superintendent, Solvency, AMF)	-Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto -Oct. 4/16 in Montreal: CAFII liaison lunch and Industry Issues Dialogue with AMF -October 6/15: CAFII liaison lunch and industry issues dialogue with AMF -April 29/15 meeting in Quebec City, along with CCIR Vice-Chair Carolyn Rogers	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -liaison meeting during CLHIA Annual Conference, May 3- 5/17 in London, Ontario, if Patrick is attending	-CCIR review of travel health insurance -Update on CCIR 2017-20 Strategic Plan and related priorities -Communicate CAFII issues; maintain and strengthen relationship	Invitation sent  Pending
Harry James, Chair, CCIR Travel Insurance Working Group (TIWG)	-February 22/17 CAFII stakeholder meeting with CCIR Travel Insurance Working Group -August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper  -March 16/16 CAFII/CLHIA joint meeting with CCIR Travel Insurance Working Group -March 24/15 meeting with CAFII EOC re travel health insurance review initiative	--CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -liaison meeting during CLHIA Annual Conference, May 3- 5/17 in London, Ontario, if Harry is attending  -If necessary, Q2 or Q3 2017 meeting with Harry and TIWG members	-CCIR TIWG's Position Paper (expected May 2017)  -CCIR Travel Health Insurance Products Position Paper and CAFII response to same	Invitation sent  Pending  Pending

Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
Laurie Balfour, Chair, CCIR Insurance Core Principles Implementation Committee (ICPiC)	-March 1/17 CCIR webinar presentation for CAFII members on CCIR expectations for insurer completion of Annual Statement on Market Conduct (presented by L. Balfour and M. Boyle) -Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto -August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper (participated by teleconference) -May 19/16 CCIR ICPiC webinar presentation for CAFII members (L. Balfour and M. Boyle)	- <b>CCIR-offered industry-wide learning session on how to complete/enter data for certain sections of Annual Statement on Market Conduct, Life and Health</b>  -CAFII 20 <sup>th</sup> Anniversary event: April 5/17  -liaison meeting during CLHIA Annual Conference, May 3- 5/17 in London, Ontario, if Laurie is attending	-Harmonized Annual Statement on Market Conduct  -Framework for Co-operative Market Conduct Supervision in Canada -ICPiC work on IAIS' Insurance Core Principles	<b>Pending</b>  Invitation sent  Pending
<b>CISRO:</b> Ron Fullan, Chair (SK); G. Matier (BC); J. Abram (AB), W. Martinson (AB); D. Weir (NB)	-R. Fullan in attendance at Feb. 22/17 CAFII stakeholder meeting with CCIR TIWG -Dec 9/16 informal discussion with B. Wycks at CISRO LLQP Session in Toronto -Dec. 12/16 CAFII Stakeholder Dialogue with CCIR in Toronto -August 10/16 CAFII stakeholder meeting re CCIR travel health insurance Issues Paper (participated by teleconference)	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17  - <b>June 1-2/17 CISRO meeting in Saskatoon (CAFII could be offered 30 minutes on agenda, for a presentation)</b>	-national, online licensing system for insurance and related harmonization issues -possible CISRO Strategic Plan and opportunity for stakeholders to provide input	Invitation sent  <b>Pending</b>



Jurisdiction Regulator/Policy-Maker	Last Meeting /Contact	Proposed Meeting	Topics/Purpose	Status March 14/17
<b>Financial Consumer Agency of Canada (FCAC):</b> Lucie Tedesco, Commissioner	-May 1/15: B. Wycks made self-introduction and chatted with L. Tedesco, following her speech at CLHIA Conference	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17	-FCAC consultation on its Proposed Supervision Framework and Publishing Principles for FCAC Decisions (released September 29/16 with November 14/16 deadline for submissions) of document expected). CAFII decided not to respond to this consultation, as out-of-scope	Invitation sent
Brigitte Goulard, Deputy Commissioner	-Jun 10/14: B. Goulard was speaker at CAFII event	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17		Invitation sent
Jane Rooney, Financial Literacy Leader	-Feb 10/15 (presentation at CAFII Annual Luncheon)	-CAFII 20 <sup>th</sup> Anniversary event: April 5/17		Invitation sent
Jeremie Ryan, Director, Financial Literacy and Consumer Education	-Feb. 10/15			
Karen Morgan, Marketing Officer	-Jan 9/14			