



**CAFII EOC Meeting**  
**Tuesday, October 30, 2012**  
**Location: CIBC, Commerce Court**  
**199 Bay St, 4<sup>th</sup> Floor, Imperial Room**  
**Toronto, ON**  
**1:00 – 4:00 pm**

Agenda

1. Call to Order J. Hines
2. Approval of Agenda All
3. Minutes All
  - a. EOC Minutes September 25, 2012
  - b. Board Minutes, October 9, 2012
4. Financials M. Fabian
  - a. September 2012 financials
  - b. 2013 Draft Budget
5. Regulatory Update
  - a. Lawrie Savage Report A. Riley
  - b. Saskatchewan Insurance Act – draft letter A. Riley
  - c. Regulator Visits A. Riley
    - Regulator Visits Plan
    - CCIR Meeting
6. CAFII Priorities and EOC Committees
  - a. CAFII Priorities by Committee A. Riley
  - b. Review of Committee Mandates J. Hines
  - c. Distribution and Market Conduct Policy Committee S. Manson
    - UK PPI S. Manson
  - d. Licensing Efficiency Issues Committee M. Gill
  - e. Media & Advocacy Strategy Committee S. Gelgor / J. Lewsen
  - f. Event & Networking Committee P. Yeung / M. Sanchez-Chung
    - December Reception
    - Speaker presentation – February 5, 2013
    - CAFII 15<sup>th</sup> Anniversary Event
7. Other Business
  - a. 2013 Draft Calendar J. Hines

Next Board Meeting is December 11, 2012 hosted by ScotiaLife Financial.  
Next EOC meeting is November 27, 2012, in Toronto.

*Conference call dial-in information:*  
**416-764-8662 or 1.888-884-4534, participant pass code: 771017#, moderator pass code: 7661560#**



## CAFII EOC Meeting Minutes

Tuesday, September 25, 2012

**Location: Royal Bank Plaza, South Tower, Capital Markets  
200 Bay St., 4<sup>th</sup> Floor, Richardson Room  
Toronto, ON**

**Present:**

Rose Beckford	ScotiaLife Financial
Charles Blaquerie	Canadian Premier Life Insurance Co.
Emily Brown	BMO Insurance
Francois Cholette	Desjardins Financial Security Life Assurance
Andre Duval	Desjardins Financial Security Life Assurance
Wayne Eccles	TD Insurance
Matthew Fabian	BMO Insurance <i>Treasurer (teleconference)</i>
Sara Gelgor	ScotiaLife Financial <i>(teleconference)</i>
Moira Gill	TD Insurance
Jeff Gladwish	American Express
Greg Grant	CIBC Insurance <i>(teleconference)</i>
Jennifer Hines	RBC Insurance
John Lewsen	BMO Insurance <i>Chair</i>
Sue Manson	CIBC Insurance <i>(teleconference)</i>
John Poolman	Assurant Solutions
Maria Sanchez-Chung	MBNA Bank of Canada
Paul Yeung	RBC

**Also Present:** Pamela Smith T•O Corporate Services  
Anne Riley Lawrie Savage and Associates

### Regrets:

#### 1. Call to Order

The meeting was called to order at 1:00 p.m. by Chair Jennifer Hines.

#### 2. In Camera Session

The EOC met initially in camera. A. Riley and P. Smith joined the meeting at 1:20 p.m. In the absence of L Duigu, P. Smith acted as recording secretary.

#### 3. Approval of Agenda

The agenda was approved as circulated.

#### 4. Minutes

The minutes of the June 19<sup>th</sup> Board and the June 26<sup>th</sup> EOC meetings were approved as amended.

## 5. Financials

M. Fabian spoke to the August 31<sup>st</sup> financials noting on the Balance Sheet that CSAFII remains in a good cash position despite its being slightly down. Cash still remains within CAFII's policy limit. The Statement of Operations shows that CAFII is still on track to meet the budget and sufficient money is left to meet expenses for the remainder of the year. By September it is anticipated that the statements will show an improvement in balances as some accounts outstanding reflect a timing issue. The Treasurer has no concerns moving into the 4<sup>th</sup> quarter.

Concerning the 2013 budget it was noted that historically CAFII has contacted recurring partners, i.e. Lawrie Savage and T•O Corporate Services, to ascertain any fee increases. These amounts should be built into the 2013 budget.

**Action:** Chairs of committees and sub-committees are to identify any expenses anticipated and report no later than October 20, 2012. L. Duigu to email a reminder.

## 6. Regulatory Update

### a. Lawrie Savage Report

A. Riley reported on the regulatory update highlighting that:

- FCAC has published a new tool kit.
- FCAC continues with its ongoing push for improved education and relationship building.
- The *New Negative Option Billing Regulations* went into force on August 1, 2012.
- The reports on red tape reduction by BC and CAFII may not be in sync.
- The BC Insurance Council has established a mandatory supervision requirement for new life insurance agents. The level of supervision is determined by the supervisor – this is agreed to be a good model by the different groups in the industry that spoke to the regulators. Regulations are expected to be finalized any day now.
- Ian McIntosh was appointed Saskatchewan's Deputy Superintendent of Insurance in August

**Action:** A. Riley to verify appointment.

- CAFII has been invited to submit suggestions for changes to the new *Insurance Act* by the end of October, 2012.

**Action:** A. Riley to follow up on this matter including investigating how CMHA is commenting.

- Manitoba's Insurance Council Annual Report has been issued

- Ontario is revisiting the enforcement of the proposed changes to the *Lobbyists Registration Act*. The Federal government is also looking at the changes. It was noted that BC was surprised that CAFII was not registered as a lobbyist.

**Action:** M. Gill suggested that CAFII might want to revisit the decision not to register as a lobbyist.

- The annual rendezvous with the AMF being held October 15th in Montreal would be provided in English with simultaneous translation.
- The Quebec finance minister is Nicolas Marceau
- Bank of America has ceased offering credit protection service for credit cards and American Express ceased the credit card account protector product in 2012 and will only cover enrolled customers to the end of December 2012.

She also congratulated those who had met with FCAC to provide input to their *Credit Card Balance Insurance Guide*

## 7. Regulator Visits

A. Riley reviewed the CAFII Regulator Visit Plan noting in particular:

- There had been a second meeting, on September 24<sup>th</sup>, in Toronto with Saskatchewan Insurance Council Chair R. Fullan.

**Action:** A letter of welcome from CAFII to be sent to Saskatchewan Insurance Council Chair R. Fullan

- C. Honor may be in Winnipeg in October and would it be worthwhile for her to pay a visit to J. Scalena, Superintendent, Financial Institutions Regulation Branch at Manitoba Finance. It was agreed that the timing was not right.

**Action:** M. Gill to follow up with J. Scalena on matters arising from their August meeting.

- The meeting with FSCO in September was very successful and there is opportunity for future meetings. They are particularly interested in e-commerce and social media initiatives. FSCO has been hiring staff and would be interested in visiting a call centre. They are looking to harmonize with Manitoba and had anticipated a 3 – 4 month implementation period. Following discussion with CAFII, Grant Swanson, Exec Dir Licensing & Market Conduct agreed to revisit a more conservative 6 – 18 month implementation schedule.

**Action:** M. Gill to send a thank you letter and the CCIR Ecommerce submission.

- C. Honor may be in Halifax in October (17 – 18) and would it be worthwhile for her to pay a visit any of the Atlantic Provinces' regulators? It was agreed that the timing was not right.

**Action:** A. Riley to look into status of Nova Scotia's consumer advocate.

- Funding for the webinar presentation with CCIR is down.

**Action:** CAFII to consider moving it up as a priority

C. Blaquerie offered to share the PowerPoint from the Premiers Conference and the CHI Travel Sub-Committee.

## **8. Manitoba Superintendent and Council**

The next steps and follow-up items to the August meeting in Winnipeg were highlighted.

**Action:** M. Gill to send letter to J. Scalena, focusing on the needs for a sufficient implementation timeline, and CAFII's willingness to work with Manitoba on the consultations on the regulations. The letter to include a note on beneficiary designations, highlighting what has changed in Alberta and BC and why CAFII's customers need Manitoba to allow it to be done electronically.

**Action:** M. Gill to send letter to Manitoba council (cc superintendent) discussing each of the 5 points where Manitoba is proposing to differ from Alberta and Saskatchewan, and recapping the discussion on representation.

**Action:** M. Gill to send letter to J. Scalena, with proposed draft language for representation

## **9. Financial Services Commission of Ontario**

The Report of September 13<sup>th</sup> was received for information, including the 5 follow-up items.

**Actions:** 1) Thank you note to Grant Swanson – also mentioning Insurance Act review implementation timing of 18 months; 2) Include new staff on reception invitations; 3) Respond to G. Swanson with a) key market facts and b) how CAFII could provide an example of the customer experience for web-based and contact center purchases; 4) Follow up to see if FSCO want to see the full presentation on creditor products; and 5) Provide the CCIR Ecommerce submission.

## **10. CAFII Priorities and EOC Committee**

### **a. CAFII Priorities by Committee**

**b. Distribution and Market Conduct Committee**

- Membership: J. Hines to step down; S. Manson considering serving as new co-chair; new representatives include S. Manson, W. Eccles, E. Brown, J. Lewsen, A. Duval and R. Beckford.
- Webinar Debrief: thanks to D. Minor, M. Gill, J. Hines and C. Honor for their role in the recent Webinar; thanks to CLHA who stepped in 2-days before to assist with glitches in technology; the 1-hour presentation was found to be a good length as was having multiple speakers; in future questions should be planted in audience; in future there should be a final ‘next steps’ slide; pre-meeting with C. Shevlin was absolutely critical; need to look for other opportunities to present webinars; webinar content to be interwoven into the website.

**Action:** A. Riley to prepare a 1-pager summary report for posting on the website.

**Action:** PDF with no speaker notes to be shared with broader audience

**Action:** L. Duigu to forward PDF with speaker notes to CAFII members.

- UK PPI J  
Status update completed. Credit Card Insurance Survey Update

**Action:** Some retainers still need to be signed. Still outstanding include CAFII, CPL, CIBC, American Express and TD

**Action:** Confirm who has signing Authority vis-à-vis the bylaws<sup>1</sup>

**Action:** Member survey interview process needs to be confirmed. J. Hines to follow-up with J. McCutcheon concerning date that interviews will begin noting that members doing the survey on-line will go first.

**c. Media and Advocacy Strategy Committee**

There was no meeting in September. The committee will meet before the next EOC meeting.

---

<sup>1</sup> 2.04 Execution of Instruments

The following are the only persons authorized to sign any document on behalf of the Corporation, other than in the usual and ordinary course of the Corporation’s business:

- (a) any person or persons appointed by resolution of the board to sign a specific documents, that type of document, or generally on behalf of the Corporation; or
- (b) any two of the following: the Chair, a Vice-Chair, the Treasurer, the Secretary, the Executive Director or any director.

**d. Event and Networking Committee**

Speaker presentation for October 9<sup>th</sup> – Carolyn Rogers, CEO, BC Financial Institutions was approached September 24<sup>th</sup> to speak – waiting for her response – in the event that she is not available, Vivian Bercovici, Partner with Heenen Blakie was suggested – her practice focuses include insurance regulatory matters and insurance brokers & brokerages

15<sup>th</sup> Anniversary Celebration – agreed to separate this event from the December Reception and move the event to 2013 – there was a gala dinner with regulators to celebrate the 10<sup>th</sup> anniversary – consider moving event in conjunction with the AGM on June 11<sup>th</sup>

Speaker presentation for February, 2013 – J. Lewson has suggested someone.

**11. Other Business**

**a. New Canadian Not-for-Profit Corporations Act**

It was agreed that any required activities related to the transition to the new Act will be deferred until the new Executive Director is in place.

**b. 2013 Draft Calendar**

It was noted that all board and EOC meetings will be held at 1:00 p.m. unless otherwise specified.

**Action:** All EOC to review the calendar and advise of any concerns with the dates provided.

**12. Termination**

There being no further business, the meeting terminated at 3:50 p.m. The next EOC meeting will be held on Tuesday, October 29, 2012 at 1:00 pm in Toronto.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chair

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



**CAFII Board of Directors Meeting Minutes**  
**Tuesday, October 9, 2012**  
**Toronto Dominion Bank Tower**  
**66 Wellington St West, 54th Floor**  
**Toronto, ON**

**Present:** Julie Barker-Merz, BMO Insurance  
Mark Cummings, ScotiaLife Financial  
Keith Demmings, Assurant Solutions (*teleconference*) *Vice Chair*  
Cathy Honor, RBC Insurance Services Inc. *Chair*  
Richard Hébert, National Bank Insurance Co. (*teleconference*)  
David Minor, TD Insurance  
Isaac Sananes, Canadian Premier Life Insurance  
Yvonne Ziomecki, AMEX Bank of Canada (*teleconference*)

**EOC Present:** Rose Beckford, ScotiaLife Financial  
Charles Blaquerie, Canadian Premier Life Insurance  
Emily Brown, BMO Insurance  
Isabelle Choquette, Desjardins Financial Security Life Assurance Co.  
(*teleconference*)  
Wayne Eccles, TD Insurance  
Matthew Fabian, BMO Insurance *Treasurer*  
Sara Gelgor, ScotiaLife Financial  
Moira Gill, TD Insurance  
Jeff Gladwish, AMEX Bank of Canada  
Greg Grant, CIBC Insurance  
Jennifer Hines, RBC Insurance Services  
John Lewsen, BMO Insurance *Secretary*  
Sue Manson, CIBC Insurance  
John Poolman, Assurant Solutions (*teleconference*)  
Maria Sanchez-Chung, TD Insurance  
Paul Yeung, RBC

**Regrets:** Andre Duval, Desjardins Financial Security Life Assurance Company  
Linda Fiset, Desjardins Financial Security Life Assurance Company  
Rick Lancaster, CIBC Insurance

**Also:** Brendan Wycks, CAFII *Executive Director*  
Leya Duigu, T•O Corporate Services *Recording Secretary*  
Anne Riley, Lawrie Savage and Associates

**1. Call to Order**

The meeting was called to order at 2:00 pm. C. Honor acted as chair, J. Hines acted as secretary and L. Duigu acted as recording secretary.



**2. Review of CAFII Competition Guidelines**

C. Honor reminded members that the Competition Guidelines provided in the package were adopted at the April 3, 2008 Board of Directors meeting. The practice of reviewing the guidelines was adopted at the start of the meetings to ensure that our activities conform to its principles, which were briefly summarized.

**3. Approval of Agenda**

On a motion duly made, seconded and unanimously carried.

**IT WAS RESOLVED that:**

**The agenda be approved as presented.**

**4. Executive Director Recruitment Update**

Following the June board meeting an EOC sub committee was convened for the purpose of finding an executive director. There was a comprehensive recruitment process and the final candidate was selected and is in attendance at today's meeting. J. Hines introduced CAFII new Executive Director, Brendan Wycks, and provided a brief overview of his credentials. B. Wycks will join CAFII Monday December 3<sup>rd</sup>, 2012. As a result Lawrie Savage & Associates will be notified that we will no longer need their services effective November 30<sup>th</sup>, 2012

C. Honor noted that it's with great sadness that A. Riley who has provided services to CAFII through Lawrie Savage for over 10 years, will no longer supporting CAFII. C. Honor highlighted her many accomplishments over the years she has worked with us which have had an impact not only on CAFII but the industry as well. A. Riley was sincerely thanked for her contribution.

**5. Minutes**

On a motion duly made, seconded and unanimously carried.

**IT WAS RESOLVED that:**

**The minutes of the meeting of the board held on June 19, 2012 be adopted as amended, and that a copy of these minutes be signed and placed in the minute book of the Corporation.**

**6. Financial Update**

**6.1. August Financials**

The August 31, 2012 financial statements were included in the meeting package for review. We remain in a strong cash position and deferred revenue is down.

Unrestricted net assets are up and we are within our reserve policy limits. The

statement of operations show we are in a similar position to last year. Additional invoices have been received recently and we expect to be closer to our budget by the end of the year. While the financials show that some member fees are still outstanding it was confirmed that everyone has paid and this will be reflected in the next set of financials.

The 2013 budget planning process has begun and a draft budget will be presented at the next board meeting for approval.

On a motion duly made, seconded and unanimously carried.

**IT WAS RESOLVED that:**

**The August 2012 financial statements be and are hereby approved in the form presented.**

## **7. Regulatory Update**

### **7.1. Lawrie Savage Report**

A. Riley presented the regulatory updated included in the meeting materials and additional discussion occurred as follows:

- FCAC. The financial toolkit is good and the Credit Card guide was excellent. They continue to consult with CAFII on information and M. Gill has been instrumental in communicating with them.
- CCIR. The webinar was a success allowing us to reach staff in the different jurisdictions. We will also explore the whether CAFIIs 15<sup>th</sup> Anniversary celebration can be aligned with the Spring meeting in Toronto. An invitation was received for CAFII to meet with CCIR Executive. Volunteers: D. Minor, C. Honor and tentatively M. Cummings. Executive Director B. Wycks shall also be in attendance.

The Lawrie Savage Regulator report was created by A. Riley and is updated for every meeting. Going forward this can become the CAFII Regulatory report under B. Wycks and a synthesized version could be produced and distributed to regulators.

**Action:** Communications Mandate to be reviewed at the next meeting with a view to incorporating the role of the Executive Director.

### **7.2. Regulator Meetings**

The regulator meetings document was included in the meeting package for review.

### **7.3. Reports on Regulator Meetings**

#### **7.3.1. SK Insurance Council**

This update will also provide an update for the Manitoba and Licensing Committee report. M. Gill reported that representation on council has been a discussion topic for some time. The councils recently confirmed that we should proceed with having our legal council draft the necessary steps. The Superintendent has consistently noted how helpful it has been working with CAFII. Saskatchewan has a new superintendent and we have yet to see a formal announcement about him.

**Action:** CAFII to confirm the appointment of the SK Superintendant and send a letter of introduction and congratulations.

### **7.3.2. MB Superintendant and Council**

The council in Manitoba is very hands on and is firmly of the opinion that we should only receive a single seat, which raises concerns about the purpose of having representation if this nature. We achieved more in Saskatchewan. Concerns were raised with their licensing regime and a detailed letter was requested from CAFII outlining this for the purpose of presenting the information at the next council meeting.

### **7.3.3. FSCO**

A delegation of CAFII members met with FSCO recently to provide an update and meet the new staff under G. Swanson. Attendees were very impressed with the individuals at the meeting who were engaged and interested in the topics discussed. It was pointed out that FSCO only sees isolated complaints and aren't able to get a sense of the total number or types of complaints that arise. CAFII has committed to following up on a call centre presentation to help them gain a better understanding of how it works. Feedback was provided on CAFII's webinar presentation of The Underserved Market noting that regulators are generally struggling with what it is and how to engage.

**Action:** CAFII members to follow-up on the note about total number and types of complaints.

**Action:** M. Gill to follow-up with G. Swanson on his request to arrange a call centre visit for FSCO staff.

## **8. Committee Reports on addressing CAFII Priorities**

### **8.1. Distribution and Market Conduct Policy Committee**

#### **8.1.1. Education Curriculum / Webinars**

CAFII's first webinar presentation on The Underserved Market was well attended and received by regulators. Of note was the assistance of CCIR Policy Manager, C. Shevlin, who was instrumental in helping us prepare and providing feedback. CLHIA was also prepared to assist us with delivering the presentation when we encountered technical difficulty with Adobe Connect at the last minute. It would be ideal to see how else we can utilize the software and information by holding

one-on-one meetings or discussion as well as presentations. A list of potential topics was circulated to the CCIR and social media/ecommerce has been highlighted for the next webinar presentation.

### 8.1.2. UK PPI

The committee was approved for some additional spending at the last board meeting to complete the survey. All members have committed to the process and the next milestone will be to complete the draft survey. The committee intends to present top line results at the December board meeting.

## 8.2. Media and Advocacy Strategy Committee

The committee had a number of follow-up items from the last meeting and J. Lewsen reported on each as follows.

Executive Director: The committee was tasked with preparing the executive director mandate and recruiting a candidate after the last board meeting in June. As previously noted this has been completed.

Client Testimonials: Each member institution was asked to provide testimonials that can be shared on the CAFII site.

**Action:** L. Duigu to send a reminder to CAFII members to submit testimonials.

A. Riley developed some potential CAFII tag lines and a handout was distributed with these ideas as it was thought the board would like to participate in brainstorming. The following suggestions were put forward:

- The ‘consumer’ is very important, therefore providing access to Canadian consumers is a theme that should be included. Key words include access, Canadians and options.
- CAFII is one of the only groups to represent all lines through all distribution channels.
- “Insurance access and options for Canadians”
- The Media & Advocacy Committee should review this in more detail to ensure the tag line aligns with CAFII’s mission statement.

**Action:** The committee to review and follow-up on developing a CAFII tag line with EOC.

CAFII Brochure: The committee was tasked with developing a CAFII brochure. A. Riley has produced materials and information that can be used in a brochure and it was determined that this would be an initiative for the new Executive Director complete. In addition the brochure would become part of the regulator toolkit.

CAFII Branding: The associations branding with regulators was discussed and the proposed CAFII Regulatory report would be a great place to start. In addition new tabs and content shall be added to the website.

Communications Strategy: This strategy was updated earlier this year and this would be an ideal time to refresh it, now that B. Wycks has joined the association. In addition it would be ideal to make it a standing item on the agenda.

Website: The committee to consider getting links to the CAFII website added to external sites such as FCAC.

**Action:** L. Duigu to circulate website statistics.

**Action:** Media & Advocacy Committee will continue work on noted initiatives.

### **8.3. Licensing Efficiency Issues Committee**

See above.

### **8.4. Networking and Event Hosting Committee**

TD Insurance was thanked for hosting today's meeting, speaker presentation and reception. Forty-six people have confirmed attendance and our speaker today is Janet Eckker, former Ontario Minister of Finance.

Going forward it is a special year for CAFII and the committee will be working on the 15th Anniversary Celebration for next year.

Members discussed ways of commemorating the occasion such as creating a video about how CAFII serves consumers. Similar examples include the LOMA video entitled The Heart of the Matter, American Council of Life Insurers and the CLHIA fact book.

The February Members luncheon and speaker series is also coming up. Suggested speakers include a presenter that can present about insurance online.

C. Honor thanked the committees and suggested that this would be an ideal time to review the committee hierarchy and work plans, in tandem with the budget planning. Looking forward top of mind thoughts regarding 2013 planning include:

- Ecommerce. As we look forward this is where the industry is going and we cannot afford to take our eyes off it. The regulators are also saying that they aren't educated in this area and would like to be.
- Credit Card Insurance survey. This issue should be raised next year. C. Honor noted that we are happy there will be results forthcoming from the PPI survey, after which we can think about how to address it.
- CAFII Branding. The Communications Strategy can include CAFII's re-branding and website launch, and coordinating the timing with the 15<sup>th</sup> Anniversary celebrations.

**Action:** Review of Committee Mandates to be included in the next EOC meeting to ensure the work load is distributed evenly and the right people are working on projects.

**9. Other Business**

2013 Meeting Calendar: Will be presented at the next board meeting in December.

New Canadian Not-for-Profit Corporations Act: We must transition by October 2014. We discussed completing this will be headed by B. Wycks with the assistance as required by T·O Corporate Services and Faskens. It has been re-prioritized into 2013.

**10. Termination**

On a motion duly made, seconded and unanimously carried.

**IT WAS RESOLVED that:**

**The meeting be terminated at 3:40 pm. The next meeting of the board is on Tuesday, December 11, 2012 in Toronto , hosted by ScotiaLife Insurance. Motion passed.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chair

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

# CAFII

55 St Clair Ave West, Suite 255  
Toronto, ON M4V 2Y7

## Balance Sheet As at September 30, 2012

	<b>Current 2012</b>
<b>ASSETS</b>	
<b>Current Assets</b>	
Bank Balance	\$250,449
Investments <sup>A</sup>	\$52,097
Accounts Receivable	\$35,250
Interest Receivable	\$302
Prepaid Expenses	\$1,962
Intangible Assets-Trademarks	\$6,245
Accumulated Amortization-Trademark	(\$6,245)
<b>Total Current Assets</b>	<b><u>\$340,060</u></b>
<b>TOTAL ASSETS</b>	<b><u><u>\$340,060</u></u></b>
<b>LIABILITIES</b>	
Current Liabilities	
Account Payable <sup>B</sup>	\$21,341
Deferred Revenue	\$102,525
Total Current liabilities	<u>\$123,866</u>
<b>TOTAL LIABILITIES</b>	<b><u>\$123,866</u></b>
<b>UNRESTRICTED NET ASSETS</b>	
Unrestricted Net Assets, beginning of year	\$137,319
Excess of revenue over expenses	\$78,874
Total Unrestricted Net Assets	<u>\$216,194</u>
<b>Total Unrestricted Net Assets</b>	<b><u>\$216,194</u></b>
<b>TOTAL LIABILITIES AND UNRESTRICTED NET ASSETS</b>	<b><u><u>\$340,060</u></u></b>
<b>RESERVE RATIO:</b>	
Minimum Reserve for 2012	\$71,258
Maximum Reserve for 2012:	\$435,177
Current Reserve Ratio (CAFII policy requires min. 3 months reserve)	9.2 Months

**CAFI**  
55 St Clair Ave West, Suite 255  
Toronto, ON, M4V 2Y7  
**Balance Sheet Items**  
As at September 30, 2012

**Item A**

**Investment Portfolio**

<b>Investment Type</b>	<b>Issue Date</b>	<b>Principal</b>	<b>Rate</b>	<b>Deemed Interest</b>	<b>Maturity Date</b>
Cashable GIC #0087-8019718-11	May-07-12	\$52,096.99	1.45%	\$755.41	May-07-13
<b>Total</b>		<b>\$52,096.99</b>		<b>\$755.41</b>	

**Item B**

**Accounts Payable**

	Total
	<u>50.62</u>
	<u>1,405.58</u>
<b>Total outstanding:</b>	<b><u><u>\$1,456.20</u></u></b>



# CAFII

55 St Clair Ave West, Suite 255  
Toronto, ON M4V 2Y7

## Statement of Operations As at September 30, 2012

REVENUE	Current Month	Current YTD	Budget 2012	% Used	YTD 2011 Balance	% Used YTD 2011
Membership Fees	\$34,175	\$307,575	\$419,700	73%	\$314,325	82%
Interest Revenue	\$62	\$518	\$750	69%	\$591	591%
<b>TOTAL REVENUE</b>	<b>\$34,237</b>	<b>\$308,093</b>	<b>\$420,450</b>	73%	<b>\$314,916</b>	81%
<b>EXPENSE</b>						
Management Fees	\$5,885	\$52,963	\$70,617	75%	\$51,926	75%
Lawrie Savage Fees	\$14,679	\$132,113	\$171,289	77%	\$129,522	77%
Fasken Martineau Fees <sup>1</sup>	\$0	\$0	\$10,467	0%	\$0	0%
Audit Fees	\$0	\$347	\$11,594	3%	\$1,162	12%
Board/EOC/AGM Expense <sup>2</sup>	\$421	\$11,682	\$21,000	56%	\$9,814	47%
Insurance	\$219	\$2,059	\$4,320	48%	\$2,122	49%
Website (incl translation)	\$462	\$2,707	\$540	501%	\$2,396	444%
Telephone/Fax/Internet	\$49	\$438	\$1,000	44%	\$779	36%
Postage/Courier	\$14	\$231	\$500	46%	\$240	22%
Office Expenses	\$88	\$642	\$2,700	24%	\$1,735	64%
Bank Charges	\$0	\$38	\$0	0%	\$0	
Miscellaneous Expenses	\$0	\$0	\$0	0%	\$0	
Amortization Expense	\$0	\$0	\$0	0%	\$0	
Regulatory Model (s)	\$0	\$0	\$2,940	0%	\$0	0%
Tactical Communications Strategy <sup>7</sup>	\$0	\$1,911	\$22,250	9%	\$9,549	38%
Media Relations, CAFII Consultant	\$0	\$8,170	\$12,000		\$5,842	49%
Research/Studies <sup>4</sup>	\$0	\$5,085	\$42,000	12%	\$55,568	132%
Federal Financial Reform <sup>5</sup>	\$0	\$0	\$2,160	0%	\$0	0%
Provincial Regulatory Review <sup>6</sup>	\$6,417	\$10,723	\$54,000	20%	\$8,052	15%
Provincial Networking Strategy <sup>3</sup>	\$0	\$0			\$17	
CCIR Research for Sup.model support	\$0	\$111	\$5,800	2%	\$0	0%
<b>TOTAL EXPENSE</b>	<b>\$28,235</b>	<b>\$229,219</b>	<b>\$435,177</b>	53%	<b>\$278,724</b>	53%
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>\$6,002</b>	<b>\$78,874</b>	<b>(\$14,727)</b>		<b>36,192.20</b>	

### Explanatory Notes:

- (1) Legal work relating specifically to CAFII
- (2) Board meetings and receptions, special Board or EOC lunch meetings, speaker expenses
- (3) Speaker lunches such as the one we did in BC and other events where we invite provincial regulators
- (4) Research for the creditor issues committee and any new issue that may come up
- (5) Placeholder
- (6) Faskin Martineau work: costs associated with regulation changes, insurance act updates, and issues related to restricted licensing regimes.
- (7) Fees for PR, media and communications firm

# CAFII

Toronto, ON M4V 2Y7

## Membership Fees

As At September 30, 2012

	<u>Jan-12</u>		<u>Jul-12</u>	
	<u>Billed</u>	<u>Received</u>	<u>Billed</u>	<u>Received</u>
TD Insurance	\$23,500.00	24-Feb-12	\$23,500.00	11-Sep-12
Assurant Solutions	\$11,750.00	24-Feb-12	\$11,750.00	7-Sep-12
BMO Insurance	\$23,500.00	16-Mar-12	\$23,500.00	Sep21,2012
Canadian Premier Life Insurance Company	\$11,750.00	17-Feb-12	\$11,750.00	11-Sep-12
CIBC Insurance	\$23,500.00	2-Mar-12	\$23,500.00	28-Sep-12
National Bank Insurance Company	\$11,750.00	9-Mar-12	\$11,750.00	14-Sep-12
RBC Insurance	\$23,500.00	9-Mar-12	\$23,500.00	24-Sep-12
ScotiaLife Financial	\$23,500.00	17-Feb-12	\$23,500.00	10-Oct-12
Desjardins Financial Security Life Assurance Company	\$11,750.00	24-Feb-12	\$11,750.00	7-Sep-12
AMEX Bank of Canada	\$11,750.00	23-Mar-12	\$11,750.00	
Avalon Actuarial	\$4,800.00	2-Mar-12		
CSI Brokers Inc.	\$4,800.00	23-Mar-12		
Dion, Durrell & Associates Inc.	\$4,800.00	18-May-12		
Eckler Partners Ltd.	\$4,800.00	resigned		
KPMG	\$4,800.00	20-Apr-12		
Laurentian Bank of Canada	\$4,800.00	2-Mar-12		
Oliver, Wyman Consulting Limited	\$4,800.00	25-May-12		
Optima Communications	\$4,800.00	16-Mar-12		
RGA Life Reinsurance Company of Canada	\$4,800.00	25-May-12		
Swiss Reinsurance Company Ltd	\$4,800.00	10-Feb-12		
Munich Re	\$4,800.00	13-Apr-12		
CIT Financial Ltd.	\$4,800.00	resigned		
Aimia	\$4,800.00	9-Mar-12		
The Canada Life Assurance Company	\$4,800.00	13-Apr-12		
<b>January Invoices</b>	<b>\$243,450</b>		<b>\$176,250</b>	
<b>July Invoices</b>			<b>\$176,250</b>	
<b>Total Membership Fees</b>	<b>\$419,700</b>			

## 2013 Budget Draft - Canadian Association of Financial Institutions in Insurance

	2010 Budget	2011 Budget	2012 Budget	CAGR 2010-2012	2013 Budget Recco.	Change 2012-2013	Comments
<b>Revenues</b>							
Membership Fees	\$ 378,000	\$419,100	419700	3.5%	\$ 410,100	-2%	
Interest	\$ 925	\$100	750	-6.8%	\$ 750	650%	
<b>TOTAL REVENUE</b>	<b>\$ 378,925</b>	<b>\$ 419,200</b>	<b>\$ 420,450</b>	<b>3.5%</b>	<b>\$ 410,850</b>	<b>-2%</b>	
<b>EXPENSE</b>							
Management Fees	\$61,387	\$69,167	\$70,617	4.8%	\$ 74,150	5%	
Lawrie Savage Fees	\$167,990	\$167,990	\$171,289	0.7%	\$ -	-100%	Contract terminated
CAFII Wages and Benefits					\$ 135,000		Executive Director Salary and benefits
CAFII Legal Fees <sup>1</sup>	\$10,467	\$10,467	\$10,467	0.0%	\$ 10,467	0%	
Audit Fees	\$9,420	\$9,813	\$11,594	7.2%	\$ 13,108	13%	Extra time estimated to prepare new standards for not-for-profit organizations
Board/EOC/AGM Expense <sup>2</sup>	\$26,000	\$21,000	\$21,000	-6.9%	\$ 23,000	10%	Incl. additional budget for CAFII 15th Anniv.
Insurance	\$4,320	\$4,320	\$4,320	0.0%	\$ 4,320	0%	
Website	\$540	\$540	\$540	0.0%	\$ 4,500	733%	Incl proposal from Company B for Committee work group pages
Telephone/Fax/Internet	\$2,160	\$2,160	\$1,000	-22.6%	\$ 1,000	0%	
Postage/Courier	\$1,080	\$1,080	\$500	-22.6%	\$ 500	0%	Additional fees for ADP
Office Expenses	\$2,700	\$2,700	\$2,700	0.0%	\$ 4,500	67%	Office hardware for E.D.
Bank Charges	\$0	\$0	\$0		\$ -		
Miscellaneous Expenses	\$0	\$0	\$0		\$ 1,000		Budget for CAFII Promotional Material
Amortization Expense	\$0	\$0	\$0		-\$ 640		
Regulatory Model(s)	\$5,940	\$2,940	\$2,940	-20.9%	\$ 2,940	0%	
Research/Studies <sup>4</sup>	\$59,000	\$42,000	\$42,000	-10.7%	\$ 45,000	7%	Updated Avalon study
Federal Financial Reform <sup>5</sup>	\$2,160	\$2,160	\$2,160	0.0%	\$ 2,160	0%	
Provincial Regulation Review <sup>6</sup>	\$54,000	\$54,000	\$54,000	0.0%	\$ 54,000	0%	
Provincial Networking Strategy <sup>3</sup>	\$10,800	\$5,800	\$0	-100.0%	\$ 5,800		
Tactical Communications Strategy <sup>7</sup>	\$27,000	\$28,250	\$22,250	-6.2%	\$ 22,250	0%	
Media Relations, CAFII Consultant	\$0	\$12,000	12000	0.0%	\$ -	-100%	
<b>TOTAL EXPENSE</b>	<b>\$ 444,964</b>	<b>\$ 436,387</b>	<b>\$ 429,377</b>	<b>-1.2%</b>	<b>\$ 403,055</b>	<b>-6%</b>	
<b>Balance</b>	<b>-\$ 66,039</b>	<b>-\$ 57,462</b>	<b>-\$ 10,177</b>		<b>\$ 7,795</b>		
Estimated Reserve Balance			\$ 65,000		\$ 72,795		

### Explanatory Notes:

(1) Legal work relating specifically to CAFII

(2) Board meetings and receptions, special Board or EOC lunch meetings, speaker expenses

(3) Speaker lunches such as the one we did in BC and other events where we invite provincial regulators

(4) Research for the creditor issues committee and any new issue that may come up

(5) Placeholder

(6) Faskin Martineau work: legal fees, meeting costs associated with regulation changes, potential insurance act updates, and issues related to new or propose restricted licensing regimes.

(7) Fees for PR, media and communications firm

**F2011 Reserve:  
As at December 14, 2010**

**Operating Expenses**

	<b>2013</b>	<b>Est. Monthly</b>
Management Fees	\$ 74,150	\$6,179
Wages and Benefits	\$ 135,000	\$11,250
Audit Fees	\$ 13,108	\$1,092
Board/EOC/AGM Expense	\$ 23,000	\$1,917
Insurance	\$ 4,320	\$360
Telephone/Fax/Internet	\$ 1,000	\$83
Postage/Courier	\$ 500	\$42
Office Expenses	\$ 4,500	\$375
	<u>\$ 257,591</u>	<u>\$ 21,298</u>

**Minimum Reserve = Greater of:**

Reserve at 25% of Annual Operating Expense =  
Reserve at 3 months of Operating Expense =

**\$ 64,398**  
\$ 63,895

**2009 Maximum Reserve (= approved Budget)**

**\$ 436,387**

**Current Reserve Ratio (in months):**

Total Unrestricted Net Assets (as at 10/30/2010)  
Monthly Operating Expense

\$ 143,616	<b>6.7</b>
<u>\$ 21,298</u>	

## Regulatory Update- CAFII Executive Operations Committee – October 30, 2012

By Lawrie Savage & Associates

### Federal

#### Guidance Issued on Electronic Commerce Protection Regulations

In October, the Canadian Radio-television and Telecommunications Commission (CRTC) issued Bulletin 2012-548 which sets out how industry can interpret the Electronic Commerce Protection regulations under *An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act*, S.C. 2010, c. 23 (the Act). The regulations will come into force when section 6 to 11 and subsection 64(2) of the Act come into force.

The bulletin provides examples of what would be compliant practices under the regulations, including examples of what constitutes:

#### For Commercial Electronic Messages (CEM)

- Parties to identify in the CEM
- Mailing addresses of parties
- How the unsubscribe mechanism should work
- Meaning of “sought separately” with respect to requests for consent
- Oral consent – to be recorded or verifiable by an independent third party
- Written consent - includes paper and electronic writing

#### For Specified Functions of computer programs

- How to obtain consent and with what disclosure

The bulletin can be found at <http://www.crtc.gc.ca/eng/archive/2012/2012-548.htm>

#### Consultation on Changes to Regulations Amending the Proceeds of Crime (Money Laundering) and Terrorist Financing Regulations (PCMLTFR)

Finance has issued revised proposed changes to the PCMLTFR . The previous version had proposed to remove an exemption from onerous customer due diligence that had been used by insurers. CAFII wrote two letters to Finance explaining the negative effect that removal of the exemption would have on business lines. The revised regulations no longer propose to remove the exemption.

The PCMLTF Act sets out obligations for reporting entities in four categories: customer identification, record keeping, internal compliance, and a mandatory system for reporting transactions. The Financial

Transactions and Reports Analysis Centre of Canada (FINTRAC) determines compliance with the PCMLTF Act. Reporting entities must do customer due diligence (CDD) to be able to identify a client, understand the client's background, occupation and how the client intends to use its relationship with the reporting entity, and monitor that client's activities, in order to be in a position to identify transactions that are suspicious and report them to FINTRAC. Reporting entities are required to undertake CDD activities when they conduct certain activities such as opening an account, or facilitating a transaction above a size threshold.

The Financial Action Task Force (FATF) has set international standards that member countries have agreed to adopt to fight money laundering and terrorist financing. The FATF identified a number of deficiencies for Canada in the CDD provisions of the PCMLTFR. Therefore, amendments to the PCMLTFR are necessary.

The following clarifications to the CDD provisions of the PCMLTFR are proposed:

- The term "business relationship" would be defined in the PCMLTFR. Reporting entities would be required to monitor business relationships on an ongoing basis, using a risk-based approach, and obtain information on the purpose of a business relationship when entering into a business relationship with a client.
- Enhanced CDD measures should be taken in respect of all high-risk clients and activities, and a list of enhanced measures from which reporting entities could choose would be added. The measures would include keeping client information up to date and conducting enhanced ongoing monitoring.
- Amendments would require reporting entities to obtain documentary evidence from the client that confirms the beneficial ownership information that they have obtained re all persons who own 25% or more of a corporation or entity.
- The PCMLTFR would be amended to clarify that there will be no exceptions to reporting entities' current obligation to conduct CDD measures in respect of any transaction or activity which gives rise to a suspicion of Money laundering/ terrorist financing. ( ML/TF)

The proposed amendments do not introduce new administrative burden on reporting entities, but serve to resolve ambiguities in the PCMLTFR in order to align Canada's AML/ATF regime more closely with the FATF Recommendations.

The proposed regulatory amendments would come into force one year after final publication in the *Canada Gazette*. The Government is seeking comments as to the appropriateness of this timeframe. Upon coming into force of the proposed regulatory amendments, FINTRAC and OSFI would provide updated guidance.

The revised regulations were posted on October 13. Interested parties have 30 days to comment to the department of Finance. Given that CAFII issues have been dealt with in these regulations, the MAC committee recommends that no submission be made at this time but that CAFII follow up with a letter to Nick Burbidge after the regulations are final, to thank him for taking CAFII issues into account. The consultation can be found at

## **British Columbia**

### Changes to Restricted Licensing Regime for Motor Vehicle Dealers

On October 5<sup>th</sup>, the Insurance Council published Notice ICN 12-006 which sets out restrictions and conditions on Motor Vehicle dealers' restricted insurance licenses. These licensees will be restricted to offering only insurance products that are incidental to the sale of a motor vehicle. Products must be offered under the direct supervision of a named unrestricted general insurance agent. The licensed representative must obtain initial and continuing education, including a minimum of 1 hour annually on each product offered. All products offered must be reviewed and approved by Council. Council will meet with the underwriting insurer. If product features are changed, the product cannot be offered until reapproved by Council. Coverage of products must be less than \$15,000. Client disclosure requirements include the consumer's right to decline coverage, all premiums and fees charged. These disclosures must be in plain language prior to the purchase of insurance. The requirements were effective immediately.

## **Alberta**

### General Insurance Agent Licensing Changes Forthcoming

Alberta Council reports that revisions to the *Insurance Agents and Adjusters Regulation* have been finalized. The changes have been presented to the government who are expected to review it in the near future. The changes include removing the mandatory requirement to achieve a level 2 general agent's license within 3 years and calls for designated representatives to be responsible to ensure appropriate supervision of level 1 agents. The regulation also calls for having all categories of licence (adjusters, general and life) move to the same expiry date of June 30 each year.

### Business Number Registration System and Electronic Licensing System Update

Council advises that they are continuing development of a national business number registration system and that a number of provinces have expressed interest in using it. A licensee would use a business number as an identifier which would assist in enhancing efficiency of the licensing process. The council hopes to be testing the business number system by Spring 2013.

Alberta has an electronic licensing system which the council is in the process of upgrading to be a web-based system. It would allow for ease of use of the backcheck system for criminal background checks. The system would work with the business number registration and ideally would allow for license applications to be completed online in 15-20 minutes.

## **Manitoba**

### Insurance Regulator to Merge with Securities Commission

The Financial Institutions Regulation Branch which oversees insurance companies, the Insurance Council, credit unions and co-operatives will be merging with the Manitoba Securities Commission which has responsibility for securities regulation, real estate agents and mortgage brokers. The Financial Institutions Regulation branch which had reported as a branch of the Ministry of Finance will become part of a “special operating agency” reporting through the Ministry of Finance. The Insurance group expects to move to the securities commission building. The effective date of merged operations was October 1, 2012.

#### Insurance Act Review Update

Superintendent Jim Scalena reports that the department is still in the process of drafting regulations which will be available for comment in early 2013. This will not be a full consultation but a circulation of regulations to those parties who are impacted ie industry associations, including CAFII. It may be that not all regulations are implemented at the same time , in particular, ISI may take longer than other areas. For Life and A&S sections, implementation will likely be for fall of 2013 with not as much lead time as industry requested.

#### ISI Regime Update

Council reports that there is no news that can be made public at this time as recommendations have been sent to government. Comments provided by industry in August 2012 have been taken into consideration in the recommendations.

### **Ontario**

#### Unclaimed Intangible Property Consultation

Ontario has recently proposed a program to manage unclaimed assets for the benefit of Ontarians until property is claimed. Items such as amounts due under an insurance policy and unpaid wages are considered to be intangible property. The Ontario legislation will be founded on the Uniform Unclaimed Intangible Property Act. The consultation was very broad based and sought input on all aspects of handling unclaimed property. Input was due by October 12, 2012. The consultation can be found at [http://www.attorneygeneral.jus.gov.on.ca/english/about/uipp\\_consultation-EN.pdf](http://www.attorneygeneral.jus.gov.on.ca/english/about/uipp_consultation-EN.pdf)

#### FSCO Company Complaint Officer Days

FSCO is once again hosting the annual Company Complaint Officer Symposium for the Property and casualty Insurance sector at Hotel Novotel in North York on Monday November 19 from 8 an to 12 noon. The focus will be on an exchange of information regarding anti-fraud and market conduct activities. Participants are asked to confirm attendance by November 12, 2012.

The Company Complaint Officer Symposium will be held for the Life and Health Insurance sector on Friday morning November 23, 2012. The focus will be on an exchange of information between industry



and FSCO regarding anti-fraud activities and complaint case studies. Parties interested in attending should respond by November 16, 2012.

## **Quebec**

### AMF Index Launched

In October, the Autorité des marchés financiers (AMF) announced a new tool, the AMF Index, to measure the knowledge and behaviour of consumers of financial products and services in Québec. The index is intended to gauge the effectiveness of financial literacy awareness campaigns and is part of 2012-2017 Strategic Plan.

In spring 2012, the AMF launched an initial study on the level of financial awareness among Quebecers on various topics including personal finance, credit management, investments, relationship with a representative, insurance products, level of awareness of financial fraud, and retirement management and planning. The 2012 AMF Index shows that the 1,500 individuals in charge of managing their household finances who responded to the survey obtained an average score of 58.5%. This means that Quebecers are aware of and adopt over half of a set of knowledgeable behaviours which the AMF considers essential to efficiently manage personal finances, make informed financial decisions and prevent fraud.

#### Categories of respondents

Respondents fell into three categories - Knowledgeable, ambivalent or indifferent. Half of Quebecers can be considered “knowledgeable,” i.e. they have good knowledge of behaviours that should be adopted and say they put this into practice. Knowledgeable consumers score higher in topics relating to investments and insurance. They tend to have interest in gaining more knowledge. Knowledgeable consumers are typically over age 54, are retired, have a university education, own their own home and earn an annual family income of over \$100,000. “Ambivalent” consumers, who represent 30% of the population, have good knowledge of behaviours that should be adopted but they do not regularly apply them. They tend to find it difficult to manage their finances and see themselves as aggressive investors. Ambivalent consumers are typically single, rent their home, are under age 55 and make their own financial decisions, but occasionally consult a representative. Although the representative is the most popular source of information for ambivalent consumers, a proportionately higher number of these consumers mention family and friends as a source of information. “Indifferent” consumers represent 20% of Quebecers. They have a vague understanding of knowledgeable behaviours. They tend to find personal finance difficult and have no interest in learning more. Indifferent consumers are typically in the 18-24 or 75 or older age group, earn a modest income and have a low level of education.

#### Consumers Who Consult a Representative

The survey showed that Quebecers who have a relationship with a representative scored an average AMF Index of 61.6% compared with 49.7% for those who fail to do so. The AMF concluded that representatives seem to play a positive role in the adoption of knowledgeable behaviours.

#### Review of Insurance Distribution

The Finance Minister announced at the recent “Rendez-vous with the AMF” that the province would be undertaking a review of the *Act Respecting the Distribution of Financial Products and Services* (the Act) in accordance with clause 580 of the Act which states “The Minister must, on or before 1 October 2004, and every five years thereafter, report to the Government on the application of this Act and, if need be, on the advisability of maintaining it in force or amending it.” In November 2010, the AMF began a review of distribution of insurance other than through a representative (DWR) which is part of the Act. The consultation has resulted in planned changes to the distribution guide as well as other possible changes which have not yet been finalized. The AMF advised that there have been few if any changes to the previously circulated 2 page document but a revised draft will be provided to CAFII. The AMF has shared preliminary recommendations on further changes with the Finance department but any changes will be part of the overall review of the Act. The AMF does not anticipate any major changes to the representative distribution channel. Eric Stevenson will be coming to Toronto in mid-November to have contact with industry representatives. Dates will be provided for a CAFII meeting.

#### Internet Insurance Distribution

The AMF had a consultation in May 2012 on Internet distribution. The AMF also chairs the CCIR Ecommerce working group which had a consultation in April. The AMF will be focusing on the CCIR paper first (see CCIR below). For the AMF’s initiative, the AMF does not plan any further consultations. The next step will be a report to the government of recommended changes to address the Internet context. These changes will be part of the review of the *Act Respecting the Distribution of Financial Products and Services* noted above.

#### AMF Staff Update

No replacements have been identified for Nathalie Drouin and Patrick Dery.

#### **Prince Edward Island**

##### Credit Score Update

PEI confirms that it has drafted a bill which would prohibit the use of credit information for insurance rating and underwriting purposes. The next step planned is to post the bill for a 30 day consultation period. There is no date yet available for the consultation.

#### **Canadian Council of Insurance Regulators**

### Webinar on Underserved Insurance Market

In September, the Canadian Association of Financial Institutions in Insurance ( CAFII) made a presentation on the Underserved Insurance Market. The presentation was web-based and attended by over 40 participants from regulators offices coast to coast.

### Ecommerce Consultation

The Ecommerce committee, chaired by the AMF, received 25 submissions in response to their consultation paper in Spring 2012. The CCIR will be drafting a position paper based on the input received. It is planned that the paper will be presented for approval to the CCIR at their January conference call meeting. When approved, the position paper will distributed to interested parties for a 30 day comment period.

### **International**

#### Gender to be Banned as Insurance Variable in Europe

The European Court of Justice ruled in March 2011 that insurance pricing cannot take gender into account. The ruling comes into effect in December 2012. The Association of British Insurers (ABI) has published a document to advise consumers of the products affected by the ruling including auto insurance, life, critical illness and annuities as well as to advise that pricing will be affected. Women typically had lower rates for automobile insurance and for annuities but with gender –neutral pricing, this differential will not be maintained.

#### British Brokers Call for a Canadian-style Ban on Bank Sales of Insurance

In September 2012, the British Insurance Brokers' Association (BIBA) Chief Executive Eric Galbraith said that the Financial Services Authority should “explore the merits of adopting a similar approach to Canada where banks are prevented from directly selling general insurance products altogether. Advice is the area of the professional insurance broker and intermediary whose business is insurance and not a bank or other organisation whose main business is not insurance.”

#### Systemically Important Financial Institutions

The Basel Committee and the Financial Stability Board (FSB) have developed a policy framework for systemically important financial institutions. In November, 2011, a group of 29 banks were identified as globally Systemically Important Banks (G- SIBs). (No Canadian banks were on the list.) Final rules were adopted for dealing with these banks. In October 2012, the Basel committee set out a framework for how national regulators will identify and deal with Domestic Systemically Important Banks (D-SIBs). D-SIBs will be required to have higher loss absorbency (HLA) requirements. This would entail increasing their capital levels and thus costs. The Basel committee recommends that D-SIBS be required by their national regulators to comply with G-SIB principles beginning in January 2016.

In 2012, the International Association of Insurance Supervisors (IAIS) issued for public consultation a proposed assessment methodology to identify Global Systemically Important Insurers (G-SIIs). These are insurers whose distress or disorderly failure, because of their size, complexity and interconnectedness, would cause significant disruption to the global financial system and economic activity. A list of G-SIIs will be released in April 2013. On October 17, 2012 the IAIS published a policy framework for G-SIIs for a 2 month comment period ending December 16, 2012. The policy measures include enhanced supervision, effective resolution ( eg crisis management, recovery plans, plans for separating non-insurance from traditional insurance activities, portfolio transfers, and recognition of existing policyholder protection plans.) and HLA capacity. The IAIS has also recently published Insurance Core Principles (ICPs) . ICPs apply to all insurers and insurance groups, regardless of size or systemic importance. Policy measures on G-SIIs will apply only to designated G-SIIs and will be appropriate for the risks that G-SIIs pose to the financial system. The consultation paper can be found at <http://www.iaisweb.org/index.cfm?pageID=967>

Mr Jim Hall  
Consultant  
Saskatchewan Financial Services Commission  
Suite 601 - 1919 Saskatchewan Drive  
Regina SK S4P 4H2  
Email: Jim.Hall@gov.sk.ca

October 23, 2012

Dear Mr Hall,

I am writing to you in regard to the review of the *Saskatchewan Insurance Act*. We understand that you are coordinating the Insurance Act revision and will accept comments from industry. CAFII has been involved with other provinces in the review of Insurance Acts and would appreciate the opportunity to consult with Saskatchewan throughout the review process.

As initial input, we recommend that Saskatchewan harmonize the Insurance Act, particularly the life, Accident & Sickness and General insurance sections, to those provinces that have revised their insurance legislation. Manitoba has been through the process most recently.

CAFII is also concerned with electronic commerce. It is important to our members to be able to offer electronic distribution options to clients. We note that Saskatchewan was a leader in introducing *The Electronic Information and Documents Act* which creates equivalent treatment of electronic and paper documents. We support this direction in order to be able to allow clients to transact in their channel of choice, which is increasingly becoming telephone and Internet based. We recommend that Saskatchewan not include any exemptions in the Insurance Act from the Electronic Commerce legislation which would prescribe communication in writing. We have asked other provinces to specifically clarify that beneficiary designation can be electronic or verbal, to give certainty in the payment of claims. We also recommend that termination of insurance also be permitted electronically. Other provinces such as Alberta and British Columbia have called for terminations initiated by the insurer be in writing.

We further recommend in planning for implementation of a revised Insurance Act and regulations, that industry be given sufficient time. Ideally, companies require 12 – 18 months from the time regulations are finalized to implement changes. Insurance Act changes are major projects requiring systems changes, document updates, training and customer notifications. We would appreciate it if you could take this into account when developing your timeline.

CAFII would be pleased to work with you and be involved in consultations as you proceed with the Insurance Act revision process. Please feel free to contact me in this regard.

Yours truly,

Jennifer Hines  
Chair, CAFII Executive Operations Committee

**CAFII Regulator Visit Plan 2012**

updated October, 2012

Jurisdiction	Regulator	Annual Courtesy Call	Purpose	Attendees	Org	Date/Venue	Status
British Columbia	<b>Insurance Council of BC:</b> Gerry Matier, Exec. Dir.	X	Update on Council priorities			TBD Toronto	
	Carolyn Rogers , Superintendent ( interim CCIR chair)  Doug Mclean, Deputy Superintendent		-meet when in BC, was invited as CAFII speaker for October 2012 -part of CCIR contingent Oct 25	Cathy Honor			
Alberta	<b>Alberta Insurance Council :</b> Joanne Abram, CEO	X	Update on Council priorities Council Representation Licensing for 3 <sup>rd</sup> party providers			May 8 Montreal	complete
	<b>Alberta Insurance Council :</b> Tom Hampton, Chief Operating Officer		Present to CAFII AIC's Business number registration system				
	<b>Ministry of Finance:</b> Mark Prefontaine, Superintendent		Courtesy call to introduce New Chair	Cathy Honor Moira Gill	RBC TD	Jan 13 12:30 – 2pm Edmonton	complete
	<b>Council:</b> Joanne Abram		Council representation, other issues to be determined	Cathy Honor Moira Gill	RBC TD	Jan 13 10:30 AM Edmonton	complete
	<b>New Minister of Finance</b>					after the election	
Saskatchewan	<b>Sask. Insurance Council:</b> Ron Fullan, Chair	X	Review Council priorities Council Representation	Moira Gill Sara Gelgor	TD Scotia	Friday July 6 8:30	complete
						September 24	complete
	<b>Consultant ( ex Superintendent )</b> Jim Hall		Insurance Act review			Conference call	On hold until review starts

Jurisdiction	Regulator	Annual Courtesy Call	Purpose	Attendees	Org	Date/Venue	Status
Manitoba	<b>Ministry of Finance:</b> Jim Scalena, Superintendent	X	Update on Insurance Act review. ISI regime	Moira Gill Sara Gelgor	TD Scotia	In Winnipeg August 8	complete
	<b>Manitoba Insurance Council:</b> Erin Pearson, Exec Director;	X	Review Council priorities Restricted cert holder representation on council	Moira Gill Sara Gelgor	TD Scotia	In Winnipeg August 8	complete
	<b>Ministry of Finance</b> Minister Stan Struthers		Letter of introduction sent, include on a visit of Chair to Manitoba. Sept 2012 – eoc recommends waiting until issues with Insurance act review are resolved			( J Hines to confirm avail of chair)	
Ontario	<b>FSCO:</b> Phil Howell, CEO & Superintendent	X				Toronto	To be set up
	<b>FSCO:</b> Director, Market Conduct; Grant Swanson, Exec Dir Licensing & Market Conduct and new staff		FSCO has hired new staff, introduce CAFII, cover current files, Insurance act review			September 13	complete -DMC to follow up re call center tour
	<b>Ministry of Finance :</b> Paul Braithwaite		Update on trade negotiations/agreements (e.g. Canada-EU, ON-QB)			May 28	complete
Quebec	<b>AMF:</b> Mario Albert, CEO; Superintendents and key directors	X		Board		June 19, Quebec City Board lunch	complete
	<b>AMF:</b>		ECommerce consultation paper meeting			April 4	Part of CCIR meeting



Jurisdiction	Regulator	Annual Courtesy Call	Purpose	Attendees	Org	Date/Venue	Status
	<b>AMF:</b> Superintendent; Eric Stephenson, Director, SROs and Distribution Practices		Meeting to discuss DWR distribution guide format , compensation disclosure	Moira Gill Andre Duval John Lewsen Greg Grant Rose Beckford Jennifer Hines	TD Des BMO CIBC ScotiaLF RBC	May 10 Montreal, lunch at RBC place Ville Marie	complete
	<b>AMF:</b> Eric Stephenson, Acting Superintendent, SROs and Distribution Practices		Discuss distribution			November 14, PM, 15 all day, or 16 in AM	To be set up
	<b>AMF:</b> Superintendent, Solvency	X		Board		With M Albert June 19	complete
	<b>AMF :</b> Rendez-vous			-individual companies		October 15	complete
New Brunswick	Superintendent ( may be unavailable for personal reasons-as at Sept 2012)		Review priorities Discuss /educate on creditor's group insurance (CGI) and Avalon; Licensing issues, electronic licensing; Insurance Act Review Status ; David Weir (Deputy Super)- Atlantic Taskforce on ISI (chair)	Check board member travel plans		TBD Fredericton	
	Consumer Advocate		Review priorities, Discuss /educate on creditor's group insurance (CGI) and Avalon;	Check board member travel plans		TBD Fredericton	
Nova Scotia	Superintendent		Review priorities, Discuss /educate on creditor's group insurance (CGI) and Avalon; Atlantic Taskforce on ISI	Check board member travel plans		TBD Halifax	
PEI	Superintendent		Courtesy- Low priority for 2012 ( if member is in Charlottetown)	Check board member travel plans		Charlottetown	

Jurisdiction	Regulator	Annual Courtesy Call	Purpose	Attendees	Org	Date/Venue	Status
Newfoundl and	Superintendent		Review priorities, Discuss /educate on creditor's group insurance (CGI) and Avalon; Atlantic Taskforce on ISI	Check board member travel plans		TBD St John's	
CCIR	Carol Shevlin, Policy Manager	X	Review CCIR Priorities CAFII webinar curriculum	Greg Grant Jennifer Hines John Lewsen Anne Riley		May 31	complete
	Ecommerce Committee		Review issues paper			April 4	complete
	CCIR members		Webinar presentation - underserved market			Sept 14	complete
	CCIR executive and members		CCIR initiative – request personal contact to discuss industry issues, concerns and workplans			Oct 25 AM	Feedback needed
CISRO	Ron Fullan Chair		Chair requested a face to face presentation of Ecommerce –Sept 2012				To be set up
Federal	<b>Federal Finance</b>		Educational – marketing of CGI				
	<b>OSFI:</b> Julie Dickson, Superintendent		Declined offer to be Guest speaker at CAFII event				
	<b>OBSI:</b> Doug Melville Ombudsman		Educational – marketing of CGI				
	<b>Financial Consumer Agency of Canada (FCAC)</b>		Financial Literacy re insurance	John Lewsen Moira Gill Maria Sanchez-Chung	BMO TD TD	January	complete
	<b>FCAC compliance group</b>		Financial Literacy re insurance (at FCAC request)	John Lewsen Moira Gill	BMO TD	April 4	complete

CAFII Priorities by Committee –October 2012

**Executive Operations Committee**

**Membership:** As per CAFII Bylaw 6.01. Sub-committees may strike taskforces drawing on expertise of other individuals associated with member companies.

Mandate	Activities	Issues of Interest
Recommend budget and priorities to Board	Draft and review <b>Financial Reports</b>	
Keep environment open to key products	Be aware of current and emerging issues ( <b>Regulatory Update</b> ).	
	Develop responses to regulatory initiatives. Forward to board for approval as necessary. Oversight of <b>Distribution and Market Conduct Policy Committee (DMC)</b>	Regulation of ISI
		International regulation of creditor products
		Market Conduct Regulation
		Electronic Commerce
Provincial Insurance Act Reviews		
Keep environment flexible /efficient	Identify barriers to efficient operations. Oversight of <b>Licensing Efficiency committee</b>	Licensing Irritants
		Provincial Insurance Councils and CISRO issues
		Electronic licensing
		Multi-jurisdictional licensing/mutual recognition
Develop communication plans and tools	Oversight of <b>Media and Advocacy Strategy Committee(MAC)</b>	Communications strategy, CAFII Branding Advocacy Strategy Website
Build relationships with key stakeholders	Connect with regulators. Manage and conduct regulator visits. (Manage <b>Regulator Visit Schedule</b> ) Approve attendees at regulator meetings, review meeting notes and manage follow-up actions	
	Oversight of <b>Networking and Events committee</b>	
Other items	Continuance under new Not for Profit Corporations Act	Changes to be made before 2014

CAFII Priorities by Committee –October 2012

**Distribution and Market Conduct Policy Committee**

**Membership:** The committee will have 4 permanent members including 2 co-chairs all of whom are members of the EOC.

Co-Chairs:1) Sue Manson CIBC 2) Wayne Eccles TD Other members: 3)Emily Brown BMO 4) John Poolman, Assurant

5) Andre Duval, DSF 6) Rose Beckford Scotialife Financial

**Mandate:** Oversee development of CAFII policy positions as directed by EOC. Oversee taskforces as required

Activities: Draft CAFII submissions, Manage and interpret industry research projects as approved by EOC

Priorities	Issues	Currently Active Issues	Status
Regulation of ISI	Quebec DWR, distribution guide review		Input provided on Guide ( signature, remuneration) <b>letter sent June 2012</b>
	Alberta – review of medical questions on applications	√	Project for review required by CAFII, response to Superintendent required <b>-recommend referral to CLHIA</b>
AML/ATF paper			<b>Complete- Response sent March 1, 2012, follow up questions answered</b>
Intn'l regulation of creditor	PPI	√	review developments
	US Debt protection products		review developments
	IAIS core principles		Watch file - CCIR committee announced
Market Conduct Regulation	Quebec Commercial Practices Guideline		Awaiting re-release for comment
	MGA CCIR consultation		<b>Complete-Letter of input -June 30 2012</b>
	TPA CCIR review upcoming		<b>Awaiting CCIR project</b>
	Input to provincial strategic plans and priorities		<b>Complete- FSCO priorities submitted May 2012</b>
Electronic Commerce	CCIR consultation released Feb 2012 -CCIR to produce a position paper for consultation on key issues		<b>Complete- Submission made May 2012</b>
	AMF consultation released Feb 2012		<b>Complete- Submission made May 2012</b>
Provincial Insurance Act Reviews	Manitoba Insurance Act Review	√	Insurance act changes made spring 2012
	Saskatchewan Insurance Act	√	<b>Provide input by October 2012</b>
	Ontario Insurance Act review		Insurance act changes made with budget bill
Complaint management	Determine what statistics are available, define what should be tracked, collect CAFII member statistics		- new project, start in 2013

**AMF Distribution Guide Task Force**

(Task Force of Distribution and Market Conduct Policy Committee)

**Members:** Emily Brown, John Poolman, Rose Beckford, Moira Gill, Sue Manson

**Purpose:** Recommend changes to the AMF Distribution Guide based on the Mutual Fund Guide, customized for exclusion disclosure

CONFIDENTIAL

CAFII Priorities by Committee –October 2012

**Licensing Efficiency Issues Committee**

**Membership** – 1 Chair who is a member of EOC and 3 members from representative companies.

Chair: Moira Gill TD 2) John O’Hoski Cdn Premier 3)Sara Gelgor , ScotiaLife Financial 4) John Poolman, Assurant 5)Greg Grant CIBC Resources: A Riley

**Mandate:** Identify and manage licensing efficiency issues for restricted and individual licensing processes.

Priorities	Issues	Currently active issues	Status
<b>Licensing operation issues</b> Streamlining and harmonizing licensing requirements (training, CE, other)	Request for restricted certificates for 3 <sup>rd</sup> parties Alberta	v	CAFII letter to the Council (2011). Council responded that they did not support the request. Committee decision to address the issue with the Council again in 2012.
	Licensing process -streamlining and harmonization		Identification of issues on going.
<b>ISI regime implementation</b>	Manitoba – issues to be resolved with implementing regulations		Included in Insurance Act spring 2012 Letter sent in August 2012
<b>Provincial Insurance Councils and CISRO issues</b>	Opportunities to have restricted licensees represented or otherwise participate on Council discussed with Saskatchewan and Alberta. Committee identified a need for an analysis of options for BC, Alberta & Saskatchewan council representation needed	v	Legal assistance engaged and analysis of options underway.  Meeting with AIC Jan 2012. Meeting with Sask. held Meeting with Manitoba held
<b>Electronic licensing</b>	Promote use of electronic licensing systems by provincial regulators Possible use of “business numbers” to link		<b>Letter of support sent to CISRO May 2012</b>
<b>Multi-jurisdictional licensing/ mutual recognition</b>	Trade Agreements - promote mutual recognition ( Ontario – Quebec, New West Partnership )		Attended trade agreement update meeting May 2012

**Media and Advocacy Strategy Committee**

**Membership:**The committee will have 4 permanent members including 2 co-chairs, all of whom are members of EOC. EOC chair is co-chair.

**Co-Chairs:** 1) Sara Gelgor 2) John Lewsen

**Members:** 3) Paul Yeung, 4) Moira Gill 5) Greg Grant

**Resources:** L. Duigu, Rick Evans

**Mandate:** Identify key stakeholders and develop, recommend and implement communication and advocacy strategy. Oversee CAFII branding. Oversight of Media Response taskforce.

**Areas of Interest:** Underserved market, Creditor Insurance( value proposition, disclosure), Counter broker lobby messages

Initiatives	Priority	Status/Explanation	Resp	Next steps
<b>Media Strategy</b>				
Develop a communications strategy		Update communications strategy-CAFII branded “Regulatory Value Added Strategy” for website and regulator communication. Most materials exist but materials should be reviewed and recommendations made as to how to package and brand materials. Include concept of sending targeted messages to regulators when an issue is in the media.  -bring strategy up to date, should be a refresher at every board meeting	ED	Develop ideas at MAC cttee Nov 20
<u>Website</u> -collect testimonials, post on site		Testimonial ( written or video)- 1 per member , have 7 or 8 available and determine how to rotate through ( value –add to members)	J Lewsen	Website live May 2012 Email reminder to be sent w/o Oct 22 2012
-Refresh CAFII mission statement		review mission statement to ensure it is in line with branding,	ED	
-expand tabs to include other products&regulators/industry		-incorporate alternate distribution ( underserved market)	ED	Underserved market material drafted , to be approved for website

CAFII Priorities by Committee –October 2012

Initiatives	Priority	Status/Explanation	Resp	Next steps
-Develop CAFII “Did you know” video to convey important facts  -what’s new		- Travel product – ED to reach out to travel association and clhia, look at it from distribution perspective  (Charles Blaquiere suggestion ) <b>Budget allocation request \$10,000</b>  In place, ongoing update of new news	ED  ED	   Updating
<u>CAFII Branding</u> -develop marketing tagline  -CAFII newsletter for regulators  -CAFII “look”  -Acquire soft marketing tools (pads, pens etc),		several taglines to be sent to Board, -identify differentiating factor, eg advocating for insurance access , choice, all Canadians, - include tagline on all submissions, website, swag, and letters to regulators  Insurance regulatory news to be collected monthly and shared with regulators as a value added service <b>Budget Request re formatting?</b>  Develop a font and layout unique to CAFII to be used in letters, submissions and newsletter – <b>Budget allocation request \$10,000</b>  Pens, mugs and iphone holders – include tagline on next re-order - <b>Budget allocation request</b>	J Lewsen  ED  ED  P Yeung	suggestions to board for their input w/o Oct 22 2012  December 2012– first month   Items are in stock
Media Protocol -Develop and manage protocol for handling media requests  -media training for ED	1	Protocol needs to be revised for arrival of ED  <b>Budget allocation request \$2,000</b>	ED	  Schedule training for March 2013
-Monitor Media -Develop List of Friendly media		Request made of members, tell members that if they have questions, feel free to call cafii	ED	Paul & Moira have the list



CAFII Priorities by Committee –October 2012

Initiatives	Priority	Status/Explanation	Resp	Next steps
-Notify communications departments of member firms		To be done when messaging is reviewed		
-News Release		Send out notification of new ED		To each regulator and industry associations ( not media lest calls are generated)
<b>Advocacy Strategy</b>				
<b>Develop 2-3 likely scenarios</b>			G Grant	By October 26, 2012
Key Message Development - identify issues and develop key messages	1	Key message document Develop and review stock messages to be used in communication opportunities	A Riley	Key messages document drafted for review
<b>Regulator kit</b>  -develop booklet /brochure         -key facts sheet		For new regulators.( Do not want to be proactive with media.) Compile package of information for regulators which can include -booklet - past submissions, -testimonials and -key fact sheet.  Booklet - Take images from website, testimonials, designed to highlight major issues. Small 10 page booklet that can be given out with business cards.  -develop a “Key facts” sheet to be part of regulator package	         ED         ED	Possible RBC intern to do kit, testimonials         To be developed by ED as he reviews CAFII materials
Manage research to support message (eg. Pollara) - develop key messages - manage plan of use of research - determine when and what research must be undertaken or renewed	2	Pollara plan of use in place		
Industry Statistics		- identify and keep current statistics from LIMRA	ED	

CAFII Priorities by Committee –October 2012

Initiatives	Priority	Status/Explanation	Resp	Next steps
		and CAFII research		
Webinars Develop and offer webinar education Determine distribution of webinar material		-develop / oversee development of new webinars -review and keep webinars current -track who has seen which webinars -plan number of webinars per year, have list of upcoming webinars -deliver webinars  <b>Budget allocation request \$10,000</b>		Digital, apps and social media webinar to be developed by an outside consultant.

**Media Response Taskforce**

**Membership:** Taskforce consists of any 2 members of the Media and Advocacy Strategy committee plus Rick Evans.

**Purpose:** Deal with media issues as they arise. Make recommendation to Board communications committee ( Members: Cathy Honor, RBC; Mark Cummings, Scotia; Dave MinorTD; Rick Lancaster, CIBC, Julie Barker-Merz BMO)

CAFII Priorities by Committee –October 2012

**Networking and Events Committee**

**Membership:** 1 Chair - 2 members , EOC chair is an ex-officio member

Chair: Paul Yeung RBC 2) Maria Sanchez –Chung TD 3)

Ex-officio: John Lewsen Resources: Leya Duigu

**Mandate :** Operate CAFII events and receptions to maintain contact with regulators, associate members and other key stakeholders.

Priority	Activities	Status
<b>Plan Quarterly Speaker and reception events, and member-only event</b>	February Speaker Event ( members only)	Derek Yoo PWC on Ecommerce
	March/April	Byren Innes, NewLink Group Emerging products in Insurance and distribution trends
	June AGM	no speaker, Board meeting with AMF in Quebec city
	October	Janet Ecker, TFSA
	December Reception	
<b>Keep current lists of key contacts</b>		
<b>Christmas cards to key contacts?</b>		
<b>Seek out other opportunities to meet with contacts (eg corporate table)</b>		



255-55 St. Clair Ave West  
Toronto, Ontario M4V 2Y7  
Telephone: (416) 494-9224  
Fax: (416) 967-6320  
Email: [cafii@cafii.com](mailto:cafii@cafii.com)

## 2013 SCHEDULE OF MEETINGS

### EOC:

**All meetings will be held at 1pm (Tuesday) unless otherwise specified**

January 8, 2013 – EOC Luncheon at 12:00 pm prior to meeting  
February 19, 2013  
March 26, 2013  
April 23, 2013  
May 28, 2013  
June 25, 2013  
*August 13, 2013 (optional conference call)*  
September 24, 2013  
October 29, 2013  
November 26, 2013

### BOARD:

**All meetings will be held at 2pm unless otherwise specified**

Wednesday, April 10, 2013 *tba*                      HOST: RBC tbd (*coordinate with 15<sup>th</sup> Anniversary*)  
Tuesday, June 11, 2013                              HOST: BMO Insurance (CAFII AGM)  
Tuesday, Oct 8, 2013                                HOST: AMEX  
Tuesday, December 10, 2013                      HOST: CIBC Insurance (*venue booked-Feb 2012*)

**AGM: June 11, 2013**

**Host: BMO Insurance**

### Receptions

#### Spring Member Luncheon and Speaker Forum

February 5, 2013                                      Toronto 12-2:00 pm  
*Venue: The Albany Club (suggested)*  
*Speaker: tba*

#### CAFII 15<sup>th</sup> Anniversary Celebration \*new

April 10, 2013 (tentative)                              Toronto  
*Venue: tba*

#### CAFII Member, Associate Member and Regulator Receptions (following Board meetings)

Jun 11, Oct 8, Dec 10, 2013                              Toronto

#### 2012 Board Meetings Hosted by:

National Bank, Desjardins Financial Security, TD Insurance, ScotiaLife Financial; AGM: Desjardins Financial Security

#### 2011 Board Meetings Hosted by:

Assurant Solutions, RBC Insurance, Canadian Premier Life Insurance Co., BMO Insurance; AGM: RBC Insurance.