

INsight Conestoga

FALL 2017

INSURANCE INSTITUTE OF ONTARIO, CONESTOGA CHAPTER

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Message from the Chair

On June 15, the Regional Committee gathered in Toronto, which happened to be the final meeting with Rocco Neglia representing the Conestoga Chapter. On behalf of the Board of Directors (Board) and the members of the Conestoga Chapter, I would like to thank Rocco for his dedication and leadership over the past two years.

Thank you to all the individuals who volunteer their time on our Board. The objective of the Board is to make certain we continue to provide value to our membership. We are always looking for individuals that want to give back and connect with others in

the industry. If you are interested in assisting us with a future Board position, please contact Heather Graham, Chapter manager or a current or past Board member if you would like to learn more about the rewards of participating.

I am excited to be taking on the role of Chair of the Board for the next term. I am a Human Resources Specialist at Princeton Holdings Limited and provide Human Resource support to our Operating Companies including: The Guarantee Company of North America, Frank Cowan Company, Cowan Asset Management and Cowan Insurance Group (as well as its subsidiary companies). I have been in the insurance industry for 20 years and over those years have enjoyed a variety of roles, working in both Personal and Commercial Insurance as well as Training and Development before moving on to my current role. I am a local; born and raised in the Waterloo Region. I graduated with a BA from the University of Waterloo and received a Diploma in Business from Wilfrid Laurier University. I have served on the Board for the last 12 years.

We are excited about the upcoming seminars and events for the balance of the year. This includes the CIP Society Symposium West on August 17, featuring keynote

continued on page 2

WHAT'S INSIDE	
2016–2017 Subscription Campaign	2
Register now for Fall semester CIP classes	2
Thank you volunteers!	2
Instructor Spotlight	3
Let's connect on Social Media!	3
Conestoga Council Members	3
Do you have a Grade 9 student?	4
Get to know the CIP Instructor of the Year: Sean Lichty, BBA, CIP	4
Are you up-to-date on the latest in risk management?	5
Become a Career Connections Ambassador!	5
Members in Action	6
Out of Ontario Accidents (Oh My!)	6
Ask the Institute—Now Updated	6
RIBO Entry Level 1 or OTL exam	7
Are you taking advantage of your membership benefits?	7

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Insurance Institute

Learning for the real world. Rewarding.



2016–2017 Subscription Campaign

Thank you to our subscribing companies whose financial support helps to make the work of the Conestoga Chapter possible:

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If you or your employer would be interested in becoming a subscribing company, contact us at conestogamail@insuranceinstitute.ca.

Message from the Chair

continued from page 1

speaker Andrew Grantham, Senior Economist at CIBC and Saul Miller who is a Business Motivational and Performance Specialist. We are also looking forward to the Speakers' Luncheon on November 22 and a Whiskey Tasting and networking event on November 7. Just a reminder, to follow us on Twitter @IIOConestoga for all upcoming events and seminars.

I look forward to the term as Chair and welcome all comments, questions and offers to make certain we remain relevant and current in our rapidly changing market.

Sincerely,

Lisa Wetzler, BA, CIP

Chapter Chair

Register now for Fall semester CIP classes

There are just a few weeks to go until semester starts! So why not register now, and then you can relax and enjoy the rest of the summer?

The CIP designation significantly increases your value to p&c insurance employers across all industry careers. Why? The comprehensive knowledge and skills you'll gain in the program brings tremendous value to insurance organizations.

Register now for fall CIP classes at the Conestoga Chapter office:

C11: Principles and Practice of Insurance

Start Date: Wednesday, September 13

C12: Insurance on Property

Start Date: Tuesday, September 12

C13: Insurance Against Liability—Part 1

Start Date: Tuesday, September 12

C14: Automobile Insurance—Part 1

Start Date: Monday, September 11

C130: Essential Skills for the Insurance Broker and Agent

Start Date: Tuesday, September 12

Fast-track your CIP learning! The Insurance Institute understands that busy schedules may prevent you from being able to commit to a regularly scheduled CIP class.

Weekend Warrior classes allow you to complete the coursework over two full alternating weekends, beginning on Friday evening and ending on Sunday, instead of over a 12 week semester. Final exams will take place in December, 2017.

To view our full list of courses and learning options, please visit: www.insuranceinstitute.ca/Conestoga.

Thank you volunteers!

Every day, hundreds of insurance industry professionals voluntarily give their time and talent to the Insurance Institute of Ontario and its local Chapters, including Conestoga. Their roles vary from Council Members to exam proctors to Career Connections Ambassadors. Through our volunteers, we have successfully served and transformed professionals in the insurance industry. Thank you!

Volunteering has great benefits, including professional development, making new contacts and a valuable contribution to the education of the industry. To learn more about how you can become involved as a volunteer, contact us at conestogamail@insuranceinstitute.ca.



Instructor Spotlight: Ryan Gray, CIP, CRM

Ryan started his p&c insurance career in 2003 and currently works as a Product and Pricing Analyst at Economical Insurance.

He began instructing CIP program courses in 2014. In addition to teaching both evening and weekend classes, Ryan is an in-house instructor at Economical Insurance.

Let's get to know Ryan a bit better.

How did you get started in the insurance industry?

When I was 16 year old, I got a part-time job working nights and weekends in the records department of Mutual Life. After I graduated college, I sold life insurance and investments for Clarica before moving to Economical. I was attracted to the p&c industry, particularly underwriting, due to the variety of products and services it offers and the ever changing environment.

How has the insurance industry changed throughout your time in it?

Advancement in technology is probably the most visible change since 2003. Companies continue to develop platforms that allow insureds to interact directly with them. Today's consumers have information at their fingertips by way of smart phones and tablets. Insurers that create a way to make complex insurance transactions simple through applications will in my mind, dominate the personal and small commercial market place.

What direction do you see the industry moving in the future?

As I mentioned, consumers are more informed today than ever. With that knowledge, comes a greater demand for solutions to modern risks. Autonomous vehicles, cybercrime, changing distribution channels and the use of analytics for improving profitability are all issues the industry is currently facing. Consumers rely on insurance professionals to help them sift through and find the right products for their situation. The CIP program prepares students to answer these difficult questions.

What made you start teaching?

Adult learning is much different than studying at University or College. After working all day it is difficult to have the energy to focus on learning new material. My teaching style focuses on creating an environment of mutual respect for one another and delivering the course information in a way that is easy to understand and remember.

What advice can you offer students looking to get the most out of their courses?

Pick the stream that interests you. The many courses offered by the Insurance Institute include courses in claims, underwriting and other types of insurance such as marine. The material taught in these courses help students in their career. Know where you want to be.

Read the textbook prior to attending a weekend warrior or evening class. This way you are familiar with the material and can focus on asking questions on the topics you are not confident in.

Let's connect on Social Media!

The Conestoga Chapter is on Twitter, and we'd love to connect with you there—you can follow us @IIOConestoga. We'll let you know of any important dates you need to know, upcoming courses and seminars, and much more! Additionally, check out the Institute's social media webpage that share videos, photos, and, from time to time, guest blogs that showcase the Institute's commitment to education and professional development in the insurance industry. More information can be found at www.insuranceinstitute.ca/socialmedia.

Insurance Institute of Ontario

Conestoga Council Members for 2017–2018

On June 22, 2017 the Annual General Meeting of the Insurance Institute of Ontario—Conestoga Chapter was held, and as part of that meeting, our council for the next year was elected.

We're pleased to announce our council for 2017–2018 will be as follows:

Executive Committee

Chair

Lisa Wetzler, CIP, BA
Cowan Insurance Group Ltd.

Vice-Chair, Academic

Jennifer Virley, FCIP, MBA
Crawford and Company (Canada) Inc.

Vice-Chair, Professionals

Alana Halapija, CIP
Unica Insurance

Secretary/Treasurer

Kyle Urech, CIP, CRM
ServPro Industries

Past Chair

Rocco Neglia, CIP, BA (Hons)
Economical Insurance

Special Events

Julie Manske, CIP
Aviva Canada Inc.

Seminars

TBD

Communications

Anne Fioravanti, CIP

Councillors

Kate Battler, CIP
Crawford Contractor Connection

Jordan Bilkas, CIP, BA
Gore Mutual Insurance Company

David Bonnar, CIP
Certified Restoration Drycleaning Network

Preston Hall, MSc.
Crawford and Company (Canada) Inc.

Monica Kuzyk, FCIP, CRM, ORMP
Curo Claims Services

continued on page 4

Do you have a Grade 9 student?

Join us for lunch on November 1

Every year on the first Wednesday of November, Insurance Institutes across the country open their doors to welcome Grade 9 students to participate in the annual Feed the Minds of Youth luncheon. This luncheon is held in conjunction with the Learning Partnership's "Take Our Kids to Work Day" (TOKTWD), a national event that brings students into the workplace of their parent/guardian for a day.

The complementary two-hour luncheon is a great way to introduce students not only to the insurance industry as a whole, but also to a number of different career options within the industry. Students will be engaged with different speakers as well as games and activities to explain what insurance is and what to expect in the many different careers available within the industry.

The Insurance Institute's Career Connections program also offers a Feed the Minds of Youth event-in-a-box for those companies who are conducting their own TOKTWD events. Included are games and activities as well as information packages for each of the students. Last year hundreds of students received a career information kit through either the luncheon or the event-in-a-box.

Mark your calendars and prepare for Feed the Minds of Youth event on Wednesday November 1, 2017. Please contact Heather Graham to register at conestogamail@insuranceinstitute.ca

For more information about Career Connections, please visit our website www.career-connections.info.

Conestoga Council Members for 2017-2018

continued from page 3

Christine Senior, CIP, CRM
Ontario Mutual Insurance Association

Daniel Strigberger LLB
Samis Law

Laura Van Vliet, CIP, CRM
Aligned Insurance Inc.

Cindy Yott, CIP
Economical Insurance



Get to know the CIP Instructor of the Year: Sean Lichy, BBA, CIP

Sean Lichy started his career in the insurance industry in 2005 and currently holds the title of Director of Programs and Commercial Optimization for Gore Mutual

Insurance Company. Since the fall of 2013, Sean has instructed the following courses in both Lunch and Learns and Weekend Warrior sessions:

- C12: Insurance on Property
- C13: Insurance Against Liability—Part 1
- C110: Essentials of Loss Adjusting
- C111: Advanced Loss Adjusting
- C120: Underwriting Essentials
- C31: Property Damage Appraisal

Let's get to know Sean a bit better.

How did you get started in the insurance industry?

After earning my BBA from Wilfred Laurier University, I was searching for a career that would utilize the skills I had learned in my program. After trying a couple of different paths, I was made aware of an opportunity in the Property Field Claims Department at State Farm Insurance. It turned out to be a great fit, and it was there that I received phenomenal training and got my feet wet in the insurance industry. After five years, I was recruited to Gore Mutual as a Field Claims Supervisor which quickly evolved to include a newly created Commercial Property Claims Team. I then moved onto Commercial Underwriting where I continue to expand my knowledge and skill set in the many facets of this complex industry.

How has the insurance industry changed throughout your time in it?

The most notable change has been in the efficiency of the industry, across the board from claim handling to analytics. When I first began, paper files were the norm with daily hunts for estimate printouts and handwritten log notes. Part of my initial training was to read through past files that actually had Polaroid photos taped to paper and then put in the claim file! Fast forward 12 years, and we are almost entirely electronic and paperless with an increasing shift towards artificial intelligence handling some aspects of claims without any human intervention.

What direction do you see the industry moving in the future?

I believe the auto insurance product will not be recognizable in the next 10 years. The first introductions of autonomous driving (collision avoidance and emergency braking) have reportedly decreased auto accidents by 7-15%; this will increase the more we move toward fully autonomous cars. Alongside this, the electrification of the car will boost the longevity of vehicles as there are far fewer moving parts in the drive-train. When you combine electrification with autonomous driving, services like Uber will become far cheaper to use than the cost of owning a vehicle. This will eliminate the need for personal auto insurance for most urban dwellers and have a significant impact on the GWP of most insurers.

continued on page 5



Are you up-to-date on the latest in risk management?

Join us for Risk Forum 2017

As insurance professionals, it's vital to remain up-to-speed on local and global emerging risks. It's not just about managing your client's risks today; it's also about anticipating the occurrence of these risks and preparing for the impact they may have.

Join us for an exciting new event on October 18 that will give you unrestricted access to seasoned risk managers! Risk Forum 2017 combines structured morning sessions on two industry hot topics, with a luncheon panel of local risk management experts to answer your questions.

Session 1: Catastrophic Loss Trends in Canada

Presenter:

Glenn McGillivray | Managing Director, Institute for Catastrophic Loss Reduction

Session 2: Social Media and the Law: Defamation Risks

Presenters:

Daniel Strigberger, LLB | Samis Law

Luncheon: Risk Manager Panel

This is your chance to network with local risk managers—so come prepared to ask questions.

Sasha Alexander, CIP, CRM | Maccova Inc.

Brian McEnhill, CRM | Waterloo Region Municipalities Insurance Pool

Paul Morris, CRM | Homewood Health Centre

For more information, contact Heather Graham, Chapter manager at conestogamail@insuranceinstitute.ca

Become a Career Connections Ambassador!

To help motivate and inspire young people to think about the insurance industry as a possible career path, we have developed the Ambassador Program. Our trained Ambassadors are experienced industry professionals who volunteer their time to share their own educational and career journeys with students and career seekers. From a first-hand perspective, they directly communicate how much our industry has to offer, and often offer personal stories about their satisfying and ever-changing careers.

As "spokespeople," they help to put a "face to the insurance industry" through classroom presentations and career fairs at both the secondary and post-secondary level.

When an Ambassador is invited to speak, participants receive the benefit of learning what an insurance industry professional has to say about how insurance helps people to bring peace of mind to their lives and help them through times of loss. Ambassadors can bring a career in insurance to life. They can take their audience inside an industry that's varied, challenging and surprisingly interesting.

The presentations include interactive activities, a video presentation and handouts and giveaways for each participant. With Ambassadors throughout the country, our goal is to demonstrate that there may be 'a place for you in insurance no matter what your interests are.

If you would like to become an Ambassador or would like more information about the Ambassador program, visit www.career-connections.info.

Get to know the CIP Instructor of the Year: Sean Lichty, BBA, CIP

continued from page 4

From a p&c perspective, I believe the industry is going to move away from the old adage of "the losses of the few being paid for by the premiums of the many", to a new model that generates the premium analogous with individual risk. Various forms of technology will be utilized in order to generate predictive scores for each property based on that property's characteristics.

This will be done behind the scenes in order to minimize the number of questions asked of the insured, with a focus on delivering through an Omni channel to personalize the experience for each insured.

What made you start teaching?

My love of learning developed into my desire to teach. I was a TA in university and once I had experienced working with students and tapping into their individual learning styles to help them find success, I was hooked. When the opportunity to instruct CIP courses became available, I didn't have to think twice about taking on that responsibility. I believe in the value of adult and continuing education, and I enjoy being a part of that both as a student and an instructor. Working alongside people who are taking ownership of their careers by making the decision to improve their skills, is a satisfying and rewarding way to spend time.

What advice can you offer students looking to get the most out of their courses?

The best advice I can give is that "good enough, isn't". You are spending time and money to do these courses, so make sure you enrol in a class, not with the intention of getting just good enough to pass and move on, but with the expectation that you will learn something new and valuable. Be engaged, actively participating in class discussions and anecdote sharing. Take your learning beyond the classroom by regularly reading articles, magazines, and journals in order to stay current and relevant in this ever changing industry.

Members in Action



Out of Ontario Accidents (Oh My!)

So your insured decided to be a daredevil and ventured outside Ontario. Sure enough, your insured got into a motor vehicle accident beyond Ontario's borders.

Now what?

If you are an accident benefits or bodily injury or property damage adjuster, chances are you will run into an out-of-Ontario motor vehicle accident (OOMVA) claim. Below are some pointers for you.

1. Territorial Limits

Outside Ontario does not mean anywhere in the world. The auto policy covers losses that occur in Canada or the United States. There is no coverage in Mexico but there is coverage in Puerto Rico and the US Virgin Islands (I'm available for EUO assignments for those claims).

So the very first question you should be asking in any claim is, "where did the accident happen?"

2. Insured Persons

The place of loss does not necessarily change the definition of "insured" under the policy. Therefore, if you get a claim as a result of an OOMVA, you should make sure the person claiming under the policy is an "insured". Subject to my comments under "Foreign Insureds", anyone who is not an "insured" under the policy would not be entitled to coverage under it.

3. Accident Benefits Coverage

Accident benefits coverage is available to "insured persons", as that phrase is defined in the policy. A named insured, spouse, listed driver, or dependent is always an "insured person" under the policy—regardless where the accident occurs. If the accident happens outside Ontario, an occupant of the insured vehicle is also an "insured person"—but only if they are also a resident of Ontario or were a resident at any time during the 60 days prior to the accident. This means that your Aunt Edna from Brooklyn, NY is not an "insured person" under the policy even though she was sitting in the front seat during the accident at Times Square.

continued on page 7



Ask the Institute—Now Updated

Have you visited Ask the Institute yet? This valuable resource has provided students, members and industry professionals with answers to your most frequently asked questions.

Ask the Institute is filled with 'need to know' material—all in one convenient location, and includes questions you might ask your colleagues about the Institute's programs.

The resource covers course selection, exams, student life and careers, membership and designations, program inquiries, financial considerations and options beyond the CIP. It also includes tips and advice about how to succeed in the CIP program, and videos of actual students and members responding to questions from their own perspective.

Ask the Institute is constantly being updated with new questions, answers and videos. Some recent additions include:

- Is the CIP designation recognized internationally?
- What learning options are available for the Risk Management courses?
- What do I need to do to apply for FCIP once completing the Advanced CIP?
- Can I choose to write my exam on a computer?

Ask the Institute is a popular resource that is designed to help you get ahead in your career and stay there. So go ahead, and Ask the Institute! Visit www.insuranceinstitute.ca/ask.

Out of Ontario Accidents (Oh My!)

continued from page 6

Therefore, the second question you should be asking (if you are an accident benefits adjuster) is whether the claimant is an “insured person” under the policy. If they are not an insured person, they are not entitled to receive Ontario accident benefits under the policy. No SABS. Nothing. Sayonara Edna.

That being said, the foreign occupant might be a foreign insured (what the *!#!@ is a “foreign insured?”)

If you are dealing with an “insured person” under the policy, you then need to visit section 59 of the SABS and, particularly, section 59 (4) to determine whether the claimant is entitled to an election to receive benefits “in the same amounts and subject to the same conditions” as if the claimant is a resident in the jurisdiction where the accident happened. *If they do not meet the criteria in section 59 (4), they do not get the election.*

4. Tort Coverages

Tort coverage is also available for OOOMVAs, but the laws of the land where the accident happened governs entitlement under the policy. Moreover, your company must appear in any action in the land where the accident happened and must not set up a defence under your Ontario contract that is not available had the contract been written in that land. This means that if your insured gets sued for personal injuries in Kentucky, you must hire a Kentucky lawyer and defend the action in Kentucky (hopefully over the first Saturday in May), under the laws of Kentucky. You must also offer the minimum liability limits that are available in Kentucky. Otherwise, pursuant to section 45 of Ontario’s *Insurance Act*, your company can lose its license (good luck explaining that one to your boss).

5. Foreign Insureds

So what is a “foreign insured”? Section 45 of the *Insurance Act* prohibits your company from setting up “any defence as to the limit or limits of liability under the contract”. This means that if foreign claimant otherwise has recourse as an “insured” under your policy, pursuant to the laws of the land where the accident happened, you must accept that person as an “insured” under the policy and provide whatever coverage and/or pay whatever benefits might be available to that person as if your Ontario contract was a foreign contract.

6. Takeaways

OOOMVAs can be scary, especially if you have never had to adjust one before. I’d be more than happy to discuss these issues with you further when we investigate a loss in Hawaii.

Daniel Strigberger, CRM

Lawyer, Samis & Company

Give yourself the best chance of success with your RIBO Entry Level 1 or OTL exam

Are you looking to begin a new career as an insurance broker or agent?

To help you prepare for your exam, we are pleased to offer you a convenient and informative two week Agent (Other than Life) and Broker (Entry Level 1—“Acting Under Supervision”) program.

Upcoming Dates

September 11–September 22

November 13–November 24

January 8–January 19, 2018

March 5–March 16, 2018

Are you taking advantage of your membership benefits?

Just a reminder that membership was due May 31—but it’s not too late to renew if you haven’t done so already. Why renew? We help you give your insurance career the edge through our programs and professional development opportunities – such as our Member Bonus Series webinars. Complimentary for IIO members, these webinars provide you with clarification on various insurance topics and offer CE hours. For information on your Member Bonus and other benefits of membership, visit www.insuranceinstitute.ca/Ontario. If you have any questions or need help renewing your membership, please contact Member Services toll-free at 1-866-362-8585, or e-mail us at IICmail@insuranceinstitute.ca.

Upcoming events and seminars at local associations

KW-OIAA

Drones!
Location—Wilmot Rod & Gun Club September 28, 2017

Educational Night October 26, 2017

Educational Night November 30, 2017

IBAWR

Broker’s Golf Tournament Thursday, September 7, 2017

IBAWR Meeting Thursday, October 5, 2017

IBAO Convention October, 25–26, 2017

IBAWR—AGM Thursday, November 2, 2017

INsight Ontario

Fall 2017



Thirst for Knowledge

Our new President

Robert Fellows, MBA, FCIP, CRM

No matter where we find ourselves in life, there are always opportunities to learn and grow our knowledge base—a principle our new President Robert (Bob) Fellows, MBA, FCIP, CRM has lived by his entire life.

Born in Montreal, Québec, Bob says he had a wonderful childhood. His father worked for Air Canada, so he was able to travel around a lot with

his family—igniting a love of exploration and discovery that would prove to be a key theme in his life.

Bob describes himself as an active child, and as such, his parents kept him well immersed in sports throughout his childhood. He enjoyed playing high-level hockey, football and baseball throughout his high school years in Montreal.

After high school, he completed a Bachelor of Arts in Economics, and then moved to Toronto. It didn't take him long to find his first job—working in accounting at the firm Coopers & Lybrand; a company that put a lot of emphasis on education. So while his days were spent working, his free time was spent taking courses to prepare to write the chartered accountant exams. At the same time, Bob was enjoying a burgeoning relationship with another accountant at the firm, Linda, who he would eventually marry.

After a year in this accounting position, Bob realized accounting wasn't where he was supposed to be. So he went on the lookout for a new position that interested him.

It wasn't long before he landed at Arkwright Boston Insurance—part of the Factory Mutual Group. He spent his first eight months in that position in Boston, being trained in underwriting and loss control. After that, he moved back to Toronto, where he reunited with Linda and they resumed building on their education. While both working towards their MBAs, Bob also took Institute AIC courses—the precursor to the CIP, and Linda was

continued on page 2

WHAT'S INSIDE

Annual General Meeting 2017	2
Scholarships: A helping hand for the insurance professionals of tomorrow	3
Important Dates to Remember	3
CIP gift card winner	4
Ontario Scholarships: deadlines coming up	4
Annual Awards and Convocation Dates	4
CIP classes: choose your class format to suit your schedule!	5
New research report on the sharing economy	5
Career Connections Ambassador Program—Bringing the Industry to Life!	5
Preparing students for success: Information Sharing Day 2017	6
Get connected to great career management resources online with mycareer	6

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Insurance Institute

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Learning for the real world. Rewarding.



Annual General Meeting 2017

On June 29, 2017 the Annual General Meeting of the Insurance Institute of Ontario was held, and as part of that meeting our Governing Council for the next year was elected.

We're pleased to announce our Governing Council for 2017–2018 will be as follows:

President

Robert Fellows, MBA, FCIP, CRM
Allianz Global Corporate & Specialty Americas

Deputy President

Heather Masterson, BA, B.Ed, FCIP
Travelers Canada

Senior Vice President

Heidi Sevcik, FCIP
Gore Mutual Insurance Company

Treasurer

Joe Colby, CIP
Swiss Reinsurance Company Ltd.

Secretary

Surender Sekhon, FCAS, FCIA
Desjardins Insurance/ State Farm

Vice President—Academic Division

Colin George, MBA, GDM, FCIP, CRM
Facility Association

Vice President—Professionals' Division

Bruce H. Palmer, MBA, FCIP, CRM
Ontario Medical Association

Vice President—Regional Division

Ron Bouwmeister, FCIP
The Commonwell Mutual Insurance Group

Past President

Tom Reikman, MBA, HBSc, CIP
Economical Insurance

General Manager

Peter Hohman, MBA, FCIP, ICD.D
Insurance Institute of Canada

continued on page 3

Thirst for Knowledge

continued from page 1

busy completing her Chartered Professional Accountant designation. Bob said it was a good thing he was young and energetic, because he and Linda didn't have a lot of free time over the next few years.

Finally, after he had spent seven years at Arkwright Boston Insurance, Bob and Linda were now married, and pleased to have completed their MBA and designations. Two highly-educated professionals ready to take on the professional world—one would think.

However, they decided it was time for a different kind of education. They quit their jobs and travelled around the world for a year. They started on their adventure by heading east to explore Europe, then to India, Asia, and finally, Australia and New Zealand. Bob describes travelling as being an education in itself, because it expands the mind and view of the world.

Although they greatly enjoyed their travel experiences, a year was a long time, so they were happy to return to Toronto and their careers.

Bob secured a position as Assistant Vice President with Allendale Insurance—another company that was part of the Factory Mutual Group, and within six months he moved with the company to Montreal. In this role he became a property specialist, while Linda went on to complete her PhD in accounting at Magill University. During this time she also gave birth to their daughter, Cora.

After seven years in Montreal, Bob was approached by Royal Insurance back in Toronto to run their risk management and speciality lines as Vice President. Bob jumped at the chance to learn something new and gain experience in an area where he saw he had a knowledge gap.

Again, seven was the magic number, and Bob made his next career move to become President of the Canadian operations of St. Paul Fire & Marine Insurance Company. He says at the time, the company was struggling with results, but he relished the opportunity to work with a strong and energetic team to turn things around. Within the first year, the company acquired the London Guarantee Company, and the merge in company cultures made for a positive, entrepreneurial organization—a culture that Bob greatly enjoys working within. He said this role was the most challenging in his career so far, but also the most rewarding.

St. Paul merged with Travelers Insurance Company, becoming Travelers Canada, and Bob headed up this company for a few years. He said being President of a company can sometimes be lonely, so during this time he was lucky to have his wife Linda; by then a business professor at the Schulich School of Business. Describing her as his biggest supporter, friend and “the brains of the operation”, Bob was grateful to be able to talk situations over with her.

By 2009, he was again ready for a new challenge. Although he'd reached what is considered to be the pinnacle of a career—President of a company, Bob had realized that he actually preferred to work with peers, roll up his sleeves and get more involved with what was happening.

He accepted a position with Zurich Insurance as Senior Vice President of Distribution & Regional Management, where he enjoyed the challenges and opportunities of working with “some of the brightest minds in Canada”.

Finally in 2015, he moved to Allianz Global Corporate & Specialty as Head of Market Management. In this role, he was excited to join one of the most successful insurance groups in the world, but one that was smaller in the Canadian marketplace, and thus more entrepreneurial. He describes his current role as collaborative and “a lot of fun.”

continued on page 3

Important Dates to Remember

CIP Society Symposium West	Thursday, August 17
CIP Fall Classes—Early Bird Deadline	Monday, August 28
TIC Scholarship Application Deadline	Friday, September 8
Fall Semester begins for CIP, Adv. CIP & CRM	Monday, September 11
CIP Standard Registration & Withdrawal Deadline	Friday, September 22
John E. Lowes Scholarship Application Deadline	Friday, September 22
RIBO CE Deadline	Saturday, September 30



Scholarships: A helping hand for the insurance professionals of tomorrow

In 2016, Ryan Vetro was in his second year of Human Kinetics at the University of Guelph when his uncle, President of McLean Hallmark Insurance Group, told him about the TIC Scholarship Program.

The idea of entering the insurance industry had always been in the back of Ryan's mind. Beyond his uncle, most of his family has worked in the industry for decades now. His grandfather, Fred McLean, was the founder of Moore-McLean (now McLean Hallmark).

Before blindly following his family's footsteps, Ryan first wanted to explore his interest in biomechanics and injury prevention. "My mom and dad didn't want me to fall into insurance just because the rest of my family was in it," Ryan says, "so they encouraged me to do my undergraduate degree in something that I really enjoyed." As they explained to him, insurance is an industry that allows you to learn as you go. You don't necessarily have to study insurance at university in order to follow a career in that industry.

That summer of 2016 was when Ryan started to think about merging his field of study with a career in insurance. His experience working at Reeds Insurance, the summer of 2015, gave him some insight into how insurance worked, but it took him until that next summer to realize the variety of possibilities within the industry.

As Ryan puts it, "I never really thought about all the Craft breweries and how there could be an insurance department dedicated to them, or how you could specialize in large dealership insurance or racetrack insurance." As this awareness grew, so did his understanding of just how brokers recommend various coverages and mitigate risk for clients.

After applying for and winning one of the three \$5,000 TIC scholarships in 2016, Ryan was able to focus on his studies rather than working to pay for tuition. As a result, his average increased each semester and he finished with a seven percent higher average than the previous year.

"Had I needed a job," he says, "I'm almost certain that I would not have achieved this. I take my school seriously and don't think that I would have put as much time and energy into it as I did."

Moving forward, Ryan plans to enter his third year of Human Kinetics at the University of Guelph and again, work as a summer intern at McLean Hallmark Insurance Group.

continued on page 4

Thirst for Knowledge

continued from page 2

As for how Bob ended up on the Insurance Institute of Ontario Governing Council, he was approached to see if he'd be interested—of course, the answer was yes. Having benefited from both education and the insurance industry, Bob sees an ongoing need to ensure the industry is full of well-educated professionals.

Now as President of IIO, Bob wants to be visible and involved, and is looking forward to the opportunities to talk to people and emphasize the importance of education and lifelong learning in the industry.

In fact, he's already done so at home. Cora, his 24-year-old daughter, is now in the industry and has started working towards her CIP designation.

When asked what advice he would give to industry professionals considering entering the CIP program, he says if you're going to be a professional in any industry, it's important that you have the necessary knowledge that allows you to serve your clients and stakeholders best. The CIP designation provides that solid base of knowledge about the insurance industry.

In his spare time, Bob enjoys keeping active with skiing in the winter, golfing in the summer, and of course travelling—in the past year he and Linda toured South America. He's greatly looking forward to the year ahead.

On behalf of our members, we warmly welcome Bob and wish him much success in the coming year.

Annual General Meeting 2017

continued from page 2

Staff

Mike Divjack, BComm, FCIP, CRM
VP, Operations, Insurance Institute of Canada

Harry Vizl, CPA, CA
Director, Finance, Insurance Institute of Canada

Margaret Wasserman, BSc (Hons), CIP
Sr. Director, Insurance Institute of Ontario

Scholarships: A helping hand for the insurance professionals of tomorrow

continued from page 3

In doing so, he hopes to broaden his knowledge of the industry. "The more I learn and experience," he says, "the more I'm drawn to the idea of being an insurance broker."

He would like other students to know that the insurance industry offers a variety of opportunities. An undergraduate degree in something other than insurance doesn't mean that insurance cannot be a career option in the future.

Ryan also reminds other students what a difference a scholarship of this size can be. "It's a great opportunity," he says. "It takes the pressure off of trying to scrape money together for tuition and other expenses, and allows for focus on what you are there to study."

The TIC scholarships application deadline is Friday, September 8, and is one of several scholarship programs offered by the Insurance Institute. Also closing in September is the John E. Lowes Insurance Education Fund, which offers financial assistance for Ontario residents pursuing post-secondary education in the study of p&c insurance.

To find out more about scholarship programs, visit: www.insuranceinstitute.ca/scholarships

CIP gift card winner



In the spring, the Insurance Institute of Ontario held an Early bird draw for those who registered for a CIP class.

Congratulations to Elizabeth from the Southwestern Chapter who won one of two gift cards!

2017–2018 Annual Awards and Convocation Dates

Cambrian Shield	Tuesday, November 7
Southwestern	Thursday, November 9
Ottawa	Friday, November 10
Greater Toronto Area	Thursday, January 25, 2018
Kawartha/Durham	Friday, February 2, 2018
Hamilton/Niagara	Wednesday, February 28, 2018
Conestoga	Thursday, March 1, 2018

Ontario Scholarships

Application deadlines coming up!

We're pleased to be able to offer two student scholarship programs to provide financial assistance to Ontario students enrolled at a Canadian post-secondary institution. Take a look at the scholarships below—you or someone you know could be eligible to apply and receive much-needed assistance for your educational journey.

John E. Lowes Insurance Education Fund



Established in 1993, the John E. Lowes Insurance Education Fund is a charitable trust dedicated to annually offering scholarships to Ontario residents pursuing post-secondary education that includes the study of property and casualty insurance. The scholarships are offered through the John E. Lowes Fund and its trustees, in partnership with the Insurance Institute of Ontario.

The scholarship fund awards

- up to two (2) scholarships of \$1,500 each to eligible Ontario resident(s) attending Fanshawe, Mohawk, Conestoga, or Seneca College full-time, and
- up to two (2) scholarships of \$2,500 each to eligible Ontario resident(s) attending Wilfrid Laurier University or the University of Calgary.

Applications can be submitted between now and **Friday September 22, 2017**, 5 p.m. EST. For more information, visit www.insuranceinstitute.ca/scholarships.

Interested individuals and organizations can become college or university contributors through the Contributors' Program. For more information, please contact scholarships@insuranceinstitute.ca.

Toronto Insurance Conference (TIC) Scholarships

Now in its fifth year, the TIC Scholarship Program provides the first-ever university scholarship for relatives of TIC brokers, partners, and staff.

Managed by the Insurance Institute of Ontario, the TIC Scholarship Program annually offers financial assistance in the form of up to three (3) scholarships of \$5,000 each to family of TIC members, their staff, and/or industry partners pursuing full-time university undergraduate studies in Canada.

Selection is based on academic excellence throughout the applicant's high school and first year post-secondary career; financial need; contribution to school, community life, and/or other meaningful pursuits; major accomplishments; and a strong indication of academic promise.

Applications can be submitted between now and **Friday September 8, 2017**, 5 p.m. EST. For more information, visit www.insuranceinstitute.ca/scholarships.

CIP classes: choose your class format to suit your schedule!

We know you're busy, so we're pleased to offer you a variety of delivery methods to choose from. Whatever your preferred mode of learning is, we're sure to offer something that suits you.

- 1. In-class learning:** if you prefer a classroom environment, check out our in-class options—you can either take evening classes or fast-track your learning with our condensed options.
- 2. Virtual classes:** if you prefer to learn from the comfort of your own environment but still be connected to an instructor, we offer a number of live and self-paced virtual classes.
- 3. Distance learning:** if you can't find an in-class or virtual offering for the course you want to take, our courses are also available via distance learning.

Visit the CIP section of the Insurance Institute website to see a complete list of the CIP classes available to you.



New research report on the sharing economy

The Institute recently published a new research report, *Sharing Economy: Implications for the Insurance Industry in Canada*. We encourage you to download a copy of the full report from our website, read and

share it widely within your organizations.

The report explores the benefits of the sharing economy, the drivers behind its emergence, its benefits and its potential for disruption in the insurance industry. The report concludes with five recommendations to help the insurance industry in Canada to better serve sharing platforms, providers and consumers; and five recommendations to help the industry to better manage competition from disruptors including insurtech and peer-to-peer insurance providers.

The Institute's report is structured around several critical questions. Among them:

- What drivers are shaping the sharing economy?
- Why is the sharing economy important?
- How should the sharing economy be regulated?

The report helps frame the discussion for the p&c insurance industry and how it can move forward, embrace new technologies, learn to understand changing customer expectations, and introduce new ways of doing things.

The Emerging Issues Research Series

Previously in the series of research reports is *Automated Vehicles: Implications for the Insurance Industry in Canada*, which provides insight and information regarding liability and road safety issues of automation in vehicles on our roads. Whether you believe society can make the evolution from no feet required, to no hands required, to no eyes required on the road, to no body required in the car, this report provides perspective on the drivers that are advancing automation.

The first report, *Cyber Risks: Implications for the Insurance Industry*, continues to demonstrate the importance of understanding cyber risks, given the daily headlines reporting on ransomware, like the recent WannaCry attack, and the need for better cyber security awareness and coverage.

The Emerging Issues Research Series reports are available in English and French, for free, as PDF downloads on the Institute website.

Career Connections Ambassador Program—Bringing the Industry to Life!

If you're an enthusiastic insurance professional that's interested in giving back to the industry and the community, then the Career Connections Ambassador program is for you!

This year, with the help of our dedicated roster of Ambassadors, the Career Connections program reached OVER 190,000 career seekers including high school and post-secondary students, career changers and internationally trained professionals. Through career fairs, classroom presentations, industry panels and networking events we engage students and career seekers in meaningful conversations about careers in the insurance industry.

Do you have a story to tell?

We are always looking for new ambassadors to help us with our outreach efforts. Our Ambassadors act as spokespeople for the property and casualty insurance industry and educate our potential future workforce about the industry at career events throughout the year. Sharing your story helps put a relatable face to an often misunderstood industry and can open a whole new world of career opportunities for many that would have never considered a career in insurance.

Ambassador training will take place throughout August—visit www.career-connections.info or contact us today at cconnections@insuranceinstitute.ca to learn more!

Career Connections Job Site

Did you know that over 1,300 recruiters across Canada used our Job site this year to help with their recruitment needs?

When you post on the Career Connections Job site, you gain exposure to over 33,000 Institute members (including CIP and FCIP grads) through a bi-weekly Career Opportunities email.

continued on page 6

Preparing students for success

Information Sharing Day 2017

For the sixth year, the Insurance Institute of Canada was pleased to welcome representatives from post-secondary institutions across Canada that have full-time insurance programs. These informative sessions, held annually in Toronto, allow all participants to share information, experiences, and best practices.

Many post-secondary schools were represented at the event on May 29, including: the British Columbia Institute of Technology, Collège Comunautaire du Nouveau-Brunswick, Centennial College, Conestoga College, Durham College, Fanshawe College, MacEwan University, Mohawk College and Seneca College.

The objective of Information Sharing Day is to learn from each other in order to achieve greater success for the students and the future of our industry. The theme of this year's event was "Preparing Students for Success" and included a range of discussion topics from survey results, examination results, tools and tips to better prepare students for success as well as informative group workshops.

This day was a success, with a great balance of learning, while also allowing the representatives to make connections with other program coordinators. The Insurance Institute is pleased to continue to host these important conversations and looks forward to seeing everyone again next year!



Insurance Institute Ontario

Get connected to great career management resources online with mycareer



Understanding where you are, what you want and where you want to go are the first steps to take, as you map your career path.

The Insurance Institute's new **mycareer** program can help you to map your unique skills, your interests, your strengths and work experience along 12 career paths in the industry—including underwriting, claims, broker/agent, risk manager, people and technical management, and more.

We developed these career resources to help you explore the lateral and vertical opportunities in your organization and the industry. The information and resources, tips and tools provided can help to guide you as you map your career and explore education pathways to realize your full professional potential.

- If you know where you want to take your career, the **mycareer** career maps can guide you there.
- If you aren't sure where your career in insurance can lead you, the resources, assessment tools and tip sheets on the mycareer website can help you navigate the options and opportunities your organization may have to offer.
- If you aren't sure what education will get you where you want to go, the **mycareer** education pathways section demonstrates how the Institute supports your career with various education programs including professional designations, certificates, continuing education and mentoring.
- If you're curious about the career paths of other industry professionals, the many videos on the mycareer website offer stories about career milestones, mentorship and great advice from industry professionals.

The Institute is pleased to make **mycareer** available at no cost to members and the industry.

Career Connections Ambassador Program—Bringing the Industry to Life!

continued from page 5

In addition, throughout the year, we are on campuses across Canada participating in and hosting events where we are actively promoting the job site to students and recent grads.

Our jobsite averages 10,000+ searches each month and 37% of job site users forward postings to a friend.

So when you post with us, you know that we're working to ensure you get high volume and high quality views on your post.

Do you have a role to fill? Get started on the Career Connections Job Site today! www.career-connections.info/jobsite