

# IINS eNewsletter

INSURANCE INSTITUTE OF NOVA SCOTIA

FALL 2014



## From the "President"

Moira Murphy, FCIP

On behalf of the Insurance Institute of Nova Scotia, I would like to introduce our first Newsletter! At the Insurance Institute of Nova Scotia, we are always looking for ways to add value to our membership offerings. The Newsletter will provide you with a view of our activities and achievements as well as an outline of things to expect on a go forward basis. We will strive to include articles on topics that are of interest to our membership.

We know if you know what possibilities await you, there is a much higher chance you will take that extra course, attend a seminar or enjoy a networking event where you have an opportunity to build strong relationships with other professionals in our insurance community.

We welcome your feedback, your input and your involvement. Let's start by helping us find a name for this new publication!

## Contest: Name Our Newsletter!

To celebrate the publication of our eNewsletter we need YOU to come up with a name for it! Put on your thinking cap, use your imagination, and submit your suggestion for a name that will make our newsletter uniquely Nova Scotian.

### The winning entry will receive an *iPad Mini!*

Submit your entry one of two ways:

1. By email to [IINSspecial@insuranceinstitute.ca](mailto:IINSspecial@insuranceinstitute.ca)
2. On our Twitter page [@InsuranceInsNS](https://twitter.com/InsuranceInsNS) with the hashtag #NameOurNewsletter

The contest is open to current members of the Insurance Institute of NS, and **the entry deadline is midnight on January 31, 2015**. In the event of duplicate entries, only the first submission received will be considered. The Governing Council of the Insurance Institute of NS will vote on all entries and choose the winner.

## In This Issue

Welcome to our first eNewsletter. This newsletter will be published three times per year. We hope you will find the information useful and interesting, and we encourage you to send us information that we can share with our membership if you are interested in contributing to the editorial content.

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## Winter 2015 CIP Classes

IINS is offering the following CIP classes starting January 12, 2015:

### **C11 Principles & Practice of Insurance**

David Little, CIP – Wednesday night  
Virtual

### **C12 Insurance on Property**

Darren Lipsett, FCIP – Tuesday night  
Virtual

### **C13 Insurance Against Liability Pt 1**

Ken Clahane, FCIP – Tuesday night  
Combined Virtual (attend in class or virtually)

### **C14 Automobile Insurance Pt 1**

Shelley Landry, CIP – Wednesday night  
Virtual

### **C16 The Business of Insurance**

Brian Houlihan, FCIP – Monday night  
Virtual

### **C110 Essentials of Loss Adjusting**

Jennifer Blacklock, CIP – Monday night  
Virtual

### **C112 Practical Issues in Claims Mgmt**

Jody Willigar, CIP – Wednesday night  
Virtual

### **C130 Essentials Skills for Broker/Agent**

Lisa Bruff, CIP – Tuesday night  
Virtual

Register online:

<http://bit.ly/1gKUefi>

Download the registration form:

<http://bit.ly/1AP1iSq>

Registrations received after December 28, 2014 will be subject to a late registration fee.

## Ask the Institute

We are very excited to announce a new initiative called ‘**Ask the Institute.**’ Because the Institute cares about your learning experience and success in our programs, this new source of information for students, members, and industry professionals answers the Institute’s most frequently asked questions.

With input from our members, ‘Ask the Institute’ was designed to answer the most common inquiries by current and future students, and is filled with “need-to-know” material in eight popular categories. The answers are presented in a manner reflecting Institute students’ experiences and will help you remove obstacles to your educational journey and get ahead in your career.

In addition to the written answers we’ve also integrated eight short videos with students and members providing their own answers to some of the questions that have been asked by current and potential students. Using videos of real students and members will appeal to audio learners, and especially to those students who are now taking their classes and seminars virtually.

We invite you to visit the website at [www.insuranceinstitute.ca/ask](http://www.insuranceinstitute.ca/ask) to see your fellow members. If you’d like any further information about “Ask the Institute,” or to suggest a question to be included in this resource, please contact [ask@insuranceinstitute.ca](mailto:ask@insuranceinstitute.ca)

## IINS Subscribers - 2014

### **Silver**

Crawford and Company (Canada) Inc.  
IFS Financial Services Inc.  
Marsh Adjustment Limited  
Vaughne Assurance Limited-Limitée

### **Bronze**

Bell & Grant Insurance Limited  
Caldwell Roach Insurance  
Cluett Insurance Brokers Inc.  
Premier Marine  
Jack & Co. Ltd.



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## 3rd Annual Charity Softball Tournament

The Insurance Institute of Nova Scotia recently hosted the third annual charity softball tournament, and for the second year in a row this event sold out within a few days.

September 19th dawned sunny but cold, especially for those playing the first game at 8 a.m. However, the cold didn't dampen the enthusiasm of 156 players and spectators who cheered on ten teams made up of colleagues and competitors alike. Team Aviva Crush successfully defended its 2013 championship in a close game against the upstart Team Good Times, but the real winner was Camp Triumph ([www.camptriumph.ca](http://www.camptriumph.ca)), which received a donation in excess of \$3200. Thanks to Paul Davis Systems Canada for sponsoring this amazing event.

When participants were asked what they liked best about the tournament, a sampling of comments included:

"Everyone is out to have fun and not too competitive - GREAT event!"  
"Excellent chance to network, different from other industry events."  
"Very fun, relaxed atmosphere with exercise included!"



**Insurance Institute**  
Nova Scotia

## Executive & Directors 2014-2015 Term

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Moira Murphy, FCIP  
Intact Insurance

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Paul Croft, CIP  
Aon Reed Stenhouse

### 2nd Vice President

Gloria Snow, CIP  
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Andy Williams, FCIP  
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# 61<sup>st</sup> Annual Awards Dinner



*Moirra Murphy, FCIP (left) and T. Neil Morrison (right) present New Track FCIP Graduate Greg Crawford of Intact Insurance with his certificate.*



*Matthew Dunn, CIP of Risk Management and Security, Province of NS requested that Bruce Langille, FCIP (left) and David Little, CIP (right) present his certificate.*



*Cathy Bermundo (right) of Founders Insurance Group is very excited to receive her award presented by Grant King, FCIP, President of CIAA, NS Chapter.*

IINS hosted its Annual Awards Dinner on Thursday, November 6 at Casino NS. Over 220 members of the Nova Scotia insurance community gathered to congratulate five graduates of the FCIP program (including our first graduate of the New Track FCIP), twenty-nine CIP graduates, and thirteen GIE graduates. Awards for academic excellence were also presented to seven individuals.

The evening started with a private reception for graduates and award winners, their employers, and Past Presidents of IINS. Professional photographs were taken of each graduate, which were ready for them to take home at the end of the evening. Then the graduates were piped into the Schooner Room where T. Neil Morrison, Chair of the Board of Governors, Insurance Institute of Canada addressed the 2014 graduating class. Together with Moirra Murphy, FCIP President of IINS, Mr. Morrison presented the certificates while Roslyn Kozak, CIP of RMS - Risk Management Services took photos as a memento of each graduates' special moment. The night ended with the handing out of many donated door prizes.

An ad to highlight our graduates was placed in the November 25 edition of The Chronicle Herald and follows on the next page.

Our sincere thanks to the following sponsors who helped IINS make this a special night.

- |                      |                                      |
|----------------------|--------------------------------------|
| Cox & Palmer         | Plant Hope Adjusters Ltd.            |
| Intact Insurance     | SystemCare Cleaning & Restoration    |
| Economical Insurance | Hon Order of the Blue Goose, NS Pond |
| TD Insurance         | NS Insurance Women's Association     |



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# CIP exams at the speed of thought

## Computer-based exams (CBE)

Speed, clarity and efficiency are key benefits when computer-based exams (CBE) are rolled out beginning in December 2015, according to CIP students participating in CBE testing.

The Insurance Institute of Canada is working towards the gradual introduction of computer-based exams for Chartered Insurance Professional (CIP) courses over a two-year period, beginning with a single course during the December 2015 exam session. Currently, all exams remain paper-based.

CBE testing took place in July 2014. CIP students testing the system cited several advantages of using computers to complete their exams. Chief among them is the ability to produce their answers quickly on a keyboard.

“You are trying to write as fast as you are thinking, and that’s where I think there is a benefit of doing the exam on a computer,” said CIP student Carly Buchanan, who participated in the July testing. “Quite a few people nowadays are used to typing all day. You are a lot faster typing than you are writing, so you can keep up with your train of thought.”

CIP students writing an exam can also better interpret what they wrote. Editing exam answers on a computer is not only fast, but clean.

During a three-hour paper exam, “you just write everything down and it starts to look like a chicken-scratch on your paper,” said CIP student Alexandra Polianskaia. But CBE is “good for reviewing purposes,” she said. “You can see the answer you just wrote. You can read it better. It’s easier to edit and delete something....And it just makes sense.”

CBE even makes the non-linear thinkers among us more efficient. For example, it’s a common experience to have a ‘Eureka’ moment during an exam in which you remember an answer to one question while you are working on another.

CBE has a feature that ‘flags’ questions for follow-up, allowing students to toggle back and forth on the

screen to answer questions out of sequence. It also keeps track of unanswered questions.

“With the paper exam, you can think you’ve answered everything and then, when you walk out of the exam, you talk to other people and realize, ‘Oh, I didn’t even answer that question,’” said CIP student Kylie Pemberton. “Whereas CBE essentially keeps track of what you’ve answered and what you haven’t answered. And it makes sure you’ve answered everything before you leave.”

CIP students praised the timing feature in test versions of the CBE. No more trying to find the clock on the wall behind you to see how much time you have left.

“That time piece was really good, just to keep me aware of where I was in my exam,” said CIP student Brett Logan. “I could see if I was 50% done, or if I was only 10% done so I had better hurry up. It gave me a good way to gauge my time. It just made the overall process more efficient.”

Computer-based exams will be scheduled three times each year, in April, July and December. Each exam period will consist of a three-week window, giving students the ability to organize their exams around busy work schedules.

CBE exams will be written at proctored exam centres. Sites will have a secure computer set-up, including screen protection and locked-down browsers.

A CBE pilot test will run in July 2015 for students registered in the CIP C66 course, *Financial Service Essentials – Part 1*.

Students registering for the course will be able to take advantage of the benefits of CBE.

Further updates and information about CBE will be made available on the Insurance Institute website as they become available.

