

Momentum...

Engaging those who work in Nova Scotia's P&C industry

SPRING 2015

INSURANCE INSTITUTE OF NOVA SCOTIA

VOLUME 1, NUMBER 2



From our President

Moira Murphy, FCIP

We are thrilled to be delivering the second edition of our newsletter, now formally named **Momentum!** The name speaks to the core of our mission; we strive through education and collaboration to support our membership's goals of ever higher levels of technical and professional achievement. Our thanks to Jan Audas, winner of the Name our Newsletter contest, for her insight.

This edition of the newsletter is all about progression in education, recognition of our leaders and an invitation for our membership to participate in the networking events planned for 2015. Please take the time to grow your understanding of educational opportunities available, share your opinions about peers or coworkers who personify the best in our industry, and plan for some fun!

The Winner Is!

Thank you to everyone who participated in the Name Our Newsletter contest. Twenty-four names were submitted, and, during the regular Council meeting at the end of January, Executive & Directors cast their votes. At times the process was heated, with some people trying to vote more than once while others vigorously promoted their favorite name. In the end, however, the name submitted by **Jan Audas, FCIP** of Intact Insurance was declared the winner.

To find out a bit more about our winner, and how she came up with the name, **'Momentum'**, flip over to **Meet Our Member** on Page 3

In This Issue

Welcome to the second edition of our newsletter. We encourage you to send us information and photographs that we can share with our membership if you are interested in contributing to the editorial content.

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Insurance Institute of NS

250 Baker Drive, Suite 220

Dartmouth, NS B2W 6L4

Telephone: 902-433-0070 Fax: 902-433-0072

Email: iinsmail@insuranceinstitute.ca

Twitter: [@InsuranceInsNS](https://twitter.com/InsuranceInsNS)



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Spring 2015 CIP Classes

IINS is offering the following CIP classes starting April 13, 2015:

C11 Principles & Practice of Insurance

David Little, CIP – Virtual
Wednesday night at 6:30 pm AST

C12 Insurance on Property

Ken Clahane, FCIP - Weekend Warrior
June 12–14 & 26-28

C13 Insurance Against Liability Pt 1

Jody Willigar, CIP – Virtual
Wednesday night at 6:30 pm AST

C14 Automobile Insurance Pt 1

Shelley Landry, CIP – Virtual
Wednesday night at 6:30 pm AST

C16 The Business of Insurance

Brian Houlihan, FCIP – Virtual
Monday night at 6:30 pm AST

C32 Bodily Injury Claims

Jennifer Blacklock, CIP – Virtual
Monday night at 6:30 pm AST

C39 Fraud Awareness & Prevention

Jennifer White, CIP – Virtual
Tuesday night at 6:30 pm AST

C111 Advanced Loss Adjusting

Jennifer Blacklock, CIP – Virtual
Thursday night at 6:30 pm AST

C120 Underwriting Essentials

Melissa Sabeau, CIP – Virtual
Tuesday night at 6:30 pm AST

Register online:

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

Download the schedule & registration form:

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

Registrations received after April 7, 2015 may be subject to a late registration fee.

Study Tips

In our very busy everyday lives it's hard to take the time we need to focus on studying. Here are a few simple hints that may help you prepare for your upcoming exams in April.

- Find a quiet place with no distractions. While studying it is important to concentrate and being able to focus without interruptions.
- Pick a time each week that you are going to study and stick to the schedule. For example every Tuesday and Thursday evening from 7:00 p.m. – 9:00 p.m. Decide when is the best time of day for you to study. Some people prefer the mornings while others prefer the evenings.
- Research shows that the majority of people can only concentrate for about 30 minutes at one time. Study for 30 minutes then take a break (get some fresh air, get a drink) and then get back to studying.
- Focus on one Chapter at a time. Each chapter has Objectives at the beginning to help you distinguish what is important in each chapter.
- Make notes! Sometime writing notes in your own words can help you understand concepts more easily. Simplifying things sometimes makes it easier to memorize.
- Find others in the industry (co-workers or friends) who are taking the same course or who have already taken the course to discuss what you have learned. Find someone to talk to about the course and test your true understanding.

Find more helpful information about preparing for your CIP final exam on the Insurance Institute website at <http://bit.ly/1nPnLnj>

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.

Further information on our Subscription Program is available at <http://bit.ly/1FfjrrC>



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Meet Our Member

Jan Audas, FCIP

The Insurance Institute of Nova Scotia has over 1,400 members. This month we highlight Jan Audas, FCIP of Intact Insurance. Jan has been with Intact Insurance for thirty-four years; the past seven as Director, Business Development & Communications, Atlantic Division.



Moirra Murphy (left) presents Jan Audas (right) with an iPad Mini as winner of the Name Our Newsletter contest.

Q: Why did you choose 'Momentum' as your name for our eNewsletter?

A: Being an FCIP myself, I know first-hand that CIPs and FCIPs hold key positions within the insurance industry. The knowledge and skills gained from the CIP/FCIP programs continue to build momentum throughout our careers thus the reason I chose the name.

Q: How long have you been a member of IINS?

A: I have been a member of IINS since the beginning of my career in 1981.

Q: What are you most passionate about professionally? What most excites you about your work & the contribution you can make?

A: Insurance is a relationship business. I enjoy working with people and helping them to develop in their careers. I have always been motivated by the desire to do a good job, no matter what position I am in. I like to be challenged and provided with an opportunity to learn. Working with people that are focused, engaged and energized inspires me to do my best work.

Q: Where can we find you when you're not working?

A: I love spending time with my family and my new puppy, Derek. I enjoy travelling to tropical climates and shopping and when I can do both, I am in heaven!



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Nova Scotia

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AMG Claims Inc.

Manager

Jenny Reyno
jreyno@insuranceinstitute.ca

Education Coordinator

Leanne Henriksson, BBA
lhenriksson@insuranceinstitute.ca



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Recognize our Industry Leaders.

Members Benefit from the CIP Society's National Leadership Awards.

The CIP Society created the National Leadership Awards to celebrate excellence and to recognize individuals who demonstrate a passion for learning, dedication to the profession, personal integrity and outstanding commitment to their organizations. The Society is proud of its role as a supporter of those industry leaders who act as role models and mentors. Their positive influence energizes and inspires the people around them. They enrich their communities. And they bring great credit to our industry.

Leaders are selected in two categories. Does this sound like someone you know?

Emerging

Team Player

Problem Solver

Innovator

Role Model

Determined

Resourceful

Established

Team Leader

Impactful

Visionary

Mentor

Influential

Mobilizer

PUT YOUR NOMINEE FRONT AND CENTRE

To nominate an Emerging or Established Leader, please review the Nominator Guide, Criteria and Nomination Form available at <http://bit.ly/1wKd7t2>



Up to ten CIP Society members may be honoured each year. Nominations are accepted from four regions: West, Ontario, Quebec and Atlantic and are accepted from **March 1 to June 1**.

Each year's honourees are awarded a one-of-a-kind handcrafted sculpture called 'Good Company' and join previous inductees in the CIP Society Leadership Circle.

The list of previous honourees may be viewed at <http://bit.ly/1DQNH5>



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Plugging into the national p&c conversation

Fellow Chartered Insurance Professional (FCIP)

The Fellow Chartered Insurance Professional (FCIP) designation offers the chance to explore strategic issues in Canada's property and casualty insurance industry through exchanges with knowledgeable and motivated peers, inaugural new-track FCIP grads say.

The FCIP is the highest designation in Canada's p&c industry. Designed to develop leadership skills, the program offers a comprehensive business education with a p&c focus. The courses offer a broad view of the p&c industry through online discussions with FCIP candidates from across the country.

Nova Scotia FCIP grad Greg Crawford says he benefited from his exchanges with others during the program's emerging issues course, for example.

"Every organization handles emerging issues a little bit differently," says Crawford, manager of an insurance company's casualty unit. "It was interesting to review the text, and listen to the strategies and ways in which other people in the course were able to deal with the emerging issues that we all see as relevant to our industry at this time. That was one of the parts that I liked about the FCIP program."

FCIP grads from across the country and internationally completed six online courses covering topics in strategy, leadership, financial management, risk management and emerging issues. The final course, an integrative learning project known as the 'capstone' project, ties together everything that candidates have learned throughout the program.

For New Brunswick FCIP grad Joey Deschambault, the knowledge he gained in the program unlocked doors for him to discuss the company's strategic direction in risk management with his company's senior management.

"As we were going through the FCIP program, my company released a statement stating that they are now incorporating enterprise risk management into their operations," said Deschambault. "I was able to make contact with our CEO and vice president of enterprise risk management and get the lowdown on exactly what the company is doing. It was good, because I could actually understand what they were talking about and appreciate that my company was actually moving in the right direction."

FCIP grads gain the additional benefit of understanding how their companies' strategies fit within the overall context of the industry as a whole, p&c industry human resources representatives say.

"If the education was company-specific, you would be getting the networking within your organization, but you wouldn't get the look from outside your organization," said Ross MacMaster, vice president of human resources at Gore Mutual Insurance Company in Cambridge, Ontario. "One of the benefits of the FCIP is that you gain the benefit of diverse perspectives."

To hear FCIP grads talk about specific courses, go to the FCIP Virtual Tour, a multi-video presentation available on the Insurance Institute website. The videos and more information about the program, including program admission and registration deadlines, are available at:

www.insuranceinstitute.ca/fcip

Are you ready to explore your leadership potential? Take the FCIP Self-Assessment Quiz to see if the program is the right fit for you at this point in your career. A brief, eight-question quiz is available at:

www.insuranceinstitute.ca/AreYouReady



What's on the Horizon?

Seminars:

- March 26: Trends in Auto Insurance
- March 31: How to Analyze & Compare Insurance Policy Wordings
- April 16: Environmental Roundtable
- April 24: Personal Umbrella
- April 30: Evolving Technology in Accident Reconstruction
- May 12: Wind & Water: Planning, Prevention & Protection
- May 20, 21: Think on Your Feet®
- May 29: CyberRisk, CASL & eSignatures



Networking Events:

- May 14: Spring Networking Fling
- July 14: CIP Society Golf Tournament
- Sept 18: Charity Softball Tournament
- Oct 15: Battle of the Insurance Bands
- Oct 22: South Shore Soirée
- Nov 4: Feed the Minds of Youth
- Nov 5: Annual Awards Dinner
- Nov 19: Sydney Soirée



Thank you!

Thank you to the following volunteers who supervised CIP final exams in December 2014. If you would like to help during an upcoming exam session, please send us an email at IINSmail@insuranceinstitute.ca

Laura Greening, CIP
Stacey Purcell, FCIP
Thom Hori
Deb MacDougall, CIP
Valerie Guilbault, CIP
Gail Abraham, CIP
Carol Campbell, AIIC
Nancy d'Entremont-Campbell, CIP

Tina Holloway, CIP
Dale Brown, CIP
Mark MacDonald, FCIP
Gloria Snow, CIP
Karen Foster, CIP
Bob Dorey
Marg MacInnis, CIP

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