



Message from the Chair

**Joan Wager, CIP, CAIB
Chapter Chair**

It's finally starting to feel like spring outside, and with it comes hope and new creation. Each spring, we watch as flowers bloom, the dormant grass turns to green, and trees budding, flowering and coming back to life. It's a time for spring cleaning and the time to once again say "*out with the old, and in with the new!*"

Each season is a great opportunity to reflect on how much we have progressed in our professional and personal lives. The goals we have accomplished since our New Year's resolutions, and the ones we have yet to cross off our lists.

If you have been putting off enrolling in a CIP course, now is the time to jump back into your journey to obtain your designation. The Insurance Institute of Ontario offers a wide range of formats, including the virtual learning program; take a course from the comfort of your home or your office computer. Early bird pricing ends this Monday, March 27—take advantage of this offer while you can.

If you're unsure of the direction in which you would like your career to go, our Career Connections division has recently launched **mycareer**; a handy resource for industry professionals looking for career advice. Here you'll find career maps, education pathways, career exploration tips and assessment tools to help you map where you are, discover where you can take your career and plan for what you want. For more information, visit the 'Resources' section of www.insuranceinstitute.ca.

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Insurance Institute of Ontario | Cambrian Shield Chapter

18 King Street East, 16th floor

Toronto, Ontario, M5C 1C4

(t) 416-362-8586

(e) cambrianshieldmail@insuranceinstitute.ca

[@IIOCambrian](https://twitter.com/IIOCambrian)



Insurance Institute

Learning for the real world. Rewarding.



Message from the Chair

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Are you looking to make a difference in your insurance community? Why not volunteer? As a volunteer, you have opportunities to develop and grow, to contribute and give back in meaningful ways to the p&c industry—your industry. Volunteering enables you to interact regularly with other members and insurance professionals which not only strengthens your network, but builds valuable contacts that will enhance your career!

As always, thank you for your continued support. We are here to help you and represent you. Enjoy the much-anticipated warmer weather, and good luck to those preparing for your final exam.

Sincerely,

Joan Wager, CAIB, CIP
Chapter Chair

Are you looking for volunteer opportunities?



Every day, hundreds of insurance industry professionals voluntarily give their time and talent to the Insurance Institute of Ontario, and its local chapters including Cambrian Shield.

Volunteering has many 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 cambrianshieldmail@insuranceinstitute.ca.



Instructor Spotlight

Arlene Byrnes, BA, CIP

Arlene Byrnes graduated with a BA in Law and Justice from Laurentian University in Sudbury. She has been working in the p&c insurance industry for over 30 years and currently holds the title of Senior Commercial Lines Underwriter with Intact Insurance. Arlene teaches a variety of courses, from mandatory, to electives and applied professional.

Let's get to know Arlene a bit more.

1. How did you get started in the insurance industry?

I was originally hired by a brokerage to help them move locations in 1986 while I was finishing university. That developed into a switchboard job and then into a Commercial Broker position.

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

Wow! What hasn't changed? I am currently teaching the C14: Automobile Insurance—Part 1 course and explaining that when I first started, we used to subrogate physical damage claims when we were not at fault. We now have DCPD. Computers were just being introduced as desktop items (we had access to typing pools) and the Teletype was our means of communicating with others. The first fax machine purchased by the brokerage used an extension on switchboard, so I had to transfer the 'fax' to the fax line extension. I will never forget that screeching sound the fax line would make. Today we are fortunate to have email, scanners and cell phones.

3. How has your designation benefited you professionally?

I took my first course C11: Principles and Practice of Insurance in 1988, followed by C14: Automobile Insurance—Part 1 in 1991. I put these on hold while I finished CAIB. CAIB was very helpful to me in my Commercial Broker role; however, it did not explain all of the other aspects of the insurance industry. There are so many other roles in the insurance industry from loss adjusters (both in house and outsourced), underwriters (company, reinsurers, MGA's), actuarial and others that have a significant impact on our profession. The CIP gives a great overview of all the aspects of our industry.

4. What do you enjoy most about teaching?

If I can contribute in some small way, I am happy. I am so proud of each of the students that have gone through the program and those that are still going through the program.

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

Stay in the course (literally and figuratively). Get a group together and keep going. Schedule "me time" to go through the chapters on a weekly basis. Many people start families and take the courses. What a great example you set for children if you show them your commitment to learning!

6. What would you like to accomplish next, professionally and/or personally?

I'm living the dream. Who knew that the girl who was hired to pack boxes would move into different roles in the insurance industry? I moved cities. I have taken different roles (broker, portfolio underwriter, personal lines underwriter / account manager, commercial fleet and garage underwriter, team lead and commercial P&C underwriter). What's next? Who knows what opportunities I will dive into... from the switchboard operator in me, I say "Please hold..." and see what happens next.

Membership renewal coming up soon

Just a reminder that the membership year ends on May 31st and you will soon be receiving a renewal notice from the Institute.

Why Renew? With our support, you can take your education and career to a new level with our courses, seminars, webinars, and valuable networking opportunities.

Have your contact details changed? We encourage you to update your profile by logging in at www.insuranceinstitute.ca.

If you have any questions or need help renewing your membership, please contact us toll-free at 1-866-362-8585, or email us at IICmail@insuranceinstitute.ca.



Studying for the CIP exams? There's an app for that

Whether at work or studying for your CIP exam, IIC Mobile Learning is a new app that puts learning at your fingertips.

Download it today on your mobile or tablet and get free access to the following:

- Over 1,700 terms and definitions in *the Dictionary of Insurance*.
- Your account with the Institute; find out your grades, determine what course you want to take next, or update your contact info.
- A free pack of 10 practice multiple-choice questions for C11 students—with five additional question packs available for in-app purchase.
- If you're a C13 student, practice exam questions are also now available for in-app purchase.

The IIC Mobile Learning app is available on the App Store and Google play. Download it today!

Marketing to Millennials: Sudbury Luncheon featuring Debbie Coull-Cicchini, MBA, BA—there's still time to register!

What are you doing differently to market your business to this diverse group with a wide range of interests?

The numbers can't be ignored: Millennials make up 30% of Canada's population and earn currently *21% of all income in Canada. In the next 15 years, this group will make up 75% of the labour force.**

So what do they want and do you sell to them? Find out by attending our lunch presentation on Tuesday, March 28, with special guest speaker, Debbie Coull-Cicchini, Senior Vice-President, Intact Insurance.

Debbie will share her insight to help you understand Millennials, what they want and will help you identify how to successfully market to this influential group, resulting in growth in your business.

This luncheon is not to be missed. To register, please contact Heather Tanner at cambrianshielddmail@insuranceinstitute.ca.

Insurance Institute of Ontario

Cambrian Shield Council Members for 2016–2017

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Suzanne Turcotte
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Brokers: get your CE hours through our seminars!

We offer high-calibre seminars lead by knowledgeable and experienced presenters. For the listing of our upcoming seminars and how many CE hours each one is worth, where applicable, visit www.insuranceinstitute.ca/CambrianShield and click 'Seminars'.

Insurance Institute of Ontario

Cambrian Shield Annual General Meeting

Attention, members!

The Annual General Meeting of the Insurance Institute of Ontario—Cambrian Shield Chapter will be held at Noon on **Wednesday, June 21** at Intact Insurance, 206-1033 Barrydowne Road, Sudbury.

The following items are on the agenda:

1. Notice of Meeting
2. Appointment of Scrutineers
3. Report on Quorum
4. Minutes of Previous Annual Meeting and Any Other Meetings Held Since the Last Annual Meeting
5. Reports of Committees and Other Reports and Communications
6. Report of the President
7. Treasurer's Report
8. Annual Financial Statements
9. Approval of Acts of Directors
10. Election of Directors of IIO, Governors of IIC, and Honorary Members
11. Appointment of Auditors
12. Other Business
13. Termination

Members are welcome. Please RSVP to Heather Tanner at 416-362-8586 ex. 2222 or via email to htanner@insuranceinstitute.ca prior to June 13, 2017.



Insurance Institute of Ontario Cambrian Shield

Serious about your insurance career? You can't afford *not* to have your CIP.

Register by end of day Friday, March 24 and you could win!

If you've taken one or more CIP courses in the last few years, we'd like to encourage you to continue the momentum you've built in your studies so far. Each CIP course you take brings you closer to becoming a Chartered Insurance Professional.

And if you haven't joined the CIP program yet, have you seen www.BeAssured.ca/cip? It's got some great information on why the CIP designation is so valuable.

For example, it's been proven that employers across Canada know that CIPs have completed a rigorous program of study and have a wealth of industry-specific knowledge.

Additionally, those who have the designation can expect to earn about \$8,000 more a year than those with a similar level of experience—but no CIP.

We encourage you to enrol now and secure a spot in the course and learning format of your choice.

**Extended date! Register by end of day Friday, March 24 and you'll automatically go in the draw to win one of six \$100 gift cards to Best Buy or Chapters! Please note, the closing date of this competition was Wednesday, but we're happy to extend this competition for readers of this newsletter.*

To view a list of virtual classes being offered this spring, please visit www.insuranceinstitute.ca/CambrianShield.



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

The Cambrian Shield Chapter is pleased to offer students, new to the insurance industry, a convenient and informative,

two-week Agent (Other than Life) and Broker (Entry Level 1—"Acting Under Supervision") program being offered in-class this June.

Classes are held at FirstOnSite in North Bay, and instructed by the very successful Lyall Bell, CIP, President, Solutions Training Insurance Resources.

Don't miss the opportunity to prepare for your licensing exam in a classroom setting.

For more information or to register, please contact Heather Tanner at cambrianshieldmail@insuranceinstitute.ca.

Let's connect on social media!

The Insurance Institute of Ontario—Cambrian Shield Chapter is on Twitter, and we'd love to connect with you there; you can follow us [@IIOCambrian](https://twitter.com/IIOCambrian). We'll let you know of any important dates, upcoming courses and seminars, and much more! Additionally, check out the Institute's social media webpage, which includes 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.

INsight Ontario

Spring 2017



Message from the President

Tom Reikman, MBA, HBSc, CIP
President, Insurance Institute of Ontario

Here at the Insurance Institute of Ontario, while we anticipate the arrival of spring, we celebrate all that we accomplished over the winter.

My term as President will be complete as at June 29, so this will be my last message to you. It's been a fantastic year in this role—one which I've enjoyed immensely. I had the valuable opportunity to travel around the province and participate in many

convocation celebration events, meeting the members and seeing the different ways each Chapter commemorates the achievements of its graduates.

In 2016, we celebrated over 610 graduates of the CIP and FCIP programs, plus an additional 77 graduates of the GIE, Advanced CIP and Risk Management Certificate programs in Ontario. These graduates are a testament to the high standard of education and professionalism in our industry—something we can all be proud to be a part of. Although I had the pleasure of congratulating many of our graduates as they received their diplomas, I want to take this opportunity to congratulate you all once again. The industry is proud of what you've achieved.

At the same time, I want to recognize the value in ongoing education. As mentioned in my introduction message last fall, I've learned from experience that life rarely goes to plan, and the best way to prepare for this is through continuous learning. Wherever you want your career and educational journey to go, the Insurance Institute has an option for you.

If you're a graduate of the GIE or Risk Management Certificate programs, consider taking the CIP as your next step. Not only do you get credit for the program you just completed, but you'll gain a comprehensive, well-rounded learning experience that allows you to focus on one or more of the core career paths in the industry.

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Insurance Institute

Insurance Institute of Ontario

18 King Street East, 16th floor
 Toronto, Ontario, M5C 1C4
 (t) 416-362-8586
www.insuranceinstitute.ca

Learning for the real world. Rewarding.



IIO Annual General Meeting

Attention, members!

The Annual General Meeting of the Insurance Institute of Ontario will be held at 9:30 a.m. on **Thursday June 29, 2017** at the Institute's office, 18 King Street East, 16th floor, in Toronto.

The following items are on the agenda:

1. Notice of Meeting
2. Appointment of Scrutineers
3. Report on Quorum
4. Minutes of Previous Annual Meeting and Any Other Meetings Held Since the Last Annual Meeting
5. Reports of Committees and Other Reports and Communications
6. Report of the President
7. Treasurer's Report
8. Annual Financial Statements
9. Approval of Acts of Directors
10. Election of Directors of IIO, Governors of IIC, and Honorary Members
11. Appointment of Auditors
12. Other Business
13. Termination

Members are welcome. Please RSVP to IIO Secretary at (416) 865-2707 or via email to dbirch@insuranceinstitute.ca prior to June 13.

Education Questions?



Ask the Institute—now updated! You'll find the answers to your questions our students ask the most. We want to

help you make the most of your student experience so you can get ahead in your career and stay there!

Learn more at:
www.insuranceinstitute.ca/ask.

Message from the President

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If you're a CIP graduate, consider increasing your problem-solving, critical thinking and communication skills with the Advanced CIP program. If you aspire to leadership, the FCIP program will give you a comprehensive business education with a unique p&c focus. These are just our main programs—we also have many courses available, and a high-quality seminar program offered each semester.

All of our programs are open for registration for the Spring 2017 semester; I recommend that you register as soon as possible to secure a spot in the course and learning format of your choice, as applicable.

If you need help deciding what your next option should be, our Career Connections division has just launched **mycareer**, a resource for those in the industry looking to advance their career. You'll find career maps, education pathways, career exploration tips and assessment tools to help you map where you are, discover where you can take your career and plan for what you want. For more information, visit the 'Resources' section of www.insuranceinstitute.ca.

Mycareer was launched as part of National Education Month—our celebration of education in the insurance industry which took up the entire month of February this year. This initiative started many years ago as just one week, and has grown so much that we saw the need to expand it to fit everything in. Local offices celebrated with special events, seminars, networking opportunities, and 'Take a Break with the Institute' local office visits. Thanks to all who joined in the celebration!

As you may know, our regulatory licensing body, the Financial Services Commission of Ontario (FSCO) is going through a transition and will be replaced with a new body called the Financial Services Regulatory Authority (FSRA). As part of our commitment to keeping you up-to-date with the latest industry developments, we staged a panel discussion with key, high-level insiders. Held January 19 at our GTA office, we were pleased to have a full house of attendees with even more tuning in via live webinar. We look forward to updating you further on this change as more information comes to light.

Your support by way of membership enables us to be able to organize important events like this to keep our members informed, continue our complimentary Member Bonus Series webinars, and much more. If you're not taking advantage of your membership, visit www.insuranceinstitute.ca/Ontario to find out what you're missing.

The membership year is up soon, and we'll be reaching out for renewal. If your employer is a part of LearnDirect program, then you won't hear directly from us as they will pay for your membership automatically. If you do receive an invoice for membership, we encourage you to renew as soon as you can to ensure you still have access to all your membership benefits. Also, consider asking your HR department about whether they would like to join our LearnDirect program so you can have your membership automatically renewed. To find out more about this program, contact your local Chapter manager.

We're looking forward to our two CIP Society Symposium events coming up in Ontario: GTA Symposium in Toronto and Symposium West in Cambridge. If you've attended a previous Symposium, you'll know that these events offer a full day of quality leadership and professional development for savvy insurance professionals. You'll learn more about the latest hot topics in the industry, and hear from and have the opportunity to network with industry leaders. GTA's Symposium will be held for the 13th year on April 6—I encourage you to register as soon as possible. Symposium West returns for the third year on August 17, with registration opening May 1.

As this is my last President's message, I wanted to take this opportunity to thank our members, industry employers and volunteers. As a not-for-profit organization, the

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Full suite of Risk Management Certificate courses available this spring



Have you thought about adding the Canadian Risk Management (CRM) designation to your list of p&c insurance credentials? If you answered yes, you should consider taking the courses that lead to the designation with the Institute's Risk Management Certificate program. The successful completion of this three-course certificate qualifies you to attempt the exams that lead to the CRM designation.

Since introducing the Risk Management Certificate program, we've had much success with student enrollment. With constructive feedback from those students, we are continuously making refinements and improvements to the courses. As these courses become more established with the Institute, we hope this certificate will become the source for p&c insurance professionals seeking to grow their risk management experience.

Register now for R110, R120, and R130 and take the steps to add the CRM to your credentials.

Call for nominations: 2017 National Leadership Awards



Last year, three new honourees were inducted in the CIP Society's Leadership Circle: Paul Martin, CIP and Robert Pearson, FCIP in the Established Leader category, and Laura Van Vliet, CIP, CRM in the Emerging Leader category.

We look forward to extending this prestigious recognition to more honourees this year with the announcement of the call for nominations for the 9th Annual CIP Society National Leadership Awards.

How to begin the nomination process

Now there's an easier way to jump-start the nomination process. **Visit the CIP Society's National Leadership Awards webpages** today to complete an online candidate assessment and submission form for a leader in the Emerging or Established Leader category. This pre-nomination process enables you to quickly assess your candidate on the leadership qualities that the awards program defines as leadership in the industry. In this way, before you complete the full nomination package, you can find out if your candidate meets the high standards set out by the Leadership Awards.

And this pre-nomination process enables us to see if others are also considering your candidate—therefore providing nominating supporters; if your candidate has been an Institute volunteer—thereby possibly engaging the volunteer manager in support of the nomination; if you have identified the appropriate category for your candidate; and if your candidate is a member in good-standing of the CIP Society.

With these preliminary checks in place, the CIP Society will then forward you the fuller nomination package to complete. The package includes a fillable PDF form, which asks you to substantiate the ways in which your candidate meets the criteria of the program through their accomplishments and contributions, and to support your nomination with additional letters of support. A nomination guide is also available to offer advice along the way.

We highly recommend nominators start early. Nominations close on June 1, 2017.

Message from the President

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support of our members and industry employers is vital, as it allows us to continue to achieve our goal of enabling those employed in the financial services business to achieve their performance potential and maximize their intellectual development.

As well, the support of our volunteers is essential as we rely on them to lend their varied skill sets to help us guide each area of the IIO—whether they are instructors, markers, proctors, subject matter experts, seminar presenters, or participate on our various committees and councils. On behalf of the Governing Council, I would like to thank you all for your time and dedication to the organization.

It's been a pleasure to serve as your President this year, and I would like to wish you a successful year ahead.

Tom Reikman, MBA, HBSc, CIP
President, Insurance Institute of Ontario

OIAA Claims Conference 2017:

It was great to see you!

The Insurance Institute of Ontario was proud to once again be an exhibitor at the **OIAA Professional Development & Claims Conference** trade show that took place on Tuesday, January 31. We enjoyed playing PLINKO with you and giving out gift cards as prizes!

If we missed you, please feel free to contact us so we can tell you more about:

- New program in the 'Understanding' Series for Adjusters
- The Member Bonus Series
- Upcoming seminars to enhance your career
- Advanced CIP and Risk Management Certificate programs

We hope to connect with you soon.

Thank you to our volunteers!

Every day, hundreds of insurance industry professionals voluntarily give their time and talent to the Insurance Institute of Ontario. 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, please contact your local Chapter.

Advanced CIP is a popular choice for graduates



For those of you who just celebrated your CIP graduation, you may be considering the Advanced CIP: the next challenge in your p&c insurance education.

This four-course certificate program will help you accelerate your CIP, and prepare you for the next step in your career—or the FCIP.

With valuable new business skills and a broader perspective of the insurance industry, you can take your career where you want it to go.

For more information, or to register, please visit:

www.insuranceinstitute.ca/AdvancedCIP.

How do we spend your membership dollars?



We often get questions about membership—ranging from “what are the benefits of membership,” to “what do we do with your membership dollars,” and we wanted to take a minute to answer those questions.

As a member of the Insurance Institute, you belong to one of Canada’s most well-respected industry associations. We’re an insurance community of which you are an important part.

The Institute was founded in 1899 by a group of major insurance companies—with the common goal to provide a high standard of education options to all insurance professionals including brokers, underwriters, claims and others. We’re a not-for-profit organization, which means that any profit that we make gets channeled back into our business, to enable people in the financial services business to achieve their performance potential and maximize their intellectual development.

As was mandated by those that formed the Institute, we rely on your membership to be able to achieve the goals that have been set for us.

Your local membership dollars enable us to do the following:

- **Maintain and update our designation programs**

Employers look for the CIP and FCIP designations because they recognize that the knowledge and skills gained while earning these designations bring value to their organizations. We are committed to constantly reviewing the learning materials and formats to keep our programs current.

- **Provide you with quality professional development and networking opportunities**

Your membership allows us to keep you informed of the latest industry happenings—like the recent FSCO to FSRA panel discussion, 2016 Auto Insurance Reform roadshow as well as our Industry Trends & Predictions and Leading Insurance Coverage & Liability Cases annual seminars. Click your local chapter to see what’s coming up in your area.

- **Give you complimentary learning opportunities—with RIBO hours!**

Thanks to your membership, we can offer our Member Bonus Series webinars to all IIO members, no matter what chapter you belong to. They cover basic insurance topics you could benefit from clarification on, and offer 1 Technical RIBO hour. To date, many of our Member Bonus webinars have been full to capacity.

- **Develop new and innovative certificate programs**

We’re always working on innovative new education options—such as the new Risk Management and Advanced CIP programs. Through your support as a member, we’re able to hire experienced instructional designers who ensure our educational offerings contain quality content and knowledge that are applicable to your real-world situations.

- **Conduct industry research and provide reports**

Thanks to thought leadership and membership support from our CIP Society, the Institute conducts and delivers reports on current industry concerns. Members can access a series of annual Emerging Issues Research Reports, which so far includes reports on cyber risks and automated vehicles, and an e-library of monthly trends papers. The industry also relies on the Institute to conduct periodic demographic

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Taking courses and seminars with us and being reimbursed?

Benefit from the LearnDirect program

When you register for a course or seminar with us, do you wish there was an easier way than paying for it yourself and applying for reimbursement? You might not be aware that there is a solution that could greatly benefit you—as well as your HR and accounting departments.

We're seeing an increased interest from both companies and students in putting an emphasis on education, which has led to a rising participation rate in our LearnDirect program (formerly Company Bill—Learning).

This program simplifies all employee registrations to the Institutes' CIP and FCIP courses, seminars, and other educational offerings. We issue only one invoice, and your company makes one simple payment.

Everyone wins with LearnDirect—this means less administrative work for your HR and accounting departments and a speedier registration process for you and your colleagues.

To find out if your company participates, first connect with your HR team and ask if they are on a direct bill program with the Institute. If they would like to find out more about how this program can benefit your company and its learning needs, they can contact Eshani Podai, program coordinator, at 416-362-8586 ext. 2346 or email epodai@insuranceinstitute.ca.



Insurance Institute Ontario

How do we spend your membership dollars?

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research reports which provide analysis on industry recruitment, retention, succession planning, and education and training. All this is possible through support of the industry and our graduate membership base.

• Utilize the latest education technologies for your learning

Busy insurance professionals appreciate convenient learning formats. Through your membership support, we're able to invest in technology to bring you classes in formats such as real-time and self-paced virtual classes. Other new technology includes our free mobile app, IIC Mobile Learning, and CE OnDemand, a catalogue of one hour self-paced online courses that offer RIBO credits.

• Provide you with career mapping resources

Where is your career in insurance leading? Do you know what your options are? Your membership enabled us to develop our new **mycareer** website which provides career maps, education pathways, career exploration tips and assessment tools to help you map where you are, discover where you can take your career and plan for what you want. Also, see our Career Connections division which promotes careers in insurance to those not yet in the industry—stemming from a HR need identified in our periodic industry demographic research.

So as you can see, we put your membership dollars to good use—all with the goal of benefiting you and the industry.

It's for all of these reasons that we thank you for keeping your membership with us in good standing—it's of great benefit both to you as an insurance professional and to the property and casualty industry in Canada.

If you have yet to renew your membership, please log in at www.insuranceinstitute.ca or contact a Member Services Associate at 1-866-362-8585.

'Mycareer' launched as part of National Education Month



The Insurance Institute's popular National Education Week has grown to become National Education Month, and we celebrated it in February. We extended this initiative to cover a full month to

provide additional local seminars, events and other opportunities to advance your insurance knowledge.

This year we also launched a highly-anticipated new initiative: **mycareer**—an online open resource of career maps, education pathways, assessment tools and tip sheets for those in the industry looking to navigate their insurance career.

As part of the launch, we scheduled five free national webinars that gave an overview of these new career management tools—and delved into several areas of interest in insurance careers. The webinars were extremely well-attended with over 1,000 registrants! This confirms our research that there is a definite interest in exploring career options within the industry. To learn more about **mycareer**, visit www.insuranceinstitute.ca/mycareer.

Locally, our chapters once again used National Education Month to raise awareness of local professional development activities, courses and events that bring insurance professionals together to raise the standard of education in our industry.

Thanks to all participating insurance organizations, professionals, students, seminar leaders and volunteers for making National Education Month 2017 a success!