



# GTA News

## Insurance Institute of Ontario

Insurance Institute

SPRING 2011

### Congratulations to the GTA's 2010 Graduates

In January, the Greater Toronto Area hosted its annual convocation with over 750 in attendance. Over 230 CIP and FCIP graduates attended and were personally congratulated by François Faucher, BA, CA, Chairman, The Insurance Institute of Canada and Carlos Rodrigues, MBA, CMA, FCIP, President, Insurance Institute of Ontario. The highlight of the evening was the opportunity to spotlight our graduates in celebration of their commitment to education and professionalism. Kevin Newman, Canadian News Anchor, spoke on change and the commitment graduates have made in their careers.

Over 520 guests came out to support and congratulate the new graduates and award winners. They were welcomed with a succulent buffet dinner and also had the opportunity to meet and have their picture taken with Kevin Newman.

#### List of 2010 Award Winners

Award	Winner	Company
First Runner-up CIP graduate	Kenneth Cheung, CIP	CAA Insurance
Second Runner-up CIP graduate	Kimberley Ann Slugg, CIP	Smartcentres Mgmt. Inc.
The Diamond Jubilee Award	Lavanya Parthasarathi, CIP	Swiss Re. Co. Canada
First Year Student	Renita Kai Tze Lo	AON Reed Stenhouse Inc.
The Gerald E. Hackett Memorial Prize	Rajiv Jerath	RBC Insurance Claims
L. L. Rooke Memorial Prize	Vashauna Sherren Patterson	Travelers Guar. Co. of Canada
The Daphne Mullaly Award	Gabrielle Fredette, FCIP	Ecclesiastical Ins. Group
The Centennial Award	Ajay Shukla, FCIP	Crawford & Co. (Canada) Inc.
SCM - The School of Loss Control Technology Prize	Lavanya Parthasarathi, CIP	Swiss Re. Co. Canada
The Kenneth E. MacLeod Prize	Renita Kai Tze Lo	AON Reed Stenhouse Inc.
The Reinsurance Research Council Prize	Lavanya Parthasarathi, CIP	Swiss Re. Co. Canada
The Honourable Order of the Blue Goose International	Kenneth Cheung, CIP	CAA Insurance
The Fellows' Award	Ajay Shukla, FCIP	Crawford & Co. (Canada) Inc.
The Centenary Excellence Award	Andy Samaroo, FCIP	Hub Intl. Ontario Ltd.
Instructor of the Year Award	Carol Duffy, CIP	Retired
Instructor of the Year Award	Adrian Osti, FCIP	Intact Insurance

Congratulations to all graduates and award winners.



Instructor of Year Carol Duffy, CIP



Instructor of Year Adrian Osti, FCIP



GTA's 2010 Graduates

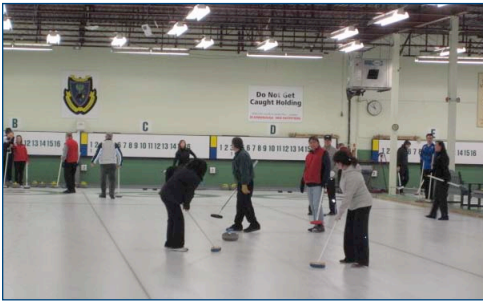


Kevin Newman flanked by The Insurance Institute's Peter Hohman and Margaret Parent

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## Curling: Fun Had by All



*Curlers at the CIP Society Curling Bonspiel.*

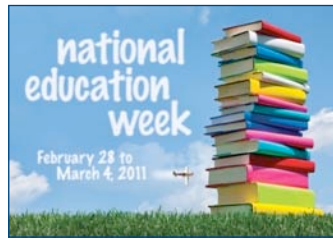
The CIP Society held its annual curling bonspiel on March 2, 2011, during National Education Week, at Tam Heather Curling Club. Whether they were veterans or beginners, all players had a great time. Capturing first place was Aon Benfield's team, made up of John Kartechner, Jim Willis, Mat Spensieri, and Matt Cook. Following closely behind in second place was Zurich Canada's team, made up of Ron Crawford, Mike Cowger, Brian Lemay, and Stewart Smith.

Congratulations to the winners, and thank you to all participants and prize sponsors.

## Speakers' Club Turns 75

The Speakers' Club of the Insurance Institute of Ontario is celebrating its 75th anniversary with its annual President's Dinner on May 16, 2011. All past and present club members are invited to mark this milestone at Mirto Italian Restaurant, 25 Toronto Street, Toronto. Come and share your memories of the club, as we begin our next 75 years! For more information, please contact Paul Seaton, FCIP, CRM, Speakers' Club President, at 905-362-2124 or e-mail pseaton@york-fire.com.

## Insurance Industry Celebrates Education



The Insurance Institute held its third annual Insurance Institute National Education Week from February 28 to March 4, 2011. Each of the Institute's local chapters and institutes held numerous professional development and networking opportunities throughout the week.

In particular the Greater Toronto Area took this occasion to raise awareness of local continuing professional development activities and events to bring local insurance professionals together. Livia Tersigni, Manager of GTA, and Robert Munford, Customer Relationship Manager, took to the streets to visit a number of insurance organizations, such as Zurich Canada, Johnson's Insurance, and Crawford & Company. "We met over 150 people who were quite enthusiastic to have us visit and answer questions about the CIP program," stated Livia.

"But it wasn't all business," added Robert. "We brought treats and giveaways, and shared information about upcoming networking events, such as the CIP Society Symposium on April 6 and the Fellows' Golf Tournament on September 13."

It wouldn't be National Education Week without a seminar road show. The GTA along with Ontario's chapters presented a seminar road show entitled, Meeting the Needs of Cross-Generation Consumers, which was particularly useful for brokers and other insurance professionals. They also held a curling bonspiel, an instructor's Webinar, an essay contest, and the always-popular Study Tips and Tricks seminar.

For the first time, the GTA held an essay contest. The theme for this year's competition was "Professionalism through Education." "We here at GTA would like to recognize the hard work, dedication, and enthusiasm taken to prepare and submit an essay. Thanks to all who submitted a paper.

The essays received were presented anonymously to a panel of judges who were provided with marking criteria. Based on the judges' evaluations, we are pleased to announce the National Education Week, GTA Essay Competition 2011 winner is David Shibatani, FCIP, Chartis Insurance Company of Canada. Read his essay on Page 5.

Thanks to all participating insurance professionals, students, and seminar leaders for making it such a great week!

## At the Forefront with Sylvie Paquette



*Sylvie Paquette, President and COO, DGIG*

Our spring 2011 edition of the At the Forefront breakfast series will take place May 12, 2011, featuring Sylvie Paquette, FCAS, FCIA, President and COO, Desjardins General Insurance Group. Sylvie will discuss "Direct Insurance: An Idea Whose Time Has Come."

Be sure not to miss this great event. For more information or to register this event, please visit [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca) or e-mail [gtaevents@insuranceinstitute.ca](mailto:gtaevents@insuranceinstitute.ca).

## Seminars: Bring Learning to the Real World

### Business Strategy: 1 or 2-Day Workshop

These new workshops have been designed to enhance participants' effectiveness in their current roles by improving their understanding of competitive strategy, industry change, mergers and acquisitions, and effective strategy implementation through the use of case analysis and group work. Participants will be provided with tools, a framework, and exercises that build upon basic marketing, finance, operations, organizational, and systems knowledge and help them better understand their organization's business decisions.

Participants can choose either the fast-track one-day workshop or the full two-day workshop. While similar material is covered in both workshops, the two-day option offers the time and opportunity for more detailed discussion of the subject.

*Participants will learn how to do the following:*

- Identify the various types of business strategies and actions to support them
- Understand their organization's corporate decisions by performing competitive analysis using the tools and framework provided
- Enhance their own performance in their current roles by making decisions that support the corporate strategy
- Identify strategic issues within the insurance industry and develop strategies to grow the insurance industry
- Identify societal values and trends that shape the development of corporate strategy and execution

### 2-Day Workshop

April 27 and 28, 2011

9 a.m.–4 p.m.

Speaker: Imran Saleem, MBA, Professional Finance & Strategy Consultant

### 1-Day Workshop

June 16, 2011

9 a.m.–4:30 p.m.

### Business Etiquette for Success

Making a good impression in business is crucial for success. This interactive workshop will provide participants with the tools needed to interact with co-workers, clients, and customers in a professional manner.

The way we conduct ourselves is the foundation on which others form opinions of us. Often, a person's conduct sends a much stronger message than the words they speak. This interactive seminar will provide participants with tips and tools to ensure they send the right message to the right people all the time.

*Participants will learn the following:*

- What business etiquette is and how it impacts career advancement
- Professional versus social at work
- Image considerations
- Proper etiquette for cell phone and phone usage
- Meeting and networking etiquette

May 25, 2011

9 a.m.–12:15 p.m.

Speaker: Jessica Naylor, Training & Development Specialist, Mainstay Human Resources

To learn more about these and other seminars, please contact us by e-mail at [gta\\_seminars@insuranceinstitute.ca](mailto:gta_seminars@insuranceinstitute.ca). Information is also available on the GTA's seminar page: [www.insuranceinstitute.ca/ontario](http://www.insuranceinstitute.ca/ontario) > Greater Toronto Area > Seminars

## Upcoming GTA Seminars

### Business Strategy: 2-Day Workshop

April 27-28, 9 a.m.–4 p.m.

11 Management RIBO hours

### Fidelity Insurance–Webinar

April 29, 12 p.m.–1:30 p.m.

1.5 Technical RIBO hours

### Errors & Omissions

May 3, 9 a.m.–4:30 p.m.

6 Technical RIBO hours

### Trends in Litigation

May 5, 9 a.m.–12:15 p.m.

3 Technical RIBO hours

### Intro to Marine Insurance–Webinar

May 5, 12 p.m.–1:30 p.m.

1.5 Technical RIBO hours

### Dangerous Goods in Transit & CVOR Update

May 10, 9 a.m.–12:15 p.m.

(3 Technical RIBO hours)

### Commercial Insurance 101

May 11, 9 a.m.–4:30 p.m.

6 Technical RIBO hours

### Business Etiquette for Success

May 25, 9 a.m.–12:15 p.m.

3 Personal RIBO hours

### Risk Selection for Commercial Auto

June 1, 9 a.m.–12:15 p.m.

3 Technical RIBO hours

### Advanced Business Strategy: 1-Day Workshop

June 16, 9 a.m.–4:30 p.m.

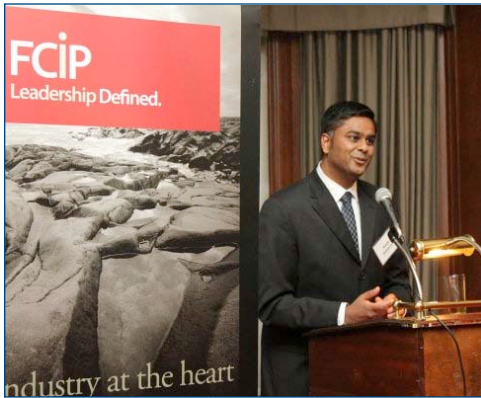
6 Management RIBO hours

### The New Ontario Auto: Did We get it Right this Time?

June 22, 9 a.m.–12:15 p.m.

3 Technical RIBO hours

## Fellow of Distinction Award Winner and FCIP Grads Recognized



Andy Samaroo, FCIP graduate, Valedictorian, and Centenary Excellence Award Winner



Paul Green, 2011 CIP Society Fellow of Distinction

On February 3, 2011, the CIP Society held its annual Fellows' Reception at the National Club. The event recognized the accomplishments of our newest FCIP graduates, who were welcomed with a speech from the Valedictorian and Centenary Excellence Award Winner Andy Samaroo, FCIP, of Hub International. The Greater Toronto Area Fellow of Distinction Award was also presented to Paul M. Green, BA, FCIP, Vice President of CG&B Group. This award recognizes outstanding achievement in the insurance industry in Toronto.

Congratulations to Andy, Paul, and our new FCIP grads for their commitment and excellence in professional development.

## Symposium 2011: Change, Advance, Succeed

The CIP Society of Ontario—GTA hosted its seventh annual insurance industry symposium on April 6, 2011. Over 200 attendees were able to personalize their day by attending sessions covering topics such as the environment's impact on the industry, Ontario's new auto policy, social networking, leadership skills, and adapting and thriving in multigenerational workplaces. We were pleased to welcome Alan Deutschman, Author and Leadership and Change Expert, and Charles Brindamour, President and CEO, Intact Financial Corporation, as our breakfast and luncheon keynote speakers (respectively).



Charles Brindamour, President and CEO, Intact Financial Corporation



Karen Bergin, Training Consultant, presenting *Adapting & Thriving in a Multigenerational Workplace*

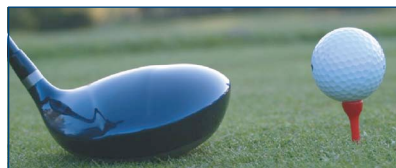
Participants had the pleasure of attending an industry leader panel, which consisted of top industry leaders: John Chippindale, Vice Chairman, HKMB Hub International; Shawn DeSantis, Executive Vice President, RSA Canada; Sharon M. Ludlow, President and CEO, Swiss Re Canada; Karen Barkley President and CEO, Specialty Risk Underwriters Inc.; and Lynn Oldfield, President and CEO, Chartis Insurance Company of Canada. The leaders did not disappoint, and discussed such hot topics as multigenerational workplaces, social networking, and the environment's impact on the industry.



Industry leader panel at the CIP Society Symposium, April 6, 2011  
Photo credit: Canadian Underwriter magazine

Attendees provided great feedback for various aspects of the symposium, including hearing Charles Brindamour speak and attending an industry leadership panel with such an impressive roster of leaders.

## Golf Anyone?



The date has been set. Our annual Fellows' Golf Tournament will take place September 13, 2011, at Wyndance Golf Club in Uxbridge, Ontario. Mark your calendars and get your teams ready. Register early to avoid disappointment because this event will sell out.

For information or to register, please visit our Web page at [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca) or e-mail [gtaevents@insuranceinstitute.ca](mailto:gtaevents@insuranceinstitute.ca).

# Professionalism Through Education: A CIP Designation

## National Education Week 2011: GTA Essay Contest Winner

By David Shibatani, FCIP, Chartis Insurance Company of Canada



GTA Essay Winner, David Shibatani, is flanked by Robert Munford and Livia Tersigni from the Insurance Institute of Ontario.

For as long as I can remember, I have listened to people debate the merits of practical work experience versus education in the insurance industry. After

**“ The industry has struggled for years to be taken seriously as a business of committed professionals, and CIP graduates have helped lead the way in communicating this positive change. ”**

more than 25 years, I have come to the conclusion that a combination of both is the best solution.

When I think of the term “professionalism” I conjure up an image of an individual or a group of individuals that possess a number of similar traits.

The first thing that comes to mind when I think of a professional in any area is a high degree of knowledge and expertise. The CIP courses provided by The Insurance Institute can provide people in our industry with a good base of information in a wide variety of subjects. For example, I recall taking the Business Interruption

(C40) course at the same time that I was learning about commercial lines underwriting, and how the instructor and course material helped speed up my learning immensely. Also, the CIP course can help fill gaps that a person might not obtain while on the job. Sometimes it can take time for an experienced senior underwriter or examiner to have a spare moment to sit down and explain coverages or underwriting practices to a less experienced junior staffer.

A professional adheres to a higher standard than the average employee. Taking an evening course after a full day at the office is something that many people do not want to do. To improve your knowledge in your field takes extra effort and is not easy to accomplish. It takes determination and mental toughness to continue the learning process even when you're tired at the end of the day.

Leadership and the development of leaders are critical for an organization or industry to be successful.

CIP graduates have shown that they have the determination and initiative to pursue additional knowledge and improve their understanding of their craft. By doing this they have shown themselves and their colleagues that they are serious about what they do for a living. They believe themselves to be professionals and not just employees.

The industry has struggled for years to be taken seriously as a business of committed professionals, and CIP graduates have

helped lead the way in communicating this positive change both internally to other insurance people and to people outside of our business too.

Related to leadership is the role of mentoring. CIP graduates have attained a high level of both knowledge and experience and are happy to share this with their less experienced colleagues. They can provide guidance in either day-to-day business decisions or possibly career choices.

Finally, I believe that professionals believe in giving back to their community. One of my most satisfying experiences in the insurance industry was my time spent speaking with students at local high schools. While providing practical information to the students about what insurance is and how it can affect many aspects of their lives, I also tried to impress upon them the possibility of our industry as a potential career. Their previous image of insurance as being a boring business of geeks wearing grey suits was changed to that of a field where creative people wanting to focus on communications, marketing, and computers can find a rewarding career for life.

A professional knows that the process to achieve professionalism through education does not end with the attainment of the CIP. The pursuit of an FCIP, CRM, or MBA is also a possible goal in terms of formal training and education. The other components of professionalism, such as mentoring and leadership, never end either. We are always striving to do better than we did the day before, and that's what makes us professionals.

*David began his insurance career at Sun Alliance while he was a student. When law school was not possible, he pursued an insurance career after graduation. He wrote this essay as practice for his role as a writer for the University of Toronto Varsity Blues football team.*

# CIP Course Schedule April 2011

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>In-Class</b>						
<b>Insurance Institute of Ontario</b> 18 King St. East, 16th Floor, Toronto cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C11 Principles and Practice C110 Essentials of Loss Adjusting	C81 General Insurance Essentials—Part 1 (8 weeks) C36 Building Construction Fire Protection & Basic Hazards C72 Introduction to Risk Mgmt. & Commercial Lines C112 Practical Issues in Claims Mgmt.	C12 Insurance on Property C16 The Business of Insurance C120 Underwriting Essentials	C14 Automobile Insurance—Part 1		<b>Alternate Saturdays</b> C12 Insurance on Property C13 Insurance Against Liability—Part 1
<b>Virtual Classes</b>						
cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C16 The Business of Insurance	C13 Insurance Against Liability—Part 1 C14 Automobile Insurance—Part 1	C130 Essential Skills for the Insurance Broker & Agent	C11 Principles and Practice C39 Fraud Awareness and Prevention C111 Advanced Loss Adjusting		
<b>Alternative Locations</b>						
<b>Paul Davis Systems</b> 38 Crockford Blvd., Scarborough cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C110 Essentials of Loss Adjusting					
<b>The Dominion</b> 275 North Service Rd. West, 2Fl, Oakville cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253		C14 Automobile Insurance—Part 1				
<b>Georgian Claims Services Inc.</b> 229 Mapleview Dr. East., Unit 5, Barrie cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C14 Automobile Insurance—Part 1					
<b>One-Week Courses</b>						
<b>Insurance Institute of Ontario</b> 18 King St. East, 16th Floor, Toronto Monday-Friday 9 a.m.–4 p.m. cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C11 Principles and Practice June 6–10, 2011 C14 Automobile Insurance—Part 1 June 20–24, 2011 C12 Insurance on Property August 8–12, 2011					
<b>College Offerings</b>						
<b>Sheridan College</b> Janet Gaffney janet.gaffney@sheridanc.on.ca 905-459-7533, Ext. 5170	C14 Automobile Insurance—Part 1	C13 Insurance Against Liability—Part 1	C11 Principles and Practice C16 The Business of Insurance	C110 Essentials of Loss Adjusting		
<b>Seneca College</b> Marla Askenasi marla.askenasi@senecac.on.ca	C11 Principles and Practice	C12 Insurance on Property	C13 Insurance Against Liability—Part 1 C39 Fraud Awareness and Prevention	C14 Automobile Insurance—Part 1		
<b>Humber College</b> Helen Gawryk helen.gawryk@humber.ca 416-675-6622, Ext. 4159		C12 Insurance on Property	C11 Principles and Practice	C13 Insurance Against Liability—Part 1		C14 Automobile Insurance—Part 1 C111 Advanced Loss Adjusting C121 Advanced Underwriting

Visit us on-line at <http://www.insuranceinstitute.ca>  
or consult The Insurance Institute of Canada's CIP Syllabus  
for details regarding courses, exams, fees, and other important information.