



GTA News

Insurance Institute of Ontario

Insurance Institute

WINTER 2011 - 2012

See You at the GTA Convocation



Craig Kielburger joins graduates and guests at the annual GTA convocation on January 26, 2012

The event of the season is fast approaching. You won't want to miss the Greater Toronto Area's Convocation and Awards Night, taking place on January 26, 2012. Come and help us commemorate the achievements of our newest Chartered Insurance Professionals (CIP) and Fellows (FCIP). Connect with other industry professionals, and join us in celebrating the hard work of our members and new CIP and FCIP graduates.

This year's event, being held at the Metro Toronto Convention Centre, promises to inspire and bring people together. Witness the industry's newest CIPs and FCIPs accepting their certificates and awards. In addition, we will be recognizing recipients of the CIP Society's 2011 National Leadership Awards. Two exceptional leaders from Ontario are amongst the four

national recipients of this year's awards: Emerging Leader, Andrew Clarke, MBA, CAIB, RF, FCIP, and Established Leader, Glenn Gibson, CIP, CLA, FCIAA, CFE, CFEI, CFII-c.

We are also excited to welcome Craig Kielburger, co-founder and ambassador for Free the Children, child rights advocate, and award-winning author, as our special guest speaker at this event. As the world's largest network of children helping children through education, the organization has worked in 45 countries and built more than 650 schools and school rooms in developing regions, providing education to more than 55,000 children every day. Through leadership training at home and community development projects abroad, Free the Children empowers youth everywhere to make a difference.

His speech promises to inspire and motivate. We look forward to seeing you at this event, which will begin with a formal convocation and awards ceremony in the dignified John Basset Theatre, and end with a relaxed, catered, mix and mingle gathering in the reception hall just a few steps away.

Do you have your tickets yet? For further information and to purchase tickets, please visit www.insuranceinstitute.ca or contact Tracy Bodnar, event coordinator, at gtaevents@insuranceinstitute.ca.

CIP Society Fellows' of Distinction



Carol Jardine, FCIP, CRM and Michael Boyce, FCIP

The CIP Society Ontario Council's nomination review committee proudly announces the 2012 recipients of the Greater Toronto Area Fellow of Distinction Award: Michael J. Boyce, FCIP, vice president, claims, HIROC, and Carol Jardine, FCIP, CRM, senior vice president claims services, TD Insurance.

This award was created to recognize outstanding achievement in the insurance industry in Toronto. It is presented annually to Fellow Chartered Insurance Professionals nominated by industry peers and colleagues.

Join us at the CIP Society Ontario Council's Annual Fellows' Reception on February 9, 2012, as we present the Greater Toronto Area Fellow of Distinction Award to Michael and Carol, and celebrate our newest GTA FCIP graduates.

To purchase tickets, please contact Tracy Bodnar, Events Coordinator, at 416-362-8586 Ext. 2269 or gtaevents@insuranceinstitute.ca. Please register by January 27, 2012.

Learning for the real world. Rewarding.™

CIP Virtual Classes

Virtual learning is a terrific alternative for members who are not able to attend in-class sessions. Our CIP virtual classes are convenient, economical, and save travel time! For detailed information, please visit www.insuranceinstitute.ca/webclassinfo.

CIP virtual classes start January 2012 and are now available for registration:

C11 Principles and Practice of Insurance
Monica Cain, CIP (Tuesday)

C12 Insurance on Property
Dino Mustafa, BA, FCIP (Tuesday)

C13 Insurance Against Liability—Part 1
Monica Cain, CIP (Saturday)

C14 Automobile Insurance—Part 1
Doug Brown, BA, BEd, CIP, CRM (Monday)

C14 Automobile Insurance—Part 1
Doug Brown, BA, BEd, CIP, CRM (Saturday)

C16 The Business of Insurance
Brian Lejnieks, FCIP, CRM (Monday)

C39 Fraud Awareness and Prevention
Annette Palalas, BSc, CIP (Wednesday)

C120 Underwriting Essentials
Brian Lejnieks, FCIP, CRM (Tuesday)

C121 Advanced Underwriting
Brian Lejnieks, FCIP, CRM (Thursday)

New! Multi-Way Audio Pilot Class

C13 Insurance Against Liability—Part 1
Adrian Osti, BComm, FCIP, CRM (Wednesday)

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Lowes Fund 2011 Breakfast



Fund Recipients with Chris Duffield chair, John E. Lowes Board of Trustees and David Miller, featured speaker, Lowes Fund Breakfast 2011

The Greater Toronto Area held its annual Lowes Fund 2011 Breakfast on October 26, 2011, at the National Club. This year's featured speaker, David Miller, former Toronto mayor, captivated guests and fund recipients by speaking on the benefits of sustainable urban economies for our community. As Chair of the influential C40 Cities Climate Leadership Group from 2008–2010, David is a leading advocate for the creation of sustainable urban economies.

On behalf of the John E. Lowes Insurance Education Fund and the board of trustees, congratulations to the four 2011 fund recipients:

Melissa Monaghan, Conestoga College
Patricia E. Edwards, Mohawk College

Stacey O'Brien, Conestoga College
Steven Masse, Wilfrid Laurier University

Supporting a Worthy Cause

We want to thank the John E. Lowes Insurance Education Fund Board of Trustees, David Miller, and guests for supporting this event and subsequently the John E. Lowes Insurance Education Fund. In addition, we would like to thank GTA Fellows' Golf Tournament participants and sponsors for their contributions to the Fund. Without this support, we could not continue to provide financial assistance to qualifying Ontario residents pursuing post-secondary education including the study of P&C insurance.

It is through financial contributions such as these that the scholarship program continues to provide financial aid to the next generation of insurance professionals. Are you interested in supporting this worthy cause? Please contact Tracy Bodnar at tbodnar@insuranceinstitute.ca.

New! Multi-Way Audio Web-Based Learning

Be among the first to experience an evolution in Web-based learning. Multi-way audio Web-based learning is coming this winter to GTA. It includes presentations, lectures, workshops, or other learning activities transmitted over the Web, that enable you to interactively contribute by talking with your classmates and instructor rather than being limited to a chat window. As with all Web classes, the instructor can still interact with the class through the use of text, chat, and icons, and participants are still able to view the instructor's PowerPoint slides and interact with the instructor in real time.

Participate in our pilot multi-way audio virtual CIP class. Class size is very limited and the use of a USB headset is mandatory for participation in this class.

For the Winter 2012 session, we will be offering the pilot for C13 Insurance Against Liability—Part 1 on Wednesday evenings (6:30–9:30 p.m.), with instructor Adrian Osti, BComm, FCIP, CRM. Classes begin January 11, 2012. Please register at www.insuranceinstitute.ca/gta > Local Classes.

Understanding Serious Injury Program: Successful Pilot!

In November 2011, the Insurance Institute of Ontario and the Ontario Insurance Adjusters' Association unveiled the pilot program Understanding Serious Injury: Adjusters' Training and Education. More than 20 adjusters participated in the pilot, and each participant provided constructive feedback that has enabled us to make the program even better, and more effective.

We greatly appreciate and value their comments. Below are some examples of feedback that we received:

Technical experts and guest speakers were an invaluable asset

Facilitator provided an interactive learning environment... able to involve and gain contributions from all participants

Two day format perfect... workload won't get too far behind

Very thorough and will be able to use all info learned in my BI position—gave me a better understanding of serious injury

The program will launch officially in February 2012. Join us for the eight-day certificate program aimed to prepare adjusters for managing the recovery of a seriously injured claimant.

To learn more about the program, please visit www.insuranceinstitute.ca/seriousinjury.

National Education Week



We are pleased to announce that we are celebrating the fourth annual Insurance Institute National Education Week from February 27 to March 2, 2012.

This week is a national initiative marked by Institutes and Chapters across the country as a celebration of education in the insurance industry. We will be celebrating it here in the GTA with a great line up of events, activities, and networking opportunities. It is

also a great opportunity to take part in continuing professional development, including free Webinars, and an essay contest.

GTA events and activities to mark National Education Week are listed below:

- February 28, 2012—Insurance Fundamentals Seminar
- February 29, 2012—Curling Bonspiel, Tam Heather Curling Club, Scarborough
- March 2, 2012—Study Skills Webinar
- March 2, 2012—Essay Contest Entry Deadline

For more information, please visit the National Education Week page on our Web site at www.insuranceinstitute.ca/nationaleducationweek. Check back frequently as we will continuously update the page as local events are confirmed. We look forward to celebrating with you during this exciting week!

Upcoming Seminars

Join us at an upcoming seminar. For more information and to register, please visit www.insuranceinstitute.ca/gta or e-mail gta-seminars@insuranceinstitute.ca.

Annual Industry Trends Breakfast

Featuring Phil Cook, MBA, FCIP, CEO, Omega Insurance Holdings Inc.
January 12, 2012

Introduction to Business Interruption

January 17, 2012

CGL: Fusing Growth and Retention Strategies

February 8, 2012

OAP 4: Garage Automobile Policy

February 15, 2012

Severe Weather and Its Impact On Risk

February 21, 2012

The Art of Persuasive Negotiation

February 23, 2012

Insurance Fundamentals

February 28, 2012

SABS—Impact, Challenges, & Opportunities One Year Later

This winter, join us for the Insurance Institute of Ontario's first ever "Connecting With" series. These events provide a fresh and significant perspective from prominent insurance professionals in the property and casualty insurance industry.

Listen in and share broker and adjuster perspectives on the regulatory changes to Ontario Automobile Insurance, and how they have impacted broker and adjuster responsibilities, created unlikely opportunities, and presented new service challenges.

Connecting With... an Adjuster

Featuring Franca Reale, CIP, director of specialty services/auto injury, Cunningham Lindsey
January 13, 2012

Connecting With... a Broker

Featuring Bryan Yetman, CIP, CAIB, VP of operations, First Durham Insurance & Financial Brokers
January 19, 2012

Upcoming Events

Mark your calendar for these exciting events:

Annual Convocation and Awards Night

Metro Toronto Convention Centre, Toronto
January 26, 2012

Fellows' Reception

The National Club, Toronto
February 9, 2012

CIP Society Curling Bonspiel

TAM Heather Curling Club, Scarborough
February 29, 2012

CIP Society Symposium Power of Information: Evolution or Revolution

Toronto Board of Trade, Toronto
April 26, 2012

For more information or to purchase tickets, please visit www.insuranceinstitute.ca/gta or e-mail Tracy Bodnar, events coordinator, at gtaevents@insuranceinstitute.ca.

Annual GTA CIP Society Fellows' Golf Tournament



Fellows' Golf Tournament Participants: James Cameron, Brian Grieve, Derrick Wan, and Scott Pidduck

On September 13, 2011, the GTA CIP Society held its Annual Fellows' Golf Tournament at Wyndance Golf Club in Uxbridge, Ontario. The sell out crowd of golfers and guests enjoyed a beautiful day of golf. The GTA thanks its numerous sponsors for their generosity and continued support.

At the Forefront with David A. Crozier



David Crozier addresses a sold out crowd, at our most recent "At the Forefront" breakfast

On November 30, 2011, over 95 members and guests joined us here at the Institute for our most recent "At the Forefront" breakfast, featuring David A. Crozier, CIP, CRM, senior vice president, The Economical Insurance Group, who discussed the development of a demutualization mechanism, the impetus to change corporate structure, and the broader implications to the P&C industry.

Watch for information on our next event in this ongoing series, to be held in spring 2012.

Feed The Minds of Youth



Students participate in our 2011 Feed the Minds of Youth luncheon, Toronto

On Wednesday, November 2, 2011, Insurance Institutes across the country opened their doors to welcome Grade 9 students who were participating 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.

This 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 were 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 offered a Feed the Minds of Youth event-in-a-box for those companies who were conducting their own TOKTWD events. It included games, activities, and information packages for each of the students. Throughout the country, over 850 students received an insurance career information kit through either the luncheon or the event-in-a-box...our biggest year ever!

Mark your calendars for next year's Feed the Minds of Youth event—November 7, 2012. For more information about Career Connections, please visit our Web site, <http://www.career-connections.info>.

Volunteer Opportunities at the Institute

Volunteering with the Insurance Institute is a great way to meet and network with other insurance professionals. There are a variety of volunteer opportunities available, including invigilating exams, assisting at Institute events, acting as a Career Connections Ambassador, and more. For more information, please contact gtamail@insuranceinstitute.ca.

CIP Course Schedule January 2012

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
In-Class						
Insurance Institute of Ontario 18 King St. E., 16th Fl., Toronto cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C11 Principles and Practice C111 Advanced Loss Adjusting	C14 Automobile Insurance—Part 1 C40 Business Interruption Insurance C131 Advanced Skills for the Insurance Broker & Agent	C12 Insurance on Property C16 The Business of Insurance C47 Reinsurance	C13 Insurance Against Liability—Part 1 C36 Building Construction, Fire Protection & Basic Hazards C120 Underwriting Essentials		Alternate Saturdays C12 Insurance on Property
Virtual Classes						
cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C14 Automobile Insurance—Part 1 C16 The Business of Insurance	C11 Principles and Practice C12 Insurance on Property C120 Underwriting Essentials	C12 Insurance on Property C13 Insurance Against Liability—Part 1 (New Multi way Pilot class) C39 Fraud Awareness and Prevention	C39 Fraud Awareness and Prevention C121 Advanced Underwriting		C13 Insurance Against Liability—Part 1 (weekly) C14 Automobile Insurance—Part 1 (weekly)
Alternative Locations						
Paul Davis Systems 38 Crockford Blvd., Scarborough cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C12 Insurance on Property					
The Dominion 275 North Service Rd. W., 2nd Fl., Oakville cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C11 Principles and Practice	C12 Insurance on Property				
Jones Deslauriers Insurance Management Inc. 2150 Islington Ave., Suite 400, Etobicoke cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253		C130 Essential Skills for the Insurance Broker & Agent				
Georgian Claims Services Inc. 229 Mapleview Dr. E., Unit 5, Barrie cipclass@insuranceinstitute.ca 416-362-8586 Ext. 2253	C12 Insurance on Property		C112 Practical Issues in Claims Management			
College Offerings						
Sheridan College Janet Gaffney janet.gaffney@sheridanc.on.ca 905-459-7533, Ext. 5170	C120 Underwriting Essentials	C13 Insurance Against Liability—Part 1	C11 Principles and Practice	C12 Insurance on Property		
Seneca College 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 C120 Underwriting Essentials	C14 Automobile Insurance—Part 1		
Humber College Helen Gawryk helen.gawryk@humber.ca 416-675-6622, Ext. 4159		C13 Insurance Against Liability—Part 1	C11 Principles and Practice	C48 Automobile Insurance—Part 2		C14 Automobile Insurance—Part 1 C16 The Business of Insurance C110 Essentials Loss Adjusting C39 Fraud Awareness and Prevention C120 Underwriting Essentials
Centennial College Michelle Line michelle.line@centennialcollege.ca	C11 Principles and Practice C16 The Business of Insurance	C120 Underwriting Essentials	C13 Insurance Against Liability—Part 1 C39 Fraud Awareness and Prevention	C14 Automobile Insurance—Part 1 C110 Essentials Loss Adjusting C120 Underwriting Essentials		

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.

Understanding Serious Injury: Adjusters' Training & Education Program



IT'S HERE!

The Insurance Institute of Ontario and the Ontario Insurance Adjusters' Association bring you the **Understanding Serious Injury: Adjuster Training and Education Program**. We are excited to share the launch of this adjuster training and education program with you.

The 8-day certificate program prepares adjusters for managing the recovery of an injured claimant. To learn more and register for this high caliber certificate program, please visit us at our web site, www.insuranceinstitute.ca/seriousinjury.



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Ontario Insurance Adjusters Association