

Congratulations to the GTA's 2014 Graduates



From left to right: Lynn Oldfield, Lorie Phair, Adrian Osti with Pat Van Bakel, President IIO and T. Neill Morrison, Chair IIC

In January, the Greater Toronto Area hosted its annual Convocation. Over 200 CIP and FCIP graduates attended and were personally congratulated by Pat Van Bakel, BBA, CIP, President of the Insurance Institute of Ontario, and Neil Morrison, BA (Hons), Chair of The Insurance Institute of Canada; and Bob Tisdale, MBA, FCIP, CRM, ICD.D, Deputy Chair of The Insurance Institute of Canada, and Tim Shauf, BA, CIP, Deputy President of the 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. Drew Dudley, Founder and Chief Catalyst of Nuance Leadership Inc., encouraged the audience to take ownership of their leadership potential and redefine what it means to be a leader. This year also saw the first graduates of the new FCIP Program.

In most groups of people, there are those who are prepared to put in the extra effort, work just a little harder, and challenge themselves to go above and beyond. These are the students who have distinguished themselves as our top academic achievers:

Graduates with Honours

Jyoti Bawa, CIP
Philip Cheung, CIP
Patricia Goodwin, CIP
Liana Saccoccia, CIP
Ambika Thakur, CIP
Janet Costello, FCIP
Christopher Jennings, FCIP

Award of Merit

Lorie Phair, BA, CIP

Prizewinners

James Elmhirst
Ajay Tellis
Patricia Goodwin, CIP
Liana Saccoccia, CIP
Ambika Thakur, CIP
Cody Smith, CIP
Yanchun Ding, FCIP
Chris Pollard, FCIP
Janet Costello, FCIP

National Leadership

Awards

Established Leader

Lynn Oldfield, MBA, CRM, FCIP

Emerging Leader

Adrian Osti, BComm, FCIP,
CTDP, CRM

Instructor(s) of the Year

Brenda Brooks, CIP
Carol Duffy, CIP

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Learning for the real world. Rewarding.



Curling—Come In Out of the Cold!



1st place team



2nd place team (with substitutes)

Our Annual CIP Society Curling Bonspiel was held March 4, 2015 at Tam Heather Curling Club. Whether players were veterans or novices, everyone had a great time. First place went to the AON Benfield Team of Mathew Cook, Jim Willis, Matt Spensieri and Russ Lewis. Following closely behind at second place was Zurich Canada's team of Tyler Johnston, Rob Thom, Shawn Alavi and Lisa Lakhan. Congratulations to the winners, and thank you all participants. Thank you to AON Benfield, Centric Health Medical Assessments, AXIS Reinsurance Company, and Discount Car Rental for their prize donations. We look forward to next year!

Golf Anyone?

Our annual Fellows' Golf Tournament will take place on Monday, June 8, 2015 at Wyndance Golf Club. Mark your calendars and get your teams ready. Register early to avoid disappointment, as this event does sell out! Sponsorship opportunities are also available.

For information, or to register, please visit www.insuranceinstitute.ca/gta or e-mail gtaevents@insuranceinstitute.ca.

2014 Instructors of the Year: Brenda Brooks and Carol Duffy



Brenda Brooks, CIP.



Carol Duffy, CIP

At the Convocation Ceremony held January 22, 2015, we once again honoured two Instructors of the Year.

Our first recipient is an instructor who has taught at the Institute's Toronto location over the past few years and has had a strong impact on many of the students she has taught. Instructing The Business of Insurance, she has had the opportunity to see many students successfully complete their Chartered Insurance Professional designations. As with any great educator, her quest for knowledge is constant, and she has continued her own education by enrolling in the Instructor Certification Program. A generous spirit both in her academic pursuits and through her volunteer work, she is always willing to help with any situation that may arise. Congratulations to Brenda Brooks, CIP.

Our second recipient is another instructor who has taught for the Institute for many years. Her areas of instructing expertise cover all of the mandatory courses, along with Fraud Awareness and Prevention.

She has been a champion of the Institute over many years, encouraging in-house CIP classes at her company location (TD Insurance), as well as others.

A moment never passes without her being involved. Over the years, she has been involved in many pilot projects, such as working with the co-design team and being one of the first graduates and mentors of the Instructor Certification Program. She has also been a tutor for and contributor to the online tutorial for C12 for distance learning. In whatever she does, she always strives to enrich the development and growth of future insurance professionals. Congratulations to Carol Duffy, CIP.

CIP Society Fellows' Reception

FCIP Grads and Fellow of Distinction Award Winner Recognized

On May 20, 2015, the CIP Society in GTA will hold its annual Fellows' Reception at the National Club. The event recognizes the accomplishments of our newest FCIP graduates as well as celebrating the recipient of the Fellow of Distinction award. Each year, the CIP Society—GTA awards the Fellow of Distinction Award to an FCIP who is recognized in the insurance industry as an accomplished, talented, and respected individual.

This year, the CIP Society GTA Council's nomination review committee is proud to announce the 2014 recipient – **Camille Alexander, FCIP, CRM, ICP**, of Gallagher Bassett Canada.

Join us on May 20 as we present the GTA Fellow of Distinction Award to Camille, and celebrate our newest GTA FCIP graduates.

For information, or to register, please visit www.insuranceinstitute.ca/gta or e-mail gtaevents@insuranceinstitute.ca.

Scholarships: a Helping Hand For your Insurance Education



Neelam Vyas is in her third year in the Business Administration and Financial Mathematics dual degree program at Wilfrid Laurier University, and is due to graduate in 2017. She has been fortunate to receive financial assistance through her education journey via one of the Insurance Institute's scholarship programs.

For the last two years in a row, Neelam has won one of three annually available Toronto Insurance Conference (TIC) scholarships of \$5,000 to TIC brokers, partners and staff. As any student can imagine, winning a total of \$10,000 to support her education has made a world of difference to her and her family. What's more, her brother, Dhruv Vyas, also won one of these scholarships in 2013.

As Neelam says, "The scholarships have greatly helped my family and me to finance my education. Tuition fees are always increasing for students, so winning the TIC scholarship has taken a burden off of our shoulders."

When Neelam first applied for this scholarship, she was entering her second year at Wilfrid Laurier and working at Baird MacGregor as a summer intern – where she heard about the program.

From the start, insurance was the field she was interested in pursuing. She was also already aware of what brokers do for their clients; recommending various coverages to mitigate risk and negotiating with markets to provide the broadest form of coverage at an affordable price.

What many students don't know is that, no matter what you are studying, there are multiple entry points to a terrific career in the insurance industry. There are also numerous benefits associated with scholarship programs that can have lasting positive effects.

"The TIC Scholarship is a great opportunity to interact and connect with other professionals in the insurance industry," says Neelam. "I highly encourage all students to apply if they are pursuing an undergraduate degree and have an interest in insurance."

The TIC scholarships close in September, and are one of several scholarship programs offered by the Insurance Institute. Also closing in September is the John E Lowes Insurance Education Fund which offers financial assistance for Ontario residents pursuing post-secondary education in the study of p&c insurance.

To find out more about scholarship programs, visit www.insuranceinstitute.ca/scholarships.

In the next INsight GTA – we'll profile a recipient of the John E. Lowes Scholarship.

Seminars are Coming Back to GTA North!

Due to popular demand we are happy to confirm that we're kicking off our GTA North seminar schedule this spring!

Join us on April 29 for "Fire Investigation: Origin & Cause Determination" facilitated by Scott Broad, CFEI, CVFI, CFII, Principal, Fire, Electrical and Renewable Energy at Giffin Koerth and Agnew, BA, Executive General Claims Adjuster at Granite Claims Solution. We will be hosting the seminar at the Park Inn at 555 Cochrane Drive in Markham on April 29.

Visit our website, or contact us at GTAseminars@insuranceinstitute.ca for more information.

Adjuster's Series: Enhanced Format Coming Soon!

We listened to your feedback about Understanding Serious Injury and are currently working on a new, enhanced format to better suit both your needs and the needs of your employer.

How you'll benefit from this enhanced format:

- You'll spend less time away from the office.
- You'll still receive the fullness and quality of content but in a more efficient manner.
- You can quickly get back to doing what you do best but with new knowledge to apply.

Developed in collaboration with the OIAA, this program has been designed specifically for adjusters but also has high applicability to other industry roles. Stay tuned for more details!

Would You Like to Host a CIP Class at Your Company?

CIP classes are held regularly at various company locations across the GTA exclusively for staff. This offers convenience for those on your staff who would prefer not to travel and offers you the ability to choose the CIP courses that best meet your needs regarding time of day, frequency, and choice of course. We can help find the appropriate instructor for the course you decide to run. Some companies have the flexibility to allow external students to join them, increasing the likelihood of meeting the minimum enrolment required to offer a class.

Another popular option offered to companies is virtual classes for their staff. This works the same way as the in-class courses, except that staff can attend the class from the comfort of their own desks. This option is popular with companies with more than one location. If you are interested in organizing a CIP class at your location, please contact cipclass@insuranceinstitute.ca.

Insurance Institute of Ontario 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 25, 2015 at the Institute's offices, 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 12, 2015

National Education Week 2015: Educate. Elevate. Celebrate.

The Insurance Institute held its seventh annual **National Education Week** 2015 from February 23 to 27, 2015. A celebration of education in the insurance industry, it offered a range of events held throughout Canada on a variety of relevant and topical industry issues, giving students and members the opportunity to strengthen their professional development and make some new industry connections along the way.

The Greater Toronto Area used this occasion to raise awareness of local professional

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International CIP Grad Celebrates "Most Memorable Moment"



Abdul Jaleel, a commercial underwriter working in the United Arab Emirates, said attending Convocation in Toronto on January 22 to receive his Chartered Insurance Professional [CIP] designation was "the most memorable moment in my life."

Jaleel said he was particularly honoured to hear Peter Hohman, MBA, FCIP, ICD.D, president and CEO of the Insurance Institute of Canada, "mention my name as a graduate who travelled all the way from Abu Dhabi in his speech at Convocation."

Jaleel joined the insurance industry in 2000 when he started working at an insurance agency in Dubai upon the advice of a friend. He is currently working with Abu Dhabi

National Insurance Company as an assistant underwriting manager in the company's commercial property underwriting division.

In addition to underwriting and arranging risk inspections, Jaleel arranges facultative reinsurance for risks outside treaty capacity or outside the company's risk appetite. He is also responsible for the company's facultative inward acceptance business from the Middle East and North African Region.

Jaleel said he enjoys commercial underwriting because the business lends itself to creativity and thoughtful, unique coverages. "In commercial underwriting, there are so many things to learn," he said. "There is so much you need to do, you are humbled. To understand the risk, you need to be informed."

Through the CIP, Jaleel educated himself about the Canadian property and casualty industry, where he intends to work in the near future as the next step in his career. "Being a Canadian permanent resident, I have known about CIP through my friends and colleagues, some of whom are already pursuing their CIP," he said. "The CIP is an internationally recognized qualification and I am proud to have one."

Jaleel said he intends to move to Canada shortly, and he credits the CIP for opening some doors for him early, including interviewing for an employment opportunity with an international insurer during his brief stay in Toronto to attend Convocation.

He said he plans to continue his professional development in the future by taking the Fellow Chartered Insurance Professional (FCIP) program.

In the next Insight GTA: Rehan Mobin of Pakistan continues his family's insurance business legacy by earning his CIP

Calling All Barrie-Area Members: Exam Proctors Needed

Three times a year, the Institute holds final exams for all those students taking courses towards their CIP or FCIP designations. We'd like to thank over 100 proctors who, in the past year, volunteered their time, ensuring that the exams were run smoothly.

If you would like to give back to the industry, we are always looking for proctors in all of our exam locations. Please contact gtamail@insuranceinstitute.ca if you would like to be a proctor.

Instructor Spotlight: Dino Mustafa, CIP



Did you know that the Insurance Institute in the GTA has a roster of over 50 instructors? Here's your opportunity to get to know one a little better.

Dino Mustafa is well known to CIP students, especially if they attend courses virtually or at one of the companies running an in-house CIP Program where he is asked to return as an instructor semester after semester. Having taught the GIE Program and C11, C12, C13, C14, C32, C43, C120, C121, and C130 of the CIP Program, he has had the opportunity to instruct a large number of students in various stages of their CIP journeys over a wide range of topics.

Dino became involved in the Insurance Industry over eight years ago after becoming fascinated by the vast diversity within the industry, with numerous opportunities to learn, advance, and do different things, all while remaining within the same industry.

Dino was motivated to become an instructor to help students achieve their goals in education. Having now taught for over twelve years (six years in property and casualty, two years in life and health, and four years in IT), he loves hearing from former students and finds it incredibly rewarding when they excitedly tell him they passed with honours.

When asked if he had any special advice to give students, Dino stated, "Continue your education!" and cited this quote, one of his favourites, from Nelson Mandela: "Education is the most powerful weapon which you can use to change the world." He hopes students will take it to heart.

When not teaching, Dino can be found giving motivational speeches to youth groups on topics such as nutrition, lifestyle, and time management; spending time with his family and friends; and dreaming of travelling to Italy. He was honoured as an Instructor of the Year in 2013.

At the Forefront Coming to GTA North



We are happy to announce that we are coming back to GTA North with a special edition of the At the Forefront breakfast series. The event will take place Wednesday, May 13, 2015 and will feature Anatol Monid, Executive Director, Licensing & Market Conduct Division, for the Financial Services Commission of Ontario (FSCO). As an insurance provider, or as someone who works closely with the insurance industry, it is important to be aware of the regulations that govern our industry and their implications. How have—and how will—these regulations affect your business? Discussing real scenarios, disciplinary measures, and the public's access to information, Mr. Monid will provide his sought-after insights and answer your questions on how our industry is governed.

Be sure not to miss this great event. For information, or to register, please visit www.insuranceinstitute.ca/gta or e-mail gtaevents@insuranceinstitute.ca.

Can't make it on May 13th? This session is also scheduled for the Toronto office on Nov 19, 2015

Looking for a Different Way to Attend Class? Alternative Delivery Methods

Did you know that CIP classes are not only offered on evening and weekends in-class and virtually but also in a fast-track, one-week format?

Do you like to get things done? Have you ever considered attending a one-week course?

Just think—in five days, you are able to cover the material normally covered over twelve weeks of a semester.

We have asked some of the current one-week students their opinions on the benefits of participating in the one-week courses. Here are some of their thoughts:

"It is good experience to attend classes, because you can share real-life examples and obtain different people's perspectives on the course material."

"Can learn and retain material, especially when the course is close to the final exam time."

"Saves the twelve-week commitment of attending a three-hour weekly class."

"Less review. Easier to retain information than from two months prior at the beginning of the regular courses."

"Get it all done without forgetting everything in between."

Each year the Insurance Institute of Ontario – GTA offers six one-week CIP courses. With the final exam being written in the regular exam period, they offer an excellent way to fast-track the completion of six CIP courses.

Each spring, we offer three of the mandatory courses in the one-week format:

- C11 Principles and Practice of Insurance
- C12 Insurance on Property
- C14 Automobile Insurance – Part 1

In the fall we will be offering three additional courses in the one-week format:

- C13 Insurance Against Liability—Part 1.
- C110 Essentials of Loss Adjusting
- C36 building construction, Fire Hazards, and Basic Hazards

Visit our website at www.insuranceinstitute.ca/gta for course dates and times

Post-Secondary Scholarships Available

Did you know that there are several scholarships available in Ontario to students studying at post-secondary institutions? As you read in the profile of Nellam Vyas earlier in this newsletter, the recipients of the scholarships available to Ontario residents are exceptional, well-rounded students who deserve to be recognized for their scholastic achievements as they pursue their education.

Selection for both of the scholarships listed below is based on academic excellence throughout the applicant's high school and post-secondary (if applicable) career, financial need, contribution for school, community life and/or other meaningful pursuits major accomplishments and a strong indication of academic promise.

The John E. Lowes Insurance Education Fund



For the past 22 years, the John E. Lowes Insurance Education fund has awarded financial assistance of up to four scholarships to Ontario residents pursuing full-time post-secondary property & casualty studies at a university or college level. The participating institutions are Wilfrid Laurier University, the University of Calgary, Fanshawe

College, Mohawk College, Conestoga college and Seneca college. Application deadline: Friday, September 25, 2015

The Toronto Insurance Conference (TIC) Scholarships Program

Now in its third year, the Toronto Insurance Conference Scholarship program offers up to three \$5,000 scholarships to relatives of TIC brokers, partners and staff pursuing full-time post-secondary education at a university level. Application deadline: Friday, September 11, 2015.

For more information and application forms please visit www.insuranceinstitute.ca/scholarships

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development activities, and events that bring local insurance professionals together. Livia Tersigni, Manager of GTA, Michelle Jennings, Customer Relationship Manager, and Bonnie Atkinson, Education Specialist, visited a number of insurance organizations such as: Zurich Canada, Wawanesa, The Co-Operators, CAA, Willis, TD Insurance, Desjardins General Insurance Group, Marsh, HKMB HUB International, HB Group Insurance Management Ltd., Intact Insurance Company, Johnson's Inc., CG & B Group, and Unica over the two week period.

In addition to the company visits the Institute held a complimentary one hour webinar on 'Effective Study skills'. Geared towards students taking CIP courses it offered tips on preparing for their upcoming final exam, and the feedback was very positive. We also promoted the value of using insurance professionals with their CIP designation to the general public with an advertising campaign on transit shelters around the GTA with two ads focusing on auto and home insurance.

Thanks to all participating insurance organizations, professionals, students, and seminar leaders for making National Education Week 2015 a success!



2015 | Bigger and Better: Growth in a Finite Industry Symposium

Thursday, April 16, 2015
Toronto Board of Trade
First Canadian Place, Toronto

Early Bird Deadline: March 20, 2015

This year's theme, Bigger and Better: Growth in a Finite Industry, explores challenges, opportunities, and new ways of approaching growth.



BREAKFAST KEYNOTE SPEAKER

Dr. Nick Bontis

Leading Strategy and Management Expert



LUNCH KEYNOTE SPEAKER

Sylvie Paquette

President and Chief Operating Officer of Desjardins General Insurance Group Inc.

Morning seminars include:

Growth: Challenges of getting bigger

Does Bigger Mean Better?

Commercial Strategy: Are you advancing or surviving?

Join our afternoon sessions to hear from Camille Alexander, Brooke Hunter and Tom Reikman.

www.insuranceinstitute.ca/symposium2015

INsight Ontario

Spring 2015



Pat Van Bakel, BA, CIP
President, Insurance Institute of Ontario

Message from the President

As this newsletter hits your inbox, the much-awaited spring is also due to arrive after a record cold Ontario winter. Even if you're into winter sports—and if it wasn't too cold to enjoy them this winter—you will likely be elated that soon enough, the trees will be blossoming again.

Key indicators of spring also come to the Insurance Institute of Ontario. All of our new graduates have just attended their

convocations, April exams are looming, and students are registering for the next courses in their educational journeys. We know you're busy, so our six chapters and the GTA are all pleased to offer a wide variety of learning formats to suit your schedule. Whether you would prefer the virtual class format of live, online classes that you can do anywhere with an internet connection, or the more intense study offered by one week classes and weekend warriors, we are bound to have a class format that suits you. And if you need help choosing the path that's right for you, please remember that our local chapter managers, the Member Services team, and our "Ask the Institute" email box are all available.

This will be my last message as your president, as my term will be complete at the Annual General Meeting on June 25, 2015. I have greatly enjoyed the year, particularly travelling around the province, participating in the various convocation celebration events. Although there is a great variation in these events around the province—some are intimate luncheons, and others involve 800 colleagues networking—the main message is consistent: the CIP and FCIP designations are highly valued and remain a vital differentiator for success and leadership in our industry. I had the pleasure of congratulating the graduates as they received their diplomas, and I want to take this opportunity to congratulate you once again. Whether you now have your CIP or FCIP, you can be proud of your significant achievement that has prepared you for the challenges that this industry is facing.

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Insurance Institute

Learning for the real world. Rewarding.

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This year, Ontario convoked its inaugural group of graduates from the new FCIP Program that was launched five years ago, hand-in-hand with the graduates from the existing program. The new FCIP Program is designed to prepare people for leadership and decision-making roles at all levels of the industry. Our five new graduates tell us about the value of the program and that of the online community that they have become a part of. There is no other program like it! Once again, congratulations to all of the FCIP graduates—and if you are a new CIP graduate, we encourage you to continue the momentum you've built and consider entry into the FCIP Program.

During the winter, we also participated in the sixth annual National Education Week from February 23 to 27. The entire province participated with events, seminars, information sessions, and coffee calls, many that were held at your offices. We are grateful to the more than 2,000 industry professionals who showed their commitment to education by participating in our activities. Those who couldn't attend the events and seminars followed us on Twitter to show their support!

Another element of spring to look forward to is GTA's 11th annual CIP Society Symposium, with the theme *Bigger and Better: Growth in a Finite Industry.* Mark your calendars for April 16 to hear featured

speakers Dr. Nick Bontis, a leading strategy and management expert, and Sylvie Paquette, President and COO of Desjardin General Insurance Group Inc. We have listened to your feedback, and in response, there are future plans for Symposium West, which will be held mid-August in Cambridge, Ontario. Stay tuned for more information as plans are firmed up.

The annual membership renewal drive is about to begin in preparation for the 2015/2016 membership year that starts on June 1. This is your association, and as members, you are the foundation of the organization. Membership allows you to stay up-to-date with our dynamic industry, connect with industry professionals at networking events, enhance your career by getting your CIP or FCIP designation, and access the latest industry knowledge and practical techniques through our regular seminar program. Additionally, we are also pleased to announce that all of our paid members will be able to boost their professional development with several complimentary Member Bonus series seminars! To see what is available, either virtually or in your local area, visit your local chapter home page via www.insuranceinstitute.ca.

Our members are vitally important, so we also extend our sincere thanks to the employers who support their employees through assistance with membership.

Please encourage your team to participate in their own development through our complimentary offerings.

As this is my last president's message, I would like to use this opportunity to remind all of our members that this organization was built by the industry to educate our members and ensure that our industry professionals remain at a high standard. As a not-for-profit, we rely on volunteers to lend their skill sets to help us guide each area of the IIO. On behalf of the Governing Council, I would like to thank them for their time and dedication to the organization. And to our members—especially the new graduates this year—we encourage you to consider how you could play a vital role in both our success and the future of our industry. I know my last eight years in various volunteer roles have been extremely rewarding. Come on board! For more information about becoming a volunteer, please contact your local institute or chapter.

It has been a pleasure serving as your president, and I wish each of you a successful year ahead.



Pat Van Bakel, BA, CIP
President, Insurance Institute of Ontario

CIP Society National Leadership Awards 2015 Call for Nominations

The CIP Society is pleased to announce the call for nominations for the seventh annual National Leadership Awards, a unique program that celebrates both Emerging and Established Leaders in the Canadian p&c insurance industry.

Nomination forms can be downloaded from the CIP Society section of the Institute website and are available in fillable PDF and Word formats. An updated nomination guide is also available for download, with tips to help nominators prepare a package that best reflects their nominees' contributions in multiple areas of life, including their profession, the industry, and their communities.

The Awards Program was launched in 2008 as part of the CIP Society's 10th anniversary celebrations, and since then, 31 honourees have been inducted into the prestigious CIP Society Leadership Circle. Inductees have a natural ability to bring the best out of the people around them and so have earned the admiration and respect of their peers.

Two of the three National Leadership Awards nominees in 2014 were from Ontario—Lynn Oldfield, President & CEO of AIG Canada, was recognized as an Established leader, and Adrian Osti, Manager, Learning & Development of Northbridge Financial Corp., was celebrated

as an Emerging leader. We congratulate them again on their awards.

If you know a potential candidate who demonstrates leadership through his or her personal qualities, professional commitment, and accomplishments, as well as industry and community contributions, we encourage you to bring forth a nomination in 2015.

To find out more about the Leadership Circle and the nomination process, please visit the website at www.insuranceinstitute.ca/cipsociety/national-leadership-awards.

Upcoming Ontario Seminars

The Insurance Institute of Ontario's chapters offer engaging seminars to help you achieve your professional development goals and continuing education obligations.

For a full listing of upcoming seminars, as well as networking events, visit your local chapter's page from www.insuranceinstitute.ca/Ontario.

Do you need CE hours in Alberta and/or Manitoba?

Please note our Ontario seminars are now accredited in all three provinces!

Upcoming Ontario Events

Looking for opportunities to connect and network with other professionals? Local chapters host a number of events throughout the season to keep you connected.

Watch for the INsight Ontario, our biweekly email update for more details on upcoming events, as well as seminars. Or, you can see a listing by visiting www.insuranceinstitute.ca/ontario and clicking on your chapter.

Membership Renewal

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.

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

Insurance Institute of Ontario 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 25, 2015 at the Institute's offices, 18 King Street East, 16th floor, in Toronto. The following items are on the agenda:

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9. Approval of Acts of Directors
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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 12, 2015.

Fundamentals Series

A new seminar series to get to the basics of insurance!



Do you need to get up-to-speed quickly on one or more insurance topics to be more effective in your role? Are you new to the insurance industry? Are you a member of support staff within the industry and would like insight into how it works?

Whether you fit into one of these groups, or you just have a thirst for industry knowledge – our new Fundamentals Series is for you! An expansion of our ever-popular Insurance Fundamentals seminar which runs throughout the year,

the Fundamentals Series will give you a complete overview of the workings of the property & casualty insurance industry. You'll be taken through the functions of p&c insurance and introduced to basic concepts and key roles in the process.

Each seminar is either half day or full day in duration. Our existing Insurance Fundamentals seminar launches the series, followed by topics including automobile extras, habitation risks, commercial property and automobile, personal umbrella, specialty lines and condominiums. The Fundamentals Series seminars will engage you with exercises, discussion points and specific learning outcomes. You can take all eight seminars to give you a complete picture of the industry, or you can take seminars individually, depending on your knowledge needs.

The Fundamentals Series will be introduced with a staggered roll out in Ontario this year. To find out what's coming up in your area, visit your local chapter's homepage via www.insuranceinstitute.ca/ontario and click on the "Seminars" link.

Twenty-Two Years and Counting



In 2013, the Insurance Institute, along with the insurance community, celebrated 20 years of the John E. Lowes Insurance Education Fund. Thanks are due in large part to John E. Lowes, BA, FIIC, CIB (Ont). This foundation is named in his honour as a tribute to his constant dedication to professionalism in the property & casualty insurance industry.

Since its inception, the fund has awarded over \$30,000 in financial assistance to qualifying Ontario residents. More than 30 post-secondary students have benefited from this scholarship. Today, we look to the insurance community to continue the good work of the Scholarship Program.

Each year, the John E. Lowes Insurance Education Fund annually offers financial assistance of one to four scholarships to Ontario residents pursuing full-time post-secondary property & casualty studies at a university or college level. In 2012, the Trustees increased the fund in response to the rising cost of post-secondary education. The fund now offers up to two (2) university-level scholarships of \$2,500 and up to two (2) college-level \$1,500 scholarships.

Interested in supporting the next generation of insurance professionals?

There are a number of opportunities for individuals and organizations to get involved and support Ontario students. Through the Contributors' Program, become a college or university contributor. Your contribution will help offset the increasing cost of post-secondary education for students.

You can also join us for the annual fundraiser event, the Lowes Fund Breakfast. In October, help us support and celebrate scholarship recipients and hear from a prominent guest speaker.

Know a student studying p&c?

We are happy to announce that the 2015 John E. Lowes Insurance Education Application is now available.

Learn more about the **John E. Lowes Insurance Education Fund and the Contributors' Program** at www.insuranceinstitute.ca/scholarships, or contact Tracy Bodnar at tbodnar@insuranceinstitute.ca.

MEMBER BONUS: Complimentary Seminars and Webinars for Ontario Members

We're always looking for ways that we can thank you for your support and add even more value to your Insurance Institute of Ontario membership. You responded positively to our complimentary webinars from the last two summers, and we're excited to expand on that!

So this year, we're introducing the **Member Bonus Series** – a number of complimentary seminars and/or webinars that we're offering alongside our regular seminar program to help you with your professional development.

We have begun scheduling starting in April, and we will keep you informed as we finalize our complementary offerings for the rest of the year. And as per usual, our seminars and webinars are open to all IIO members, no matter what chapter they belong to. We're pleased to be able to make it easier for you to keep up-to-date with your professional development!

To find out what your local chapter is offering, visit their homepage via www.insuranceinstitute.ca/ontario, click on the "Seminars" link, and you'll see the Member Bonus offerings. Remember, as an IIO member, you can also take advantage of offerings from other chapters.

Enrol Now for the CIP Spring Semester

The internationally recognized CIP designation is the benchmark of industry professionalism, with each CIP course being designed to give students more knowledge in helping them build on their professional development and in their day-to-day jobs. 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.

CIPs hold important positions within the Canadian insurance community, with the knowledge and skills gained in the program bringing value to their organizations.

To learn more about the CIP designation, please visit our website at www.insuranceinstitute.ca/cip. To view a list of classes in your area, visit at www.insuranceinstitute.ca/ontario.

Benefit from the Company Bill-Learning 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 both you, as well as your HR and accounting departments. The Company Bill-Learning Program simplifies all employee registrations to the Institutes GIE, CIP and FCIP courses, seminars, and professional development programs with one invoice and one simple payment. Everyone wins with Company Bill-Learning— 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 is on Company Bill-Learning, first connect with your HR team. If they would like to find out more about how this program can benefit your company and its learning needs, they can contact Darrah Lahey, program coordinator at 416-362-8586 ext. 2255 or email dlahey@insuranceinstitute.ca.

Members in Action: Local Chapter's Events and Activities

CONESTOGA

Annual Speakers Luncheon

For the past 36 years the Conestoga Chapter has hosted the Annual Speakers luncheon in support of the John E. Lowes Scholarship fund.

Our panelists: Chris Floyd, CIP, President, Individual Insurance, OTIP Group of Companies, Tammie Norn, FCIP, CEO, Proformance Adjusting Solution, Ed Berko, Senior Vice President & Chief Risk Officer, Economical Insurance and Barb Taylor, CIP, Director, Policy-Ontario Region, Insurance Bureau of Canada with Daniel Strigberger as out moderator, discussed a range of topics pertinent to our industry



Caption: Our panelists (From L to R) Daniel Strigberger, Tammie Norn, Ed Berko, Barb Taylor and Chris Floyd

HAMILTON/NIAGARA

Panel of Experts Chat

The Hamilton/Niagara Chapter hosted a very successful "Panel of Experts" chat on Thursday, February 26th at Michelangelo's Banquet Hall. A highlight was the intimate 'fire-side' chat, which featured three CEO's discussing today's insurance industry. We thank everyone for attending and also for the great questions that were presented to the panel.



Kadey Schultz, Partner - Hughes Amys, LLP Alister Campbell, CEO - Guarantee Co. of North America Lorri Frederick, COO - ClaimsPro John Taylor, President & CEO - Ontario Mutual Insurance Association.

GREATER TORONTO AREA (GTA)

Congratulations to the GTA Graduates!



Drew Dudley, Founder and Chief Catalyst of Nuance Leadership Inc. and keynote speaker for the evening's festivities

The Greater Toronto Area convocation took place on January 22, 2015 at the Metro Toronto Convention Centre. With over 200 GIE, CIP, and FCIP graduates attending, there were approximately 450 guests in attendance to celebrate with them.

The audience enjoyed the guest speaker, Drew Dudley, Founder and Chief Catalyst of Nuance Leadership Inc., who encouraged the them to take ownership of their leadership potential and redefine what it means to be a leader.

Student, graduate, and industry awards were handed out, including the Award of Merit, the CIP Society National Leadership Awards, and GTA Instructor of the Year.

GTA Award Winners

The Kenneth E. MacLeod Prize

First-Year CIP Prize

James Elmhirst

The Gerald E. Hackett Memorial Prize

The Douglas N. Hurlbut Award

Ajay Tellis

SCM—The School of Loss Control

Technology Prize

The Diamond Jubilee Award

Patricia Goodwin

CIP Bronze Winner

CIP First Runner-Up

Liana Saccoccia

GREATER TORONTO AREA (GTA)

CIP Bronze Winner

CIP First Runner-Up

Liana Saccoccia

CIP Second Runner-Up

Ambika Thakur

New-Track Fellowship Program Award

Cody Smith

The Centenary Excellence Award

Yanchun Ding

The Robert Fisher Clark Award

Chris Pollard

The Centennial Award

The Fellows' Award

Janet Costello

KAWARTHA/DURHAM

Kawartha/Durham held their annual Convocation Luncheon at the Ajax Convention Centre on February 6, 2015. Thirty graduates were on hand to receive their GIE, CIP, and FCIP certificates. The luncheon keynote speaker was Mr. George Cooke, retired CEO of The Dominion of Canada, who provided a personal perspective on the future of the insurance industry.



Graduates and award winners pictured here with Kawartha/Durham Chair Elaine Porter and IIO Deputy President Tim Shauf



Julie Chipp-Smith from Intact was the chapter's first graduate of the new FCIP program, pictured here with IIO Deputy President Tim Shauf.

Members in Action: Local Chapter's Events and Activities

Continued from page 5

KAWARTHA/DURHAM



Cheryl Davies from Stewart Morrison Insurance Brokers was all smiles accepting her certificate from IIO Deputy President Tim Shauf

OTTAWA

Seminars Return to Kingston

On November 20, 2014, the Ottawa Chapter renewed its commitment to our Kingston members with the first local seminar in several years. Fifteen participants came out to hear Kate O'Hara, CIP, present Commercial ABCs. This seminar was complimentary with Institute membership. The chapter is excited to return to Kingston with topical seminars in Spring and Fall 2015.



Kate O'Hara, CIP, presents Commercial ABCs to local Institute members in Kingston, ON

Convocation

Convocation is a special time to honour the hard work and dedication of the Insurance Institute's newest graduates of the FCIP and CIP Programs. On November 7, 2014, 153 attendees representing 24 companies in the Ottawa insurance community came together at the Canadian Aviation & Space Museum to celebrate the professionalism of the industry and its people.

OTTAWA



Ottawa Chapter 2013-2014 Graduates: 23 CIP and 5 FCIP

SOUTHWESTERN ONTARIO

CIP Society Speakers Breakfast

The 88 members in attendance at our Annual CIP Society Speakers Breakfast on February 17th were delighted with the great panel and the lively discussion that ensued. We look forward to seeing you again next year!

CIP Society Volleyball Tournament

The competition was hot despite the freezing temperatures outside at our annual CIP Society Volleyball Tournament on February 20. "The Insurance Misfits" eventually prevailed to get their hands on the new trophy, defeating last year's winners "The Backacback Champs."



The 'Insurance Misfits' celebrating their win

A big celebration of education in the insurance industry!



Ottawa's Chapter Chair Corinne McIntosh, CIP, CRM and Membership Chair Tanya Beauchamp, CIP, CRM pictured at one of Ontario's many coffee call events.

For the seventh year in a row, the Insurance Institute held its **National Education Week** from February 23-27 – this year, celebrating advances in learning technologies and the positive effects those changes have made. As always, the Insurance Institute of Ontario was an avid participant by staging several special seminars and events, ranging from a 'Panel of Experts' breakfast at the Hamilton/ Niagara Chapter, to a 'Teachers' Forum' in Southwestern Ontario. There was also a fun twitter trivia contest to get everyone involved via social media.

The chapters enjoyed getting out and about and visiting local offices, such as yours, with Coffee Call events. This year, in a two week period, we visited almost double the number of offices from last year – almost 80 offices around the province. We were able to provide information to over 1600 insurance professionals about how education can enhance your career!

Everyone who attended one of Ontario's National Education Week events had an opportunity to win a Bose Mini Bluetooth Speaker or a gift card to either Best Buy or chapters – just by entering a business card into the draw. The winners have been notified.

We look forward to seeing you again next year!