



GTA News

Insurance Institute of Ontario
Winter 2009-2010

Insurance Institute

See You at the GTA Convocation



Cassie Campbell, special guest speaker at this year's convocation, January 28, 2010

Our annual GTA convocation and awards night is fast approaching. Have you purchased your tickets yet? If not, there are still tickets available for this great networking event taking place on January 28, 2010, at the Metro Toronto Convention Centre. Come connect with other industry professionals and join us in celebrating the achievements and hard work of our members and graduates.

This year we welcome Cassie Campbell, captain of the 2002 and 2006 gold-medal winning, Canadian Women's Olympic Hockey Teams, as our special guest speaker. As a former Olympian, she knows about leadership, teamwork, motivation, and determination, values which are also shared by many of our hardworking CIP and FCIP students and graduates. Her speech promises to inspire.

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.

For further information and to purchase tickets, please visit www.insuranceinstitute.ca, or contact Tracey Huggins, Event Coordinator, at gtaevents@insuranceinstitute.ca.

GTA Fellows Reception

The CIP Society–Ontario Council, a division of the Insurance Institute of Ontario, announced that Carla Blackmore, FCIP, CRM, retired director, commercial programs with Zurich Canada, has been selected by the nomination review committee as the 2009 recipient of the Greater Toronto Area Fellow of Distinction Award.

This award was created to recognize outstanding achievement in the insurance industry in Toronto. Colleagues nominate insurance professionals for The Fellow of Distinction Award, which is presented annually to a Fellow Chartered Insurance Professional (FCIP).

Carla Blackmore's 2009 Fellow of Distinction Award will be presented at The CIP Society–Ontario Council's Annual Fellows' Reception. This year's event will be held at the National Club on January 14, 2010.

Come join us at the Fellow's Reception as we recognize our newest GTA FCIP graduates. Then join us as we present the prestigious Fellow of Distinction Award.

For more information, or to register, please contact Tracey Huggins, Event coordinator, at 416-362-8586 Ext. 2270 or gtaevents@insuranceinstitute.ca. To ensure you do not miss out, please register by January 10, 2010.

Tickets are complimentary for new GTA Fellows, however, we ask that you please confirm your attendance by January 10, 2010, as well.

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Learning for the real world. Rewarding.™

CIP One-Week Course

C12 Insurance on Property

March 1–5, 2010

(Final exam to be held in April during National Exam Week)

For more information, or to register, please visit www.insuranceinstitute.ca or contact cipclass@insuranceinstitute.ca.

CIP Web-Based Learning

Web-based learning is a terrific alternative for members who are not able to attend in-class sessions. Our on-line CIP classes are convenient, economical, and save travel time!

For detailed information, please visit www.insuranceinstitute.ca/webclassinfo. We will be running the following Web classes in January 2010:

C11 Principles and Practice of Insurance
Thursday

C13 Insurance Against Liability—Part 1
Wednesday

C14 Automobile Insurance—Part 1
Tuesday

C16 The Business of Insurance
Monday

C35 Insurance Against Crime
Tuesday

C120 Underwriting Essentials
Wednesday

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Save the Date: Symposium 2010

Mark your calendars! We are pleased to announce that the date for the 2010 CIP Society symposium has been confirmed as May 13, 2010. And building on the successes of the last five years, our sixth-annual industry symposium is shaping up to be one of our best yet.

This year, our theme and focus is on 'The New Normal.' We chose this focus because after months of a global economic downturn, the dust is beginning to settle a little and people are settling into their 'new normal'—although there is still a ways to go before a full recovery.

Our industry has not been immune to these economic conditions. With some companies downsizing and even folding under the stress, insurance workers have been affected. People are looking at the way they handle their money, and banks are looking at the way they lend their money. For some, a two-car, detached home norm has been traded down to one car and a semi. And many baby boomers are looking at ways to work a little longer rather than retire a little earlier. The world around us has changed and we must adjust to the new normal.

Our line up of stellar speakers includes Maurice Tulloch, President and CEO, Aviva Canada, delivering our breakfast keynote; Gerry Visca, Chief Creative Officer, Redchair Branding Inc., delivering our lunch keynote; and Patricia Lovett-Reid, Senior Vice President, TD Waterhouse Canada Inc., delivering our reception keynote. Stay tuned for details regarding seminar options, and more, to be announced shortly.

For more information, or to register, please contact Tracey Huggins, Event Coordinator, at 416-362-8586 Ext. 2270 or gtaevents@insuranceinstitute.ca. Due to a limited seating capacity, we ask that you please register by our early bird deadline, March 31, 2010.

GTA Celebrates National Education Week

We are pleased to announce that we will be celebrating the second-annual Insurance Institute National Education Week, March 1–5, 2010. This week is a national initiative marked by Institutes and Chapters across the country, and 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, with the chance to win some fantastic prizes—all incoming GTA seminar, event, and course registrations during the week of March 1–5, 2010, will be entered into a national draw for an opportunity to win!

GTA events and activities to mark National Education Week include the following:

Seminar—"Anatomy of a Liar" with Glenn Foster (March 4, 2010)

Curling Bonspiel (date to be confirmed)

CIP One Week Course —C12 Insurance on Property (March 1–5, 2010)

Information sessions for members currently enrolled in CIP courses (in-class, Toronto office)

For more information, please visit the National Education Week page on our website at <http://www.insuranceinstitute.ca/nationaleducationweek>

At the Forefront with Deborah Moor



Deborah Moor, addressing guests at the GTA 'At the Forefront' breakfast, November 18, 2010



A great turnout for this event!

On November 18, 2009, over 80 members and guests joined us here at the Institute for our most recent 'At the Forefront' breakfast, featuring Deborah Moor, President, Lloyd's Canada. This event gave attendees the opportunity to hear one of our industry's leaders share her knowledge insight and experience. Watch for information on our next event in this ongoing series, to be held in spring 2010.

Feed the Minds of Youth 2009



Feed the Minds of Youth participants strike a pose, November 4, 2010

On Wednesday November 4, 2009, 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. Included were games and activities as well as information packages for each of the students. Throughout the country, over 700 students received a 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 3, 2010. For more information about Career Connections, please visit our website at www.career-connections.info.

Toronto Seminars

Surviving the Hard Market
January 19, 2010

Intro to Business Interruption
January 20, 2010

Intro to Accident Benefits
January 21, 2010

Study Skills (WEBINAR)
January 29, 2010

Conducting Performance Reviews
February 3, 2010

Best Practices in Rating
February 4, 2010

Commercial Lines Auto
February 11, 2010

Teaching Techniques
February 13, 20, 27, and March 6, 2010

Maximizing your Underwriting Potential
February 16, 2010

CGL: Fusing Growth and Retention Strategies
February 23, 2010

Intro to Marine Insurance
February 24, 2010

Please contact Nancy Rivera, Education Coordinator, for more information at 416-362-8586 Ext. 2244 or by e-mail at nrivera@insuranceinstitute.ca.

CIP Society PROedge Seminars

**Industry Trends Breakfast
Featuring Phil Cook, CEO,
Omega Insurance Holdings Ltd.**
January 26, 2010

Advanced Business Interruption
February 18, 2010

Anatomy of a Liar
March 4, 2010

Please contact Nancy Rivera, Education Coordinator, for more information at 416-362-8586 Ext. 2244 or by e-mail at nrivera@insuranceinstitute.ca.

GTA January 2010 CIP Course Schedule

Location	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	SATURDAY
Insurance Institute of Ontario 18 King St. East, 16th Floor Beverly Lewis-Hunte, BA, CIP 416-362-8586 Ext. 2253 blewishunte@insuranceinstitute.ca	C11 Principles and Practice C40 Business Interruption C110 Essentials of Loss Adj.	C13 Liability Ins.—Part 1 C47 Reinsurance	C14 Automobile—Part 1 C16 The Bus. of Insurance C112 Practical Issues in Claims Management	C121 Advanced Underwriting	Alternate Saturdays C12 Insurance on Property
GTA North Paul Davis Systems 108 Milvan Dr., Toronto Beverly Lewis-Hunte	C13 Liability Ins.—Part 1				
GTA West The Dominion 1275 North Service Rd. W., Oakville Beverly Lewis-Hunte	C110 Essentials of Loss Adj.	C11 Principles and Practice			
Centennial College Progress Campus Michelle Line 416-289-5000 Ext. 2515	C11 Principles and Practice	C13 Liability Ins.—Part 1 C120 Underwriting Essentials C131 Advanced Skills for the Ins. Broker & Agent	C12 Insurance on Property C16 The Bus. of Insurance	C14 Automobile—Part 1 C38 Casualty Loss Prevention	
Humber College North Campus Helen Gawryk 416-675-5005		C13 Liability Ins.—Part 1	C11 Principles and Practice	C120 Underwriting Essentials	Alternate Saturdays C14 Automobile—Part 1 C16 The Bus. of Insurance C39 Fraud Awareness C110 Essential of Loss Adj.
Seneca College Newnham/Markham Campuses Anu Sen 416-491-5050 Ext. 3025	C11 Principles and Practice	C14 Automobile—Part 1 C39 Fraud Awareness	C12 Insurance on Property C13 Liability Ins.—Part 1		
Sheridan College St. Joseph's S.S., Mississauga Janet Gaffney 905-459-7533 Ext. 5170	C120 Underwriting Essentials	C12 Insurance on Property	C11 Principles and Practice C32 Bodily Injury Claims	C13 Liability Ins.—Part 1	

GTA FCIP Golf Tournament

On September 21, 2009, Fellows of the Toronto CIP Society and their guests gathered at Clublink's DiamondBack Golf Course for the Society's annual FCIP golf tournament. Attendees had a chance to demonstrate their skills on the green, and also connect with other FCIPs and industry professionals. This event also celebrated the 10th anniversary of the CIP Society.



Left to right: Wendy Hayden, Wayne Briggs, and Dawna Matton



Left to right: John Nolan, Heather Masterson, Neil Morrison, Hano Pak