

INsight Ontario

Fall 2019

Turning challenges into learning opportunities



Our new president

Heidi Sevcik,
Incoming Insurance Institute
of Ontario president

Heidi Sevcik lives by the principle that while we're always faced with challenges, what's most important is how we handle them and what we learn from them. Heidi believes that our own attitudes and perspectives make the biggest difference when faced with challenges — a belief that has taken her to the top ranks of Canada's p&c insurance industry.

Heidi says her perspective is a direct result of the environment in which she was raised. Her parents and extended family were all newcomers to Canada from Germany, and they had to overcome incredible challenges to start over and build a new life in a new country. Heidi was raised in Kitchener which has a large German community, and she spoke German exclusively before starting to learn English at kindergarten. "I must confess that I often felt resentful when my friends were playing on Saturday mornings while I had to go to German school, but I am now grateful that I have a second language."

Heidi describes her parents as hardworking people who were grateful for their life in Canada — traits that were passed on to her. "Growing up, I learned a strong work ethic and appreciation of our opportunities in this great country of ours," she says.

After graduating school, Heidi knew that she wanted a career in business, but wasn't sure which area. A relative worked at Prudential Assurance Company in Kitchener, and through that contact Heidi was offered her first job in the insurance industry.

Heidi's strong work ethic and eagerness to learn no doubt played a role in her quick progression through several entry level positions which led to her being offered a junior underwriting role. Seeing a bright future in the industry, she decided to pursue her Chartered Insurance Professional designation (then AIIIC) — describing it as the next step in her lifetime journey of learning. "The program provides important foundations to build on as you develop new skills and apply your knowledge to developing solutions and building your career," she says.

Heidi was with Prudential Assurance Company for 15 years, during which time her career went from strength to strength as she progressed through the underwriting leadership stream. In 1994, Heidi joined Gore Mutual Insurance Company in an underwriting regional management role. Five years later, she was promoted to Vice-President of Underwriting, a role she held for eight years after which she became Vice-President of Claims. In 2014, Heidi was promoted to her current role as President and Chief Executive Officer. She recently celebrated her 25 year anniversary with Gore Mutual, a journey she reflects on as being remarkable and rewarding.

The essence of Heidi's journey is rooted in her acknowledgement and embrace of constant change. She says that her progression through various roles was almost always a result of responding to a need, a new process, an opportunity, and working with a team or teams to resolve issues and capture opportunities. She credits working her way up from entry level as great preparation for her current leadership role. "My past experiences provided deep insights into all aspects of our business which is greatly beneficial as we look at the exponential changes impacting our industry and the evolution of our business approach."

When asked about specific challenges through her career, she recalls that as she progressed into leadership roles, she ran up against some gender biases in the p&c industry which were sometimes difficult to deal with. "I am thankful that those times are behind us and gender is much less a barrier than it used to be."

Heidi's association with the Insurance Institute is lengthy. After finishing her FCIP designation, she later got involved as a volunteer at the Conestoga chapter of the Insurance Institute of Ontario. Eventually, she became the President of the chapter, saying it was a natural progression. "An important part of a successful and rewarding career is to give back, stay involved, and help others as they build their careers," she said, adding that she was always impressed by the calibre of people involved with the Institute and their passion and dedication for the industry.

Heidi says she's excited to continue giving back in her new role as President of the Insurance Institute of Ontario, particularly while the p&c industry is in a time of immense change. "It is now more important than ever to have the education on the foundations and intricacies of our industry to build on, as individual contributors and as leaders of new solutions."

She also stresses the value of lifelong learning and education. "As professionals, it's most important that we continually develop our skills and knowledge and have a commitment to professional development," she said, adding that the Institute delivers this opportunity for members in an "impactful and convenient" way.

During her time in office, Heidi will travel the province and attend convocations where she'll meet members, graduates and students. She says she's most looking forward to hearing about their experiences, aspirations and success stories as she works to promote the value of education and professional development.

When asked what she likes to do in her spare time, Heidi says she finds the concept of spare time interesting. "There really isn't any, and I believe you fill your time with different interests," she says. "I love to travel and for relaxation, I enjoy gardening and spending time with friends and family at the lake — and sometimes even golfing."

On behalf of the IIO membership, we warmly welcome Heidi and wish her much success in the coming year!

the Insurance Institute of Ontario

Annual General Meeting 2019

On June 27, 2019, the Insurance Institute of Ontario held the Annual General Meeting, and as part of that meeting, they elected our Governing Council for the next year.

We're pleased to announce our Governing Council for 2019 – 2020:

President

Heidi Sevcik, FCIP
 Gore Mutual Insurance Company

Deputy President

Joe Colby, CIP
 Echelon Insurance

Senior Vice President

Surender Sekhon, FCAS, FCIA
 Desjardins Insurance

Treasurer

Ross McDougall
 McDougall Insurance and Financial

Secretary

Dave Smiley, BSc, FCIP
 Unica Insurance

Vice President — Academic Division

J. Gregory Knowles, FCIP
 HUB International HKMB Limited

Vice President — Professionals' Division

Greg Smith, MBA, FCIP, CRM
 Crawford & Company (Canada) Inc.

Vice President — Regional Division

Ron Bouwmeister, FCIP
 Aviva Canada

Past President

Heather Masterson, B.A., B.Ed, FCIP
 Travelers Canada

General Manager

Peter Hohman, MBA, FCIP, ICD.D
 The Insurance Institute of Canada

Staff

Mike Divjak, BComm, FCIP, CRM
 Vice President — Operations, Insurance Institute of Canada

Harry Viz, CPA, CA
 Director — Finance, Insurance Institute of Canada

Margaret Wasserman, BSc (Hons), CIP
 Senior Director, Insurance Institute of Ontario

InsurTech Forum: Thriving through technology

This fall, an all-new roadshow is coming to a location near you!

This fall, join us as we travel across Ontario with thought leaders in the InsurTech fields that will share insight into how companies large and small are incorporating new technologies to achieve their business goals.

You'll discover new tools that will future-proof your customer relationships and claims processes.

Each local event features three sessions: two sessions will be common to all locations, and a third will come from your local area.

Session I:

Future-proofing customer relationships

Caroline Schweppes, Vice President, *Insurer Solutions, Applied Systems*

Gain insight into emerging solutions that will provide the most effective risk management experience to the insurance customer. You'll also review top uses for data analytics along with some Canadian-specific challenges.

Session II:

Local topic and guest speaker from your chapter

Check out the Full Schedule to see who will be joining from your local area.

Session III:

InsurTech for claims: Current trends and future opportunities

Greg Smith, MBA, FCIP, CRM; Chief Client Officer, *Crawford and Company*

In this interactive session, learn how successful companies are capitalizing on the potential of artificial intelligence, machine learning and data analytics. You'll also uncover the role the policyholder will have in driving this change.

Full schedule:

Location	Date	Guest speaker	Topic
Kitchener (Conestoga)	09/12/2019	Jeff Kid Vice President; Sales <i>AHA Insurance</i>	The Dawn of the Digital Broker
Ottawa	09/18/2019	Morgan Girouard Founder, EVP <i>Insurego Inc.</i>	Using Technology to Increase Profits
Toronto (GTA)	09/23/2019	Dario Battista, CAIB, MBA President & CEO <i>Isure Insurance Inc.</i>	HR Challenges of the Future
Ajax (Kawartha/Durham)	09/25/2019	Gillian Van Kempen President & COO <i>Best Buy Insurance Brokers Inc.</i>	InsurTech at the Brokerage Level: One Broker's Perspective
Hamilton (Hamilton/Niagara)	10/01/2019	Randy Carroll Acting CEO <i>Insurego Inc.</i>	InsurTech for Brokers: Insurance in Minutes
London (Southwestern)	11/21/2019	Sarah Heiser, CP, CAB Manager, Group Operations <i>D.A. Kurt Insurance Brokers, A Division of McFarlan Rowlands Insurance Brokers Inc.</i>	InsurTech for Brokers: Automation, Change Management & Staying Ahead

Ontario scholarships available for post-secondary students

Application deadlines coming up!

John E. Lowes Insurance Education Fund

Named in honour of John E. Lowes, BA, FIC, CIB (Ont) as a tribute to his continuing dedication to professionalism in the p&c insurance industry.

- Open to eligible Ontario residents,
- up to two (2) university scholarships of \$2,500 and,
- up to two (2) college scholarships of \$1,500,
- deadline: Friday, September 27, 2019, at 5 p.m. (ET).

Interested in contributing? You or your organization can become a college or university contributor through the Contributors' Program. Just contact the Insurance Institute of Ontario.

Toronto Insurance Council (TIC) Scholarships

Offers university scholarships for applicants sponsored by TIC brokers, partners and staff, as well as other applicants who intend on a career in an insurance brokerage. Managed by the Insurance Institute of Ontario.

- Open to eligible Canadian residents,
- up to three (3) scholarships of \$5,000 available,
- applicants must be pursuing full-time university undergraduate studies in Canada,
- deadline: Friday, September 27, 2019, at 5 p.m. (ET).

Each of us benefits from encouraging students to pursue higher education.

By encouraging students to apply, by attending events in support of the scholarships, and by giving generously, we make it possible for the Institute's scholarship programs to continue their work. Without industry support, these scholarships could not reach those who could benefit from them.

For more information on these scholarships and eligibility information, please visit www.insuranceinstitute.ca/scholarships.

Important dates to remember this Fall

Event	Date
CIP fall semester starts	September 9, 2019
CIP final registration and withdrawal deadline	September 20, 2019
TIC Scholarship application deadline	September 27, 2019
John E. Lowes Scholarship application deadline	September 27, 2019
RIBO CE deadline	September 30, 2019
CIP Final exams	December 2 – 20, 2019

18 King East gets a makeover



You may notice a few changes the next time you visit our 18 King Street Offices. Last year, the Executive Committee approved funding for a mild refresh of the IIC/IIO offices at 18 King Street. We use these offices for exams, seminars and classes, as well as the Insurance Institute of Ontario offices.

The renovations included new paint, carpet, adjustments to workspaces and some new furniture in the meeting spaces.

The renovation also included the creation of an innovation lab, now named The Hub. The Hub will be a meeting place for innovation and collaboration with staff, industry colleagues,

subject matter experts and members. The Hub has an interactive mobile touch screen, glass boards, stadium seating and a Nespresso machine.

As part of its commitment to the environment, the Institute has established green policies for the space, which include the use of reusable plates, cups and cutlery and the Nespresso pod recycling program with Canada Post.

We hope to welcome you to the new space soon!

TIC Scholarships: An opportunity to explore and discover



Jessica Miao, 2018 Scholarship Winner

When Jessica Miao submitted her application for one of three available TIC scholarships in 2018 — and won — she was starting her third year in the Ivey Business School at Western University, pursuing an Honors Business Administration degree. During her second year, she also worked as an Operations Intern at Fidelity Investments, which prompted her interest in finance and insurance. Working closely with significant investments, she found it engaging to have a positive impact on people's future financial and lifestyle goals.

"I believe working in insurance is similar," Jessica says, "where I would help others invest in their future by exploring their security for their valuable personal property. This interest propelled my exploration of casualty and property insurance as a potential career path."

Now Jessica has become a point of contact for other students interested in learning about the insurance industry. Just one year ago, she couldn't have done that. It wasn't until she met with some family friends who are insurance brokers that she began to understand the many ways brokers help their clients. As she put it, "I was unaware of all of the responsibilities of an insurance broker and how their role goes beyond the scope of simply selling insurance plans." She was also pleased to discover that being a broker would challenge her strategic decision-making and problem-solving skills.

How has winning this \$5,000 scholarship helped Jessica? Beyond connecting her with members of the TIC community, which aided her professional development as a business student, it helped her to finance her \$60,000 Ivey Business School tuition. Another unexpected perk included increased credibility when pursuing an internship or full-time position in the insurance industry. "The Toronto Insurance Council is a well-known organization among employers," Jessica says.

As she prepares to enter her fourth year at Ivey Business School this September, Jessica would like to encourage other students to explore non-traditional finance career paths and consider the value insurance brokers bring to their clients.

As for the TIC scholarship, she might never have discovered and explored the idea of becoming an insurance broker, had she never applied. "I believe that it is a great opportunity for any student," she says, "whether he or she already knows the insurance industry or not."

The Insurance Institute of Ontario proudly manages the TIC scholarship program. To find out more, visit www.insuranceinstitute.ca/scholarships.

Did IIO someone say membership benefits?

Thank you to everyone who has renewed their membership for the 2019 – 2020 year. For those who haven't, it's not too late!

Your Institute membership unlocks access to exclusive benefits, including quality professional development and networking, complimentary webinars with RIBO hours, new and innovative certificate programs, and access to industry research.

To learn more, visit www.insuranceinstitute.ca/membership. If you have any questions or need help renewing your membership, please contact Member Services toll-free at 1-866-362-8585 or email us at icm@insuranceinstitute.ca.

Mark your calendar for convocation



Convocation is a special time to honour the hard work and dedication of the Insurance Institute's newest graduates of the Follow Charted Insurance Professional (FCIP), Chartered Insurance Professional (CIP), and General Insurance Essentials (GIE) graduates.

We hope you can join us for a ceremony near you!

Chapter	Date	Location
Cambrian Shield (Sudbury)	November 5, 2019	TBC
Southwestern (London)	November 14, 2019	Best Western Lamplighter Inn
Ottawa	November 29, 2019	Infinity Convention Centre
GTA (Toronto)	January 23, 2020	Metro Toronto Convention Centre
Kawartha/Durham (Ajax)	February 7, 2020	Ajax Convention Centre
Hamilton/Niagara (Hamilton)	February 26, 2020	Michelangelo's Banquet Hall
Conestoga (Kitchener)	February 27, 2020	Bingemans