

INsight Ontario

Fall 2017



Thirst for Knowledge

Our new President

Robert Fellows, MBA, FCIP, CRM

No matter where we find ourselves in life, there are always opportunities to learn and grow our knowledge base—a principle our new President Robert (Bob) Fellows, MBA, FCIP, CRM has lived by his entire life.

Born in Montreal, Québec, Bob says he had a wonderful childhood. His father worked for Air Canada, so he was able to travel around a lot with

his family—igniting a love of exploration and discovery that would prove to be a key theme in his life.

Bob describes himself as an active child, and as such, his parents kept him well immersed in sports throughout his childhood. He enjoyed playing high-level hockey, football and baseball throughout his high school years in Montreal.

After high school, he completed a Bachelor of Arts in Economics, and then moved to Toronto. It didn't take him long to find his first job—working in accounting at the firm Coopers & Lybrand; a company that put a lot of emphasis on education. So while his days were spent working, his free time was spent taking courses to prepare to write the chartered accountant exams. At the same time, Bob was enjoying a burgeoning relationship with another accountant at the firm, Linda, who he would eventually marry.

After a year in this accounting position, Bob realized accounting wasn't where he was supposed to be. So he went on the lookout for a new position that interested him.

It wasn't long before he landed at Arkwright Boston Insurance—part of the Factory Mutual Group. He spent his first eight months in that position in Boston, being trained in underwriting and loss control. After that, he moved back to Toronto, where he reunited with Linda and they resumed building on their education. While both working towards their MBAs, Bob also took Institute AIC courses—the precursor to the CIP, and Linda was

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Insurance Institute

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Learning for the real world. Rewarding.



Annual General Meeting 2017

On June 29, 2017 the Annual General Meeting of the Insurance Institute of Ontario was held, and as part of that meeting our Governing Council for the next year was elected.

We're pleased to announce our Governing Council for 2017–2018 will be as follows:

President

Robert Fellows, MBA, FCIP, CRM
Allianz Global Corporate & Specialty Americas

Deputy President

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

Senior Vice President

Heidi Sevcik, FCIP
Gore Mutual Insurance Company

Treasurer

Joe Colby, CIP
Swiss Reinsurance Company Ltd.

Secretary

Surender Sekhon, FCAS, FCIA
Desjardins Insurance/ State Farm

Vice President—Academic Division

Colin George, MBA, GDM, FCIP, CRM
Facility Association

Vice President—Professionals' Division

Bruce H. Palmer, MBA, FCIP, CRM
Ontario Medical Association

Vice President—Regional Division

Ron Bouwmeister, FCIP
The Commonwell Mutual Insurance Group

Past President

Tom Reikman, MBA, HBSc, CIP
Economical Insurance

General Manager

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

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Thirst for Knowledge

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busy completing her Chartered Professional Accountant designation. Bob said it was a good thing he was young and energetic, because he and Linda didn't have a lot of free time over the next few years.

Finally, after he had spent seven years at Arkwright Boston Insurance, Bob and Linda were now married, and pleased to have completed their MBA and designations. Two highly-educated professionals ready to take on the professional world—one would think.

However, they decided it was time for a different kind of education. They quit their jobs and travelled around the world for a year. They started on their adventure by heading east to explore Europe, then to India, Asia, and finally, Australia and New Zealand. Bob describes travelling as being an education in itself, because it expands the mind and view of the world.

Although they greatly enjoyed their travel experiences, a year was a long time, so they were happy to return to Toronto and their careers.

Bob secured a position as Assistant Vice President with Allendale Insurance—another company that was part of the Factory Mutual Group, and within six months he moved with the company to Montreal. In this role he became a property specialist, while Linda went on to complete her PhD in accounting at McGill University. During this time she also gave birth to their daughter, Cora.

After seven years in Montreal, Bob was approached by Royal Insurance back in Toronto to run their risk management and speciality lines as Vice President. Bob jumped at the chance to learn something new and gain experience in an area where he saw he had a knowledge gap.

Again, seven was the magic number, and Bob made his next career move to become President of the Canadian operations of St. Paul Fire & Marine Insurance Company. He says at the time, the company was struggling with results, but he relished the opportunity to work with a strong and energetic team to turn things around. Within the first year, the company acquired the London Guarantee Company, and the merge in company cultures made for a positive, entrepreneurial organization—a culture that Bob greatly enjoys working within. He said this role was the most challenging in his career so far, but also the most rewarding.

St. Paul merged with Travelers Insurance Company, becoming Travelers Canada, and Bob headed up this company for a few years. He said being President of a company can sometimes be lonely, so during this time he was lucky to have his wife Linda; by then a business professor at the Schulich School of Business. Describing her as his biggest supporter, friend and “the brains of the operation”, Bob was grateful to be able to talk situations over with her.

By 2009, he was again ready for a new challenge. Although he'd reached what is considered to be the pinnacle of a career—President of a company, Bob had realized that he actually preferred to work with peers, roll up his sleeves and get more involved with what was happening.

He accepted a position with Zurich Insurance as Senior Vice President of Distribution & Regional Management, where he enjoyed the challenges and opportunities of working with “some of the brightest minds in Canada”.

Finally in 2015, he moved to Allianz Global Corporate & Specialty as Head of Market Management. In this role, he was excited to join one of the most successful insurance groups in the world, but one that was smaller in the Canadian marketplace, and thus more entrepreneurial. He describes his current role as collaborative and “a lot of fun.”

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Important Dates to Remember

CIP Society Symposium West	Thursday, August 17
CIP Fall Classes—Early Bird Deadline	Monday, August 28
TIC Scholarship Application Deadline	Friday, September 8
Fall Semester begins for CIP, Adv. CIP & CRM	Monday, September 11
CIP Standard Registration & Withdrawal Deadline	Friday, September 22
John E. Lowes Scholarship Application Deadline	Friday, September 22
RIBO CE Deadline	Saturday, September 30



Scholarships: A helping hand for the insurance professionals of tomorrow

In 2016, Ryan Vetro was in his second year of Human Kinetics at the University of Guelph when his uncle, President of McLean Hallmark Insurance Group, told him about the TIC Scholarship Program.

The idea of entering the insurance industry had always been in the back of Ryan's mind. Beyond his uncle, most of his family has worked in the industry for decades now. His grandfather, Fred McLean, was the founder of Moore-McLean (now McLean Hallmark).

Before blindly following his family's footsteps, Ryan first wanted to explore his interest in biomechanics and injury prevention. "My mom and dad didn't want me to fall into insurance just because the rest of my family was in it," Ryan says, "so they encouraged me to do my undergraduate degree in something that I really enjoyed." As they explained to him, insurance is an industry that allows you to learn as you go. You don't necessarily have to study insurance at university in order to follow a career in that industry.

That summer of 2016 was when Ryan started to think about merging his field of study with a career in insurance. His experience working at Reeds Insurance, the summer of 2015, gave him some insight into how insurance worked, but it took him until that next summer to realize the variety of possibilities within the industry.

As Ryan puts it, "I never really thought about all the Craft breweries and how there could be an insurance department dedicated to them, or how you could specialize in large dealership insurance or racetrack insurance." As this awareness grew, so did his understanding of just how brokers recommend various coverages and mitigate risk for clients.

After applying for and winning one of the three \$5,000 TIC scholarships in 2016, Ryan was able to focus on his studies rather than working to pay for tuition. As a result, his average increased each semester and he finished with a seven percent higher average than the previous year.

"Had I needed a job," he says, "I'm almost certain that I would not have achieved this. I take my school seriously and don't think that I would have put as much time and energy into it as I did."

Moving forward, Ryan plans to enter his third year of Human Kinetics at the University of Guelph and again, work as a summer intern at McLean Hallmark Insurance Group.

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As for how Bob ended up on the Insurance Institute of Ontario Governing Council, he was approached to see if he'd be interested—of course, the answer was yes. Having benefited from both education and the insurance industry, Bob sees an ongoing need to ensure the industry is full of well-educated professionals.

Now as President of IIO, Bob wants to be visible and involved, and is looking forward to the opportunities to talk to people and emphasize the importance of education and lifelong learning in the industry.

In fact, he's already done so at home. Cora, his 24-year-old daughter, is now in the industry and has started working towards her CIP designation.

When asked what advice he would give to industry professionals considering entering the CIP program, he says if you're going to be a professional in any industry, it's important that you have the necessary knowledge that allows you to serve your clients and stakeholders best. The CIP designation provides that solid base of knowledge about the insurance industry.

In his spare time, Bob enjoys keeping active with skiing in the winter, golfing in the summer, and of course travelling—in the past year he and Linda toured South America. He's greatly looking forward to the year ahead.

On behalf of our members, we warmly welcome Bob and wish him much success in the coming year.

Annual General Meeting 2017

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Staff

Mike Divjack, BComm, FCIP, CRM
VP, Operations, Insurance Institute of Canada

Harry Vizl, CPA, CA
Director, Finance, Insurance Institute of Canada

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

Scholarships: A helping hand for the insurance professionals of tomorrow

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In doing so, he hopes to broaden his knowledge of the industry. "The more I learn and experience," he says, "the more I'm drawn to the idea of being an insurance broker."

He would like other students to know that the insurance industry offers a variety of opportunities. An undergraduate degree in something other than insurance doesn't mean that insurance cannot be a career option in the future.

Ryan also reminds other students what a difference a scholarship of this size can be. "It's a great opportunity," he says. "It takes the pressure off of trying to scrape money together for tuition and other expenses, and allows for focus on what you are there to study."

The TIC scholarships application deadline is Friday, September 8, and is 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

CIP gift card winner



In the spring, the Insurance Institute of Ontario held an Early bird draw for those who registered for a CIP class.

Congratulations to Elizabeth from the Southwestern Chapter who won one of two gift cards!

2017–2018 Annual Awards and Convocation Dates

Cambrian Shield	Tuesday, November 7
Southwestern	Thursday, November 9
Ottawa	Friday, November 10
Greater Toronto Area	Thursday, January 25, 2018
Kawartha/Durham	Friday, February 2, 2018
Hamilton/Niagara	Wednesday, February 28, 2018
Conestoga	Thursday, March 1, 2018

Ontario Scholarships

Application deadlines coming up!

We're pleased to be able to offer two student scholarship programs to provide financial assistance to Ontario students enrolled at a Canadian post-secondary institution. Take a look at the scholarships below—you or someone you know could be eligible to apply and receive much-needed assistance for your educational journey.

John E. Lowes Insurance Education Fund



Established in 1993, the John E. Lowes Insurance Education Fund is a charitable trust dedicated to annually offering scholarships to Ontario residents pursuing post-secondary education that includes the study of property and casualty insurance. The scholarships are offered through the John E. Lowes Fund and its trustees, in partnership with the Insurance Institute of Ontario.

The scholarship fund awards

- up to two (2) scholarships of \$1,500 each to eligible Ontario resident(s) attending Fanshawe, Mohawk, Conestoga, or Seneca College full-time, and
- up to two (2) scholarships of \$2,500 each to eligible Ontario resident(s) attending Wilfrid Laurier University or the University of Calgary.

Applications can be submitted between now and **Friday September 22, 2017**, 5 p.m. EST. For more information, visit www.insuranceinstitute.ca/scholarships.

Interested individuals and organizations can become college or university contributors through the Contributors' Program. For more information, please contact scholarships@insuranceinstitute.ca.

Toronto Insurance Conference (TIC) Scholarships

Now in its fifth year, the TIC Scholarship Program provides the first-ever university scholarship for relatives of TIC brokers, partners, and staff.

Managed by the Insurance Institute of Ontario, the TIC Scholarship Program annually offers financial assistance in the form of up to three (3) scholarships of \$5,000 each to family of TIC members, their staff, and/or industry partners pursuing full-time university undergraduate studies in Canada.

Selection is based on academic excellence throughout the applicant's high school and first year post-secondary career; financial need; contribution to school, community life, and/or other meaningful pursuits; major accomplishments; and a strong indication of academic promise.

Applications can be submitted between now and **Friday September 8, 2017**, 5 p.m. EST. For more information, visit www.insuranceinstitute.ca/scholarships.

CIP classes: choose your class format to suit your schedule!

We know you're busy, so we're pleased to offer you a variety of delivery methods to choose from. Whatever your preferred mode of learning is, we're sure to offer something that suits you.

- 1. In-class learning:** if you prefer a classroom environment, check out our in-class options—you can either take evening classes or fast-track your learning with our condensed options.
- 2. Virtual classes:** if you prefer to learn from the comfort of your own environment but still be connected to an instructor, we offer a number of live and self-paced virtual classes.
- 3. Distance learning:** if you can't find an in-class or virtual offering for the course you want to take, our courses are also available via distance learning.

Visit the CIP section of the Insurance Institute website to see a complete list of the CIP classes available to you.



New research report on the sharing economy

The Institute recently published a new research report, *Sharing Economy: Implications for the Insurance Industry in Canada*. We encourage you to download a copy of the full report from our website, read and

share it widely within your organizations.

The report explores the benefits of the sharing economy, the drivers behind its emergence, its benefits and its potential for disruption in the insurance industry. The report concludes with five recommendations to help the insurance industry in Canada to better serve sharing platforms, providers and consumers; and five recommendations to help the industry to better manage competition from disruptors including insurtech and peer-to-peer insurance providers.

The Institute's report is structured around several critical questions. Among them:

- What drivers are shaping the sharing economy?
- Why is the sharing economy important?
- How should the sharing economy be regulated?

The report helps frame the discussion for the p&c insurance industry and how it can move forward, embrace new technologies, learn to understand changing customer expectations, and introduce new ways of doing things.

The Emerging Issues Research Series

Previously in the series of research reports is *Automated Vehicles: Implications for the Insurance Industry in Canada*, which provides insight and information regarding liability and road safety issues of automation in vehicles on our roads. Whether you believe society can make the evolution from no feet required, to no hands required, to no eyes required on the road, to no body required in the car, this report provides perspective on the drivers that are advancing automation.

The first report, *Cyber Risks: Implications for the Insurance Industry*, continues to demonstrate the importance of understanding cyber risks, given the daily headlines reporting on ransomware, like the recent WannaCry attack, and the need for better cyber security awareness and coverage.

The Emerging Issues Research Series reports are available in English and French, for free, as PDF downloads on the Institute website.

Career Connections Ambassador Program—Bringing the Industry to Life!

If you're an enthusiastic insurance professional that's interested in giving back to the industry and the community, then the Career Connections Ambassador program is for you!

This year, with the help of our dedicated roster of Ambassadors, the Career Connections program reached OVER 190,000 career seekers including high school and post-secondary students, career changers and internationally trained professionals. Through career fairs, classroom presentations, industry panels and networking events we engage students and career seekers in meaningful conversations about careers in the insurance industry.

Do you have a story to tell?

We are always looking for new ambassadors to help us with our outreach efforts. Our Ambassadors act as spokespeople for the property and casualty insurance industry and educate our potential future workforce about the industry at career events throughout the year. Sharing your story helps put a relatable face to an often misunderstood industry and can open a whole new world of career opportunities for many that would have never considered a career in insurance.

Ambassador training will take place throughout August—visit www.career-connections.info or contact us today at cconnections@insuranceinstitute.ca to learn more!

Career Connections Job Site

Did you know that over 1,300 recruiters across Canada used our Job site this year to help with their recruitment needs?

When you post on the Career Connections Job site, you gain exposure to over 33,000 Institute members (including CIP and FCIP grads) through a bi-weekly Career Opportunities email.

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Preparing students for success

Information Sharing Day 2017

For the sixth year, the Insurance Institute of Canada was pleased to welcome representatives from post-secondary institutions across Canada that have full-time insurance programs. These informative sessions, held annually in Toronto, allow all participants to share information, experiences, and best practices.

Many post-secondary schools were represented at the event on May 29, including: the British Columbia Institute of Technology, Collège Comunautaire du Nouveau-Brunswick, Centennial College, Conestoga College, Durham College, Fanshawe College, MacEwan University, Mohawk College and Seneca College.

The objective of Information Sharing Day is to learn from each other in order to achieve greater success for the students and the future of our industry. The theme of this year's event was "Preparing Students for Success" and included a range of discussion topics from survey results, examination results, tools and tips to better prepare students for success as well as informative group workshops.

This day was a success, with a great balance of learning, while also allowing the representatives to make connections with other program coordinators. The Insurance Institute is pleased to continue to host these important conversations and looks forward to seeing everyone again next year!



Insurance Institute Ontario

Get connected to great career management resources online with mycareer



Understanding where you are, what you want and where you want to go are the first steps to take, as you map your career path.

The Insurance Institute's new **mycareer** program can help you to map your unique skills, your interests, your strengths and work experience along 12 career paths in the industry—including underwriting, claims, broker/agent, risk manager, people and technical management, and more.

We developed these career resources to help you explore the lateral and vertical opportunities in your organization and the industry. The information and resources, tips and tools provided can help to guide you as you map your career and explore education pathways to realize your full professional potential.

- If you know where you want to take your career, the **mycareer** career maps can guide you there.
- If you aren't sure where your career in insurance can lead you, the resources, assessment tools and tip sheets on the mycareer website can help you navigate the options and opportunities your organization may have to offer.
- If you aren't sure what education will get you where you want to go, the **mycareer** education pathways section demonstrates how the Institute supports your career with various education programs including professional designations, certificates, continuing education and mentoring.
- If you're curious about the career paths of other industry professionals, the many videos on the mycareer website offer stories about career milestones, mentorship and great advice from industry professionals.

The Institute is pleased to make **mycareer** available at no cost to members and the industry.

Career Connections Ambassador Program—Bringing the Industry to Life!

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In addition, throughout the year, we are on campuses across Canada participating in and hosting events where we are actively promoting the job site to students and recent grads.

Our jobsite averages 10,000+ searches each month and 37% of job site users forward postings to a friend.

So when you post with us, you know that we're working to ensure you get high volume and high quality views on your post.

Do you have a role to fill? Get started on the Career Connections Job Site today! www.career-connections.info/jobsite