

# INsight Ontario

Winter 2019

## Message from the President



HEATHER MASTERSON, BA, B.ED, FCIP  
PRESIDENT, INSURANCE INSTITUTE OF ONTARIO

It's been a busy first year as President of the Insurance Institute of Ontario. As 2018 comes to an end, I can't help but reflect on a year of learning, growth and new beginnings. Our more than 20,000 members across Ontario have been busy taking classes, earning designations and attending events—and they are prepared, engaged and ready to take on tomorrow's challenges.

One of the highlights of the fall was the Changing Workforce roadshow, which provided insight into changing demographics and shifting technological demands that are poised to affect our workforce in the coming years. Interactive sessions were held in five cities across the province, including a full-day workshop in Toronto. This research could not be timelier for our industry and, if you haven't already, I invite you to check it out on the Institute's website.

We had the benefit of hearing from my former colleague and friend Lynn Oldfield, President of AIG Canada, at our 'At the Forefront' series in Toronto this fall. Lynn spoke candidly about the future of insurance and shared her wisdom and experience to a packed room of members. An inspiring speaker, Lynn shared her unrelenting optimism for the future direction of our industry—an optimism that I share, too.

This fall we were also proud to host several timely seminars and webinars. Mark White, the first CEO of the Financial Services Regulatory Authority of Ontario (FSRA), joined us for an in-person and virtual session and shared his insights into

this highly important regulatory transition. We also added a new member bonus webinar titled Ethics for the Modern Broker, which provided member brokers with their ethics CE hour free of charge.

A bright spot for 2019 is the launch of the new Commercial Insurance Certificate. This new certificate program will prepare students for the evolving demands of the commercial insurance industry. For students who are currently pursuing a Chartered Insurance Professional (CIP) designation and are considering the Commercial Insurance Certificate in the future, you should consider taking our newest CIP course C70: Gateway to Commercial Insurance. You'll get an introduction to the essentials of commercial insurance and receive partial credit towards the Commercial Certificate in the future. It's a great way to bridge two highly relevant programs.

Also new this year is the completely updated learning materials for our General Insurance Essentials (GIE) program. This program is a great option for newcomers to the industry who would like a baseline understanding of insurance as part of their professional development. Those who complete the program are eligible for partial credit towards their CIP. Registration for winter programs and courses is open now, so I invite you to check out the full course listing and register today. And remember to also take advantage of the many seminars hosted by our local chapters, like the ones this fall on cyber liability, persuasive negotiation and commercial lines.

If you know someone looking to become licensed in the new year, our in-person and online licensing classes are great options for new agents and brokers who need to get up-to-speed quickly. We offer a variety of learning formats including self-study kits, recorded classes and in-class offerings.

I want to close this message by congratulating those who completed their CIP or FCIP designations, or one of our certificate programs such as Advanced CIP or Risk Management in 2018. I know firsthand the commitment and sacrifice it takes to achieve one of these professional milestones. Convocation is a special time for our graduates and everyone is both welcomed and encouraged to attend one of our local convocation ceremonies. Each chapter has its own special way of marking the occasion—ceremonies in some chapters have already taken place, while others are planned for the new year. I am looking forward to speaking with and meeting graduates at convocations across the province.

Shorter and colder days mean that the holiday season will arrive before we know it. From all of us here at the Insurance Institute of Ontario, I wish you a safe and happy holiday season!

*Heather Masterson*

Heather Masterson, BA, B.Ed., FCIP  
President, Insurance Institute of Ontario

## You're invited to these annual industry highlights

Network | Celebrate | Be Inspired

We invite you to join the insurance community's elite—including the newest FCIP and CIP graduates, other graduates, and award winners—to commemorate educational achievements and professionalism in our industry.

Your local convocation provides the perfect opportunity for you to make new contacts, connect with existing ones, and celebrate with the industry as our newest graduates are awarded their designations.

Three chapters celebrated convocations in November with ceremonies held in London, Ottawa and Sudbury. You're invited to celebrate and network with old and new colleagues at these upcoming ceremonies:

### Greater Toronto Area

Thursday, January 24, 2019  
Metro Toronto Convention Centre

### Hamilton/Niagara

Wednesday, February 27, 2019  
Michelangelo's Banquet Hall

### Kawartha/Durham

Friday, February 1, 2019  
Deer Lake Golf Course

### Conestoga

Thursday, February 28, 2019  
Bingemans

To find out more and to register, please visit [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca) and click on your local chapter web page.

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## Celebrating Our 2018 National Leadership Awards Recipients

The CIP Society has been celebrating leadership amongst its membership since 1998. The Awards shine a light on industry professionals who lead by example and motivate and inspire the people around them.

This year, we are proud to recognize four individuals in both categories of the program. Three of our leaders come from Ontario.

In the Emerging Leader Category:



KYLE CASE, FCIP  
THE CO-OPERATORS GENERAL INSURANCE COMPANY  
LONDON, ON



SARA RUNNALLS, FCIP  
BFL CANADA RISK AND INSURANCE SERVICES INC.  
TORONTO, ON



VICTORIA STANHOPE, FCIP  
STANHOPE SIMPSON INSURANCE LTD.  
HALIFAX, NS

In the Established Leader Category:



PAUL FÉRON, FCIP  
CLAIMSPRO  
LONDON, ON

"On behalf of our Council and the graduate membership, I am very pleased to congratulate this year's honourees," said Mike Kosturik, Chair of the CIP Society National Council. "These members have demonstrated an enduring commitment to their workplaces, the insurance profession and their local communities. We are honoured to have Kyle, Sara, Victoria and Paul be part of our membership, and will

look forward to the opportunity to celebrate their successes with the industry."

"In our 10<sup>th</sup> year of the National Leadership Awards, we are pleased to welcome four new highly regarded leaders and mentors into the Leadership Circle," said Peter Hohman, president and CEO, Insurance Institute. "In the last decade, we have had the opportunity to highlight the achievements

of 40 individuals across Canada, strong leaders who make outstanding contributions in all aspects of their lives, and help raise the integrity of our profession."

You can find more information about the awards program, profiles of this year's leaders, as well as information about nominating in 2019 on the CIP Society website.

## National Education Month

Back for 2019

Attracting, retaining and developing top talent is one of the major issues faced by insurance employers today especially with the pace of change in the industry.

The good news is that we have several educational courses, programs and seminars that can help with development not only at the beginning, but throughout your insurance career.

During National Education Month, February 1–28, learn how the Insurance Institute's programs can help with successful onboarding, and build on career growth all the way to leadership as local Institutes and Chapters across Canada host seminars, networking events and meet and greet opportunities.

We're currently finalizing plans, but if you'd like to coordinate

a visit to your organization, we invite you to reach out to your local chapter manager. We'll also be keeping you updated as to what's happening, or you can visit [www.insuranceinstitute.ca/nationaleducationmonth](http://www.insuranceinstitute.ca/nationaleducationmonth).

## Brokers: it was great connecting with you at IBAO: 2018



The Insurance Institute of Ontario was proud to once again be an exhibitor at the annual IBAO Convention and Trade Show that was recently held in Niagara Falls.

We valued the time we got to spend with Ontario brokers and the opportunity to tell you all about how we can assist you with your education, your career and the service you provide to your clients.

Congratulations to Amanda Willick, CIP, Commercial Marketing Consultant at, Cowan Insurance Group and Otis Wong at DGA Careers who won the gift cards!

## Need CE/RIBO hours? The Institute has got you covered!

We offer a number of ways for you to get your CE hours—and cutting-edge knowledge:

- **Seminars:** Many of our high-calibre seminars and webinars are tailored for brokers—including both the content and availability of continuing education credits to help you maintain your licence. Check your local chapter's webpage for a list.
- **Member Bonus:** Our member bonus webinars are complimentary for members and provide you with 1 RIBO credit.

- **CE OnDemand:** A catalogue of online continuing education courses for brokers and agents. Take a one-hour CE OnDemand course from wherever you are, any time during the day or night.
- **Courses:** Each CIP, FCIP, Risk Management and Advanced CIP course you take gets you 16 to 20 RIBO hours per course, while you study for a designation or certificate.

Visit [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca) for more information.

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