

INsight Ontario

Winter 2017



Message from the President

Tom Reikman, MBA, HBSc, CIP

Following my introduction in the fall newsletter, it's a pleasure to be writing this, my first official message as the President of The Insurance Institute of Ontario. I am greatly looking forward to serving the 20,000 Ontario insurance professionals who comprise our membership here, and look forward to a productive year ahead.

As this newsletter goes out, CIP students will be preparing for their fall exams. Computer-based exams (CBE) have started to build momentum with 14 CIP courses being offered in this format this semester. Feedback has been extremely positive, with students reporting they appreciate being able to write their exam within a three-week window, and the ease of typing their answers has created additional time to review their papers. By the July 2017 exam session all CIP courses will be offered in this format. Regardless of whether you are writing via paper or computer this session, we wish you all the best with your upcoming exam.

After a short break for the holiday season, students will be back to start the winter semester in early January 2017. Registration for winter CIP classes has been open for some time, and we encourage you to register as soon as possible to secure your place in the course and learning format of your choice. Ontario's live virtual classes continue to gain traction with many courses filling up before the semester starts. For those that prefer other formats including in-class, fast-track, independent study or self-paced virtual, visit your local chapter's web page to see what's on offer.

If you're currently in the CIP program or are considering entry, take a look at the www.BeAssured.ca/cip website. It explains why CIPs are the employees of choice and highly valued by industry employers. You'll also find value from our updated "Ask the Institute" resource at www.insuranceinstitute.ca/ask.

Speaking of graduates, this year's convocation season is well underway. Whether you are

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Message from the President

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a graduate, you know one, or you just enjoy industry events, attending convocation is a special way to celebrate the high standard of education in our industry. Recently, I was able to congratulate new CIP and FCIP graduates in the Southwestern Ontario and Ottawa Chapters, and in the New Year I'll be travelling to other Ontario locations to greet our newest graduates there. You have all worked diligently to achieve your designation, and I again offer my sincere congratulations.

Learning is a lifelong journey, and we know how important professional development is in our dynamic industry. Your local chapters offer a seminar program that provides you opportunities to keep your knowledge up-to-date and we're constantly looking to provide new, topical seminars to assist you with the industry developments of today—and tomorrow.

Our "Fundamentals Series" seminars have proved to be a popular choice with those new to the industry or needing to brush up on various insurance topics, and our new Understanding Property Claims Investigation course was recently held for the first time at our Conestoga Chapter. As a member benefit, you can also register for our complimentary Member Bonus webinars, which are full every time they are held. I encourage you to plan your winter professional development in advance; visit your chapter's web page to see what's on offer.

The Institute academic team is always hard at work developing innovative new educational options for insurance professionals. In September we introduced CE OnDemand online courses, and our Risk Management and Advanced CIP programs continue to attract a strong number of registrants.

Winter is drawing closer and from all reports I've heard, it's going to be another difficult one. Let's all try to stay safe and warm. I would like to wish you and yours a happy and prosperous holiday season.



Tom Reikman, MBA, HBSc, CIP
President, The Insurance Institute of Ontario

Annual convocations

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 Ottawa, London, and Thunder Bay. You're invited to celebrate and network with old and new colleagues at these upcoming ceremonies:

Greater Toronto Area

Thursday, January 26, 2017
Metro Toronto Convention Centre

Kawartha/Durham

Friday, February 3, 2017
Ajax Convention Centre

Hamilton/Niagara

Thursday, February 10, 2017
Michelangelo's Banquet Hall

Conestoga

Thursday, March 9, 2017
Bingemans

To find out more and to register, please visit www.insuranceinstitute.ca and click on your local chapter web page.

IBAO Convention and Trade Show: 2016



Brokers: It was great to see you at IBAO!

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 at the Sheraton Centre Hotel in Toronto.

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 of course, the service you provide to your clients.

Congratulations to Kelly Banks, Operations Manager, Breckles Insurance Brokers of Waterloo (pictured here with CRM Peter Hood), who won the Bose Bluetooth speaker.

If we missed you, please feel free to contact us about these learning opportunities:

- CE OnDemand: Online courses to get your CE hours anywhere, anytime
- Using your CAIB as credit towards the CIP Program
- Obtaining your RIBO hours through our quality seminars and CIP courses
- Other opportunities available to brokers like our Risk Management Certificate program

We hope to connect with you again soon!

Follow us on Twitter:

@IIOCambrian
@IIOConestoga
@IIOGTA
@IIOHam_Nia

@IIOKaw_Dur
@IIOOttawa
@IIOSouthWest

It's time to recognize our industry leaders

2016 National Leadership Award Honourees

The CIP Society National Leadership Awards Program was created in 2009 to give prominence to the outstanding achievements of industry leaders who demonstrate passion for lifelong learning and dedication to their employers, profession, and communities. The following three leaders will be honoured with this prestigious award for 2016:

Laura Van Vliet, CIP, CRM



Assistant Vice President of ALIGNED Insurance Inc. in Waterloo, ON, Laura was selected in the **Emerging Leader** category. Laura's

commitment to excellence, her dedication, and her initiative can be seen through her professional role and her charitable contributions to the community. Laura has been described by one of her supporters as a "polished gem in our industry," and for her exemplary dedication and mentorship, it is the CIP Society's honour to recognize her with a National Leadership Award as an Emerging Leader in 2016.

Paul Martin, CIP



President and Chief Operating Officer of RRJ Insurance Group Limited in Toronto, ON, Paul was selected in the **Established**

Leader category. Paul has been leading by example throughout his nearly 35-year career in the industry. By setting this example, and by not hesitating to reach out and engage the people around him, his leadership is making significant and long-standing contributions to his company, the industry, and his community. For this and his tenacious efforts to lead by example, it is the CIP Society's honour to recognize Paul Martin as an Established Leader in 2016.

Robert Pearson, FCIP



President and CEO of Town & Country Mutual Insurance Company in Strathroy, ON, Robert was selected in the **Established Leader**

category. Robert's impressive leadership legacy may be threefold: the contribution he has made as President and CEO of Town & Country Mutual Insurance Company; his tenure on the board of the Ontario Mutual Insurance Association

(OMIA), currently as Chair, and his promotion of "mutual"; and his role as an instructor and mentor for over 20 years to students in Fanshawe College's insurance program, preparing the next generation for careers in the industry. It is the CIP Society's honour to recognize Robert as an Established Leader in 2016.

"On behalf of our Council, we are excited to recognize three outstanding leaders for 2016," said Julie Pingree, Chair of the CIP Society National Council. "Recognizing leaders from both the Established and Emerging leadership categories truly shows the scope of our industry and gives us an opportunity to shine a light on the achievements of members like Laura, who is emerging as a leader early in her career, and members like Paul and Robert, who have established long-standing professionalism with decades of experience. All three of our leaders demonstrate outstanding leadership and are contributing to the industry in a meaningful way."

The 2016 honourees will be presented with a one-of-a-kind sculpture and inducted into the *CIP Society Leadership Circle*—Robert on November 10 at the Insurance Institute of Ontario's Southwestern Chapter's convocation and Paul and Laura at the Insurance Institute of Ontario's GTA convocation on January 26, 2017.

Navigate.
Educate.
Celebrate.

Learn how to advance your career this February. Join National Education Month.

The Insurance Institute of Canada is dedicated to providing quality insurance education to industry professionals at all stages of their careers. From designation programs (such as the CIP and FCIP) to continuing professional education to National Education Month, the Institute offers tremendous opportunities to advance your career.

- increase your insurance knowledge through a variety of seminars and webinars.
- Attend networking events with peers and leaders in various areas of the business.
- Celebrate the launch of 'mycareer,' a new open online resource of career management tools, including:
 - career maps
 - education pathways
 - assessment tools and tip sheets

Let us introduce you to "mycareer"—and discover how far you can take your career.

SCHEDULE FOR FREE WEBINARS (EST)

- January 17, 1:00 p.m. for People and Technical Management.
- February 2, 11:00 a.m. for Underwriters.
- February 2, 1:00 p.m. for Claims.
- February 14, 11:00 a.m. for Brokers/Agents.
- February 14, 1:00 p.m. Overview of Tools and Resources.



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To find out what's happening in February in your area, talk with your local Institute or Chapter manager, or visit: insuranceinstitute.ca/NationalEducationMonth

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Top Broker Summit: 2016

The Insurance Institute is honoured to have been the educational partner for the sixth year. *Canadian Insurance Top Broker* magazine held its sixth annual Top Broker Summit at the Ritz-Carlton Hotel in Toronto on November 14. We were pleased to provide the lunchtime keynote presenter, Graham Kingma, who spoke on the insightful topic of *Winning Consumers Their Way*.

The Top Broker Summit is a day of education and networking that gives top-producing commercial insurance brokers the opportunity to hear from industry leaders and speak with senior-level risk managers.

We hope to see you next year!

The Fundamentals Series: get to the basics of insurance



Are you new to the industry or a member of support staff? Need to get up-to-speed quickly on specific industry topics?

Whether you fit into one of these groups, or you just have a thirst for industry knowledge—our Fundamentals Series will provide you with a complete overview of the workings of the p&c industry.

Each half-day or full-day seminar will guide you through the functions of p&c insurance, while engaging you with exercises, discussion points and specific learning outcomes.

Stay tuned for a full line-up of innovative seminars in 2017. For more information, visit www.insuranceinstitute.ca/fundamentals.

Looking for another way to get your RIBO hours?



You already know that we provide a quality seminar program that offers you many options for continuing education credits.

However, help is also here with CE OnDemand, a new catalogue of online continuing education courses designed for brokers and agents.

Take a one-hour CE OnDemand course from wherever you are, anytime during the day or night. Download and/or print your certificate as soon as you complete the course successfully and pass a final Knowledge Check. It's that easy.

Take advantage of our **special introductory pricing** and expand your product knowledge in personal and commercial lines. It's never been easier to deepen your understanding of hot topics in p&c insurance such as **Managing Overland Flood Risk**, **Managing and Insuring Cyber Risk**, and **Insuring the Sharing Economy**.

Learn more at www.insuranceinstitute.ca/CEOnDemand.

National Education Month: February 2017

Maybe you know it as National Education Week—an initiative founded by the Insurance Institute as a way to raise awareness and celebrate education in the insurance industry. Since its inception in 2009, the week has gained traction with special seminars, events and office calls as well as competitions held by local institutes and chapters across Canada.

For 2017, we responded to feedback telling us that a week isn't enough time, so we expanded the initiative to become National Education *Month*. With additional local opportunities to advance your insurance knowledge as well as the launch of a highly-anticipated new career resource, we thought it would be appropriate to adjust the theme to **Navigate. Educate. Celebrate!**

As part of the month, the Insurance Institute is pleased to introduce **mycareer**; an online open resource of career maps, education pathways—and assessment tools and tip sheets for those in the industry looking to navigate their insurance career.

You're invited to attend your choice of free national webinars to learn more about these career management tools.

What's your career goal? You can choose the webinar that best fits your area of interest:

People and Technical Management	January 17
Underwriting	February 2
Claims	February 2
Brokers/Agents	February 14
Overview of Tools and Resources	February 14

As well, stay tuned to learn about education-themed events and seminars scheduled at your local institute or chapter as they are confirmed.

For more information on National Education Month and to register for your choice of **mycareer** webinar, please visit: www.insuranceinstitute.ca/NationalEducationMonth.

Virtual classes: flexible and convenient



Here at the Institute, we understand that students are balancing their careers, family, and friends, as well as CIP classes. In an effort to accommodate all requests, the Institute is pleased to offer a range of virtual classes each semester.

Did you know you can register for any virtual class across Canada? Virtual classes can be taken from your home, office, or anywhere with an Internet connection. Virtual classes tend to reach capacity

within a short time, so it is extremely important to register early to guarantee a seat in the class of your choice.

We are pleased to offer 17 virtual classes this winter. Due to the popularity of the virtual classes, we have been doubling up the classes for the mandatory courses to help you secure a seat.

How does it work? After your registration is complete, textbooks will be shipped out to you prior to the beginning of the semester. You are welcome to pick up their course materials in person at your local institute. You will have the option to write your midterms online, accompanied by your direct manager or supervisor. We recognize that not all students have the opportunity to write in their office; therefore the Institute opens up its rooms and offers a space for you to write.

Registration is now open—enrol now and guarantee a seat in the course of your choice. To see a list of virtual and traditional classes on offer at your local chapter, visit www.insuranceinstitute.ca/Ontario.

Get the skills you need to advance your career



To remain current with our evolving industry, you must stay connected with your employer's business and the needs of clients.

These hands-on programs are designed to develop the skills of emerging leaders and career professionals in the industry. You learn not only concepts but the practical skills and techniques that can be applied directly in the workplace.

Essential Management Skills

Leading others can be a challenging task, but having the skills to do so makes the challenge enjoyable and rewarding. Moving from career professional into management is an exciting step in one's career. As you make this shift, you will find that your skill set may change drastically.

Learning to effectively handle stresses, challenges, and changes associated with leading others is often as important to your career success as your specific achievements at work. Learn more about your personal leadership style and its impact on your team; the Performance Management Life Cycle; Delegation; Conflict Management; and Motivation.

You will leave the course equipped with the core skills of management that will enable you to master the day-to-day challenge of leading others and achieve maximum results through your direct reports.

Coming up in Ontario:

Toronto: February 7–9, 2017

Conestoga: May 2–4, 2017

For more information on professional development opportunities, please visit www.insuranceinstitute.ca/insurance-education and click on "Professional Development."

Membership: why do you need it?



You're a member in good standing of the Insurance Institute of Ontario—but what do you actually get for your annual membership investment? Membership of an association started by the industry itself means more than just a list of benefits: we're an insurance *community* of which you are an important part.

With it being six months into the membership year, it's a good opportunity to review what being a member of the Insurance Institute really means.

Rich history: you belong to one of Canada's oldest industry associations

The Insurance Institute was founded in 1899 by a group of major insurance companies. These companies came together with a common goal in mind – to create an organization that provides a high standard of educational options to insurance professionals. For over a hundred years, we stood the test of time and have evolved to meet the needs of the dynamic insurance industry.

What benefits do you get as a member?

As was mandated by those that formed the Institute, we rely on the support of members like you to be able to achieve the goals that have been set for us. And in return, we're able to provide you and the industry with many benefits, including:

- Access to internationally-recognized designations: make your name stand out by becoming a Chartered Insurance Professional or Fellow Chartered Insurance Professional. Industry employers look for these

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Taking courses and seminars with us and being reimbursed?

Benefit from the LearnDirect 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 you—as well as your HR and accounting departments.

We're seeing an increased interest from both companies and students in putting an emphasis on education, which has led to a rising participation rate in our **LearnDirect program** (formerly Company Bill – Learning).

This program simplifies all employee registrations to the Institutes' CIP and FCIP courses, seminars, and other educational offerings. We issue only one invoice, and your company makes one simple payment.

Everyone wins with LearnDirect— 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 participates, first connect with your HR team and ask if they are on a direct bill program with the Institute. If they would like to find out more about how this program can benefit your company and its learning needs, they can contact Odessa Guindon, program coordinator, at 416-362-8586, x 2317 or email oguindon@insuranceinstitute.ca.



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Membership: why do you need it?

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designations because they recognize that the knowledge and skills gained while earning these designations bring value to their organizations.

Whether you are currently taking courses or not, all members can also take advantage of these benefits:

- **Elevate your career with our quality professional development and networking opportunities.** Your membership allows us to keep you informed of the latest industry happenings, such as the popular Auto Insurance Reform roadshow we developed this year.
- **Take advantage of our Member Bonus webinars** – a series of complimentary offerings provided by us with topics voted on by our CIP students. They also offer 1 RIBO hour each.
- **Give yourself the edge with our ever-evolving suite of certificate programs** such as the new **Risk Management** and **Advanced CIP** programs. Through your support as a member, we're able to hire experienced instructional designers who ensure our educational offerings contain quality content and knowledge that are applicable to your real-world situations.
- **Utilize our industry research to keep you up-to-date.** As thought leaders, we conduct and deliver reports on industry concerns that you can take advantage of.
 - Access our library of **trends papers** from the CIP Society and our **Emerging Issues Research Series**, which so far includes reports on cyber risks and automated vehicles.
 - The industry benefits from our periodic Demographic Research reports which track industry recruitment, retention, succession planning, and education and training.
- **Take advantage of the latest education technologies**, which we're able to offer thanks to your membership support.
 - We recognize that as busy insurance professionals, it might not be convenient for you to attend courses in a traditional classroom format. That's why we invest in technology to be able to offer you classes in formats such as real-time and self-paced virtual classes.
 - Our new **free mobile app, IIC Mobile Learning**, has proven popular with CIP students who need practice exam questions and on the go access to the dictionary of insurance.
 - If you need RIBO hours, we recently launched **CE OnDemand**, a catalogue of one hour self-paced online courses.
- **Give yourself the edge and get to where you want to go sooner, with our career advice.** There are many pathways in the insurance industry and we provide all the education options to help you reach your goals. Let us help you choose the right next step.
- **Members benefit from the CIP Society** - once you're a CIP graduate, a whole new world of membership benefits open up for you. As with any designation-granting institution, your continuation as a member in good standing also signifies a commitment to your profession.

Your membership demonstrates a commitment to your profession and professional alignment with an organization that is recognized as a leader in the industry for education.

It's for all of these reasons that we thank you for keeping your membership with us in good standing—it's of great benefit both to you as an insurance professional and to the property and casualty industry in Canada. If you have yet to renew, log into your profile at www.insuranceinstitute.ca or call Member Services at 1-866-362-8585.