

INsight Ontario

Spring 2016



Tim Shauf, BA, CIP

President, Insurance Institute of Ontario

participate in various convocation celebration events around the province—whether they be large-scale evening events with hundreds of members of the industry community or smaller-scale luncheons with a more intimate crowd. Every chapter here in Ontario has its own history and distinct local culture, and it's been a pleasure to be involved as President.

This year, we celebrated over 700 Ontario graduates of the CIP, FCIP, and GIE programs in Ontario. These graduates recognize the importance of both education in our industry and maintaining a high level of professionalism. I had the pleasure of congratulating many of them as they received their diplomas, and I want to take this opportunity to congratulate you all once again. According to a survey conducted by The Conference Board of Canada last year, the majority of insurance industry employers want their employees to have or to earn the CIP designation, so the choice to work towards one of our designations is indeed a wise one.

We were pleased to participate in the seventh annual National Education Week from February 22 to 26. Every chapter in the province participated with events, seminars, and

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Message from the President

As you receive this newsletter, we are anticipating the arrival of spring. With the exception of a colder turn late in the season, this winter hasn't been as cold or difficult as last winter, thankfully. If you enjoy your winter sports, hopefully you've been able to get out and enjoy yourself before the warmer weather establishes itself. Here at the Insurance Institute of Ontario, this time of year brings both endings and beginnings—similar to winter and spring.

It's my last message as your President, as my term will be complete at the Annual General Meeting on June 23, 2016. I have greatly enjoyed my term as your President this year and have been honoured to

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Learning for the real world. Rewarding.

Message from the President

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“Take a Break with the Institute” sessions, many of which were held at your offices. We also held a Twitter Contest, which engaged those who weren’t able to attend a celebration event. If you were one of the many industry professionals who participated in National Education Week, we thank you.

With the convocation season and National Education Week now over for another year, things are simultaneously ramping up on the educational front. April exam week is looming, registration is open for spring semester courses, and our spring seminars are filling up.

The GTA’s 12th annual CIP Society Symposium will be held on April 21 – the premier industry event for insurance professionals. This full day consists of professional and leadership development, with many networking opportunities. This year, the theme is “Ensuring Innovation: Products, People & Practices” and features keynote speakers Anthony Lacavera, founder of WIND Mobile, and Veronica Scotti, President and CEO of Swiss Re Canada.

For insurance professionals in the Conestoga, Hamilton/Niagara and Southwestern chapter regions, we’re pleased to announce that the CIP Society Symposium West will be returning. The inaugural event was a sellout last year, and we responded to industry demand for another event. It will again be held in Cambridge, Ontario, on August 11, with the theme “Innovate, Integrate, Motivate.”

Effective June 1, the next round of auto insurance reforms begins in Ontario. As part of the Insurance Institute’s commitment to keeping you up-to-date on industry changes, we’ve lined up two industry experts to deliver full-day seminars. These engaging and interactive sessions will introduce the auto insurance reforms and give you the opportunity to learn how the upcoming legislation will affect you.

The annual membership drive is about to begin in preparation for the 2016/2017 year that starts on June 1. This is your association, and as was mandated by the major insurance organizations that formed the Institute, we rely on members like you to be able to continue to achieve our goals. By keeping your membership in good standing, you are ensuring that you still have access to high-quality education programs. Due to popular demand, we are pleased to continue to offer the Member Bonus series—a number of complimentary webinars alongside our regular seminar program, for members. We would like to thank the many industry employers who support their employees through assistance with the cost of membership. It’s of benefit to everyone that our members take advantage of the many benefits of membership, including our Member Bonus series.

As this is my last President’s message, I would like to take this opportunity to thank our many volunteers. As a not-for-profit, we rely on them to lend their varied skill sets to help us guide each area of the IIO—whether they be instructors, markers, proctors, subject-matter experts, seminar presenters or participate on our various committees and councils. On behalf of the Governing Council, I would like to thank you all for your time and dedication. And to our members—if you are looking for rewarding opportunities to broaden your network and play a vital role in the future of our industry, I encourage you to consider volunteering. For more information on volunteer opportunities, please contact your local chapter.

It’s been an honour to serve as your President, and I would like to wish you a prosperous year ahead.



Tim Shauf, BA, CIP
President, Insurance Institute of Ontario

Auto Insurance Reforms: What it Means for You—NEW

Effective June 1, 2016, the next round of auto insurance reform begins in Ontario, and no matter what your role is in the insurance industry, these reforms WILL affect you.

Join us for this new one-day seminar where you’ll learn about the most impactful changes to the legislation since 2006.

Led by two well-known industry experts—James Cameron and Laurie Walker—this engaging session will introduce the auto insurance reforms from start to finish. You’ll benefit from interactive discussion with a varied audience of industry professionals who bring unique perspectives to the forefront.

Join your local chapter:

Conestoga (Kitchener)—May 26

Conestoga (Listowel)—June 21

Greater Toronto Area—May 10

Greater Toronto Area (North)—June 8

Hamilton/Niagara—June 22

Kawartha/Durham—April 13

Ottawa—April 18

Southwestern (London)—May 25

Southwestern (Windsor)—June 1

Contact your local chapter for more details or to register.



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@IIOGTA

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@IIOOttawa

@IIOSouthWest

OIAA Claims Conference 2016: It Was Great to See You!



The Insurance Institute of Ontario was proud to once again be an exhibitor at the OIAA Professional Development & Claims Conference trade show that took place on Wednesday, February 3.

If we missed you, please feel free to contact us so we can tell you more about:

- The “Understanding” Series for Adjusters
- The CIP Claims Professional Series
- Our Member Bonus series and other professional development opportunities.

As with every year, we had a business card draw with a Bose SoundLink Mini Bluetooth Speaker as the prize. Congratulations to this year’s winner - Ayesha Sharieff, HBA, CIP, CRM, C. Rehab Administrator from RSA Canada!

CIP Spring Semester

Enrol by March 28 and You Could Win!

Did you know that CIP graduates enjoy better pay and more opportunities? It’s been confirmed! According to a recent report by the Conference board of Canada:

- 80% of p&c employees agree that the CIP leads to better career prospects.
- 70% of industry employers say they see a quantifiable return on their investment in the CIP program.
- 71% agree that job candidates with their CIP are of more interest when recruiting.
- In job postings for experienced professionals, 25% of employers say they require candidates to have their CIP, and a further 45% prefer it.

Be assured that a decision to earn your CIP is a wise one. Learn more about the value of the CIP by visiting www.BeAssured.ca.

Enrol by March 28 and you could win a Bose SoundLink Mini Bluetooth Speaker!

Students who enrol in a spring 2016 CIP class by March 28 and remain enrolled for the first week of their classes will go into the draw to win a Bose SoundLink Mini Bluetooth Speaker. This highly popular item delivers a full, natural sound from an ultra-compact speaker that connects wirelessly to your smartphone, tablet or other Bluetooth device.

To learn more about the CIP designation, please visit our website at: www.insuranceinstitute.ca/cip.

To view a list of classes in your area, visit www.insuranceinstitute.ca/ontario

Thank You to Our Volunteers



Every day, hundreds of insurance industry professionals voluntarily give their time and talent to the Insurance Institute of Ontario and its local chapters. Their roles vary from Council members to exam proctors to Career Connections ambassadors. Through our volunteers, we have successfully served and transformed professionals in the insurance industry. Thank you!

Volunteering has great benefits, including professional development, making new contacts, and a valuable contribution to the education of the industry. To learn more about how you can become involved as a volunteer, contact your local chapter manager.

Important Dates to Remember

CIP Spring Class Enrollment — Early Registration Contest Deadline	March 28
National CIP Exam Week	April 4 - April 8
Spring Semester Begins	April 11
CIP Society Symposium GTA	April 21
Membership Renewal Deadline	May 31
National Leadership Awards Nomination Deadline	June 1
Insurance Institute of Ontario Annual General Meeting	June 23
FCIP Program Admission	Open now until June 30
CIP Society Symposium West	August 11

Why Is an Association Membership Important for You?

Did you know the Insurance Institute was created by Canadian insurance companies? We were formed in 1899 when a group of companies met to create a national body that would provide quality education programs to Canada's insurance professionals.

Today, the Institute remains a not-for-profit association governed by a board representing the major insurance employers in Canada. We service more than 39,000 members across Canada with our CIP and FCIP designation programs, certificate programs, and more. These national programs are delivered to you through our institutes and chapters across the country, alongside their local seminars and networking events.

We have evolved with the industry, but our goal remains the same: to ensure that insurance professionals have access to the latest industry knowledge and education to better serve the insurance-buying public.

How are our funds spent?

As a not-for-profit association, we channel any excess funds we have back into the development of new education options, such as the Risk Management and Advanced CIP certificate programs, as well as new technologies, such as the IIC Mobile Learning app. Additionally, we are always researching and developing new education delivery methods to better suit your needs, such as our real-time virtual classes.

Where do you come into this?

As was mandated by the major insurance organizations that formed the Institute, we rely on members like you to be able to continue to achieve our goals. By keeping your membership in good standing, you are ensuring that you still have access to high-quality education programs, regardless of your career path in the industry.

You know about the tangible benefits of membership, including access to our CIP and FCIP designation programs, seminars, networking events, and more. But as with other industry associations that provide education and designations, there are other important benefits to membership that you may not know about. 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 encourage you to keep 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. To renew, log into your profile at www.insuranceinstitute.ca or call Member Services at 1-866-362-8585.

Recognizing Leaders Among Us

The CIP Society is proud of our contribution to the development of leadership within our membership and pleased to be able to formally applaud and commemorate our members' leadership qualities through the National Leadership Awards Program.

Everyone is encouraged to ensure that the leaders among us are recognized. Employers are encouraged to nominate employees; leaders, to recognize leadership qualities in others; and members, to promote the leadership qualities in other members. The awards program offers the opportunity to acknowledge and celebrate the leadership qualities of our CIPs and FCIPs.

Nominations for the 2016 Emerging and Established Leader awards are now being accepted, until June 1. For more information, please visit www.insuranceinstitute.ca/cipsociety > National Leadership Awards

Full Suite of Risk Management Certificate Courses Now Available



Have you thought about adding the Canadian Risk Management (CRM) designation to your list of p&c insurance credentials?

If you answered yes, you should consider taking the courses that lead to the designation with the Institute's Risk Management Certificate Program. The successful completion of this three-course certificate qualifies you to attempt the exams that lead to the CRM designation.

Since introducing the Risk Management Certificate in the fall, we've had over 200 students enrol in the courses – with over 120 of these from Ontario. With constructive feedback from those students, we are continuously making refinements and improvements to the courses.

This spring, the Institute will introduce the third and final course in the certificate: Risk Financing (R130). This course deals with monetizing uncertainty and preparing you to assess other financing options that come into play in the event of unexpected loss.

Risk Management Certificate Program Courses

The Risk Management courses are facilitated via online learning with course assessments administered by the instructors.

Class Offerings

- R110: Risk Management Principles and Practices
- R120: Risk Management and Treatment
- R130: Risk Financing

Visit www.insuranceinstitute.ca/RiskManagement to find out more about taking the steps to add the CRM to your credentials.

Benefit from the Company Bill-Learning 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 from your company?

You might not be aware that there is a solution that could greatly benefit both you and your HR and accounting departments.

The Company Bill-Learning Program simplifies all employee registrations to the Institute's GIE, CIP, and FCIP courses, seminars, and professional development programs with one invoice and one simple payment. Everyone wins with Company Bill-Learning—it means less administrative work for your HR and accounting departments and a quicker registration process for you and your colleagues!

To find out if your company is on Company Bill-Learning, first connect with your HR team. If they would like to find out more about how this program can benefit your company and its learning needs, they can contact Member Services at 416-362.8586 ex. 2400 or email iicmail@insuranceinstitute.ca

Membership Renewal



The new membership year starts on June 1, 2016, and you will soon be receiving a renewal notice from the Institute. We encourage you to keep your membership in good standing to maintain access to our full range of services and for continued use of your hard-earned CIP or FCIP designation.

Many companies have chosen the "bulk-billing" method of payment on behalf of their employees. If you are unsure whether your membership has been renewed, please contact Member Services today or check your profile at www.insuranceinstitute.ca.

Promoting Your Professional Development

Professional development is essential in today's competitive industry. This year, we are offering a number of courses to help you plan and achieve your professional growth and build the skills your career requires. Whether you are interested in developing your management skills, working effectively with multiple generations, or learning to "Think on Your Feet®," we have something to help you in your career.

Coming up in Ontario:

Course Title	Conestoga	GTA
Think on Your Feet®	May 3-4	October 18-19
Essential Management Skills	—	May 17 - 19

For complete details or to register, visit our website at www.insuranceinstitute.ca and click on Professional Development or contact Karen Bergin, Professional Learning and Development Consultant, at kbergin@insuranceinstitute.ca.

Register early to reserve your spot. If you don't see the course you are interested in, please contact your local chapter manager. Your local institute or chapter holds many seminars and events that may interest you—visit www.insuranceinstitute.ca/ontario to learn more.

Announcement: Member Bonus Series Returning

It's back! Due to popular demand, we are pleased to continue to offer the Member Bonus Series—a number of complimentary offerings alongside our regular seminar program to help you with your professional development.

So what are the topics? This year, we've done something new. We reached out to our seasoned CIP students to ask them what insurance concepts they could do with a little clarification on, and we were grateful to have over 300 of you respond.

Thanks to you, we've been able to narrow down the list of potential topics and are looking at scheduling many of these as Member Bonus offerings for the upcoming year. Please stay tuned for further date announcements!

- Automobile Fleets
- Auxiliary Heat
- Host Liquor Liability
- Insurance to Value and Coinsurance
- No-Fault Insurance and Absolute Liability
- Pandemic Insurance
- Proximate Cause and Subrogation
- Ratemaking
- Residual Markets
- Waivers and Estoppel

How does Member Bonus work?

Our Member Bonus Series webinars are open to all IIO members, no matter what chapter they belong to.

We're right in the middle of scheduling our webinars, but when that's complete, you'll be able to find them by visiting www.insuranceinstitute.ca/MemberBonus.

All you need to do is register for the complimentary webinars you wish to attend, make sure they're in your calendar, and follow the instructions we'll give you.

We look forward to putting on these webinars to make it easier for you to keep up-to-date with your professional development!

John E. Lowes Insurance Education Fund for Ontario Students – Application Available



We have now celebrated over 20 years of the John E. Lowes Insurance Education Fund with many thanks due to John E. Lowes, BA, FIIC, CIB (Ont). This foundation is named in his honour as a tribute to his constant dedication to professionalism in the property and casualty insurance industry.

Since its inception, the Fund has provided many qualifying Ontario residents with much-needed financial assistance towards achieving their educational goals. More than 30 post-secondary students have benefited from this scholarship. Today, we look to the insurance community to continue the good work of the Scholarship Program.

Each year, the John E. Lowes Insurance Education Fund offers financial assistance of one to four scholarships to Ontario residents pursuing full-time post-secondary property and casualty studies at a university or college level. In 2012, the Trustees increased the fund in response to the rising cost of post-secondary education. The fund now offers up to two (2) university-level scholarships of \$2,500 and up to two (2) college-level \$1,500 scholarships.

Interested in supporting the next generation of insurance professionals?

There are a number of opportunities for individuals and organizations to get involved and support Ontario students. Through the Contributors' Program, become a college or university contributor. Your contribution will help offset the increasing cost of post-secondary education for students.

You can also join us for the annual fundraiser event, the Lowes Fund Breakfast. In October, help us support and celebrate scholarship recipients and hear from a prominent guest speaker.

Know a student studying p&c?

We are happy to announce that the 2016 John E. Lowes Insurance Education Application is now available.

Learn more about the John E. Lowes Insurance Education Fund and the Contributors' Program at www.insuranceinstitute.ca/scholarships, or contact Tracy Bodnar at tbodnar@insuranceinstitute.ca.

Advanced CIP is a Popular Choice for Ontario Grads

For those of you who just celebrated your CIP graduation, you may be considering the Advanced CIP: the next challenge in your p&c insurance education.

This four-course certificate, now entering its third semester, has received some excellent feedback based on the first group of students to complete Critical Thinking for Insurance Professionals (A300). With registration numbers including over 70 from Ontario alone, students have remarked that they have gained helpful new strategies to evaluate processes and their subject matter. In fact, 90 per cent of students surveyed said they would recommend this course to their colleagues.

Registration is currently open for spring for this program, with the second course also available: Business Foundations for Insurance Professionals (A310). A complementary course to A300, it will enhance students' knowledge of core business and finance concepts.

Visit our website or more information on this program and the recommended pathways to determine the best fit for your career.

New for 2016: The Institute's Expanding Research Resources

With the help of the CIP Society, the Institute's Research resources just got a big boost this January! The ADVANTAGE Monthly Trends papers, which were previously available to members only, have now been placed in a free, online library accessible to all! Check out www.insuranceinstitute.ca/research.

Now timely and topical resources on emerging risks are readily available at your fingertips. The Trends papers join the Emerging Issues Research Reports as excellent sources of information and insights on a variety of topics emerging and impacting the p&c insurance industry. You'll want to make the Institute's Research section on our website your first stop to research and learn about emerging risks!

If you're looking for the latest on emerging issues like Uber, Airbnb, Drones, Internet of Things, 3D printing, and more . . . we have a trends paper on it! Browse the full (and growing!) collection of papers, and look out for upcoming monthly additions on topics such as telematics, hoverboards, and legalized marijuana.

If you're looking for in-depth research on cyber risks, the Institute published the first in a series of annual Emerging Issues Research Reports in spring 2015: "Cyber Risks: Implications for the Insurance Industry in Canada." Providing current context around cyber risks and cyber security, this report addresses the unknowns and answers a number of important questions that help prepare the insurance industry for this ever-growing threat.

Coming in spring 2016 is the next in the Emerging Issues Research Series, "Automated Vehicles: Implications for the Insurance Industry in Canada." To promote the research, we'll bring together key industry decision makers to discuss the report and the recommendations that need to be addressed for the emergence of semi-automated and driverless cars in Canada. Save the date for the Research Forum on May 25 (in-person) or the National Research Webinar on June 15 (online).

Studying for the CIP Exams?

There's an App for That



Whether at work or studying for your CIP exam, IIC Mobile Learning is a new app that puts learning at your fingertips. Download it today on your mobile or tablet and get free access to the following:

- Over 1,700 terms and definitions in *the Dictionary of Insurance*.
- Your account with the Institute — find out your grades, determine what course you want to take next, or update your contact info.
- A free pack of 10 practice multiple-choice questions. There are five additional question packs available for in-app purchase.

The IIC Mobile Learning app is available on the App Store and Google play!

Upcoming Ontario Events and Seminars

If you're looking to enhance your professional development and/or make new industry connections, your local chapter is sure to have something that will interest you.

Our seminar program will help you grow your industry knowledge and also offers CE credits. And our social and networking events will connect you with other industry professionals, including senior executives.

For a full listing of upcoming events, visit your local chapter's page from www.insuranceinstitute.ca/Ontario.

Annual General Meeting

Insurance Institute of Ontario

Attention, members!

The Annual General Meeting of the Insurance Institute of Ontario will be held at 9:30 a.m. on Thursday June 23, 2016 at the Institute's offices, 18 King Street East, 16th floor, in Toronto.

The following items are on the agenda:

1. Notice of Meeting
2. Appointment of Scrutineers
3. Report on Quorum
4. Minutes of Previous Annual Meeting and Any Other Meetings Held Since the Last Annual Meeting
5. Reports of Committees and Other Reports and Communications
6. Report of the President
7. Treasurer's Report
8. Annual Financial Statements
9. Approval of Acts of Directors
10. Election of Directors of IIO, Governors of IIC, and Honorary Members
11. Appointment of Auditors
12. Other Business
13. Termination

Members are welcome. Please RSVP to IIO Secretary at (416) 865-2707 or via email to dbirch@insuranceinstitute.ca prior to June 13, 2016.

National Education Week 2016

For the eighth year in a row, the Insurance Institute held its National Education Week from February 22-26, celebrating education in the insurance industry. This year, we also celebrated innovation, which continues to be a key theme at the Institute; from a

mobile app to computer-based exams, these changes are offering options for busy students, helping them save time when preparing for and taking exams.

In addition, there are new opportunities for career advancement through certificate programs, courses and credits introduced this past year. These specialized courses amplify students' insurance education, providing a greater understanding of specific topics in the p&c industry.

As with last year, we needed an extra week to conduct all of our scheduled 'Take a break with the Institute' visits. We visited insurance offices around the province and spoke to hundreds of insurance professionals on the programs we offer that can give you the edge in your career.

Everyone who attended one of Ontario's National Education Week events had an opportunity to win a Bose Mini Bluetooth Speaker or a gift card— just by entering a business card into the draw. The winners have been notified.

We look forward to celebrating with you again next year!

