



Ontario **Fall 2013**

For Members of the Insurance Institute of Ontario



Donna Ince, CPA, CA, CIP
President, Insurance Institute of Ontario

A Talent for Integration Our New President

It might seem hard to identify a unifying theme in so varied a career. But look closely at her accomplishments and it becomes clear that Donna Ince, CPA, CA, CIP, brings people together—a talent for integration that will serve her well as our new president.

Born and raised in Scarborough, Ontario, Donna prepared early for a career in business. Though tempted by journalism,

Donna decided that accounting would be a surer route into business and a more financially stable career path. Graduating in 1988 from the University of Toronto, Donna received her Bachelor of Commerce degree, with a focus on accounting.

Four years at the accounting firm of Deloitte & Touche led to a chance for Donna to work in a corporate environment as Assistant Controller for the Guardian Insurance Company of Canada. Not long after, a regulator’s perspective opened up for her with a role as Senior Examiner for the Office of the Superintendent of Financial Institutions. One of the companies she examined was Royal Insurance, later to become RSA. In 1995, Donna joined Royal’s Corporate Planning department, ideally positioning her work between accounting and strategy.

A secondment to the UK exposed Donna to strategic planning at the international level and developed her sense that business development entails more than just number-crunching. On her return to Canada, Donna moved to personal lines, managing small teams at first and then bigger ones. By 2003, Donna was Director, Regional Personal Insurance Underwriting Operations, Ontario. Two years later, Donna joined her CEO’s team as Director, Corporate Business, a move followed by responsibilities in claims management that led to her becoming Director of Claims for the Ontario Region.

continued on page 2

WHAT'S INSIDE	
Application Deadlines Are Fast Approaching	2
2013–2014 Annual Awards and Convocation	2
John E. Lowes Insurance Education Fund	3
How Financially Literate Are You?	3
Upcoming Ontario Seminars	4
Agent/Broker Licensing Preparation Programs: Preparation for Success	5
CIP Course Schedule Fall 2013	6
It's That Time of Year	7
Preparing For CIP Exams	7
Adjusters' Training & Education Program	8
Upcoming Ontario Events	8
Members in Action - Local Chapters Events and Activities	9
Speakers Club	10
Rehabilitation Benefits Administration Certificate	10

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Insurance Institute

Learning for the real world. Rewarding.

continued from page 1

Among Donna's most challenging assignments were the integration of RSA's acquisitions of Canadian Northern Shield in 2007–2008 and of GCAN in 2011. The assignments drew on all of the skills Donna had acquired in communication, strategy and stakeholder management. In the meantime, Donna became Vice President, Ontario Region and National Director of Aon APP. In July of this year, she assumed her current responsibilities as Senior Vice President, Personal and Commercial Insurance.

Donna's relationship with the Institute began with her start at RSA, when she

began taking courses toward her CIP designation. In 2008, Donna was invited to join a steering committee looking into the redesign of the Fellowship Program. The following year, Donna accepted a place on the Governing Council of the Insurance Institute of Ontario.

Donna is passionate about the Institute as the industry's educator. She sees the Institute as a critical complement to companies' efforts in technical and leadership development of their staff. As President, she hopes to build on the work of her predecessor, Randy Bushey, in increasing interest and membership in the Institute. Donna sees opportunities to

extend the work on Web-based learning and to even more strongly position the new FCIP Program.

In what little time she has apart from her demanding professional duties, Donna is a "full-time mom." She and her husband Steve have a 13-year-old daughter and a 10-year-old son who are both very active in sports. Donna notes with appreciation that RSA has fostered a strong culture of balancing home life with one's professional life—and her own talent for integration is no doubt an asset here, too!

On behalf of all our members, we warmly welcome Donna and wish her success in the coming year.

2013–2014 Annual Awards and Convocation

Convocation is a special time to honour the hard work and dedication of the Insurance Institute's newest graduates of the Fellow Chartered Insurance Professional and Chartered Insurance Professional Programs. Join the Insurance Institute as we celebrate achievements in professional development.

Cambrian Shield

November 5, 2013
(location to be announced)

Conestoga

February 27, 2014
Waterloo Inn & Conference Centre

Greater Toronto Area

January 23, 2014
Metro Toronto Convention Centre,
John Bassett Theatre

Hamilton/Niagara

February 19, 2014
Michelangelo's Banquet Centre

Kawartha/Durham

February 7, 2014
Ajax Convention Centre

Ottawa

November 8, 2013
Canadian Aviation & Space Museum

Southwestern Ontario

November 7, 2013
Best Western Lamplighter Inn

Scholarship Application Deadlines Are Fast Approaching

The Insurance Institute offers a number of student scholarship programs. Students enrolled at a Canadian post-secondary institution will find scholarships to help support the financial demands of their education.

Each scholarship offers something unique to students. Take a closer look.

John E. Lowes Insurance Education Fund: Celebrating the 20th Anniversary

In 2013, the Insurance Institute with the insurance community will celebrate 20 years of the John E. Lowes Insurance Education Fund. Since its inception, the scholarship has awarded over \$30,000 in financial assistance for up to four qualifying Ontario residents annually who are pursuing a full-time post-secondary education that includes the study of property & casualty insurance.

Be a part of the 20th anniversary. Applicants can apply between now and Friday September 27, 2013 5:00 pm EST.

We want to thank the numerous individuals and organizations that have generously supported the scholarship program over the years. Interested individuals and organizations can become a college or university contributor through the new Contributors' Program.

NEW! The first annual Toronto Insurance Conference (TIC) Scholarships

The Insurance Institute and the Toronto Insurance Conference (TIC) are proud to introduce the TIC Scholarship program - the first ever university scholarship for relatives of TIC brokers, partners and staff.

The scholarship will annually offer financial assistance to relatives or dependents pursuing full-time Canadian University undergraduate degree programs with a concentration in Business, Finance, or Insurance. Three scholarships are available at a value of \$5,000 each.

This is an exciting time for the TIC membership. Scholarship applications for 2013 will be accepted from now until Friday, September 13, 2013 by 5:00 pm EST.

How can you lend a hand to these great endeavors? 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 it. After all, each of us benefits from encouraging students to pursue higher education and successfully graduate.

For more scholarship information: please visit www.insuranceinstitute.ca/scholarships or contact your local chapter office.

John E. Lowes

Insurance Education Fund 2013



Celebrating Industry Contributions

Celebrate the 20th Anniversary of the John E. Lowes Insurance Education Fund with us.

The John E. Lowes Insurance Education Fund was established as a charitable organization in 1992 and in 1993 the scholarship program awarded its first scholarship to Ontario students. Since its inception, the fund has awarded over \$30,000 in financial assistance to qualifying Ontario residents. 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 annually offers financial assistance of one to four scholarships to Ontario residents pursuing full-time post-secondary property & casualty studies at a university or college level.

Join us for the annual fundraiser event, the Lowes Fund Breakfast. On October 30, help us support and celebrate scholarship recipients and hear from Ian Troop CEO, Toronto 2015 Pan American Games Organizing Committee at the The National Club, Toronto.

Contact Tracy Bodnar at tbodnar@insuranceinstitute.ca to find out how you or your organization can contribute or to get your tickets to Lowes Fund Breakfast.

Thank You For Supporting This Worthy Cause

There are a number of opportunities for individuals and organizations to get involved and support Ontario students. Through the Contributors' Program a number of insurance organizations have become a college or university contributor. Namely, we thank Swiss Re Canada for their long term commitment to supporting the John E. Lowes Insurance Education Fund as a Founding Event Contributor.

At the same time, we wish to thank the following organizations, individuals, and local chapters for their support in 2013:

Founding Event Contributor

Swiss Re Canada

College Contributors

MSA Research Inc. and Canadian Commercial Insurance Summit

How Financially Literate Are You?

Understand your role and the process.

Did you know that public accountants are not responsible for preparing an organization's financial statements? The responsibility lies with the organization's management. Typically, the accountant is only called on to offer a "level of assurance", which relates to the amount of analysis and scrutiny requested by management to confirm whether financial statements fairly represent the business's financial position.

Three levels of involvement exist: an audit, a review and a notice to reader. Public and many larger companies require an audit. Smaller businesses and sole proprietorships usually require much less assurance, unless a bank or another influential reader insists on additional scrutiny.

An audit is the highest level of assurance. The auditor verifies balances on the financial statements with third parties and relies little on management for explanations. A review provides less assurance than an audit, and is based on review and analysis of the statements, and relies on management for explanations. A notice to reader is really a warning label. The accountant does no testing, review or analysis. Instead, financial statement readers are cautioned that the statements "may not be appropriate for their purposes." Insurance professionals in all areas of the industry can benefit from expanding their financial knowledge.

Join us this fall at a session near you as Jim Muccilli, MBA, CPA, CA•IFA, CBV, CFE, ASA and Kristin Matthews, CPA, CMA, DIFA, from Crowe Soberman LLP present a seminar on Financial Literacy for Insurance Professionals.

Ontario Roadshow location and dates:

Southwestern Ontario	September 10
Hamilton/Niagara	September 12
Greater Toronto Area	September 18
Ottawa	October 1
Conestoga	October 29

Registe at www.insuranceinstitute.ca.

Upcoming Ontario Seminars

The Insurance Institute of Ontario's chapters offer engaging seminars to help you achieve your professional development goals. Don't see your local chapter here? Visit your local chapter web page for new seminars, announcements, and events at www.insuranceinstitute.ca/ontario.

CAMBRIAN SHIELD	DATE	RIBO HOURS
SABS for Brokers (North Bay)	September 18	3 Technical
SABS for Brokers (Sudbury)	September 19	3 Technical
CVOR 2 and How to Pass an MTO Audit (Thunder Bay)	September 26	3 Technical
CVOR 2 and How to Pass an MTO Audit (Dryden)	September 27	3 Technical
CONESTOGA	DATE	RIBO HOURS
PROedge: Environmental Losses	September 10	1 Technical
Commercial Lines Series: Commercial Automobile Lines	September 11	6 Technical
Flood and Learn	September 12	2 Technical
Commercial Lines Series: Risk Assessment	September 18	6 Technical
PROedge: Financial Literacy for Insurance Professionals	October 29	3 Management
Ontario Auto: Future Impact on the Insurance Industry	November 26	1 Management
PROedge: Leading Insurance Coverage and Liability Cases	November 28	6 Technical
GTA	DATE	RIBO HOURS
Understanding Directors' and Officers' Liability	September 17	3 Technical
SABS Training for Non-Claims Staff	September 18	6.5 Technical
The Science of Fire Scene Investigation	September 19	3 Technical
Commercial Insurance 101	September 24	6 Technical
Anatomy of A Claim	September 25	3 Technical
PROedge: Environmental Losses	September 25	2.5 Technical
Effective Business Writing	September 26	5.5 Personal
PROedge: Financial Literacy for Insurance Professionals	September 27	3 Management
Risk Management: An Overview	October 16	4.5 Technical
Maximizing Your Underwriting Potential	October 17	5.5 Management
PROedge: Leading Insurance Coverage & Liability Cases	October 22	6 Technical
HAMILTON/NIAGARA	DATE	RIBO HOURS
Adapting to Change	August 27	3 Management
PROedge: Financial Literacy for Insurance Professionals	September 12	3 Management
Understanding Serious Injury	Sep 18–Oct 10	n/a
RIBO Level 2 Unrestricted Technical Licensing Prep	October 7–11	
Ontario Auto: Future Impact on the Insurance Industry	November 4	1 Management
KAWARTHA/DURHAM	DATE	RIBO HOURS
RIBO Level 2 Unrestricted Management Licensing Prep	Oct 3 – Dec 12	
Ontario Auto: Future Impact on the Insurance Industry	October 15	1 Management
OTTAWA	DATE	RIBO HOURS
Commercial Insurance ABC's	September 26	3 Technical
PROedge: Financial Literacy for Insurance Professionals	October 1	3 Management
Think On Your Feet®	Nov 13–14	11 Personal
Ontario Auto: Future Impact on the Insurance Industry	November 21	1 Management
Watch for these seminars:		
Managing Contents Losses	November	3 Technical
Business Continuity	November	3 Management
Directors' & Officers' Liability	December	3 Technical
Understanding Bodily Injury	January 2014	

Continued on page 5

Upcoming Ontario Seminars

Continued from page 4

SOUTHWESTERN ONTARIO	DATE	RIBO HOURS
Insuring to Value Using the MSB System	August 28	2 Technical
Agricultural Business Interruption	September 4	2 Technical
Credit Insurance: Who's Protecting Your Clients?	September 5	1 Technical
PROedge: Financial Literacy for Insurance Professionals	September 10	3 Technical
Commercial Risk Assessment Basics (Sarnia)	September 17	3 Technical
Residential Building Elements (Sarnia)	September 17	3 Technical
PROedge: Cyber Crime: Protect Your Clients	September 17	4 Management
PROedge: Social Media: Don't Get Left Behind	September 17	3 Management
Anatomy of a Commercial Package Policy	September 19	6 Technical
PROedge: Leading Insurance Coverage and Liability Cases	October 25	6 Technical
Ontario Auto: Future Impact on the Insurance Industry	November 26	1 Management

New and engaging seminars are added weekly. Watch for the **Insurance Institute of Ontario's weekly e-blast** for more. Also, contact your local chapter, Member Services, or visit us online at www.insuranceinstitute.ca/ontario.

Agent/Broker Licensing Preparation Programs: Preparation for Success

Gear up for fall with the latest Agent/Broker Licensing Preparation Courses throughout the province.

Local chapters of the Insurance Institute of Ontario are offering 10-day Agent/Broker Licensing Programs to prepare prospective agents and brokers for writing their exams. With pass rates for the programs of more than 90%, soon-to-be brokers and agents can feel confident in the licensing program that will help them succeed in the exam and in the profession.

Get licensed this fall!

Southwestern Ontario

September 3–16

Kawartha/Durham

September 6–23

Conestoga

September 16–27

Ottawa

September 23–October 4

Cambrian Shield (Sudbury)

November 4–14

Ottawa

December 2–13

Conestoga

November 11–22

Virtual Preparation Course

September 16 – November 21

Classes offered throughout the year have helped launch the careers of many new brokers and agents throughout Ontario. With pass rates exceeding 90% for most classes, these sessions are very popular and sell out quickly.

For more details about these offerings visit www.insuranceinstitute.ca/institute_and_chapters/ontario for more information and requirements.

RIBO, Level 2 Unrestricted Licensing Preparation Courses

Scheduled this fall in Hamilton, the RIBO, Level 2 Technical Licensing Preparation Course is now open to those interested in writing the "RIBO—Unrestricted—Technical Only" licensing exam. From October 7 to 11, 2013, this licensing preparation course covers the RIBO Act

and Regulation, administration and finance, and RIBO Form 1: Financial Statement. .

Register now at www.insuranceinstitute.ca/institute_and_chapters/ontario.

The Kawartha/Durham Chapter is also offering a Licensing Preparation Course for the RIBO Level 2 Unrestricted Management exam. This **virtual** offering is conveniently scheduled on Mondays and Thursdays during the lunch hour for ten weeks. Starting October 3 to December 12, 2013, this licensing preparation course will effectively prepare you for the licensing exam.

Learn more about this licensing preparation course today. Register now at www.insuranceinstitute.ca/institute_and_chapters/ontario. Space is limited.

Do you have an idea for a seminar?

The Insurance Institute is always interested in hearing from our students and graduates about relevant topics for seminars. Contact your local chapter.

CIP Course Schedule Fall 2013

Welcome to the Fall session of CIP Classes. We present our new schedule to help connect you to course offerings and delivery methods across Ontario. Check below for the classes we are offering in your region. Register online at the Institute's website, www.insuranceinstitute.ca/ontario to learn more. *Please note the listing below was last updated August 9. Check the Institute's website for more up-to-date information. For additional continuing education opportunities please visit the Web sites of local Ontario colleges.

Legend: V – Virtual E – Evening W – Weekend Warrior O – One Week L – Lunch

Insurance Institute of Ontario								
	CIP Courses	Cambrian Shield	Conestoga	Greater Toronto Area	Hamilton Niagara	Kawartha/Durham	Ottawa	Southwestern
MANDATORY	C11 Principles & Practice of Ins.		E, W	E, V, W	E			E
	C12 Insurance on Property	E	E	E, V, W,	E, V	E	W	
	C13 Insurance Against Liability – Part 1		E, V, W	E, V				W
	C14 Automobile Ins. – Part 1		E, W	E, O, V, W	E	E	E	E
	C16 The Business of Ins.		W	E, V	W			W
	C110 Essentials of Loss Adj.		W	E, O, V	E	E		
APPLIED PROFESSIONAL	C111 Advanced Loss Adj.			V				
	C112 Practical Issues ins.		V	E	E		E	
	C120 Underwriting Essentials		W	E, V				E
	C121 Adv. Underwriting						E	L
	C130 Essential Skills for the Ins. Broker & Agent		E, W			E	E	
	C132 Practical Issues in Broker Management		V					
	C32 Bodily Injury Claims		V	E	E		E	
ELECTIVE	C36 Building Construction Fire Protection & Basic Hazards			O				
	C35 Ins. Against Crime			V				
	C39 Fraud Awareness & Prevention		E	E, V				
	C43 Specialty Lines			V				
	C45 Surety Bonds		E		E			
	C48 Automobile Ins. – Part 2							E
	C82 General Ins. Essn. – Part 2				V			

It's That Time of Year

Plan to Build and Enhance Your Professional Skills!

In addition to your designation and technical skill courses, remember to focus on your professional skill development, as well. The Insurance Institute has some very successful programs to help you develop these skills. Whether you are a manager or individual contributor, we have some courses to help.

Career success is highly dependent on the ability to communicate and work well with others. As well, if you are considering a move into management or you are already leading others, you may want to enhance or refresh the skills needed to effectively lead and motivate a team.

Take a peek at the courses we have to offer and register early. It is never too soon to invest in your personal skill development. See you in the classroom!

Essential Management Skills: Designed for aspiring, new and seasoned managers looking for a refresher. This course addresses the core skills of what is needed to be effective as a leader. Using DiSC Management assessments, you gain in-depth insights into your personal leadership style and how your style impacts your team. Through discussions, videos, self-assessments and group activities, you have an opportunity to learn new approaches, discuss your own management challenges and recognize behaviours that help contribute to motivating, developing and leading your team.

Greater Toronto Area

November 26–28, 2013

Building Better Relationships at Work: This one-day course is designed to help an individual recognize his or her personal style, its strengths and the challenges it brings into the workplace. Learn why some people are more difficult for you to work with and develop strategies to bridge, adapt and flex your approach to work more effectively with all styles. This course also works extremely well with working teams, as it helps them to better understand each other's priorities, stressors and motivators.

Greater Toronto Area

October 10, 2013

Think on Your Feet®: The ability to analyze, organize and present your ideas fast is now a core skill. It means getting your ideas across clearly, concisely, persuasively (and being remembered). Think on Your Feet® introduces the "capsules-of-persuasion" concept: 10 plans that structure your ideas quickly, for impact—especially under pressure! Come and learn how:

Greater Toronto Area

November 19–20, 2013

Ottawa

November 13–14, 2013

For more information, contact **Karen Bergin** at kbergin@insuranceinstitute.ca

Real-world issues examined in FCIP Program

September sees the launch of the Fellow Chartered Insurance Professional (FCIP) program's final "capstone" course. The FCIP program provides candidates with the critical insights that will make them more effective leaders, and the final course gives them a chance to respond directly

to industry needs by developing a project to address a current, real-world leadership challenge.

Integrative Learning for the P&C Insurance Sector requires candidates to apply all they have learned in a practical way. Earlier

Preparing For CIP Exams

Are you looking for some extra help in preparing for CIP Exams? If you are interested in getting some additional guidance on preparing for the Institute's Chartered Insurance Professional (CIP) Exam, you may be interested in these Exam Preparation Webinars. Each three hour online seminar offers an overview of the study material and sample exam questions. Come prepared with specific areas of difficulty for review and discussion.

For the December exam session, the following exam preparation webinars will be offered:

C12 Insurance on Property

November 29

C13 Insurance Against Liability – Part 1

November 28

C14 Automobile Insurance – Part 1

December 2

Mark your calendars and watch for registration information in the weekly e-blast.



courses in the program cover strategy, leadership, financial management, enterprise risk management and emerging issues, all from a p&c industry perspective.

Admission is underway for those beginning the program in the Winter 2014 semester, and course registration will open October 1. Further information: www.insuranceinstitute.ca/fcip.

Upcoming Ontario Events

Each of the following chapters offers exciting events to keep you connected with your local insurance community.

CONESTOGA

35th Annual Speakers' Luncheon

November 20

Waterloo Inn, Kitchener

GREATER TORONTO AREA

CIP Society Indoor Beach Volleyball Tournament

October 2

Beach Blast, Toronto

Lowes Fund Breakfast

October 30

The National Club, Toronto

Feed the Minds of Youth

November 6

Insurance Institute of Ontario, GTA

At the Forefront with Karen Barkley

November 27

Insurance Institute of Ontario, GTA

Annual Convocation and Awards Night

January 23

Metro Toronto Convention Centre, Toronto

HAMILTON/NIAGARA

Ninth Annual Beach Volleyball Tournament

August 28

Baranga's on the Beach, Hamilton

KAWARTHA/DURHAM

CIP Society and Durham Brokers' Association Beach Volleyball Tournament

September 5

Devil's Den Beach Volleyball, Brooklin

OTTAWA

CIP Society 16th Annual Golf Tournament

September 20

Cedarhill Golf Course, Ottawa

Feed the Minds of Youth

November 6

Insurance Institute of Ontario,

Ottawa Chapter

Continued on page 10

Adjusters' Training & Education Program

The Complete Program is Here!

If you are looking to meet the needs of today's increasingly complex p&c insurance industry and stay on top of industry best practices, then the Insurance Institute's Adjusters' Training & Education Program will benefit you. Adjusters looking to advance their career and sharpen their skills will find value in the series of programs offered.

Designed by the Insurance Institute of Ontario in collaboration with the Ontario Insurance Adjusters' Association(OIAA), the Adjusters' Training & Education program helps adjusters gain deeper insights to improve the servicing of claimants and result in better-adjusted claims.

Understanding Serious Injury

Suited for junior and intermediate adjusters, this program will effectively prepare Bodily Injury and Accident Benefits Adjusters to manage the recovery of claimants. The program will cover a wide range of material from medical terminology, anatomy, acute or chronic injuries, psychological and sociological impacts on injuries, and more. The eight day program is offered two days per week over four weeks. To accommodate your work demands, the staged format allows you the time to apply learning from the modules as you work through case files. The program is coming to the Hamilton/Niagara and Greater Toronto Area this fall.

Hamilton/Niagara

September 18 – October 10

Greater Toronto Area

November 7 – 29

Understanding Bodily Injury

As a claims professional, you know the role of an adjuster has changed with regard to bodily injury claims. There is a greater focus on bodily injury claims management. To be successful, you want to boost your claims management skills and heighten your credibility.

The two day Understanding Bodily Injury program responds to an industry need for claims professionals to increase their bodily injury claims knowledge. Enhance your or your staff's knowledge of managing bodily injury claims.

Join us this winter for Understanding Bodily Injury in Conestoga, Ottawa, and the Greater Toronto Area:

Conestoga

Nov 6-7

Ottawa

January 22-23, 2014

Greater Toronto Area

March 5-6, 2014

Understanding Case Law

If you want to gain a stronger understanding of law concepts as it relates to claims, this new seminar is for you. It has been designed for adjusters and claims professionals who want to the knowledge and skills to expertly source, interpret and apply case law. If you are an experienced underwriter or broker, you will appreciate learning how precedent-setting case law impacts loss settlements.

This newest program in the series is coming to the Greater Toronto Area December 10-11.

Learn more about the full program and register by visiting www.insuranceinstitute.ca/institutes_and_chapters/ontario

Members in Action - Local Chapters Events and Activities

CAMBRIAN SHIELD

Curling Bonsel 2013



Curling enthusiasts Rick Crease, Michel Roberge, Paula Grasser and Richard Poirtas.

On April 18, the Cambrian Shield chapter held its annual curling bonsel in Sudbury. More than 70 curlers came out to have fun and help raise money for the Sudbury Infant Food Bank.

Convocation: November 5, 2013 in Sudbury

GREATER TORONTO AREA

Symposium 2013: Insurance Without Borders



Max Valiquette at the CIP Society Symposium 2013 (photo credit to Canadian Insurance Top Broker Magazine)

The Insurance Institute hosted the 9th annual CIP Society Symposium on April 25. Attendees personalized their day with the choice of different seminar sessions. We welcomed Max Valiquette, Innovation and Trends Expert, and Alister Campbell, CEO, The Guarantee Company of North America, as our breakfast and keynote speakers. The day was brought to a close with our Industry Leader Panel consisting of top industry leaders.

See you next year as we celebrate the 10th anniversary on April 10, 2014.

CIP Society Annual Fellows' Golf Tournament

On June 10, we hosted the CIP Society Annual Fellows' Golf Tournament at Wyndance Golf Club. Despite a very rainy day, golfers played through their round of golf. Congratulations to the winning teams and thank you to all our sponsors and volunteers for their support. Mark your calendars now for next year's tournament on June 9, 2014.

At the Forefront Special Edition with Ralph Palumbo



Ralph Palumbo, At the Forefront Special Edition.

On June 18 and 19, in partnership with the Insurance Bureau of Canada, two sessions of At the Forefront Special Edition were presented with a great turnout of leaders and insurance professionals. Ralph Palumbo, Vice President, Ontario of the Insurance Bureau of Canada, spoke on "Ontario Auto: Future Impact on the Insurance Industry." One of the hot topics Ralph discussed was the government's expectation to soon fulfill its promise to cut insurance premiums by an average of 15%.

HAMILTON/NIAGARA

CIP Society Luncheon



Chief Jeffrey McGuire of The Niagara Regional Police Department and incoming Chapter Chair Tom Pooler

The Hamilton/Niagara Chapter and its council members invited Chief Jeffrey McGuire, Chief of the Niagara Regional Police Department, to address CIP Society and local members at the annual spring luncheon on June 19, 2013 in St. Catharines. Appointed in 2012, Chief McGuire presented his first general address to the insurance community discussing such topics as auto accidents, fraud, the budget and a new Accident Reporting Centre in Niagara.

OTTAWA

OIBA Trade Show/Open House



OIBA 2013 Trade Fair

On April 3, the Insurance Institute participated once again in the very successful Trade Show/Open House held by the Ottawa Brokers' Insurance Association. This year, the venue changed to the impressive Lebreton Gallery at the Canadian War Museum. Our booth was well attended, and we spoke to a number of graduates, as well as current and potential students.

On the Road Again

May saw us on the road, bringing topics of interest to our members outside of Ottawa. An engaged group of 13 welcomed Margaret Crawford, FCIP, to a breakfast presentation in Brockville titled "SABS for Brokers." An equally enthusiastic group of 16 turned out for Marg's SABS presentation in Cobden on May 7. We extend our sincere thanks to Bonnie Helferty, President of the Renfrew Brokers Association, for her support and help in getting our second seminar presented in Renfrew County.

Continued on page 10

Rehabilitation Benefits Administration Certificate

In partnership with Seneca College's Faculty of Continuing Education and Training, the Insurance Institute offers a 10-course certificate program to provide training in Rehabilitation Benefits Administration. This multi-disciplined program is well-suited to those new to rehabilitation with some volunteer or related experience and to those who are experienced in the field. Junior and intermediate adjusters and claims specialists who want to specialize in rehabilitation would benefit from this certificate program.

The comprehensive 10-course program provides greater depth of adjusting knowledge and skills due to changes in the Statutory Accident Benefits Schedule (SABS, September 2010). The much-improved program focuses on a wide theory base, with practical application to vocational rehabilitation. Ideally suited for individuals new and with some experience in the adjusting field, you can be better prepared to help claimants with injuries or disabilities arising from an accident.

To learn more:
www.insuranceinstitute.ca/en/insurance-education/certificate-programs/rehabilitation-benefits-administration.aspx

Continued from page 8

54th Annual Convocation

November 8
Canadian Aviation & Space Museum,
Ottawa

SOUTHWESTERN ONTARIO

Adventure Charity Car Rally 2013

September 12
Location to be announced

Golf Tournament

September 20
Fire Rock Golf Club, Komoka

Find more details about these and other events by visiting www.insuranceinstitute.ca/ontario. Also watch for the Insurance Institute of Ontario's weekly e-blast.

Looking to improve your speaking abilities?

Would you like to increase your effectiveness in presenting ideas? Public speaking skills are extremely valuable—both in your personal and professional life.

The Speakers Club helps members ease their way into public speaking and develop their skills in a supportive, professional environment. Having been in existence for over 75 years, we offer the chance to ease your way into speaking in public in a warm, supportive group of your peers. Speak when you're ready—even if you just introduce yourself—then progress at your own pace. And it's a great way to meet new people in your industry.

Join other insurance industry professionals in a dynamic environment as a speaker's education unfolds, followed by engaging opportunities for debate, presentations, and impromptu speaking.

We meet at 6:00 p.m. on what is usually the third Monday each month, September through May, at the offices of Swiss Re Canada, 150 King Street West, 10th Floor, Toronto, ON M5H 1J9, in downtown Toronto. See our schedule for the 2013–14 season:

2013	2014
September 16	January 20
October 21	February 17
November 18	March 17
December 9	April 21
	May 12



To learn more or get on the mailing list, please contact Monica Gomes, Speakers Club President, at monica_gomes@swissre.

Continued from page 9

SOUTHWESTERN ONTARIO

Dodge Ball Tournament



Winning team from Davis Martindale
(photo credit: FCSSC)

Competition was fierce at Southwestern Ontario's first Dodgeball Tournament, Dips, Dives & De-DUCK-tibles at Forest City Sport & Social Club in support of the Sunshine Foundation. Eleven teams from Economical, Aviva, GCNA, Lubnow Restoration, McFarlan Rowlands and Davis Martindale vied to leave as champions. The team from Davis Martindale took top honours at this first ever dodgeball tournament in London.

Congratulations to Fanshawe College Graduates



Southwestern Ontario Chapter Chair Tracey Zantingh, CIP, congratulates Eric Gagne

On June 13, the Southwestern Ontario Chapter congratulated students who graduated from Fanshawe College Business Insurance Program. The Chapter was delighted to present bursaries to Eric Gagne (pictured), as well as to Bonnie Buchanan, Alex Coulter, Steven Jones, and Laura Ryall. All five of these graduates attained nine of their ten CIP credits prior to their graduation.