Message From the President

The landscape outside my window here in North Bay remains blanketed in white as you receive this newsletter, permitting sledgers and snowshoers a few more weeks of winter fun. Many of you farther south, though, will soon be welcoming April showers to nudge out the first blossoms of spring, and even in the cold north, we are sure to follow. April also brings plenty of activity at your Institute. Across the province, we are starting a fresh semester of CP and GE classes. Our chapters offer a wide variety of tuition options that fit busy schedules. For the growing number of students who prefer to complete their studies online, our GTA operation and our Conestoga Chapter offer plenty of web-based course alternatives, which are available to all Institute members throughout the province, not just our members in the Kitchener-Waterloo and Toronto areas.

While I still have a few months remaining as your President, this will be my last In Ontario newsletter message to you. I did want to say again how much I enjoyed the opportunity to celebrate with our graduates as they received their diplomas during their graduation ceremonies. Ceremonies began in early November and wrapped up late last month, so they provided me with frequent opportunities to meet and reconnect with our members. Again, my congratulations to each one of our new GE, CP, and FCIP graduates. And many thanks to our chapter volunteers and staff who organized and ran such fine celebrations—each was unique and memorable.

During my visits to the chapter convocations, I had the opportunity to meet a handful of students enrolled in the new FCIP Program. They offered a great deal of praise and enthusiasm for the new curriculum and sent encouragement to other CIP graduates to enroll along with them. These fellowship students seemed to particularly enjoy the insurance-focused business curriculum.

I hope all of you have enjoyed the warm spring weather so far. As we look ahead to the coming months, we remain fully engaged with the Electrical Safety Authority to promote awareness in the electrical sector, as well as a variety of other topics, all for the purpose of improving public safety. I look forward to seeing you at upcoming events and in your local chapters. As your President, this will be my last In Ontario message to you. I did want to say again how much I enjoyed the opportunity to celebrate with our graduates as they received their diplomas during their graduation ceremonies. Ceremonies began in early November and wrapped up late last month, so they provided me with frequent opportunities to meet and reconnect with our members. Again, my congratulations to each one of our new GE, CP, and FCIP graduates. And many thanks to our chapter volunteers and staff who organized and ran such fine celebrations—each was unique and memorable.

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and how they were able to immediately relate the material to their day-to-day responsibilities. The web-based approach to the program provided them with the flexibility they required at this point in their careers and personal lives, so it fit well with their busy calendars.

Speaking of graduates, our CIP Society will be hosting a Convocation again this year on April 25. The program offers a terrific variety of break-out sessions and features industry luminaries such as Alister Campbell, CEO of The Guarantee Company of North America. The symposium will also host its leadership panel, which will include CEOs such as Kathy Bardswick, Co-operators; Christine Lithgow, Aon Reed Stenhouse; Heather Mastersen, Totten Insurance Group; Tim Shauf, Farmer’s Mutual; Kevin Fastley, P&G Americas; Crawford; and Mike George, Trisura.

The involvement of so many senior industry leaders at our events is a testament to the value and importance of the Institute within the industry. We are fortunate to have many volunteers at the Institute who come from across all levels and all sectors of the industry. They serve in many capacities, such as instructors, committee and council members, seminar leaders, and career ambassadors. I extend my sincere thanks and those of our Governing Council to our volunteers for their dedication of time and talent to the Institute. We could not be what we are today without them.

April-May is also membership renewal time at the Insurance Institute. Whether you registered for one of our seminars or networking events across the province, have enrolled to take another course, or are already a graduate, I hope you find good value for your modest membership fee. Many institute members have their fees paid by their employers, and they are genuinely thankful to them. If, however, you are one of those individuals who have to respond to this fee on your own, we encourage you strongly to maintain your membership in the industry’s professional arm and thank you in advance for doing so.

As I wrap up to my final newsletter message to you, April finals are right around the corner for our students. So I will wish them all the very best in their exams. And for the rest of us, we continue to have the opportunity to play a meaningful role in this compelling industry—let’s embrace that each day!

Sincerely,

Randy Bushey, CIP
President

Get Involved at the Insurance Institute
With hundreds of volunteers across Ontario, volunteerism is the backbone of the Insurance Institute of Ontario’s chapters.

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 Career Connections Ambassador to council member to exam proctor. Through our volunteers, we have successfully guided and transformed professionalism in the insurance industry.

We would like to thank all of our volunteers for their time, energy, and skills. Thank you!

Get involved today! If you are not already part of our great network of volunteers, now is the time to be involved. Our local chapters are always looking for exam proctors and supervisors, committee members, ambassadors, and more.

Contact your local chapter or e-mail us at ioi@insuranceinstitute.ca.

Professional Development
With the Spring semester upon us, now is the time to consider your personal development plans for 2013. Three courses from our Professional Development curriculum have been developed to help the career professional, supervisor, or manager succeed in their role.

Essential Management Skills: This course targets the challenges of managerial work and the transitional changes in the ways individuals present themselves, interact with their teams, work and organize their day, make decisions, and are measured and evaluated. Participants learn about their Leadership Style and its direct impact on their team, the Performance Management Cycle, Delegation, Conflict Management, and Motivation. This course is targeted primarily at aspiring and new managers; however, it has also been well received by experienced managers looking for a refresher.

Building Better Relationships at Work: If you have ever wondered why connecting and working with some people is easier for you than with others, this course will help you gain a deeper understanding of your personal style and your impact on others. Learn strategies and approaches to minimize the potential conflicts that can arise for others with different styles and priorities from your own. Consider the benefit of learning how to bridge the gaps and differences you encounter when working with others.

Think on Your Feet: In partnership with McClunie & Davies International, the Insurance Institute of Canada is able to offer this world-renowned two-day course to the insurance industry at a substantial cost savings. The ability to analyze, organize, and present ideas fast is a core skill. Think on Your Feet provides a practical, intensive, and interactive learning experience that help people speak spontaneously with Clarity, Brevity, and Impact. Participants learn effective ways to quickly collect their thoughts, organize, and express their ideas clearly, and make a lasting impression.

Members in Action - Celebrating the Achievements of our Graduates
The Conestoga Chapter held their graduation and awards ceremony on February 28, 2013 at the Waterloo Inn in Waterloo. There were 74 graduates and guests on hand to celebrate educational achievements at the Insurance Institute. The insurance community gathered to honor the group of graduates, which consisted of 43 graduates from the General Insurance Essentials Program, 74 graduates from the Chartered Insurance Professionals Program, and 8 graduates from the Fellow Chartered Insurance Professionals Program. There were eight award winners for 2012:

Donald McKay Award
Lindsay Harman, Gore Mutual

Kitchener-Waterloo Adjusters’ Award
Ryan Martin, Conestoga College

Peter Uffelman Bursary
Neeu Jain, Conestoga College

Marian Zacher Memorial
Daina Lynn Wallace, The Co-operators

Top GIE and Bobbie Parks Award
Sherry Fusani, Economical Select

Fellowship Program
Sarah Gaughill, The Co-operators

The Treтиak Memorial Prize
Jenny Singthong, Intact Insurance

Fellowship Prize Winner
Laurie Nietsch, Economical Insurance

CONESTOGA Annual Convocation and Awards Ceremony
The Chapter held its annual graduation and awards ceremony on November 13, 2012. There were seven CIP graduates this year from the region. Graduates were personally congratulated by Randy Bushey, CIP President—Insurance Institute of Ontario and Peter Holman, MBA, FCP, ICD.D, General Manager—Insurance Institute of Ontario.

The highlight of the evening was the opportunity to recognize and celebrate the educational commitment and professionalism of the newest graduates. Among the award winners was Vikki Heddersen, Optimum Insurance Company, top CIP graduate.

CAMBRIAN SHIELD Annual Convocation and Awards Ceremony
Cambrian Shield CIP Grads 2012

The Chapter held their graduation and awards ceremony on February 28, 2013 at the Waterloo Inn in Waterloo. There were 34 graduates and guests on hand to celebrate educational achievements at the Insurance Institute. The insurance community gathered to honor the group of graduates, which consisted of 43 graduates from the General Insurance Essentials Program, 74 graduates from the Chartered Insurance Professionals Program, and 8 graduates from the Fellow Chartered Insurance Professionals Program. There were eight award winners for 2012:

Clannad Award (Instructor of the Year)
John Alamo, Aviva Canada

David McLauchlan Memorial Award
James Smith, retired, and William Skarratt, retired

Congratulations to the GTA’s 2012 Graduates!

Clannad Award (Instructor of the Year)
John Alamo, Aviva Canada

David McLauchlan Memorial Award
James Smith, retired, and William Skarratt, retired

Greater Toronto Area (GTA)

In January, the Greater Toronto Area hosted their annual Convocation. Over 200 CIP and FCIP graduates attended and were personally congratulated by Randy Bushey, CIP President—Insurance Institute of Ontario, and Maurice Tulloch, BA (Econ), MBA, CMA, Chair—Insurance Institute of Canada, Silv Wright, BA (Hons), CA, Deputy Chair—Insurance Institute of Canada and Donna Ince, CA, CIP, Deputy President—Insurance Institute of Ontario.

Yvonne Camus, Eco-Challenge Participant and keynote speaker for the evening’s activities.

IN Ontario | 9
Upcoming Ontario Events

Looking for opportunities to connect and network with other professionals? Local chapters host a number of events throughout the season to keep you connected.

CAMBRIAN SHIELD
Sudbury Curling Bonspiel
April 18, 2013
Sudbury Curling Club
300 Wessex Drive, Sudbury
For more information, contact the chapter at CambrianShieldMail@insurancetutor.ca

GTA
CIP Society Symposium
April 25, 2013
Toronto Board of Trade
First Canadian Place Toronto

Insurance Institute of Ontario
Annual General Meeting

Attention Members! The Annual General Meeting of the Insurance Institute of Ontario will be held at 11 a.m. on Thursday June 27, 2013, at 18 King Street East, 16th Floor, 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 the IIO Secretary at (416) 865-2707 prior to June 7, 2013.

Call for Nominations
Fifth Annual National Leadership Awards

The nominations for the fifth annual National Leadership Awards are now open. The Awards offer a special opportunity to celebrate excellence, integrity, and achievement in our industry, and to shine a light on individuals who have earned the admiration and respect of their peers. Up to ten individuals may be recognized from across the country in two categories: Emerging Leader and Established Leader.

Since the start of the Awards program, the CIP Society has proudly inducted 23 award recipients into the CIP Society Leadership Circle at convocations and ceremonies across the country. Last year, five new recipients were recognized: Drew Collins, Frederik Pelaez, and Kevin Sigouin in the Emerging Leader category, and Diane Brickner and Barry F. Lorenzetti in the Established Leader category.

“The greatest gift anyone can receive is recognition of a job well done, especially when it comes from the people who work for you and your peers on a national level,” says a past Award recipient. “Being the recipient of the Established Leader Award is one of the highest compliments I have ever received, and it confirms the importance of relationships and commitment to an industry to which I am so very proud to belong to.”

We encourage members of the property and casualty insurance industry to get involved by nominating a colleague or co-worker of outstanding calibre for the prestigious Awards.

Nomination tips, detailed criteria, and the nomination forms are available for download on the CIP Society website at www.insuranceinstitute.ca/cipsociety-

Professional Development > National Leadership Awards. Nominations for the CIP Society’s National Leadership Awards are now open and will close on June 1.

John E. Lowes Insurance Education Fund 2013

Celebrate the 20th Anniversary

In 2013, the Insurance Institute, along with the insurance community, will celebrate 20 years of the John E. Lowes Insurance Education Fund. Thanks are due in large part to John E. Lowes, BA, FIC, CIB (Ont). This foundation is named in his honour as a tribute to his continuing dedication to professionalism in the property and casualty insurance industry.

John E. Lowes was founding partner of Irwin, Sargent, & Lowes Insurance Brokers in Peterborough, Ontario. He also played a large role in the industry as a Chairman of the Board of Governors of The Insurance Institute of Canada, a President of the Insurance Brokers Association of Ontario, and a President of the Insurance Institute of Ontario.

Since its inception, the scholarship has awarded over $30,000 in financial assistance for up to four qualifying Ontario residents who are pursuing post-secondary education that includes the study of property and casualty insurance. More than 30 post-secondary students have benefited from this scholarship. There have been numerous individuals and organizations that have generously supported the scholarship program. We want to thank the industry for their continuous support.

Interested in supporting the John E. Lowes Insurance Education Fund? Today, we look to the industry to continue the good work of the John E. Lowes Insurance Education Fund. Individuals and organizations can become college or university contributors through the new Contributors’ Program. At the same time, when we encourage students to apply, when we attend events in support of the Fund, and when we give generously, we make it possible for the scholarship to continue its work. Without industry support, the scholarship could not reach those who could benefit from it. After all, each of us benefits from encouraging students to pursue higher education and successfully graduating.

Be a part of the 20th anniversary!

Interested in the Contributors’ Program or other ways to support this worthy cause? Please contact Tracy Bodnar, 100 Events Coordinator at tbdnar@insuranceinstitute.ca. Learn more about the John E. Lowes Insurance Education Fund and the Contributors’ Program at: www.insuranceinstitute.ca/scholarships.

Adjurers’ Training
New Seminar Launched

This winter, the Insurance Institute of Ontario launched an addition to the Adjurers’ Training program. Developed by Tammie Norn, FCIP, in conjunction with the Insurance Institute of Ontario, the seminar Understanding Bodily Injury responds to an industry need for claims professionals to increase their bodily injury claims knowledge. This two-day seminar offers a strong focus on bodily injury claims management.

Claims professionals can boost their claims management skills and heighten their credibility with this concentrated learning opportunity. Interested individuals who are looking to enhance their own or their staff’s knowledge of how to handle bodily injury claims will find value in this seminar. The seminar is complementary to the Understanding Serious Injury certificate program.

Launched in February 2013, the sold-out seminar was well received by participants. Here is what they told us:

“This was an excellent seminar, packed with useful information. The facilitator was outstanding.”

“There was a lot of material to cover in a two-day course. The instructor did an excellent job on focusing on the important points that would assist us in our jobs. She is an excellent presenter, very knowledgeable, and was a pleasure to meet.”

Register for these upcoming dates and locations:

Greater Toronto Area
May 1–2, 2013
Kawartha/Durham
May 30–31, 2013
Southwestern Ontario
June 12–13, 2013

For more information about the seminar, please visit the institute website at www.insuranceinstitute.ca/ontario.
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.

**CONESTOGA**

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<tr>
<th>DATE</th>
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<tr>
<td>Environmental Losses</td>
<td>April 11, 2013</td>
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<tr>
<td>Insuring Residential Condos &amp; Life Leases</td>
<td>April 17, 2013</td>
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<tr>
<td>Commercial Lines Property</td>
<td>April 24, 2013</td>
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<tr>
<td>Insuring Secondary &amp; Seasonal Homes</td>
<td>April 30, 2013</td>
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<tr>
<td>Commercial Liability—Lawsuit Protection</td>
<td>May 29, 2013</td>
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<tr>
<td>Commercial Lines—Specialty Coverages</td>
<td>June 19, 2013</td>
</tr>
<tr>
<td>RIBOEdge - Strategic Planning</td>
<td>April 15, 2013</td>
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For more information, please contact the local chapter at conestogamail@insuranceinstitute.ca.

**GTA**

<table>
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<tr>
<th>DATE</th>
<th>RIBO HOURS</th>
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<tbody>
<tr>
<td>Anatomy of a Claim</td>
<td>April 10, 2013</td>
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<tr>
<td>SRBS Training for Non-Claims Staff</td>
<td>April 24, 2013</td>
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<tr>
<td>RIBOedge: IRB Calculations, A Review</td>
<td>April 25, 2013</td>
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<tr>
<td>Products and Premises Liability</td>
<td>April 30, 2013</td>
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<tr>
<td>Understanding Bodily Injury Claims</td>
<td>May 1-2, 2013</td>
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For more information, please contact the local chapter at gta@seminars@insuranceinstitute.ca.

**HAMILTON/NIAGARA**

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<th>DATE</th>
<th>RIBO HOURS</th>
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<tr>
<td>Agricultural Financial Losses</td>
<td>May 22, 2013</td>
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<tr>
<td>Understanding Bodily Injury Claims</td>
<td>May 30-31, 2013</td>
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For more information, please contact the local chapter at HamiltonNiagara@insuranceinstitute.ca.

**KAWARThA/DURHAM**

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<th>DATE</th>
<th>RIBO HOURS</th>
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<tr>
<td>Understanding Bodily Injury Claims</td>
<td>May 1-2, 2013</td>
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For more information, please contact the local chapter at KawarthaDurham@insuranceinstitute.ca.

**OTTAWA**

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<tr>
<th>DATE</th>
<th>RIBO HOURS</th>
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<tbody>
<tr>
<td>PRIBedge: Demographic Research</td>
<td>April 30, 2013</td>
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For more information, please contact the local chapter at ottawamail@insuranceinstitute.ca.

**SOUTHWESTERN ONTARIO**

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<th>DATE</th>
<th>RIBO HOURS</th>
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<tr>
<td>Financial Literacy for Insurance Professionals</td>
<td>April 23, 2013</td>
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<tr>
<td>Breakthrough Communication</td>
<td>April 25, 2013</td>
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<tr>
<td>Products &amp; Premises Liability</td>
<td>May 17, 2013</td>
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<tr>
<td>Understanding Bodily Injury</td>
<td>June 12-13, 2013</td>
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For more information, please contact the local chapter at Southwesternmail@insuranceinstitute.ca.

**WEBINARS**

<table>
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<tr>
<th>DATE</th>
<th>RIBO HOURS</th>
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<tbody>
<tr>
<td>Introduction to Business Interruption</td>
<td>May 3, 2013</td>
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</table>

Watch the Insurance Institute of Ontario’s weekly e-blast for more upcoming seminars.

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National Education Week 2013

**Video Contest Winner from Kawartha/Durham**

The Institute held its 5th Annual National Education Week from February 25 to March 1, 2013. As we educate the industry and elevate the knowledge of those progressing in their careers, we want to celebrate the achievements of insurance professionals across Ontario and the country. Your local chapter managers, council members, and volunteers visited insurance businesses and companies throughout the province. We reached out to over 1,200 insurance professionals from Ottawa to Thunder Bay.

This year’s celebrations were extra special as local event attendees had an opportunity to take part in video interviewing and share their thoughts on insurance education and professional development. Many of you shared your thoughts on topics relating to today’s property and casualty industry and your names were entered in a draw to win an Apple iPad. We received 67 entries from across Canada. The National Education Week 2013 video contest winner is Joanna Wall, CIP, BST Insurance from the Kawartha/Durham Chapter. Thanks to all who participated in the national video contest.

With the focus on professional development continuing to grow within the industry, an omnibus survey about education in the insurance industry was conducted on behalf of the Institute in October 2012. With 1,502 Canadians participating in the poll, an overwhelming 88% responded that it is important for insurance professionals to take regular courses related to their profession. During our celebrations, many of you answered this call by taking advantage of our special seminars and celebratory events.

Thank you for celebrating education in insurance with us!

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**Agent/Broker Licensing Preparation**

Local chapters of the Insurance Institute of Ontario are offering 10-day Agent/Broker Licensing Preparation Programs this spring and summer. Gain complete and effective knowledge to prepare you for licensing exams close to home or work and in a variety of timeframes to meet your needs and schedule.

**CHAPTER**

<table>
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<tr>
<th>DATE</th>
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<tr>
<td>Agent Broker Licensing course</td>
<td>April 8-19, 2013</td>
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</table>

For more information and requirements about Agent/Broker licensing, visit the seminar web page at www.insuranceinstitute.ca/ontario.
Welcome to the spring 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.

### CIP Course Schedule Spring 2013

<table>
<thead>
<tr>
<th>CIP Courses</th>
<th>Conestoga</th>
<th>Greater Toronto Area</th>
<th>Hamilton/ Niagara</th>
<th>Kawartha/ Durham</th>
<th>Ottawa</th>
<th>Southwestern</th>
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<tr>
<td>C101 Principles &amp; Practice of Insurance</td>
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<td>LV</td>
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<td>C102 Insurance on Property</td>
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<td>C112 Insurance Against Liability – Part 1</td>
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<td>C105 Essential Skills for the Ins. Broker &amp; Agent</td>
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<td>C110 Essentials of Loss Adj.</td>
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<tr>
<td>C112 Advanced Loss Adj.</td>
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<td>C120 Underwriting Essentials</td>
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<tr>
<td>C130 Essential Skills for the Ins. Broker &amp; Agent</td>
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<td>C600 Building Construction Fire Protection &amp; Basic Hazards</td>
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<td>C620 Fraud Awareness &amp; Prevention</td>
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<td>C120 General Insurance Essentials—Part 2</td>
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**Chart Key:** W - Weekend, I - In-Class, V - Virtual

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**Thursday, April 25, 2013**

**Toronto Board of Trade**

**First Canadian Place, 4th Floor, Toronto**

Now in its 9th year, the CIP Society’s Symposium is the insurance industry’s premier event for potential and accomplished leaders.

**BREAKFAST KEYNOTE SPEAKER**

Max Valiquette

**Innovation & Trends Expert**

Max Valiquette is an innovation and trends expert who helps companies and organizations drive solutions to their problems.

**LUNCH KEYNOTE SPEAKER**

Alister Campbell

**CEO, The Guarantee Company of North America**

Alister Campbell is CEO of The Guarantee Company of North America. He is accountable for steering the company’s continued profitable growth in Canada and the United States.

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**Symposium broadens perspectives on the insurance industry.**

—Symposium 2012 Attendee

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For more information, visit www.insuranceinstitute.ca/symposium2013
**CIP Course Schedule**

**Spring 2013**

Welcome to the spring 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](http://www.insuranceinstitute.ca/ontario) to learn more.

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<td>C14 Automobile Ins. - Part 1</td>
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<td>C15 The Business of Ins.</td>
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<td>C112 Practical Issues in Claims Mgmt.</td>
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<td>C131 Adv. Skills for the Ins. Broker &amp; Agent</td>
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<td>C32 Bodily Injury Claims</td>
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<td>C36 Building Construction Fire Protection &amp; Basic Hazards</td>
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<td>C39 Fraud Awareness &amp; Prevention</td>
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<td>C38 General Insurance Essentials—Part 2</td>
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**Chart Key:** W - Weekend, I - In-Class, V - Virtual

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**Welcome to the spring 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](http://www.insuranceinstitute.ca/ontario) to learn more.**

---

**Symposium 2013**

**Thursday, April 25, 2013**

**Toronto Board of Trade**

**First Canadian Place, 4th Floor, Toronto**

Now in its 9th year, the CIP Society’s Symposium is the insurance industry’s premier event for potential and accomplished leaders.

Join us for a full day of professional and leadership development.

This annual event will bring you together with insurance and business leaders with local and global perspectives. Prominent keynote speakers, expert insurance and business presenters, and a dynamic CEO leadership panel will provide you with a fresh outlook on where the industry is headed. Share ideas, explore trends, and examine the impact of economic, environmental, and political change.

“Symposium broadens perspectives on the insurance industry.”
—Symposium 2012 Attendee

**Breakfast Keynote Speaker**

Max Valiquette

Innovation & Trends Expert

Max Valiquette is an innovation and trends expert who helps companies and organizations drive solutions to their problems.

**Lunch Keynote Speaker**

Alister Campbell

CEO, The Guarantee Company of North America

Alister Campbell is CEO of The Guarantee Company of North America. He is accountable for steering the company’s continued profitable growth in Canada and the United States.
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.

CONESTOGA

<table>
<thead>
<tr>
<th>DATE</th>
<th>RIBO HOURS</th>
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<tbody>
<tr>
<td>Environmental Losses</td>
<td>1 Technical</td>
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<tr>
<td>April 11, 2013</td>
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<tr>
<td>Insuring Residential Condos &amp; Life Leases</td>
<td>3 Technical</td>
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<tr>
<td>April 17, 2013</td>
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<tr>
<td>Commercial Lines Property</td>
<td>6 Technical</td>
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<tr>
<td>April 24, 2013</td>
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<td>Insuring Secondary &amp; Seasonal Homes</td>
<td>3 Technical</td>
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<tr>
<td>April 30, 2013</td>
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<tr>
<td>Commercial Liability—Lawsuit Protection</td>
<td>6 Technical</td>
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<tr>
<td>May 29, 2013</td>
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<tr>
<td>Commercial Lines—Specialty Coverages</td>
<td>6 Technical</td>
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<td>June 19, 2013</td>
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<tr>
<td>PROEdge - Strategic Planning</td>
<td>6 Management</td>
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<td>April 15, 2013</td>
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For more information, please contact the local chapter at conestogamail@insuranceinstitute.ca.

GTA

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<tr>
<th>DATE</th>
<th>RIBO HOURS</th>
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<tbody>
<tr>
<td>Anatomy of a Claim</td>
<td>3 Technical</td>
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<tr>
<td>April 10, 2013</td>
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<tr>
<td>RIPS Training for Non-Claims Staff</td>
<td>6.5 Technical</td>
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<tr>
<td>April 21, 2013</td>
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<tr>
<td>PROEdge - RIBO Calculations, A Review</td>
<td>3 Technical</td>
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<tr>
<td>April 25, 2013</td>
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<tr>
<td>Products and Premises Liability</td>
<td>6 Technical</td>
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<tr>
<td>April 30, 2013</td>
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<tr>
<td>Understanding Bodily Injury Claims</td>
<td>N/A</td>
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<td>May 1-2, 2013</td>
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For more information, please contact the local chapter at gtaseminars@insuranceinstitute.ca.

HAMILTON/NIAGARA

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<th>DATE</th>
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<tr>
<td>Agricultural Financial Losses</td>
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<tr>
<td>May 22, 2013</td>
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For more information, please contact the local chapter at HamiltonNigaramail@insuranceinstitute.ca.

KAWARTHA/DURHAM

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<tr>
<th>DATE</th>
<th>RIBO HOURS</th>
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<tbody>
<tr>
<td>Understanding Bodily Injury Claims</td>
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<tr>
<td>May 30-31, 2013</td>
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For more information, please contact the local chapter at KawarthaDurhammail@insuranceinstitute.ca.

OTTAWA

<table>
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<tr>
<th>DATE</th>
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<tbody>
<tr>
<td>PROEdge - Demographic Research</td>
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<tr>
<td>April 30, 2013</td>
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For more information, please contact the local chapter at ottawamail@insuranceinstitute.ca.

SOUTHWESTERN ONTARIO

<table>
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<tr>
<th>DATE</th>
<th>RIBO HOURS</th>
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<tr>
<td>Financial Literacy for Insurance Professionals</td>
<td>3 Management</td>
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<tr>
<td>April 23, 2013</td>
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<tr>
<td>Breakthrough Communication</td>
<td>5.5 Personal</td>
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<td>April 25, 2013</td>
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<tr>
<td>Products &amp; Premises Liability</td>
<td>6 Technical</td>
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<tr>
<td>May 17, 2013</td>
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<td>Understanding Bodily Injury</td>
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<td>June 12-13, 2013</td>
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For more information, please contact the local chapter at Southwesternmail@insuranceinstitute.ca.

WEBINARS

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<th>DATE</th>
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<tbody>
<tr>
<td>Introduction to Business Interruption</td>
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<td>May 3, 2013</td>
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Watch for the Insurance Institute of Ontario’s weekly e-blast for more upcoming seminars.

National Education Week 2013

Video Contest Winner from Kawartha/Durham

This year’s celebrations were extra special as local event attendees had an opportunity to take part in video interviewing and share their thoughts on insurance education and professional development. Many of you shared your thoughts on topics relating to today’s property and casualty industry and your names were entered in a draw to win an Apple iPad. We received 67 entries from across Canada. The National Education Week 2013 video contest winner is Joanna Wall CIP, BST Insurance, from the Kawartha/Durham Chapter. Thanks to all who participated in the national video contest.

With the focus on professional development continuing to grow within the industry, an omnibus survey about education in the insurance industry was conducted on behalf of the Insurance Institute in October 2012. With 1,502 Canadians participating in the poll, an overwhelming 88% responded that it is important for insurance professionals to take regular courses related to their profession. During our celebrations, many of you answered this call by taking advantage of our special seminars and celebratory events.

Thank you for celebrating education in insurance with us!

Agent/Broker Licensing Preparation

Local chapters of the Insurance Institute of Ontario are offering 10-day Agent/Broker Licensing Program Courses this spring and summer. Gain complete and effective knowledge to prepare you for licensing exams to close home or work and in a variety of timeframes to meet your needs and schedule.

CHAPTER

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<th>DATE</th>
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<tr>
<td>Agent Broker Licensing course</td>
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<tr>
<td>Southwestern Ontario</td>
<td>April 8–19, 2013</td>
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<td>Ottawa</td>
<td>April 15–26, 2013</td>
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<td>Conestoga</td>
<td>May 6–17, 2013</td>
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<td>Conestoga</td>
<td>July 15–26, 2013</td>
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<tr>
<td>RIBO Level 2 Management Prep</td>
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<tr>
<td>Conestoga</td>
<td>April 22–26, 2013</td>
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<tr>
<td>Southwestern Ontario</td>
<td>May 29–June 4, 2013</td>
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Take advantage of this great opportunity to get licensed in your area.

For more information and requirements about Agent/Broker licensing, visit the seminar web page at www.insuranceinstitute.ca/ontario.

Understanding Serious Injury Comes to Ottawa

The Ottawa Chapter classrooms featured some new decor throughout January and February, with full-size skeletons, anatomy wall charts, puzzles, and games—all part of the eight-day certificate program Understanding Serious Injury offered in partnership with the Ontario Insurance Adjusters Association.

The Bodily Injury and Accident Benefits Adjusters and Paralegals in attendance found a wide range of material designed to prepare them to manage the recovery of injured claimants. Technical facilitators, industry experts, and guest speakers included senior-level claims adjusters, licensed paralegals, chiropractors, accident victims, rehab specialists, structured settlement specialists, and lawyers.

In the words of one participant:

This program has opened my mind to the bigger picture of the entire claim—and the necessity of providing the best overall care of the claimant.

Watch for the Fall Schedule in the weekly e-blast and in the fall edition of In Ontario. Learn more about the program online at www.insuranceinstitute.ca/seriousinjury.

Do you have a question for a seminar? The Insurance Institute is always interested in hearing from our students and post-graduates about relevant topics for seminars. Contact your local chapter.
Upcoming Ontario Events

Looking for opportunities to connect and network with other professionals? Local chapters host a number of events throughout the season to keep you connected.

CAMBRIAN SHIELD
Sudbury Curling Bonspiel
April 18, 2013
Sudbury Curling Club
300 Wessex Drive, Sudbury
For more information, contact the chapter at CambrianShieldMail@insuranceinstitute.ca.

GTA
CIP Society Symposium
April 25, 2013
Toronto Board of Trade
First Canadian Place Toronto

At the forefront
with Robert Dempsey
May 15, 2013
Insurance Institute of Ontario, Toronto

CIP Society
Annual Fellows’ Golf Tournament
June 10, 2013
Wyndance Golf Club
450 Durham Road 21, Uxbridge
Wash for the Insurance Institute of Ontario’s weekly e-bit! For more details on these upcoming events.

For more information about Ontario events, visit www.insuranceinstitute.ca/ontario and click on your chapter or the Events tab.

Insurance Institute of Ontario
Annual General Meeting

Attention Members! The Annual General Meeting of the Insurance Institute of Ontario will be held at 11 a.m. on Thursday June 27, 2013, at 18 King Street East, 16th Floor, 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 the IIO Secretary at (416) 865-2707 prior to June 7, 2013.

Call for Nominations
Fifth Annual National Leadership Awards

The nominations for the fifth annual National Leadership Awards are now open. The Awards offer a special opportunity to celebrate excellence, integrity, and achievement in our industry; to shine a light on individuals who have earned the admiration and respect of their peers. Up to ten individuals may be recognized from across the country in two categories: Emerging Leader and Established Leader.

Since the start of the Awards program, the CIP Society has proudly inducted 23 award recipients into the CIP Society Leadership Circle at convocations and ceremonies across the country. Last year, five new recipients were recognized Drew Collins, Frederik Pelaez, and Kevin Sigouin in the Emerging Leader category, and Diane Brickner and Barry F. Lorenzetti in the Established Leader category.

“The greatest gift anyone can receive is recognition of a job well done, especially when it comes from the people who work for you and your peers on a national level,” says a past Award recipient. “Being the recipient of the Established Leader Award is one of the highest compliments I have ever received, and it confirms the importance of relationships and commitment to an industry to which I am so very proud to belong to.”

We encourage members of the property and casualty insurance industry to get involved by nominating a colleague or co-worker of outstanding calibre for the prestigious Awards. Nomination tips, detailed criteria, and the nomination forms are available for download on the CIP Society website at www.insuranceinstitute.ca/cipociety=>Professional Development => National Leadership Awards. Nominations for the CIP Society’s National Leadership Awards are now open and will close on June 1.

John E. Lowes Insurance Education Fund

Celebrate the 20th Anniversary

In 2013, the Insurance Institute, along with the insurance community, will celebrate 20 years of the John E. Lowes Insurance Education Fund. Thanks are due in large part to John E. Lowes, BA, FIC, CIB (Ont). This Foundation is named in his honour as a tribute to his continuing dedication to professionalism in the property and casualty insurance industry.

John E. Lowes was founding partner of Irwin, Sargent, & Lowes Insurance Brokers in Peterborough, Ontario. He also played a large role in the industry as a Chairman of the Board of Governors of The Insurance Institute of Canada, a President of the Insurance Brokers Association of Ontario, and a President of the Insurance Institute of Ontario.

Since its inception, the scholarship has awarded over $300,000 in financial assistance for up to four qualified Ontario residents who are pursuing post-secondary education that includes the study of property and casualty insurance. More than 30 post-secondary students have benefited from this scholarship. There have been numerous individuals and organizations that have generously supported the scholarship program. We want to thank the industry for their continuous support.

Interested in supporting the John E. Lowes Insurance Education Fund? Today, we look to the industry to continue the good work of the John E. Lowes Insurance Education Fund. Individuals and organizations can become college or university contributors through the new Contributors’ Program. At the same time, when we encourage students to apply, when we attend events in support of the Fund, and when we give generously, we make it possible for the scholarship to continue its work. Without industry support, the scholarship could not reach those who could benefit from it. After all, each of us benefits from encouraging students to pursue higher education and successfully graduating.

Be a part of the 20th anniversary!

Interested in the Contributors’ Program or other ways to support this worthy cause? Please contact Tracy Bodnar, IIO Events Coordinator at tbodnar@insuranceinstitute.ca.

Learn more about the John E. Lowes Insurance Education Fund and the Contributors’ Program at www.insuranceinstitute.ca/scholarships.

Adjusters’ Training
New Seminar Launched

This winter, the Insurance Institute of Ontario launched an addition to the Adjusters’ Training program. Developed by Tammie Norn, FICP, in conjunction with the Insurance Institute of Ontario, the seminar Understanding Bodily Injury responds to an industry need for claims professionals to increase their bodily injury claims knowledge. This two-day seminar offers a strong focus on bodily injury claims management.

Claims professionals can boost their claims management skills and heighten their credibility with this concentrated learning opportunity. Interested individuals who are looking to enhance their own or their staff’s knowledge of how to handle bodily injury claims will find value in this seminar. The seminar is complementary to the Understanding Serious Injury certificate program.

Launched in February 2013, the sold-out seminar was well received by participants. Here is what they told us:

“This was an excellent seminar, packed with useful information. The facilitator was outstanding.”

“There was a lot of material to cover in a two-day course. The instructor did an excellent job on focusing on the important points that would assist us in our jobs. She is an excellent presenter, very knowledgeable, and was a pleasure to meet.”

Register for these upcoming dates and locations:

Greater Toronto Area
May 1–2, 2013
Kawartha/Durham
May 30–31, 2013
Southwestern Ontario
June 12–13, 2013

For more information about the seminar, please visit the institute website at www.insuranceinstitute.ca/ontario.
The involvement of so many senior industry leaders at our events is a testament to the value and importance of the Institute within the industry. We are fortunate to have so many volunteers and staff who work tirelessly to ensure the success of our events and activities. The Institute is proud to have such dedicated members who contribute their time, energy, and skills to support our members and the industry as a whole.

Speaking of graduates, our CIP Society will be hosting its annual awards evening once again this year on April 25. The program offers a selection of keynote sessions and industry luminaries such as Alister Hedderson, Optimum Insurance General Manager—Insurance Institute of Ontario, and Peter Hohman, MBA, FCIP, ICD.D, Vice-President—Insurance Institute of Ontario. The program will be hosted by our own Sue Mark, President—Insurance Institute of Ontario.

The Chapter held its annual graduation and awards ceremony on February 28, 2013 at the Waterloo Inn in Waterloo. There were 24 graduates and guests on hand to celebrate educational achievements at the Insurance Institute. The insulation community gathered to honour the group of graduates, which consisted of 43 graduates from the General Insurance Essentials Program, 74 graduates from the Chartered Insurance Professionals Program, and 8 graduates from the Fellow Chartered Insurance Professionals Program. There were eight award winners for 2012: Donald McKay Award, Lindsay Harman, Gore Mutual, and Kitchener-Waterloo Adjusters’ Award, Ryan Martin, Conestoga College.

The Tretiak Memorial Prize was awarded to Daina Lynn Wallace, The Co-operators, and the Donald McKay Award was presented to Ryan Martin, Conestoga College. The Tretiak Memorial Prize is awarded to the graduate who demonstrates exceptional service to the Institute within the industry. The Donald McKay Award is presented to the graduate who demonstrates the highest level of commitment and professionalism.

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We would like to thank all of our volunteers for their time, energy, and skills. Thank you!

Get Involved at the Insurance Institute

With hundreds of volunteers across Ontario, volunteering is the backbone of the Insurance Institute of Ontario’s chapters. 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 Career Connections Ambassador to council member to exam proctor. Through our volunteers, we have successfully created and transformed professionalism in the insurance industry.

We would like to thank all of our volunteers for their time, energy, and skills. Thank you!

Get Involved today! If you are not already part of our great network of volunteers, now is the time to be involved. Our local chapters are always looking for exam proctors and supervisors, committee members, ambassadors, and more!

Contact your local chapter or e-mail us at info@insurancenetwork.ca.

Professional Development

With the Spring semester upon us, now is the time to consider your personal development plans for 2013. Three courses from our Professional Development curriculum have been developed to help the career professional, supervisor, or manager succeed in their role.

Essential Management Skills: This course targets the challenges of managerial work and the transitional changes in the ways individuals present themselves, interact with their teams, work and organize their day, make decisions, and are measured and evaluated. Participants learn about their Leadership Style and its direct impact on their team, the Performance Management Cycle, Delegation, Conflict Management, and Motivation. This course is targeted primarily at aspiring and new managers; however, it has also been well received by experienced managers looking for a refresher.

Think on Your Feet®: In partnership with McClaran & Davies International, the Insurance Institute of Canada is able to offer this world-renowned two-day course to the insurance industry at a substantially reduced fee. The ability to analyze, organize, and present ideas fast is a core skill. Think on Your Feet® provides a practical, intensive, and interactive learning experience to help people speak spontaneously with Clarity, Brevity, and Impact. Participants learn effective ways to quickly collect their thoughts, organize and express their ideas clearly, and make a lasting impression.

Building Better Relationships at Work: If you have ever wondered why connecting and working with some people is easier for you than with others, this course will help you gain a deeper understanding of your personal style and your impact on others. Learn strategies and approaches to minimize the potential conflicts that can arise for others with different styles and priorities from your own. Consider the benefit of learning how to bridge the gaps and differences you encounter when working with others.

Register early for dates, times, and locations, please visit our website at www.insuranceinstitute.ca > Professional Development > Management Development.

CONESTOGA

Annual Convocation and Awards Ceremony

The Chapter held its annual graduation and awards ceremony on February 21, 2013 at Michelangelo’s Banquet Hall, 1510 Hamilton Road, Hamilton. Approximately 150 insurance professionals and guests were on hand to honour the group of graduates, which consisted of 31 graduates from the Chartered Insurance Professionals Program and 9 graduates from the Fellow Chartered Insurance Professionals Program. The 2012 award winners included: Clannad Award (Instructor of the Year) John Almar, Aviva Canada.

Members in Action - Celebrating the Achievements of our Graduates

February 28, 2013 at the Waterloo Inn in Waterloo. There were 24 graduates and guests on hand to celebrate educational achievements at the Insurance Institute. The insurance community gathered to honour the group of graduates, which consisted of 43 graduates from the General Insurance Essentials Program, 74 graduates from the Chartered Insurance Professionals Program, and 8 graduates from the Fellow Chartered Insurance Professionals Program. There were eight award winners for 2012: Donald McKay Award, Lindsay Harman, Gore Mutual, and Kitchener-Waterloo Adjusters’ Award, Ryan Martin, Conestoga College.

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Members in Action - Celebrating the Achievements of our Graduates

Here are just some of GTA’s Award Winners:

- The Douglas N. Hurlbut Award
- The Gerald E. Hackett Memorial Prize
- The Economical Insurance Group
- Walter Carvalho

Professional Series

- The ENCON Award - Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Highest Standing in the Claims

- The ENCON Award – Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Intact Insurance

- The ENCON Award – Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Top In-Class Student

- The ENCON Award – Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Aviva Canada

- The ENCON Award – Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Top FCIP Graduate

- The ENCON Award – Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Award Winners:

- The ENCON Award – Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Intact Insurance

- The ENCON Award – Top Local FCIP Graduate—2011–2012
- Jennifer Waldroff, FCIP
- Greenville Mutual Ins. Co.

Aviva Canada

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Annual Convocation and Awards Ceremony

- On February 1, 2013, the Insurance Institute of Ontario—Kawartha/Durham Chapter celebrated the achievements of their newest CIP and FCIP graduates.
- Held annually at the Ajax Convention Centre, the ceremony this year featured 15 graduates—14 CIP and 1 FCIP. We also recognized excellence with this year’s award winners:

- Top CIP Graduate
  - Nina Sethi
  - Aviva Canada

- Top FCIP Graduate
  - Jeffrey Stinson
  - The Co-operators

- Top In-Class Student
  - Tyler Fraser
  - Intact Insurance

- Highest Standing in the Claims
  - Walter Carvalho

OTTAWA

Annual Convocation and Awards Ceremony

- The 53rd Annual Convocation and Awards Banquet was held on Friday, November 16, 2012 at the Lac Leamy Hilton. A total of 199 people were on hand to celebrate and recognize the accomplishments of the students and graduates of the 2011-2012 academic year.
- Diplomas were awarded to three Fellow Chartered Insurance Professionals, 30 Chartered Insurance Professionals, and certificates of achievement were presented to 12 graduates of the General Insurance Essentials program, and a Certificate in Rehabilitation Benefits Administration to one graduate of that program. Here are just some of Ottawa Chapter’s award winners:

- Highest Local Broker
  - Howard House, CIP
  - W I Wood Ins. Brokers

- Highest Local Independent Adjuster
  - Nathaniel McPhee, CIP (Honours)
  - Quelmic Loss Adjusters

- Message From the President

The landscape outside my window here in North Bay remains blanketed in white as you receive this newsletter, permitting sledders and snowshoe-ers a few more weeks of winter fun. Many of you farther south, though, will soon be welcoming April showers to nudge out the first blossoms of spring, and even in the cold north, we are sure to follow. While I still have a few months remaining as your President, this will be my last In Ontario newsletter message to you. I did want to say again how much I enjoyed the opportunity to celebrate with our graduates as they received their diplomas during their graduation ceremonies. Conventions began in early November and wrapped up late last month, so they provided me with frequent opportunities to meet and reconnect with our members. Again, my congratulations to each one of our new GE, CIP, and FCIP graduates. And many thanks to our chapter volunteers and staff who organized and ran such fine celebrations—each was unique and memorable.

During my visits to the chapter convocations, I had the opportunity to meet a handful of students enrolled in the new FCIP Program. They offered a great deal of praise and enthusiasm for the new curriculum and sent encouragement to other CIP graduates to enroll along with them. These Fellowship students seemed to particularly enjoy the insurance-focused business curriculum.

By April also brings plenty of activity at your Insurance Institute. Across the province, we are starting to see students and graduates of the 2011-2012 academic year. Approximately 185 insurance professionals and guests were on hand to honour the group of graduates, which consisted of 32 graduates from the General Insurance Essentials Program, 47 graduates from the Chartered Insurance Professionals Program, and 5 graduates from the Fellow Chartered Insurance Professionals Program.

We also recognized excellence in the CIP and FCIP Programs:

- John A. Russell Memorial Award for the Top Chapter CIP Graduate
  - Trudie MacDonald
  - Usborne & Hibbert Mutual Fire Ins. Co.

- The Yvonne Hobbins Award for Academic Excellence in Obtaining Fellowship
  - Mary Lynn Laberge
  - The Co-operators

SOUTHWESTERN ONTARIO

Annual Convocation and Awards Ceremony

- The Southwestern Ontario Chapter held their graduation and awards ceremony on November 15, 2012 at the Lampighter Inn in London. Approximately 185 insurance professionals and guests were on hand to honour the group of graduates, which consisted of 32 graduates from the General Insurance Essentials Program, 47 graduates from the Chartered Insurance Professionals Program, and 5 graduates from the Fellow Chartered Insurance Professionals Program.

- We also recognized excellence in the CIP and FCIP Programs:
  - John A. Russell Memorial Award for the Top Chapter CIP Graduate
    - Trudie MacDonald
    - Usborne & Hibbert Mutual Fire Ins. Co.

Insurance Institute of Ontario

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