**HAMILTON/NIAGARA**

**August 26, 2010**

CIP Society’s Annual Beach Volleyball

Contact: Dawn Elliott at dellott@insuranceinstitute.ca, 905-374-1620

**SOUTHWESTERN**

Mark Your Calendars Seminar Opportunities:

Tech Tools Webinar Series

Visit www.insuranceinstitute.ca

September 7–20, 2010

Basic Broker/Agent Licensing Course

September 24, 2010

CIP Society Golf Tournament

Contact: Wendy Barbour at wbarbour@insuranceinstitute.ca, 519-432-3666

**OTTAWA**

New Digs!

There are improvements at the Chapter office at 1335 Carling Avenue, Ste 300 to benefit our members. Capacity has doubled for seminars, sound proof partition allows for more than one seminar or class to take place at once; Reception and storage space is available; A committee room and a private office were added.

**SOUTHWESTERN**

Essential Management Skills Course

The newly launched Essential Management Skills course has been very well received by aspiring, new and senior managers. Developed and facilitated by Karen Bergin, this 3-day course is helping to address the industry need to train our future leaders.

For more information about the Southwestern Chapter, please contact Wendy Barbour at 519-432-3666 or wbarbour@insuranceinstitute.ca.

**RENewed your Membership?**

It’s that time again—membership renewal season! We have already sent notifications out to you or your employer by e-mail or post, and our customer service representatives are busy processing renewal payments. Ensure that service interruptions are avoided. Renew today!

Renew and pay online now—it’s quick and easy.

1. Just go to www.insuranceinstitute.ca/membership2010
2. Login as a new or existing member using your member ID listed at the top of this page
3. Click on ‘My Membership’ on the right, and follow the prompts to renew and pay online

Questions?

Please contact a customer service representative as soon as possible at 1-866-362-8585, Monday to Friday from 8.00 a.m. to 7.00 p.m. EST.

**Golf Tournament**

September 24, 2010

CIP Society’s Annual Beach Volleyball

Contact: Wendy Barbour at wbarbour@insuranceinstitute.ca, 519-432-3666
Lending a hand to the industry’s future

The John E. Lowes Insurance Education Fund offers scholarships to Ontario residents pursuing post-secondary education with the Insurance and Risk Management concentration at Wilfrid Laurier University or the two-year insurance administration programs at Mohawk, Fanshawe, Conestoga, or Seneca College.

Scholarships are available to students entering the final two years of the four-year Bachelor of Business Administration degree program with the Insurance and Risk Management concentration at Wilfrid Laurier University or the two-year insurance administration programs at Mohawk, Fanshawe, Conestoga, or Seneca College. Selection is based on outstanding academic excellence throughout the applicant’s high school and post-secondary education. Scholarship recipients are recognized at an industry breakfast in October.

For more scholarship information, please contact Tammye Daniels at 416-362-8586 x2313 or iio@insuranceinstitute.ca. For information regarding the awards reception, please contact Tracy Bodnar at 416-362-8586 x2270 or gtaevents@insuranceinstitute.ca.

Watch for the weekly IIo e-blasts for new course, seminar, and event listings.

Insurance Institute of Ontario
18 King Street East, 6th Floor
Toronto, Ontario, M5C 1C4
Tel: 416-362-8586 Ext. 2313
Fax: 416-362-4239
Tammyn Daniels
iio@insuranceinstitute.ca
www.insuranceinstitute.ca

The following courses, seminars, and workshops were developed for your convenience and professional development needs. Take advantage of these offerings during the summer period and going into the fall.

GTA
August 9 – 13, 2010, 9:00 a.m. - 4:00 p.m.
C12 Insurance on Property
Instructor: Natalie Gutzelt, CIP
Exam Session: December
This one-week CIP course allows you to work toward your designation at a quicker pace in a classroom setting under the guidance of our most experienced instructors. Due to the accelerated pace of the classes, we suggest a serious review of the textbook prior to the start of the session and independent evening study during the session.
Contact: Beverly Lewis-Hunte at bkhunte@insuranceinstitute.ca, 416-362-8586 x2253

CONESTOGA
July 12-23, 2010
September 13-24, 2010
November 15-26, 2010
Basic Broker/Agent Licensing
Instructors: Lyll Bell and David Scharaman
This 10-day course is designed to help those who are new to the insurance industry with the licensing exams for agents and brokers. We have small classes but BIG results! This is an intensive course that will require the student to complete home assignments as well as attend classes.
September 21, 2010
Effective Business Writing
Instructor: Heather Graham at hgraham@insuranceinstitute.ca, 519-579-0184

A Better Understanding of the Rehabilitation Process
If your job involves working with injured or disabled claimants, then this comprehensive program could be right for you. The program strikes the right balance between insurance concepts and the skills and understanding needed for insurance professionals to help claimants with injuries or disabilities. With this education program, insurance professionals can facilitate the process with confidence and achieve the greatest possible independence and vocational success for the injured or disabled claimant.

In partnership with Seneca College in Toronto, the Insurance Institute of Ontario offers a nine-course certificate in Rehabilitation Benefits Administration. The program consists of five courses in rehabilitation offered through Seneca College of Applied Arts and Technology and four courses in insurance offered through The Institute of Insurance Studies of Canada.

For more information, please contact: Nancy Rivera, Insurance Institute of Ontario, 416-362-8586 x2244 or mrcarla@insuranceinstitute.ca
Judith Minisky, Faculty of Continuing Education and Training at Seneca College, 416-491-5050 x2572

Continued on page 4
employed by some of our chapters. In addition to traditional face-to-face offerings, chapters and the GTA also hold Web-based classes which allow students in more distant locations to connect into a live classroom and urban-based students the opportunity to plug in as a means of better managing their time.

Strong CIP registrations result in good graduating classes and this was the case again this past year with most chapters hosting well-attended graduation ceremonies. It was my honour to attend these convocations to celebrate the accomplishments of our newest professionals and present them with their well-deserved diplomas. Indeed, participating in these events was one of the highlights of my year as your President.

Supplementing our formal programs, we continue to offer unique and timely seminars. Our Kawaartha Chapter for example offered a “Selling increases in Tough Times” seminar on “Dangerous Goods in Transit.” Conestoga offered a number of seminars such as “Surviving the Hard Market” and “Risk Assessment & the Trucking Industry” while our Southwestern Chapter offered a seminar on the controversial topic of “Credit Scoring.”

Our chapters and the GTA were also busy offering a number of seminars on the changes to the Ontario auto product. As well, we are seeing growing demand for our Web-based seminars offered across the province. Our CIP Society was very active this year providing a number of hot-topic seminars such as “Fraud in the 21st Century” and “HST Implications” held by our Ottawa Chapter. Additionally, there were a number of social and networking events held throughout Ontario.

As my year as your President wraps up, I reflect back on a year filled with meaningful professional development activity of which we can all be very proud. I particularly enjoyed meeting the volunteers and staff at the various Chapter convocations I attended during the year who work so hard to make these functions a success.

Your Institute delivers these services as a team and we are most fortunate to have dedicated volunteers across the province, and talented and well-qualified leaders comprising the Governing Council and all of our committees and Chapter Councils. To all of you, please accept my thanks for your dedication throughout the year.

It has been my distinct privilege to serve as your President. I will wrap up by wishing my successor, Carlos Rodrigues, as much pleasure and success in his year in office.

Sincerely,
André Fredette, BA, FCIP
President
Insurance Institute of Ontario

Ontario Wide SABS Seminars Take the Stage at local Chapters

New Track to Leadership continued from page 1

Ontario Wide SABS Seminars Take the Stage at local Chapters

SABS: Are you ready? continued from page 1

in several of the Institute’s chapters across Ontario including: Toronto, Windsor, Barrie, Kitchener, London, Ottawa, Sudbury, and North Bay.

The seminars were sold out—hundreds of insurance people attended. Many chapters continued to offer repeat offerings to satisfy demand. With regulations set to take effect September 1, 2010, each session was attended by a wide cross-section of industry professionals, learning what has changed from the previous regulations, and what will be remain the same. The highly informative sessions were interactive. Participants left the sessions with a solid understanding of the significant changes to the Ontario auto policy. As new information is released, updated sessions will be scheduled. Watch for our IIO weekly e-blast for the dates and locations best suited to you.

Ontario Wide SABS Seminars Take the Stage at local Chapters

Lending a hand to the industry’s future

The John E. Lowes Insurance Education Fund offers scholarships to Ontario residents pursuing post-secondary education which includes the study of property/casualty insurance. In operation since 1995, the fund continues to offer students a lending hand.

Scholarships are available to students entering the final two years of the four-year Bachelor of Business Administration degree program with the Insurance and Risk Management concentration at Wilfrid Laurier University or the two-year insurance administration programs at Mohawk, Fanshawe, Conestoga, or Seneca College.

Selection is based on outstanding academic excellence throughout the applicant’s high school and post-secondary (as appropriate) career; occupational contribution to school, community life, and/or other meaningful pursuits; major accomplishments; and a strong indication of academic promise. The deadline for submission is September 30, 2010.

Scholarship recipients are recognized at an industry breakfast in October.

For more scholarship information, please contact Tammye Daniels at 416-362-8586 x2313 or iio@insuranceinstitute.ca.

The fund continues to offer students a lending hand.

A Better Understanding of the Rehabilitation Process

For more information, please contact:
Nancy Rivera, Insurance Institute of Ontario, 416-362-8586 x2244 or mrivera@insuranceinstitute.ca.

To finish the day, Patricia Lovett-Reid, Senior Vice President of TD Waterhouse Inc, talked about personal finances by sharing her own experiences in this time of market uncertainty. Her speech touched on the industry’s challenges and the road ahead.

The Insurance Institute of Ontario would like to thank participating professionals, stakeholders, committee members, corporate sponsors, and our distinguished keynote speakers and workshop presenters. The success of this event depends on all of our efforts and passion for the insurance industry.

The following courses, seminars, and workshops were developed for your convenience and professional development needs. Take advantage of these offerings during the summer period and going into the fall.

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For more information, please contact: Nancy Rivera, Insurance Institute of Ontario, 416-362-8586 x2244 or mrivera@insuranceinstitute.ca.

Upcoming Courses, Seminars, and Events

The Insurance Institute of Ontario’s 6th Annual CIP Symposium, The New Normal, was highly successful as insurance professionals from across Ontario and from various disciplines took part in this one day forum. On May 13, Robert Fellows, Senior Vice President of Zurich Canada, kicked off the jam packed day with insights about the New Normal.

The insurance industry is nothing but normal with the shifting market, government policies, changing customer needs, and often unpredictable risks. As many of the workshops demonstrated, change is normal for the property and casualty insurance industry.

Professionals were encouraged to embrace the constant changes, build an understanding and respect for it, and conquer it by being flexible and yet strategic.

There was no chance for afternoon sluggishness with Gerry Vica at the podium, providing stimulus for change.

International Symposium 2010: The New Normal

The New Track to Leadership continued from page 1

The New Track to Leadership continued from page 1

The New Track to Leadership continued from page 1

A Better Understanding of the Rehabilitation Process

For more information, please contact:
Nancy Rivera, Insurance Institute of Ontario, 416-362-8586 x2244 or mrivera@insuranceinstitute.ca.
Courses, Seminars, and Events: continued from page 1

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CIP Society Golf Tournament
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Renaissed your Membership?
It’s that time again—membership renewal season! We have already sent notifications out to you or your employer by e-mail or post, and our customer service representatives are busy processing renewal payments. Ensure that service interruptions are avoided. Renew today!

Renew and pay online now. It’s quick and easy.
1. Just go to www.insuranceinstitute.ca/membership2010
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A Round Ontario

HAMILTON/NIAGARA
Annual Convocation
On February 18, at Michelangelo’s Banquet Centre, the Hamilton/Niagara Chapter hosted their annual convocation event.

For more information about the Hamilton/Niagara Chapter, please contact Chapter Manager Dawn Cant Elliott, FCIP CRM at 905-574-1620 or dellott@insuranceinstitute.ca.

SOUTHWESTERN
New Digs!
There are improvements at the Chapter office at 1335 Carling Avenue, Ste 300 to benefit our members. Capacity has doubled for seminars; Sound proof partition allows for more than one seminar or class to take place at once; Reception and storage space is available; A committee room and a private office were added.

For more information about the Southwestern Chapter, please contact Wendy Barbour at 519-432-3666 or wbarbour@insuranceinstitute.ca.

OTTAWA
New Digs!
Our members can enjoy more space that is bright and airy at a central location to host seminars, classes, and exams. We also can rent rooms when our members need the space.

Contact Ellen Legault at elegault@insuranceinstitute.ca or 613-722-7870 for information.

SOUTHWESTERN
Essential Management Skills Course
The newly launched Essential Management Skills course has been very well received by aspiring, new and senior managers. Developed and facilitated by Karen Bergin, this 3-day course is helping to address the industry need to train our future leaders.

For more information about the Southwestern Chapter, please contact Wendy Barbour at 519-432-3666 or wbarbour@insuranceinstitute.ca.

Ontario Wide SABS Seminars take the Stage at Local Chapters
In March 2010, the new and revised regulations from Ontario auto insurance reforms were released. As the new regulations were announced, the Insurance Institute of Ontario and industry auto policy professionals worked together to deliver Statutory Accident Benefits Schedule (SABS) seminars for those professionals who would be affected.

The appeal to a wider audience was unique to the Institute’s SABS seminars. The seminars were developed with adjustors, underwriters, and brokers in mind who wanted to gain knowledge on the practical applications of the new wordings and their implications. Brokers in particular had the opportunity to earn four RIBO (Registered Insurance Brokers of Ontario) credits by attending. In association with Cameron & Associates and other local presenters, the presentation was conducted.

Courses, seminars, exams, and training are key to the Institute’s mission to advocate for the good of the insurance industry and to meet the educational and professional development needs of its members and stakeholders.

Institutes and the industry, both in the markets and in the education of its members, are important to people looking to do more with less, work-life balance has become an important issue for many people. To help students integrate their studies, we now offer alternate forms of tuition such as the Weekend Warrior approach.

The educational highlight for the Institutes and the industry, both in Ontario and across Canada, is the launch of the new-track Fellowship Program in September. The new-track curriculum will focus on issues important to people looking to qualify. By earning the Fellowship designation, it is an important change from the current-track approach of providing general business knowledge.

The enhancements to the program will ensure that the Fellowship designation continues to be recognized as the industry’s most senior qualification and that it remains a key plank in the portfolio of people looking to advance their career for all CIP graduates who qualify. Strongly encourage you to enroll in the program; registration is taking place as you receive this newsletter.

Registrations in our CIP core offerings have been strong this year even during these difficult times for our industry. And while employers are looking to do more with less, work-life balance has become an important issue for many people. To help students integrate their studies, we now offer alternate forms of tuition such as the Weekend Warrior approach.

About the Author
Andre Fredette, BA, FCIP
President, Insurance Institute of Ontario

The Institute is a dynamic organization whose fortunes are tightly linked to the issues faced by the insurance industry.

This past year has been difficult for the industry in several respects. The auto insurance product has created a number of challenges for insurers and for many has been a significant drag on profitability. The low interest rate environment and the dramatic downturn in the markets have decimated investment income. And of course we have the revision to the auto insurance product across several provinces.

It is perhaps even more important during difficult times such as these that employers develop a highly-skilled, well-educated staff capable of addressing these issues head on. Within this environment the Insurance Institute must provide high quality, responsive, and affordable professional development opportunities to meet the needs of its members and stakeholders.

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