

FOR MEMBERS OF THE INSURANCE INSTITUTE OF ONTARIO

Message from the President



Carlos Rodrigues, MBA, CMA, FCIP
President, Insurance Institute of Ontario

Institute Remains Vital in an Evolving Industry

The insurance industry faces many thought-provoking issues that could impact the nature of our business in the coming years. Consolidation

within the broker and independent adjuster communities and among companies is beginning to alter the insurance landscape. The changing nature of ownership models in our business might also lead to new dynamics.

Technology, the Internet, and social media are changing the way we do business, and change will only escalate in the coming years. Climate change and the shifting frequency and severity of weather events will continue to bring new challenges to our business. The automobile insurance product continues to remain a political lightning rod.

Our demographic studies have also highlighted the looming leadership shortfall our industry will face in the not too distant future. Tailored specifically to the insurance industry, the Institute's new track Fellowship Program responds to this need exceptionally well.

The new Fellowship Program, launched last fall, replaces the aging original track program that has been in place since the mid-1970s. The existing program has served the industry, students, and graduates very well over these last 30 years. But the time had come to reinvent the industry's most senior qualification.

Like the restructure of the CIP Program a few years ago, the completely new Fellowship Program has been very well received. Designed to be a post-undergraduate program, the curriculum tackles the business and leadership knowledge required to be successful in senior roles within our industry, but does so employing an insurance-specific approach to the core subjects of strategy, leadership, finance, enterprise risk management, and emerging issues.

I would strongly encourage all CIP graduates who hold an undergraduate

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Insurance Institute

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degree or college diploma to take their industry knowledge and leadership skills to the next level by enrolling in the new track Fellowship Program.

At the end of the long study hours, classroom attendance, home assignments, and final exams, students proudly walk across the stage to collect their CIP and FCIP diplomas. This is a high point in the careers of many of our members, and one that is rightfully embraced. Not only have they earned internationally-recognized, rigorous qualifications, but they have done so while juggling busy careers and family lives.

I had the wonderful opportunity to share in the joy that our new graduates experienced as they attended their convocations across the province. Indeed, it was my very great pleasure to present our new graduates with their well-deserved diplomas at our graduation ceremonies. Again, I extend my sincere congratulations to each one of them on their significant accomplishments.

In response to the changing needs of our members, we have expanded the ways in which we deliver our courses and seminars

beyond our traditional Institute-campus sessions. A handful of employers provide us the opportunity to host on-site sessions at their locations and the road shows held across our chapters are also well received. Our Weekend Warrior classes offered in several locations are also a big hit. We are also now holding a notably increased number of Web-based CIP classes and seminars.

Helping to attract new talent into the insurance business has become an important contribution that the institute provides for the industry. Across the province we have more than 200 Institute-trained Ambassadors, typically CIP and FCIP graduates, who are enthusiastically spreading the good word about the rewarding career opportunities that exist in our business.

Several of our chapters also participate in the “Feed the Minds of Youth” program which brings young adults into their parents work environment to experience firsthand the important contribution that insurance makes to our society.

As my year as president comes to a close and I reflect on our many new member-focused product offerings, our broadened

methods of delivery, and our Career Connections activity, it is clear to me that our Institute is an agile, professional organization that works diligently at staying out in front of the evolving needs of our industry and bringing significant value to the business.

We are able to do this through the efforts of our many volunteers who act as CIP instructors, seminar leaders, exam invigilators, committee and council members, and chapter presidents. To all of you, I extend our sincere thanks for helping us to be the exceptional organization that we have become.

As I wrap up my final message I would like to thank you, our members, for providing me with the extraordinary opportunity to serve the Institute and the industry in this leadership capacity. This has been a very special privilege for me. To my successor, Paul Martin, CIP, I wish every success and enjoyment as he becomes the next leader of the Institute.

Sincerely,

Carlos Rodrigues, MBA, CMA, FCIP
President

Institute Membership: An Investment in your Professional Success

You’ve made a decision to invest in your education because you know that continuous learning isn’t just an option—it’s vital to your professional success. For this reason, we don’t want you to miss out on the exciting new programs and services that we’ll be offering in the next year. The value of your Institute membership is undeniable. It enables you to continue towards your educational goals. You are also offered exciting professional development opportunities along the way. We’ll keep you abreast with the latest industry knowledge and news.

Why renew?

We’re here to help you make the most of your studies and your career in insurance.

With our support, you can take your education and career to a whole new level. Our members have access to leading-edge courses, seminars, and Webinars, along with other valuable networking opportunities. We know you’re busy, so we offer flexible learning options to suit your needs.

If you have any questions or need help renewing your membership, please contact us toll-free at 1-866-362-8585, or e-mail us at IIEmail@insuranceinstitute.ca.

Registration Information

Online registration

1. Register for an online account at our Web site www.insuranceinstitute.ca.

2. Once signed in to your online account, click on the “My Membership” link on the right side menu. (Membership information will be displayed—but your membership status is inactive and the expiry date is invalid. This will be corrected when you purchase an online membership.)

3. Purchase a membership by clicking on the “Add Local Membership” button.

Phone registration

Contact our customer service centre toll-free at 1-866-362-8585.

Please visit www.insuranceinstitute.ca for more information.

Web Classes Gain Popularity with CIP Students

Web classes are a great option for students who find classroom learning inaccessible or inconvenient due to geographical or time constraints. Since 2009, the total number of Web classes offered by local Institutes and chapters has increased more than 30 percent.

In addition to the traditional benefits associated with online learning, Institute Web classes provide CIP students with access to a catalogue of real-time, instructor-facilitated learning resources that extend beyond their local chapter or Institute. In many cases, this allows students to complete their CIP designation using a method of instruction that best suits their learning style.

Web classes consist of weekly real-time instruction via Web conferencing technology and are supplemented by a course within our Web-based Learning

Management System (LMS). This course allows instructors to make use of additional tools, such as learning activities, discussion forums, interactive quizzes, and more. Many instructors also deliver their midterm online via the LMS. In fact, the tools within the LMS have proven so valuable to instructors, that some have opted to incorporate the same blended approach to their classroom instruction as well. The Institute's LMS uses Moodle and Adobe Connect as its software platform.

Participating in a Web class requires access to a computer with a high-speed internet connection (DSL/Cable or higher) and audio capabilities (headphones or speakers). Minimal software is required: a Web browser and Adobe Flash Player.

Coming Soon! Watch for the Institute's fall schedule of CIP Web classes in the next issue of *In Ontario*.

Upcoming Ontario Seminars

Check out our hot summer line up of seminars. Earn RIBO credits and gain valuable insurance industry knowledge. See what your chapter has in store for you online at www.insuranceinstitute.ca/ontario.

CONESTOGA

Personal Lines Property	June 20, 2011
Risk Management: An Overview	Aug. 24, 2011
Commercial Lines Property	Sept. 14, 2011
Leading Insurance Coverage & Liability Cases	Sept. 20, 2011
PROedge: Advanced Construction Insurance Topics	Sept. 22, 2011
Presentation Skills	Sept. 27, 2011

For more information contact us at Conestogamail@insuranceinstitute.ca.

GTA

The New Ontario Auto: Did We Get It Right This Time?	June 22, 2011
Nuclear Insurance	June 23, 2011

For more information contact us at gta_seminars@insuranceinstitute.ca.

HAMILTON/NIAGARA

The New Ontario Auto: Did We Get It Right This Time?	June 28, 2011
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For more information contact us at HamiltonNiagamail@insuranceinstitute.ca.

SOUTHWESTERN

Residential Condominiums: A Review	June 20, 2011
SABS: Income Quantification	June 21, 2011
Risk Selection for Commercial Auto	June 23, 2011
Pleasure Craft Fundamentals	June 29, 2011

For more information or to register, please contact the chapter office at Southwesternmail@insuranceinstitute.ca.

For more detailed information about our numerous Ontario seminars, please visit www.insuranceinstitute.ca/ontario and Click on your chapter or the "Seminar" icon.

John E. Lowes: Scholarship Excitement Brewing



The John E. Lowes Insurance Education Fund

It is a new year for the John E. Lowes Insurance Education Fund. With your help, we want to increase that number of applications in 2011 even more than 2010.

You can encourage students to apply, attend events in support of the Fund, and contribute generously to the program. By participating, you make it possible for the Fund to continue its work. Without your support, the Fund could not reach those who could benefit from it. After all, each of us benefits from a Fund that encourages

students to pursue higher education. We want to thank the industry for supporting the program thus far, and hope you will join us at local events to continue your support:

CIP Society Fellows' Golf Tournament
September 13, 2011
Wyndance Golf Club, Uxbridge, Ontario

Lowes Fund Breakfast Seminar
October, 26, 2011
The National Club, Toronto, Ontario

To learn more about supporting the Fund, please contact your local chapter or the scholarship administrator at 416-362-8586 Ext. 2313 or iio@insuranceinstitute.ca.

Agent/Broker Licensing

Gain complete and effective knowledge to prepare you for agent/broker licensing exams. We offer programs that are close to home and in a variety of time frames that meet your needs. Check available dates and take advantage of this fantastic opportunity to get licensed in your area.

Conestoga Chapter	July 11–22, 2011
	Sept. 12–20, 2011
Southwestern Chapter	Sept. 6–19, 2011

Visit the chapter Web pages for more information and requirements at www.insuranceinstitute.ca/ontario.

Speakers Club Turns 75!



Speakers Club, President's Dinner

The Speakers Club of the Insurance Institute of Ontario passed a major milestone recently, celebrating its 75th anniversary in style. On May 16, 2011, the annual President's Dinner was held at Mirto Italian Restaurant in downtown Toronto. The meeting was graced by the presence of no fewer than eight past presidents. After a reception and three-course meal, guests were invited to participate in the evening's impromptu speaking competition, won by Valerie Clarke, on the value of public speaking skills. The evening was capped by trophy presentations and the passing of the gavel from outgoing president Paul Seaton to incoming president Drew Collins.

CIP Society Symposium 2011



Peter Hohman, Charles Brindamour, and Paul Martin at Symposium 2011



Lynn Oldfield with leadership panel executives. Photo courtesy of Candian Underwriter

The CIP Society's seventh annual symposium was Ontario's premier event this spring. Current and future insurance industry leaders shared successful strategies of how to be an agent of change.

The return of the industry leader panel was well-received by symposium participants and included John Chippindale, Shawn DeSantis, Sharon M. Ludlow, Karen Barkley and Lynn Oldfield. Watch for the CIP Society's eighth annual symposium in April 2012.

**Hamilton/Niagara Chapter:
CEO Luncheon with George Cooke**



George Cooke and Pino DiTullio at the Hamilton/Niagara CEO Luncheon

In May, the Hamilton/Niagara chapter hosted the CEO Luncheon with George Cooke, CEO, The Dominion of Canada. The luncheon had a great turn out with over 50 guests.

Earn a Certificate in Rehabilitation Benefits Administration

**Partnership with Seneca puts
Rehabilitation Program within Reach**

In partnership with Seneca College in Toronto, the Insurance Institute offers a 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 Insurance Institute.

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 claimants.

For more information, please contact Nancy Rivera, education coordinator, at nrivera@insuranceinstitute.ca. For Seneca courses, please contact the registration office at 416-493-4144. Seneca courses are only offered by correspondence.

CIP Class Schedule: Hot Summer Offerings!

Welcome to the summer session of CIP Classes. If you are looking for some concentrated CIP classes to get you closer to the CIP designation, one week classes are being offered in the GTA:

C14 Automobile Insurance—Part 1
June 20–24, 2011

C12 Insurance on Property
August 8–12, 2011

Registration Information

To learn more, register on-line at our Web site www.insuranceinstitute.ca/ontario, or e-mail us at cipclass@insuranceinstitute.ca.