

IN Ontario

Winter 2010-2011

FOR MEMBERS OF THE INSURANCE INSTITUTE OF ONTARIO

Message from the President



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

Making Tracks to your Future

This is my first message to you following my introduction as your new president in our last newsletter. It is my pleasure and honour to serve you in this capacity in the coming months.

There are a number of exciting initiatives underway at the Insurance Institute. The one with the biggest impact for our students and graduates, and the industry as a whole is the launch of the new-track Fellowship Program this past September.

The existing, or original-track, FCIP Program has been in use for the last thirty years. It has served our students and the industry very well during this time. The program has served as an excellent executive-development program providing many classes of Fellowship students with valuable business knowledge. Since its launch, however, business has changed significantly and so too has our industry. Our underlying CIP Program has also undergone substantial revision in its structure, curriculum, and level of complexity. The time had clearly come to reinvent the industry's most senior qualification.

While completely different from the original program, the new Fellowship remains the natural next step for CIP graduates looking to increase their knowledge and advance into more senior decision-making and leadership roles within our industry.

The curriculum is tailored specifically to the property and casualty insurance business through new industry-specific courses covering strategy, leadership, financial management, enterprise risk management, and emerging issues. These courses are taught by university-level faculty in a Web-based environment. The final course is a two-semester work-based practicum that provides students with the opportunity to synthesize the knowledge they have gained in the previous courses, drawing on real-world experiences.

The prerequisites for the new-track program include a CIP designation

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Insurance Institute

Learning for the real world. Rewarding.™

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Lowes Scholarships

Congratulations to scholarship recipients!



On behalf of the Board of Trustees of The John E. Lowes Insurance Education Fund, it is our pleasure to announce the selection of this year's three fund recipients:

Kaylie Chamberlin

Fanshawe College, Business – Insurance

Irina Baksheeva

Seneca College, Business – Insurance

Laura Fyfe

Wilfrid Laurier, BBA,

Insurance & Risk Management

Kaylie, Irina, and Laura were awarded the scholarship at the Annual Lowes Breakfast Seminar on Thursday, October 14, 2010 at the National Club in Toronto surrounded by the board of trustees and the insurance industry. The three recipients come from different areas of Ontario. "Each of these candidates is exceptional and demonstrated a dedication to pursuing a post secondary education with a focus on insurance," said Chris Duffield, Chair of the John E. Lowes Board of Trustees.

Insurance professionals joined in the celebration along with Frederick Ketchen, the keynote speaker. Given the number of Fall activities in the industry, it was an opportunity for insurance professionals to support post-secondary students in their pursuit of a higher education and in their quest to gain a strong start in the property and casualty insurance industry.

Support a worthy cause

The John E. Lowes Insurance Education Fund awards financial assistance for Ontario residents pursuing post-secondary education which includes the study of property and casualty insurance. If you or your organization would like to support the John E. Lowes Insurance Education Fund, we welcome donations. Contact Tammye Daniels at 416-362-8586, Ext. 2313 or iio@insuranceinstitute.ca.

Convocations



Celebrate the accomplishments of Chartered Insurance Professionals in your region. Contact your local Institute Chapter to RSVP for the following convocation ceremonies:

GTA

Thursday, January 20, 2011

Metro Toronto Convention Centre

255 Front Street West, Toronto

Contact Tracy Bodnar at

gtaevents@insuranceinstitute.ca

Kawartha Chapter

Friday, February 4, 2011

Holiday Inn Oshawa

1011 Bloor Street East, Oshawa

Contact Robert Munford

at rmunford@insuranceinstitute.ca

Hamilton/Niagara Chapter

February 17, 2011

Michelangelo's Banquet Hall

1555 Upper Ottawa Street, Hamilton

Contact Dawn Elliott at

delliott@insuranceinstitute.ca

Conestoga Chapter

Tuesday, February 22, 2011

Waterloo Inn Conference Hotel

Contact Heather Graham at

hgraham@insuranceinstitute.ca

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and, for the first time, an undergraduate degree. An alternate entry route is provided for college graduates.

CIP graduates without an undergraduate degree are able to gain entry into the original-track program until January 2012. We encourage all existing and new CIPs so qualified to begin the program prior to that date.

And speaking of graduates, a number of our Chapters held their convocation ceremonies throughout the month of November. It was my privilege to present our newest professionals with their hard-earned diplomas. I very much enjoyed the opportunity to share in these wonderful experiences with our graduates and their families, and colleagues. Several convocations will be held in the new year and I look forward to being a part of those celebrations as well.

Earning your professional qualification through the Insurance Institute is a significant accomplishment. The programs provide the knowledge necessary to function as a professional in our business.

Our Chapters and GTA operation provide a variety of classroom formats to help our students complete their studies. These can include the weekend warrior format, the traditional evening class approach, and a variety of other in-class options. We are also seeing an increasing use of our Web-based classes, which come in two formats. The first sees all students connect on-line while the second format connects a hub of classroom students together with on-line students who join in from their personal environments. Whatever your preferred method of learning or your schedule, you can find an approach that is right for you through our various course offerings.

It is hard to believe that we will soon be heading into the festive season. So I will wrap up my message to you by wishing our students the very best with their upcoming exams, and to all a safe and happy holiday season.

Sincerely,

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

Introducing the IIO's Newest Initiative

Customer relationship management: customer-focused to drive productivity

We are pleased to introduce the newest initiative from the Insurance Institute of Ontario (IIO), Customer Relationship Management (CRM).

The first of its kind at the Insurance Institute, this initiative will offer greater opportunities for insurance professionals, human resource professionals, and business owners to connect with the Institute. In an effort to continue to provide exceptional service to our valued customers, we now offer greater access to the Institute through Customer Relationship Managers, Peter Hood and Robert Munford.

Here is what they have to say about this new initiative:



Peter Hood, CIP
*Customer Relationship
Manager*

"Our goal is to enhance the professional development experience. An

investment in time and energy towards

professional development and education can increase productivity, resilience, and prosperity in business. A Customer Relationship Manager can show you how.



Robert Munford, BA, CIP
*Customer Relationship
Manager*

In addition to the other relationships that insurance

professionals may have with the Institute, the CRM initiative is designed to build exceptional relationships and provide another point of contact.

Talk to us about....

- Professional development options that will increase productivity
- Service options that will help us serve you better
- How to navigate through the CIP program so that it works for you and your staff

To learn more, contact us at iio@insuranceinstitute.ca, 416-362-8586, or 866-362-8585.

Liability Seminar

Leading Insurance Coverage & Liability Cases for 2009-2010

The Insurance Institute of Ontario is pleased to partner with the Insurance Bureau of Canada in hosting the Leading Insurance Coverage & Liability Cases seminar. Mario Fiorino, Senior Counsel, Insurance Bureau of Canada presents a number of informative and engaging seminars across Ontario this winter.

As a lawyer, author and educator, Mario brings a unique perspective to the current challenges confronting all insurance professionals. Mario has delivered insurance seminars covering technical, management and organizational developments issues across Canada, the U.S., and Australia.

Participants will navigate through the leading coverage and liability decisions of 2009-2010 dealing with the following issues:

- Coverage interpretation under the CGL policy
- Coverage interpretation in personal lines
- Review leading third party liability decisions
- Developments in bad faith litigation and punitive damages
- New developments in privacy disputes
- New developments in the duty to defend
- Professional liability
- Discuss privacy complaints against insurers
- Review how international developments in privacy law may affect Canadian property and casualty insurers

Interested participants can attend in these Chapters:

February 24, 2011 – Ottawa
March 29, 2011 – Conestoga

To register for any one of these sessions or others in your region, please visit www.insuranceinstitute.ca/ontario >click on Seminars.

National Education Week 2011

Join us to celebrate education in the insurance industry!



The Insurance Institute is proud to announce that the third annual National Education Week will be held **February 28 to March 4, 2011**.

National Education Week is a great opportunity to take part in continuing professional development and have some fun at networking events. The week is

devoted to raising awareness of education with a focus on special seminars, events, and networking opportunities across Canada, all as part of the Insurance Institute's dedication to providing responsive and relevant education to the industry.

Book it in your calendar and join in!

To find out what's on in your local area, visit www.insuranceinstitute.ca and click on National Education Week. Visit frequently, as events are yet to be added, or talk to the manager at a participating local Institute or Chapter.

We look forward to celebrating with you during this exciting week!

CIP Course Schedule January 2011

Welcome to the winter 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. To learn more, register on-line at our Web site, www.insuranceinstitute.ca/ontario.

		Cambrian Shield	Conestoga	Greater Toronto Area	Hamilton/Niagara	Kawartha	Ottawa	Southwestern
MANDATORY	C11 Principles & Practice of Insurance		I	I	I			I
	C12 Insurance on Property		I	V/I	I		I	
	C13 Insurance Against Liability–Pt 1		V/I	V/I	I			I
	C14 Automobile Insurance–Pt 1		I	V/I		I	I	
	C16 The Business of Insurance			I	I	I		V/I
APPLIED PROFESSIONAL	C110 Essentials of Loss Adjusting		I	V	I		I	I
	C111 Advanced Loss Adjusting			I	I			
	C120 Underwriting Essentials		I	V		I		I
	C121 Advanced Underwriting			I	I			
	C130 Essential Skills for the Insurance Broker & Agent		V	I	I			I
	C131 Advanced Skills for the Insurance Broker & Agent						I	V/I
	C132 Practical Issues in Broker Management							
ELECTIVE	C32 Bodily Injury Claims		V	I	I			
	C36 Building Construction Fire Protection & Basic Hazards	I						
	C39 Fraud Awareness & Prevention			V				
	C40 Business Interruption			I				
	C43 Specialty Lines						I	
	C45 Surety Bonds			V				I
	C47 Reinsurance			I				

Legend: V = Virtual Class, I = In-class
For information about continuing education opportunities, please visit the Web sites of local Ontario colleges.

Events & Seminars

GTA Events

Fellows' Night 2011 Feb. 3, 2011
The National Club, Toronto

CIP Society's Curling Bonspiel Mar. 2, 2011
Tam Heather Curling Club,
Scarborough

Register on-line at
www.insuranceinstitute.ca/ontario > click
on Events

Ontario Seminars

CONESTOGA

Success Series: Dec. 1, 2010
Career Pathing

Success Series: Feb. 9, 2011
Four Generations in the Workplace

Leading Insurance Coverage Mar. 29, 2011
& Liability Cases

GTA

Fundamentals Dec. 1, 2010
of Reinsurance

Insurance Crime: Dec. 2, 2010
Awareness & Prevention

Introduction to Jan. 12, 2011
Business Interruption

Teaching Techniques Feb. 4, 2011

OTTAWA

Introduction to Dec. 2, 2010
Surety Bonding

Broker/Agent Jan. 10-21, 2011
Basic Licensing Course

The Leading Insurance Feb. 24, 2011
Coverage & Liability Cases
for 2009-2010

Register on-line at
www.insuranceinstitute.ca/ontario > click
on Seminars

Second Annual National Leadership Awards

Recognizing Leaders in the Property and Casualty Insurance Industry

This fall, the CIP Society announced the 2010 National Leadership Award recipients. This national awards program was launched during the tenth anniversary celebrations of the CIP Society to recognize outstanding achievement in Canada's property and casualty insurance industry. The awards acknowledge both the Society's up-and-coming leaders as well as our established leaders from across the nation. Among the six award recipients to be recognized across the country, Ontario is proudly represented by two Emerging Leaders as well as one Established Leader.

The 2010 National Leadership Award Recipients from Ontario are:

Rob Bickerton, BComm, CFE, CIM, CPA, CRM, FCIP, FCPA, FCSI, FMA, LPCS, RPLU, CGA



Rob is a senior underwriter at the Guarantee Company of North America. Rob demonstrates his commitment to continuing professional

development in his passion for learning and for sharing his knowledge with others. He is a regular contributor to Canadian Underwriter and gives back regularly to his industry and his community in a number of volunteer capacities. He exemplifies the qualities of a leader by demonstrating excellent work ethic and unwavering commitment to his employer, community and colleagues.

Melanie D'Amico, CIP, CRM



Melanie began her career in Insurance in 2000 and over the past ten years she has proven herself to be a natural leader in the classroom and out in the community.

Melanie is dedicated to continuing professional development and gives back to the Institute and the industry as a volunteer instructor, an Institute Ambassador and as the Vice-Chair Professional for the IIO – Conestoga chapter's council. As well, Melanie finds time to fundraise for breast cancer research and awareness and she coordinates the Economical Insurance Group's participation in the CIBC Run for the Cure.

Ron Bouwmeister, FCIP, ACS



Ron has spent his entire career in the Insurance Industry and in that time he has demonstrated leadership in a variety of capacities. Ron gives back to his

industry as an instructor and has spent time as the President of the Ontario chapter of the CICMA and is a member of the CIP Sub Committee. Not only does Ron give back to his industry, but he contributes to a number of charitable causes and has organized the AVIVA Stair Climb for the United Way for the past 8 years. Whether it is for his career, an association, a charity or his family, he gives 150%.

CIP Society's Annual Symposium

We are pleased to announce that the CIP Society's annual Symposium will take place **April 6, 2011**. Please save this date.

The theme for the event is Change, Advance, Succeed. Symposium 2011 is set to offer participants a variety of seminars,

group discussions, keynote speakers and a first class leadership panel.

Look for our upcoming full event brochure. For more information, please contact Events Coordinator, Tracy Bodnar, at gtaevents@insuranceinstitute.ca

Feed the Minds of Youth

Bringing Insurance Career Awareness to Youth

On Wednesday November 3, 2010, Insurance Institutes across the country opened their doors to welcome grade nine students who were participating in the annual Feed the Minds of Youth luncheon. This luncheon is held in conjunction with the Learning Partnership's "Take Our Kids to Work Day" (TOKTWD), a national event which brings students into the workplace of their parent/guardian for a day.

This 2 hour luncheon is a great way to introduce students not only to the insurance industry as a whole, but also to a number of different career options within the industry. Students were engaged with a variety of insurance professional speakers, games, and activities to better explain what insurance is.

Across the Insurance Institute of Ontario, over 150 grade nine students participated with their parent or guardian.

Mark your calendars for next year's Feed the Minds of Youth event: Wednesday, November 2, 2011. For more information about Career Connections, please visit our Website at www.career-connections.info.



Hamilton/Niagara's student participants



Ottawa's student participants

Events across Ontario

Hamilton/Niagara Chapter's Annual Volleyball Tournament

The Hamilton/Niagara Chapter hosted their annual Beach Volleyball Tournament at Baranga's on the Beach on August 26, 2010. Sixteen teams competed in two divisions. Dawn Elliott, Chapter Manager, presented the Competitive Division trophy to Brant Mutual for the 6th consecutive year! The Recreational Division was won by Al-Care Restoration.

We thank our sponsors:
Al-Care Restoration and Whitehall Bureau.



Ottawa Chapter's RIBO/OTL Licensing Class

We congratulate the Ottawa Chapter's successful RIBO/OTL Licensing class. On October 4, 2010 they received their congratulatory gifts.



Greater Toronto Area's Annual CIP Society Fellows' Golf Tournament

The Greater Toronto Area hosted their annual CIP Society Fellows' Golf Tournament at the Wyndance Golf Club in Uxbridge on September 20, 2010. There was a tremendous turn out of CIP Society members and their guests.

We thank our sponsors:
Canadian Underwriter, Chubb Insurance, HKMB, and HUB International.

