



Institute IQ Quarterly

Insurance Institute



Jean-François Blais, FCAS, FCIA
Chair of the Board of Governors

The Institute OnLine: Exams and mycareer

CIP exams and new career-mapping resources are now available electronically, reflecting your reality as an insurance professional working in a digital world.

Terrific news for our CIP and GIE students: Institute final exams are transitioning to a computer-based model. Computer-based exam (CBE) answers are keyed into a computer and are no longer handwritten, making the exam experience more comfortable for our students. Other automated features of the CBE experience have drawn praise from students, including prompts to complete unfinished questions and the ability to toggle back and forth between questions. Regardless of format—paper-based or computer-based—

CIP exams will have a mix of multiple-choice and essay-style questions.

Several courses have already transitioned to the CBE model, and the remainder will follow by July 2017. We are making this technological transition to best serve you, our members. Students who have used this new exam format have expressed a high level of satisfaction not only on the handwriting issue but also on the expanded number of exam opportunities now available with our new three-week exam windows.

Another long-standing exam issue has been the length of time it takes to receive final grades. It may be hard to believe that, not long ago, it took 12–15 weeks for students to receive their results. Since then, our volunteer exam markers and Institute staff have narrowed this time to 5 ½ weeks, eliminating any unnecessary processes. I would like to congratulate them on this achievement while recognizing that the only way to improve this manually based turnaround time was via technology; CBE students receive their grades three weeks sooner than with paper-based exams. In fact, it is not uncommon for students taking an exam in the first week of a three-week exam window to receive their final grade before classmates have written that same exam in the third week of the exam window!

The Institute, however, is not all about courses and exams. We also bring important industry career information to secondary and post-secondary students across the country through our Career Connections team. Once employed in the industry, people often build lifelong careers in the business. With so many

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The Institute OnLine: Exams and mycareer

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opportunities, however, it can be a little daunting planning a career, particularly in your early years.

The Institute has launched a comprehensive solution to this challenge. My**career** is a new online resource featuring industry career tools that include career maps, education pathways, advice, and assessment tools. Feedback from users has been very enthusiastic about this unique industry resource, and managers and human resource professionals are also using my**career** as the foundation for career discussions with staff. Please visit us at www.insuranceinstitute.ca/mycareer.

I'll conclude my message on the topic of exams, as many of you will be preparing for the April finals, some experiencing a computer-based exam for the first time. Regardless of which style of exam you sit, good luck and best wishes for success.

Sincerely,



Jean-Francois Blais, FCAS, FCIA
Chair of the Board of Governors

STUDENTS: Are You Getting Your Tax Credits?

The Insurance Institute is an educational institution that has been certified by Employment and Social Development Canada and is therefore authorized to issue T2202A receipts for eligible tuition and fees. The T2202A is an official receipt for income tax purposes and is issued to all students who paid tuition and fees for eligible courses. Students who are not reimbursed (for example, by their employer) may thus claim tuition and fees on their income tax returns.

To download and print your T2202A receipt from the Insurance Institute website:

1. Go to www.insuranceinstitute.ca and log in as a new or existing on-line user.
2. Click on "My Education" and then on the "My Receipts" link on the left menu.

Note that T2202A receipts will not be mailed. If you have any questions, please contact an Institute Member Services representative at 1-866-362-8585 (toll-free) or e-mail iicmail@insuranceinstitute.ca.



Time is running out to complete your original-track FCIP designation.

The program closes on **December 31, 2017**. You must finish all of your courses by this time.

To graduate from the original-track FCIP Program, the Insurance Institute must receive all your course registrations and grade results by no later than **April 30, 2018**. These deadlines are final.

Have any questions or need guidance?

Please contact us at fcip@insuranceinstitute.ca.

Mycareer Is Now Available!

The Institute's new career mapping and education pathways initiative—**mycareer**—is now available!

Understanding where you are, what you want, and where you want to go are the first steps to take as you map your career path.

The Insurance Institute's new **mycareer** program can help you to map your unique skills, your interests, your strengths, and work experience along 12 career paths in the industry—including underwriting, claims, broker/agent, risk manager, people and technical management, and more.

Over the course of your career, you have likely expanded your skills and built valuable working experience. Have you thought about where these skills and experience are leading you? Do you know what your options are

for what's next in your career? Do you know what it'll take to get where you want to go?

We developed these career resources to help you explore the lateral and vertical opportunities in your organization and the industry. The information and resources, tips, and tools provided can help guide you as you map your career and explore education pathways to realize your full professional potential.

- If you know where you want to take your career, the **mycareer** [career maps](#) can guide you there.
- If you aren't sure where your career in insurance can lead you, the [resources](#), [assessment tools](#), and [tip sheets](#) on the **mycareer** website can help you navigate the options and opportunities your organization may have to offer.

- If you aren't sure what education will get you where you want to go, the **mycareer** [education pathways](#) section demonstrates how the Institute supports your career with various education programs, including professional designations, certificates, continuing education, and mentoring.
- If you're curious about the career paths of other industry professionals, the many [videos](#) on the **mycareer** website offer stories about career milestones, mentorship, and great advice from industry professionals.

The Institute is pleased to make **mycareer** available at no cost to members and the industry. Get connected to great career management resources online.

National Education Month: Celebrating an Insurance Education

Insurance education awareness, networking, and career mapping took centre stage during National Education Month in February 2017.

The Institute expanded National Education Week to a month this year to accommodate the various national events promoting a p&c education.

Institutes in Atlantic Canada joined forces to update their traditional essay-writing contest with a new visual twist. Contestants submitted a two-to-three-minute video on one of three topics:

- A day in the life of _____ (fill in the blank). Examples include a broker/agent, underwriter, claims professional, or risk manager.
- How does a CIP designation influence your career?

- How do p&c insurance professionals give consumers peace of mind?

Weekly trivia contests held throughout the month tested the knowledge of p&c professionals, with gift card prizes and personal pride on the line.

For those keeping pace with p&c industry changes, a wide array of seminars and webinars covered topics ranging from construction estimates to distracted driving.

Networking underpinned many of the professional development activities available for insurance professionals in February. Local institutes across the country met with insurance companies and their employees to talk about educational opportunities. In British Columbia, Institute instructors met with each other during half-day professional days. And in Ontario, members came

together for social activities such as axe throwing and bubble soccer tournaments.

National Education Month was an ideal time to discuss careers with mentors and peers. Career mapping took centre stage with the rollout of **mycareer**, a new Institute online resource offered at no cost to help insurance professionals chart their careers within the p&c industry.

"Mycareer gives employees the knowledge and tools they need to take ownership over their own careers," says Pat Van Bakel, President and CEO of Crawford & Company (Canada) Inc. "It can help in both recruitment and retention. We look at it as another tool in the arsenal to unlock a person's potential or talent, by bringing some of those career conversations to the surface."

You will find a complete report on **mycareer** in this edition of *IQ*.

Get Your CIP or FCIP Graduate Ring Today!

The CIP and FCIP rings are available to all members of the CIP Society to purchase and are offered in a variety of metals, including gold, silver, and lustrum, in English or French, and in two styles.

If you are a CIP or an FCIP and would like to purchase a ring, please call Paul Robinson of Jostens at 647-409-7285 or email him at paul.robinson@jostens.com for further details.

Research at the Institute

The Institute's Research Division is busy at work on our two series of research: Our series of Emerging Issues Research Reports will soon include a report on the sharing economy; and our ongoing demographic research on the industry's workforce is being replicated in 2017—our third census of the industry, with the first two taken at five-year intervals in 2007 and 2012.

Emerging Issues Research Series

The Insurance Institute is pleased to be publishing a series of annual research reports on emerging issues.

The most recent addition to the series is the report on the *Sharing Economy: Implications for the Insurance Industry in Canada*. Often recognized as services like Uber and Airbnb, the sharing economy continues to evolve and is becoming more of a reality in our society. Affected by technology, demographics, economics, and societal shifts, the sharing economy is challenging—and will likely continue to challenge—the insurance products and services the industry offers. Read the report to find out why the sharing economy is so important, what is expected over the next five to ten years,

and how the sharing economy is likely to change the insurance industry.

Also in the series of research reports is *Automated Vehicles: Implications for the Insurance Industry in Canada*, which provides insight and information on liability and road safety issues with the automation of vehicles on our roads. Whether or not you believe society can make the evolution from “no feet required” to “no hands required” to “no eyes required on the road” to “no body required in the car,” this report provides perspective on the “drivers” that are advancing the automation.

The first report, *Cyber Risks: Implications for the Insurance Industry*, continues to demonstrate the importance of understanding cyber risks, given the daily headlines reporting on internal and external data breaches and the need for better cyber security awareness and coverage. According to a recent study by the Ponemon Institute, almost 80% of businesses lack strategies to manage cyber risk, which is costing businesses approximately \$3.5 million annually.

The Emerging Issues Research reports are both available in English and French, for

free, as PDF downloads on the Institute website at insuranceinstitute.ca/research.

Demographic Research

The Institute is pleased to be embarking on its third census and survey of the industry's workforce. Human capital issues continue to be at the forefront of industry concerns for today and increasingly for the future. Since the Institute's first report in 2007/08 and the subsequent census in 2012/13, we have seen significant change in the industry's workforce. Given that there have been significant changes in the general labour force in Canada—with the dominance of millennials in the workplace—it is anticipated that we will see significant changes in the p&c insurance industry, as well.

We look forward to replicating several phases of research through 2017 and publishing reports in 2018. Our goal is to support the industry in understanding the human capital issues impacting the industry's current and future workforce and to provide a sound foundation for managing the future work force of Canada's p&c insurance industry.

Watch for more information and updates at www.insuranceinstitute.ca/research.

Why Association Membership Is Important for You

Did you know the Insurance Institute was created by Canadian insurance companies? We were formed in 1899 when a group of companies met to create an organization that would provide quality education programs to insurance industry professionals.

Today, the Institute remains a not-for-profit association governed by a board representing the major insurance employers in Canada. We service more than 39,000 members across Canada with our CIP and FCIP designation programs, certificate programs, and more. These national programs are delivered to you through our institutes and chapters across the country, alongside their local seminars and networking events.

We have evolved with the industry, but our goal remains the same: to ensure that insurance professionals have access to the latest industry knowledge and education to better serve the insurance-buying public.

How are our funds spent?

As a not-for-profit association, we channel any excess funds we have back into the development of new education options, such as the Risk Management and Advanced CIP certificate programs, as well as new technologies, such as the IIC Mobile Learning app. Additionally, we are always researching and developing new education delivery methods to better suit your needs, such as our real-time virtual classes.

Where do you come into this?

As mandated by the major insurance organizations that formed the Institute, we rely on members like you to be able to continue to achieve our goals. By keeping your membership in good standing, you are ensuring that you still have access to high-quality education programs, regardless of your career path in the industry.

You would know about the tangible benefits of membership, including access to our CIP and FCIP designation programs, seminars, networking events, and more. But as with other industry associations that offer education and designations, there are other important benefits to membership that you may not know about. Your membership demonstrates a commitment to your profession and professional alignment with an organization that is recognized as a leader in the industry for education.

It's for all of these reasons that we encourage you to keep your membership with us in good standing—it's of great benefit both to you as an insurance professional and to the property and casualty industry in Canada. To renew your membership, log into your profile at www.insuranceinstitute.ca or call Member Services at 1-866-362-8585.

In Case You Missed It: Discussions from Social Media

Do you know what “ICYMI” means? If not, you probably haven’t spent too much time on social media. ICYMI is a popular social media acronym that stands for “in case you missed it.” This column is a quarterly roundup of discussions from Twitter and LinkedIn.

1. [The CIP Society published its annual “Year in Review”:](#)

Insurance Institute of Canada 2016 will be remembered for Canada’s costliest ever natural disaster – the Alberta fires. For a review and highlights of the P&C industry’s year, read our latest trends paper: A Year in Review <https://lnkd.in/g/SshKY>



2. [Our mobile app can be a handy study tool!](#)

Studying for a CIP exam? Get our free app: IIC mobile learning for practice questions for C11 and C13 students bit.ly/2a6N3PV

3. [The Top 7 topics brokers want to learn more about:](#)

Insurance Institute of Canada Brokers revealed their Top 7 hottest CE topics in a survey conducted by the Insurance Institute of Canada. What’s capturing the attention of the nation’s insurance brokers these days, and how has the Institute responded?



Learning Curve

canadianunderwriter.ca - Brokers responding to a recent survey suggest that they want more education on emerging insurance products, including those associated with residential overland flood, cyber risks and the sharing economy.

4. [Showing continuous support for insurance education in Canada:](#)

Institute CEO Peter Hohman feels optimistic about #insuranceeducation in2017. Find out why bit.ly/2jiMrdM @CdnUnderwriter @insBlogs

Goodbye, Winter, Hello—Exams!

The national examinations for the CIP and General Insurance Essentials Programs take place April 3–April 7, 2017.*

Morning sessions start at 9:30 a.m., local time; afternoon sessions, at 1:30 p.m. Three hours are allowed for each CIP subject and two hours for GIE subjects.

| Day | Course Number | |
|--------------------|---------------|-----------|
| | Morning | Afternoon |
| Monday, April 3 | 11 | |
| Tuesday, April 4 | | 13 |
| Wednesday, April 5 | 12 | |
| Thursday, April 6 | | 39 |
| Friday, April 7 | 14 | |

***Computer-based** examinations for C16, C31, C32, C35, C36, C37, C38, C40, C43, C45, C47, C48, C49, C57, C58, C59, C66, C72, C81, C82, C110, C111, C112, C120, C121, C122, C130, C131, and C132 will be offered on select dates between April 3 and April 21, 2017. The examination dates schedule is available on our website at www.insuranceinstitute.ca.

Good luck to all candidates!

Keep in Touch!

Have your contact details changed? Help us to keep you up to date.

The Insurance Institute is here to help you enhance your professional life and keep you abreast of all the latest industry knowledge and exciting new opportunities. We’re always developing new seminars, courses, and events for industry professionals. However, to ensure we’re able to keep you in “the industry loop,” we need to have your current contact details.

Have you changed jobs? Do we have your e-mail address?

The Institute is now making an effort to be environmentally conscious by sending out more e-mail communications. So if you haven’t received anything from us in e-mail format, chances are we either have an incorrect e-mail address for you or no e-mail address at all.

It’s so easy to update your on-line profile now by visiting www.insuranceinstitute.ca/Signup/Identification.aspx. Just log in as a new or existing on-line user and update your profile—it’s quick and easy! And while you’re there, remember that, on our website, you can research, register, and pay for courses, seminars, and events, all from the comfort of your own home or office.

CE OnDemand Opens to Rave Reviews

Making a splash in the online continuing education (CE) space, the Insurance Institute successfully introduced CE OnDemand for brokers and general agents.

IQ recently spoke to brokers/agents among the first to try the new online CE courses. Brokers said they were impressed with CE OnDemand, singling out its strong content, convenience, and its ability to help brokers understand coverages better so they can better explain them to clients.

CE OnDemand is a catalogue of one-hour CE courses based on hot insurance topics identified in a recent Institute survey of brokers. Topics include cyber risk, overland flood, and insuring the sharing economy. Brokers can take a course online, learn with guidance from a virtual broker, pass a final knowledge check, and download their CE certificate immediately.

Broker John Underhill said he was starting to lose interest in the online CE concept altogether before trying CE OnDemand. "I haven't had great experiences with online courses up until this one with the Insurance

Institute," said Underhill, who runs his own shop at Underhill Insurance Broker Inc. in Barrie, Ontario. "I thought CE OnDemand was great."

Brokers completing the Cyber Risk course appreciated the level of product knowledge.

"It was definitely an intermediate-level course, which I appreciated," said Brent Sierpinski of MHK Insurance in Alberta. "When you are trying to learn a new product, you want the course material to be relevant and challenging. The educational level should be appropriate to learn the material. You don't want the material to be too simple, so it's not providing valuable information, or too complex, where it's talking over your head. The course gave some valuable examples, explained the available lines of coverage, and provided some possible issues that may arise."

Busie Mayzes of Harbord Insurance Services Ltd. in Victoria, B.C., said not only that CE OnDemand informed her about cyber risk but that her education would carry over into her work with clients on the issue. "It helps

me educate my clients to be aware of the technology they are using and how risky it is," she said. "And it helps me get my clients to understand how they can purchase protection for the risks."

Brokers like the flexibility of taking CE OnDemand courses when their schedules allow. "I can do it when it's convenient for me," said Underhill. "It's not a dedicated time—for example, from 11 a.m. to 12 noon—that you might find with a webinar. If things get hectic in the office, you don't want to have to drop what you're doing at the time. With CE OnDemand, you have the flexibility to complete the courses when it is convenient for you."

Brokers described the price as affordable and fair. The catalogue is constantly expanding, with commercial courses such as Business Interruption, Errors and Omissions, and Directors and Officers Insurance arriving soon.

For more information and to purchase CE OnDemand, go to the Insurance Institute's website at www.insuranceinstitute.ca/CEonDemand.

The Honour Roll

An FCIP or a CIP designation is impressive enough in its own right. Even more impressive is an Honours FCIP or CIP—eight of ten FCIP or CIP courses passed with honours. The following Honours graduates received their diplomas at convocation ceremonies this winter:

Fellow Chartered Insurance Professionals

Brenda Benjamin, The Boiler Inspection and Insurance Company of Canada (Ontario)

Jessica Poirier, Intact Assurance (Quebec)

Chartered Insurance Professionals

Jane Bardal, Intact Insurance Company (Ontario)

Caesar Martini, Gore Mutual Insurance Company (Ontario)

Nassima Benzaid, Groupe Totten (Quebec)

Elvita Pais, Northbridge General Insurance Corporation (Ontario)

Katrina Durst, Royal & Sunalliance Insurance Company (Ontario)

Lillian Pobjewski, Fenchurch General Insurance Company (Ontario)

Yanping Lu, Allstate Insurance Company of Canada (Ontario)

Congratulations to these outstanding graduates!

It's Almost Membership Renewal Time Again!

As you know, your membership year runs from June 1 to May 31, and very soon we'll be sending out the 2017/2018 Membership Renewal Notices. Prompt renewal of your Institute membership enables you to continue towards your educational goals and be offered exciting professional development opportunities along the way. As well as this, we'll keep you up to date with the latest industry knowledge and news.

If your employer participates in our Company Bill Membership Renewal Program, you might not receive an invoice yourself, as your HR team will be handling it. If you do receive an invoice, or if you are a member who is billed individually for your renewal, please respond promptly—we appreciate it. Continued active membership will ensure that service interruptions are avoided and that you will always have access to the latest industry knowledge and news!

Advanced CIP: A Critical Success

The value of critical thinking is a no-brainer. Insurance professionals constantly undertake complex evaluations in their business. They analyze financial or claims data, create and interpret contract wording, and determine the right coverage for clients at the right value. How do you learn to think in ways that will improve your performance in whatever you do at work?

Critical Thinking for Insurance Professionals is available as part of The Insurance Institute of Canada's four-course Advanced CIP certificate program and can be taken as a stand-alone course. The facilitated online offering provides learners an opportunity to hone their skills in business, persuasion, and problem-solving.

"I really enjoyed the critical thinking course, and I took a lot away from it," says Jennifer Young, a claims assistant at Economical Insurance. "It gave me a whole new outlook regarding thinking critically on a daily basis, whether that be at work or outside of work."

Young is a relative newcomer to the p&c industry, having joined Economical about a year ago. She finished her Chartered Insurance Professional (CIP) designation in two years and pursued the Advanced CIP certificate immediately afterwards. The critical thinking course has translated into

more confident and effective performance at work, she said.

"Being new to the insurance industry, I found it very educational and interesting to interact with individuals from all over Canada who have been working in the p&c industry for more than 20 years," she said. "Through online discussions, you're given the opportunity to comprehend the insurance industry from many different perspectives. This class gave me insight into how challenges can potentially affect the insurance industry and how every aspect of an insurance company has a role in keeping the organization strong."

Elaine Pohl of SGI Canada became a CIP in 2008. She saw the Advanced CIP as a way to get back into the swing of online learning; she particularly liked the "real-life" relevance of the course readings, as well as the opportunity to discuss hot topics with fellow insurance professionals from across the country. The course got her to apply new ways of thinking to the design of new insurance programs at her work.

"The [reading material in *Critical Thinking*] gave you an overview of how and why you get a program out there," she says. "What are the benefits for the company and the individual? Who are you going to impact and why? I applied some of those questions

from the course readings and discussions to one of my organization's own projects and asked, 'Did you do that?'"

The answers to her questions gave Pohl critical insights into her organization's business strategy and objectives.

Tehara Bertram of Restora Risk Solutions became a CIP in 2006. Like Pohl, Bertram started the Advanced CIP Program after being out of school for some time. She says the *Critical Thinking* course gave her skills that not only furthered her professional development but her personal development, as well.

"Overall it was an invaluable course, not just at work but definitely in my daily life," said Bertram. "I've used some of the many skills and thought processes with my daughter in university. I've tried to get her to think outside the box and add things to her papers that maybe she's missed or hasn't thought of."

"The knowledge gained in the Advanced CIP is insurmountable. It really stimulates the imagination and challenges you to develop the necessary skills to solve problems in unique ways."

More information about the [Advanced CIP certificate program](#) is available on the Insurance Institute website. While you are there, check out the course outline for [Critical Thinking for Insurance Professionals](#).

Hello Computers, Goodbye Paper

We're not fully there yet... but almost. The end of the July 2016 exam session marked the midway point for the introduction of **computer-based examinations** (CBE). Three exam sessions had been held by then, with 676 students, covering 6 courses, at 81 exam centres and with the help of 90 proctors. Computer-based examinations' grades for all three exam sessions were released 2 ½ weeks earlier than paper-based results.

What did you think of computer-based examinations? For the July 2016 session, a survey was sent to students who had completed a computer-based exam to gauge their experience with the new format. The feedback was overwhelmingly positive.

Many students used the online student tutorial that shows how computer-based

exams work. This is advantageous, as it familiarizes students in advance with how the format is laid out and operates so that, when they take their exam, they can focus on the content. Overall, students were pleased using a computer to take their exam. Many students finished earlier than on paper-based exams, giving them more time to review their answers. Students said average or less computer knowledge is required to do a computer-based exam, so those with basic computer skills are easily able to complete them.

Several of the computer-based exam features students found the most valuable were being able to flag certain questions to answer later and the reminder that certain questions had not been answered before the exam was submitted. The benefits

of computer-based exams that students ranked the highest were typing instead of writing and having a flexible 3-week exam session. One student went so far as to proclaim, "Overall, love the computer-based exam!!"

What lies ahead? The December 2016 exam session, where 8 additional courses were rolled out with computer-based exams, is behind us. The April 2017 session lies ahead, with 15 additional CBE courses being introduced, and it will be the last session for which paper-based exams will be offered for some courses. By the July 2017 session, all CIP and GIE exams will be computer-based.

We wish all students success on their exams, be they paper- or computer-based.

CIP Society Update

Trends Paper Library Expanding

What do marijuana, emergency preparedness, and terrorism all have in common? Their relationship with insurance has been meticulously researched and written about in recent [CIP Society trends papers](#).

Our online library now hosts nearly 40 papers on emerging topics in the industry, providing insight and perspective where an analysis of the Canadian landscape is so important. More detailed than a newspaper article but quicker reading than a research report, the papers include background information, case studies, and legal implications, and they present the opinions of industry thought leaders.

The papers can be enjoyed on mobile, and we encourage you to share them with your colleagues and professional circles on LinkedIn.

If you want to know more about the underwriting issues surrounding licensed marijuana producers or how criminal activity exclusions can affect landlords of marijuana dispensaries, read [Clearing the Haze: What Insurance Professionals Need to Know About Cannabis in Canada](#).

If you want to know more about the business implications of emergencies and learn concrete ways to help your customers before, during, and after an emergency, read [Preparing for an Emergency: The Insurance Professional's Role in Emergency Preparedness](#).

If you are interested in the Canadian terrorism insurance landscape and want to know more about what to expect in the foreseeable future, read [Terrorism Risk and Insurance: A Look at the Insurance Industry's Response to Changes in Terrorism](#).

Call for Nominations: The 2017 National Leadership Awards

Last year, three new honourees were inducted in the CIP Society's Leadership Circle: [Paul Martin](#), CIP, and [Robert Pearson](#), FCIP, in the Established Leader category, and [Laura Van Vliet](#), CIP, CRM, in the Emerging Leader category.

We look forward to extending this prestigious recognition to more honourees this year with the announcement of the call for nominations for the 9th Annual CIP Society National Leadership Awards.

Begin the Nomination Process

Now there's an easier way to jump-start the nomination process. Visit [the CIP Society's National Leadership Awards webpages](#) today to complete an online candidate assessment and submission form for a leader in the Emerging or Established Leader category. This pre-nomination process (1) enables you to quickly assess your candidate on the leadership qualities that the awards program defines as leadership in the industry. In this way, before you complete the full nomination package, you can find out if your candidate meets the [high standards](#) set out by the Leadership Awards. And this pre-nomination process (2) enables us to see

- whether others are also considering your candidate—thus providing nominating supporters;
- whether your candidate has been an Institute volunteer—thereby possibly engaging the volunteer manager in support of the nomination;
- whether you have identified the appropriate category for your candidate; and

- whether your candidate is a member in good standing of the CIP Society.

With these preliminary checks in place, the CIP Society will then forward you the full nomination package to complete. The package includes a fillable PDF form, which asks you to substantiate the ways in which your candidate meets the criteria of the program through his or her accomplishments and contributions and to support your nomination with additional letters of support. To help facilitate the nomination process, we will provide a handy [nomination guide](#) and be available to offer advice along the way.

We highly recommend nominators start early. Nominations close on June 1, 2017. [Contact us](#) if you have any questions.

Rhind Scholarships Deadline for 2017–2018 Academic Year

Each academic year, [four \\$1,000 scholarships are made available](#) to candidates interested in pursuing further education related to the p&c insurance industry and who are not being financially supported by their employer. There is also an opportunity for dependents of CIP Society members who are pursuing post-secondary education related to the p&c insurance industry and/or related financial services to apply for a scholarship. Named after former Insurance Institute CEO Chris Rhind, the scholarships were created to promote the CIP Society's values of lifelong learning and professional development.

The application deadline for the 2017–2018 academic year is May 31, and scholarships are awarded by July 31.

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CIP Society Update

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Symposium 2017

For over a decade, Symposium has been an annual industry highlight for GTA's insurance professionals, providing a full day of professional and leadership development and networking opportunities with insurance and business leaders.

This year's GTA event, to be held on April 6, has the following theme: "The Change Imperative." Sessions include "Evolving Consumer Preferences: Changing Your

Approach to Stay Competitive," which will examine the changing consumer experience through the lens of digital psychology; and "Breaking the Rules: Differentiating for Success," featuring presenters whose companies have gone the non-traditional route discussing what strategies have worked and what has surprised them.

The success of GTA's Symposium has encouraged other institutes and chapters to organize their own local versions of the event. Forum BC 2017 took place in Burnaby

on March 14 with the theme "Western Exposures: Earth. Wind. Fire.," and included sessions on earthquake exposure, drone use in claims handling, and lessons learned from Fort McMurray. Symposium events also took place in Northern Alberta on March 22 (theme: "Insurance in the 21st Century—Shaping Our Future") and will take place in Cambridge, Ontario, in August. For more information about individual events, please visit local institute and chapter pages on the Insurance Institute website.

