



Institute IQ Quarterly

Insurance Institute



T. Neil Morrison, BA (Hons)
Chair of the Board of Governors

A Big Year for the Institute

This year, 2015, is a big one for the Insurance Institute.

First, the new Fellowship Program is celebrating its fifth anniversary this fall. It was an honour to preside over the Institute's May meeting of the Executive Committee, where we elected our second graduating class of 26 Fellows, following the inaugural graduating class in May 2014. Two graduating classes in five short years confirm that students are clearly finding relevance, quality, and value in the new FCIP Program.

The new Fellowship curriculum examines topics important to our business and is tailored to the insurance industry's current needs and opportunities. The curriculum is about

five core competencies: Strategy, Leadership, Finance, Enterprise Risk Management, and Emerging Issues—complemented with the sixth and final course, a workplace project paper that students (guided by an academic advisor) develop in partnership with their employers.

Every CIP graduate looking to build his or her qualifications and increase knowledge should consider the Fellowship as the next step on the career ladder. Employers and students alike rave about how it has helped prepare them for more senior roles.

So! **Before** we start thinking about summer vacations, I encourage you to reserve your place **now** for the fall semester at www.insuranceinstitute.ca. Once you have registered in the program, you can make your course selection during July or the first weeks of August.

Next up is CBE—Computer-Based Exams; they start this year! No doubt you have read and heard about CBE for some time now. Well, CBE has arrived, and it means more efficient grading and marking without deciphering anyone's handwriting.

We begin the transition from pen and paper to computer-based exams this December, starting with the course C40 Business Interruption Insurance.

One class of students will be experiencing CBE even earlier. Students writing the July exam for C66 Financial Service Essentials—Part 1 have been invited to participate in a CBE pilot to test the student experience in real time before we go live in December.

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A Big Year for the Institute

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In the new CBE environment, students will be able to write any of the Institute's more than 40 CIP and GIE exams in either English or French during any available time slot over a three-week window three times per year, in December, April, and July.

Exam locations will include institute and chapter offices, colleges and universities, corporate training centres, employer locations, and our vendor partner locations. That means a lot more access, especially in remote locations.

Once a course has made the transition to CBE, it will not revert to pen and paper, and students will be required to write in the CBE environment. All exams will be moved into the CBE environment no later than 2017. Watch for announcements as more courses make the transition, and plan your courses accordingly if you prefer to continue using pen and paper.

One of the primary benefits to students in the CBE environment will be that they can expect their results approximately two weeks from the date they wrote their exam, a significant improvement in our turnaround on final grades.

Finally, something new for the Institute this year: The Institute has introduced a P&C Insurance Essentials Program. You might think there already is an essentials program, and you would be correct: The Institute does offer such a program targeting entry-level people new to the industry.

The new Essentials Program is also for people new to the industry; however, it is directed at executives who have joined our business from other professions. Senior-level people who participate in the program will gain a deeper understanding of the industry, their organization's role within it, and the critical issues and challenges facing insurers today. They will

also become conversant with key industry concepts, distribution models, and business practices. An additional version of this program tailored to company boards of directors is also available.

As you receive this newsletter, many of you will be preparing for July exams, perhaps breathing a little easier knowing that you only have to endure the three-hour handwriting process for the next little while. I wish all exam candidates good luck and everyone an enjoyable and a safe summer.

Sincerely,



T. Neil Morrison, BA (Hons)
Chair of the Board of Governors

Blazing New Trails in the P&C Industry

Suzanne Muise was trail-blazing at the leading edge of technology while studying telematics in the Fellow Chartered Insurance Professional (FCIP) Program.

Muise's research for the final course of the online FCIP Program, *Integrative Learning for the P&C Insurance Sector*, focused primarily on telematics (also known as pay-as-you-drive insurance) but also touched on other technologies to improve customer service such as social media and apps.

"I was trying to analyze whether all of these new, fun technologies are having an impact or can have an impact on customer service and the customer experience as a whole," said Muise, whose study looked at the entire p&c sector and not just at the telematics program offered by her employer, belairdirect.

"I guess my big conclusion is that I can't have a big conclusion, because not as many companies are doing as much as I thought they would have been doing,"

she said when asked what she'd found. "Out of the ones who *are* doing it [telematics], it's so new and so recent—especially in the Ontario market—there's nothing really out there to say that you can accurately make that correlation between the technology and customer service."

In the absence of any sweeping conclusions, Muise, a training consultant for belairdirect in Ottawa, pressed forward with a blueprint for measuring the impact of new technologies on the customer experience.

"I was exploring what kind of surveys could be sent to clients who had either chosen to take a telematics program with a company or had used a form of their online quoting system, service delivery models, or mobile applications," she said. "I was trying to come up with ways—since the information is not out there—to go out there and get it. That was kind of fun: trying to think about what a company could do to figure out what was working or not."

Muise said her telematics research evolved from a project she did on social media and reputational risk for the fifth course in the FCIP Program, *Emerging Issues: Implications for the P&C Insurance Leader*.

The emerging issues course "encourages you to go out and take a look at what's happening in the insurance industry as a whole, rather than just staying in the silo of your own company," she said. "You look more globally and see what's happening and see how these issues are impacting different companies."

Muise's work history has given her a glimpse of how different p&c insurance organizations operate—from the broker side to the direct writer's point of view. She came into the p&c industry in 2003, when she started working at a brokerage in Ottawa. Her husband and sister convinced her to move from the brokerage to belairdirect in 2010.

Muise started her CIP Program in 2004 and finished in 2009. She started her FCIP

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Institute Launches Major Study of Cyber Risk

The Insurance Institute released key research on cyber risk in May, establishing a framework to help Canadian p&c organizations discuss their own and their clients' resilience to cyber risk.

Cyber Risks: Implications for the Insurance Industry in Canada is the first in a series of Emerging Issues Research Reports that will examine a whole range of emerging risks facing the Canadian p&c insurance industry.

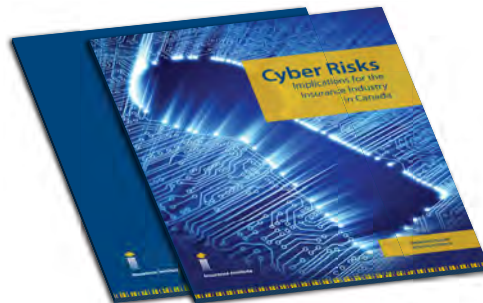
Peter Hohman, MBA, FCIP, ICD.D, President and CEO of The Insurance Institute of Canada, observed that cyber incidents regularly appear in the media and cyber risk is now rated among the top three issues facing the Canadian p&c industry.

"The Institute has an important role to play in conducting research for the benefit of the industry, and this seminal research report on cyber risk will provide a valuable foundation for the industry's ongoing discussions about this critical issue," Hohman said.

The Institute subsequently launched its inaugural Emerging Issues Research Forum on May 28, featuring three

panelists who discussed the findings contained in *Cyber Risks*.

"I think the research report is absolutely needed," said forum panelist Serge Solski, Vice President of Business Development at Watsec, a consultant to insurance and other businesses on cyber risk. "The more people who can talk about this, the better.



"About one in five small businesses will be hit [by a cyber-attack]. We focus on small and medium-sized business for this reason: 60% of them who are hit won't be around after six months. They will be bankrupt or in financial ruin. That's a pretty severe risk to be taking with your eyes closed."

The Institute contracted Paul Kovacs to undertake the research on its behalf. Well known to the Canadian p&c industry, Kovacs is the founder and Executive Director of the Institute for Catastrophic Loss Reduction (ICLR) and President and CEO of the Property and Casualty Insurance Compensation Corporation (PACICC). He has authored several major studies, including reports on flood insurance and earthquake risk.

Cyber Risks surveys the most common forms of cyber-attacks, who the criminals are and what they are after, the type and scope of cyber losses, and why the losses are expected to get worse—including catastrophic scenarios in which criminals knock out the power grid via cyberspace.

The report concludes with specific recommendations to help Canadian p&c insurance organizations improve their own resilience to cyber-attacks. It also identifies a business opportunity for the p&c industry to expand coverage for cyber risks, thereby increasing the resilience of p&c industry clients.

The full *Cyber Risks* report is available on the Insurance Institute website.

Here Comes Summer...After the Exams!

The national examinations for the CIP and General Insurance Essentials Programs take place July 2–8, 2015.

Day	Morning Course Number	Afternoon Course Number
Thurs. July 02	37, 110	39
Fri. July 03	14, 66, 112	32, 122
Mon. July 06	11	16, 72, 81, 131
Tues. July 07	121, 130	13, 82
Wed. July 08	12, 36, 132	38, 111, 120

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. Good luck!

Blazing New Trails in the P&C Industry

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Program in January 2011 and found it helped her understand "big picture" discussions at company events.

"As you start going through the FCIP Program, you learn about what companies do to make themselves more viable, and a lot more began to make sense," she said. "I found the background knowledge, the information that you get through the program, really gives you a much bigger picture of how your company runs, why they make the decisions they make, and how they have to make the decisions that they make."

If you would like to broaden your perspective on the p&c industry and put yourself in a position to be an industry leader, regardless of your role in your company, consider the FCIP Program. More information about the FCIP Program and how it can help you take the next step in your career is available on the Insurance Institute website at www.insuranceinstitute.ca/fcip.

Career Connections: The Gateway to Insurance Careers for More Than 10 Years

Since 2003, Career Connections has taken the lead in promoting awareness about the rewarding and varied careers available in insurance. During those ten years, we have worked to increase the pool of interested, talented, and informed candidates available to meet the growing recruitment needs of our industry.

We have also seen the widening of the focus of Career Connections programming from high school students to also include broader outreach to post-secondary students and career changers—essentially, anyone not already connected to an insurance career.

As our 11th campaign season draws to a close, Career Connections will have participated in more than 350 events. That works out to about 10 a week (more than two per day) over an eight-month period! These numbers suggest that the program's reach was one of its greatest ever, with over 100,000 secondary students, 80,000 post-secondary students, and 6,000 career changers and internationally trained professionals having the opportunity to engage Career Connections messaging at career fairs, in the classroom, and at special events.

In keeping with the program's strategic objectives, over 40% of all programming is insurance-specific (panel discussions, industry networking events, and insurance career fairs).

These numbers do not include the over 130,000 career influencers that Career Connections engaged at conferences and events and through advertising.

This audience includes teachers, career advisors, counsellors, and co-operative education professionals.

The Career Connections website also saw continued growth in its traffic: An increase of over 26% in unique visits per month (11,359 unique visitors per month) throughout the course of the campaign season. And, the program's presence in the social media sphere has also seen steady growth:

YouTube: Over 86,000 career seekers have watched the career videos on the Career Connections Channel.

Facebook: Over 1,750 "like" Career Connections on Facebook

Career Quiz: Over 7,000 career seekers have taken the quiz so far this campaign season.

Twitter: Over 236 followers to date

Overall, this campaign has been a good demonstration of the ever-evolving scope and reach of the program.

And... all signs seem to be that it's working! The success of Career Connections's outreach and employers' hiring is reflected in the Insurance Institute's demographic research studies that demonstrate significant increase in recruitment across the industry since 2007.

Career Connections also attributes success to consistently rising levels of industry engagement in a number of key program areas:

- Over 400 industry professionals are currently on the Ambassador roster (our largest to date); they participate in career fairs and panel discussions and attend networking events on behalf of Career Connections.
- HR professionals and hiring managers in Toronto, Conestoga, Calgary, Vancouver, Winnipeg, and Edmonton have participated in roundtable conversations focused on recruitment and retention issues.
- Over 40 industry employers are taking part in insurance-specific career fairs, panel discussions, and networking events on campuses and in key industry centres across the country.

This is all a good-news story for Career Connections and the industry, but the search for motivated people continues. Significant retirements are still to come—as many as 28% of the industry's work force could be retiring in the next two to five years. Competition for talent within a smaller youth pool means the industry will need to continue to diversify our recruitment efforts. And retaining both existing and mature employees is more vital than ever.

Talent, like technology, will revolutionize the workforce over the next ten years. Career Connections is ready to bring responsiveness and creativity to the ongoing conversation, development of innovative new tools, and working with the insurance industry to meet the needs of tomorrow's workforce!

Membership Renewal Helps You Stay in the Know!

As a member, you can continue to give your career a boost with our coveted CIP and FCIP designation programs, as well as professional development opportunities that give you access to the latest industry knowledge and real-world practices.

We have already sent notifications out to you or your employer by e-mail or post, and our Member Services team is busy processing renewal payments. If you haven't renewed your membership already, we encourage you to do so before the payment deadline of June 30 to ensure that service interruptions are avoided.

Renew and pay on-line now—it's quick and easy:

1. Just go to www.insuranceinstitute.ca/membership2015.*
2. Log in and follow the directions to renew your membership.

If you have yet to receive your membership notification, please contact a Member Services associate as soon as possible at 1-866-362-8585, Monday to Friday, from 8:00 a.m. to 7:00 p.m. EST.

* Visit www.insuranceinstitute.ca to view your profile, and don't forget to update your details if they have recently changed.

Growing Demand for P&C Insurance Essentials

In 2014, The Insurance Institute of Canada launched the P&C Insurance Essentials Program, in response to an updated federal guideline and the trend to recruit more board members from outside the p&c insurance industry.

Industry response has been extremely positive, and in 2015, we continue to host this one-day program in-house for board members and directors across Canada. This program teaches the foundational principles and concepts of property and casualty insurance and is ideal for board members and senior leaders. The program can also be modified for managers and senior leaders within an organization whose primary function is not directly related to p&c insurance.

The Value in This Program

The Office of the Superintendent of Financial Institutions (OSFI's) updated *Corporate Governance Guideline*, issued in 2013, underscores the importance of educating newly appointed, independent company board directors in the fundamentals of the property and casualty insurance business. The amendments to the guideline reflect international updates to best practices in corporate governance, fuelled by the global financial crisis in 2008. January 2014 was the target date set by OSFI for compliance.

"Strong corporate governance is essential to the safety and soundness of Canada's financial institutions," OSFI superintendent Julie Dickson said when the guideline was finalized. "The revised

guideline will help boards of directors and senior management to identify and manage risks being undertaken by their financial institutions."

"One reason why insurance boards are looking for non-insurance people is to give them a balanced perspective of what's going on," suggests Ross Totten, President and Chief Executive Officer of HRT Insurance Consulting Inc. "Board members from outside the insurance industry can provide insights about business across Canada and the general economy. They can also contribute knowledge they have gained from all walks of life."

The updated OSFI guideline recognizes the advantage of having a balance of perspectives on the board. At the same time, "relevant financial industry and risk management expertise are key competencies for the [financial institution's] board," it states. The revised OSFI guideline does not mandate the education of board members recruited from outside the company's core business activities. It does strongly suggest that education helps bolster the quality of corporate board oversight. "Directors should seek internal or external education opportunities to fully understand the risks undertaken by the [financial institution], as well as developments in corporate and risk governance practices," it notes.

The Insurance Institute of Canada's P&C Insurance Essentials Program focuses on educating new board directors recruited from outside the p&c industry. The one-

day program can be tailored to meet the needs of a wide variety of company board structures—public, mutual, or co-operative models—as well as offer value to a variety of different p&c experience levels. The following six topic areas are addressed: foundational p&c insurance concepts; the p&c regulatory framework; distribution; underwriting and rating; claims; and capital and capacity. To aid in learning, an interactive session—meant to benefit directors with varying levels of p&c insurance experience—presents a case study in which the program participants discuss the strengths and weaknesses of proposed p&c strategies.

Here is a sample of what recent participants had to say in an anonymous feedback survey:

"I think it is crucial for all managers to have this type of insight into the insurance industry. It is beneficial in understanding the direction of the company and our customers."

"I would recommend this [be] mandatory for any individual who is promoted to manager or higher. Fantastic offering."

"Very relevant, it really brought together what I have learned over the last few years with the corporation. After the session, I picked up the year-end prospectus and was able to better understand our current state."

For more information, or to inquire about an in-house program, contact Lisa Boniface, Senior Director, Academic Programs & Product Development at lboniface@insuranceinstitute.ca.

Career Connections Job Site

The Career Connections Job Site is the Institute's service for connecting career seekers with career opportunities.

- Employers can take advantage of our continued presence at local career fairs by posting entry-level, intermediate, and senior positions.
- For candidates, new postings are added daily.

To reach the Career Connections Job Site, go to www.career-connections.info. Click on your language of choice. Then, on the home page, click on "Job Site."

Want to know more?

Telephone:
416-362-8586
1-866-362-8585 (toll-free)

Email:
cconnections@insuranceinstitute.ca

Fax:
416-362-2692



Advanced CIP Opens New Opportunities for CIP Graduates

Recognizing the need for additional professional development opportunities for CIP graduates, the Institute has developed a new program: the Advanced CIP Program.

The program provides students with the following:

- Strengthen critical thinking and communication skills
- Build knowledge of core business and finance concepts for the p&c industry
- Bridging for managers who are becoming leaders
- Enhanced technical insurance knowledge
- Background knowledge and learning to prepare for study in the FCIP Program

The four-course certificate consists of the following courses:

1. One eligible CIP elective*
2. A300 Critical Thinking for Insurance Professionals (available September 2015)

3. A310 Business Foundations for Insurance Professionals (available January 2016)
4. Any ONE of the following (available 2016):
 - o A312 Practical Issues in Claims Management
 - o A322 Practical Issues in Underwriting Management
 - o A332 Practical Issues in Broker Management

** The elective must be chosen from a specific list. Courses that have already been counted towards the student's CIP designation cannot be counted towards the Advanced CIP designation.*

Whether your career path is in claims, underwriting, broker/agent, risk management, or reinsurance, the Advanced CIP Program can be tailored to fit your area of expertise via your CIP elective and Practical Issues course.

Registration for CIP electives and the Critical Thinking course will begin in July. For more information, please visit www.insuranceinstitute.ca/AdvancedCIP.

Earn a Risk Management Certificate with Your CIP

Did you know that successful completion of the Institute's new Risk Management Certificate Program will provide you with credits toward the CIP designation? New and current CIP students completing the Risk Management Certificate Program will be eligible for two elective credits in the CIP Program.

The first of the three courses in the Risk Management Certificate Program will be offered in September; each semester after that, the next course in the certificate will be added. By fall 2016, the Institute will see its first graduates from the Risk program. Graduates will receive a certificate upon successful completion.

Those who work in the following roles may be interested in enrolling:

- Insurance distributors: brokers, agents, managing general agents, wholesalers
- Loss prevention/fraud
- Operational risk management
- Risk management outside of the insurance industry

This year also marks a change to the popular Canadian Risk Management (CRM) designation awarded by the Global Risk Management Institute (GRMI). Students wanting to achieve the CRM designation must now successfully write a CRM exam (offered by GRMI) upon completion of each Risk Management course. The Institute will provide students with transcripts upon successful course completion, as required by GRMI. Students wishing to learn more about these changes can visit www.rims.org/CRM.

Registration for Risk Management Principles and Practices will open in July. To learn more, visit www.insuranceinstitute.ca/RiskManagement.

The Ambassador Program: We Need You!

One of the strategies for promoting careers in insurance is to dispel some of the misperceptions about the type of people who work in insurance. One of the ways we do that is by recruiting and training industry professionals to be the face of the industry and to talk about their careers in insurance to youth and career seekers. These "spokespeople" speak on behalf of the industry and help introduce insurance careers to many who don't know about the potential and haven't explored the possibilities.

As an ambassador, you will be expected to attend a one-hour orientation webinar, participate in a four-hour training session (the next sessions are in August and September), and commit to giving two or more classroom presentations at the high school level and to participating in two or more secondary or post-secondary career events during the school year, from September to June.

If you are good at giving presentations and enthusiastic about your career in insurance, why not spend some time as a spokesperson—an ambassador for your industry! To find out more or to sign up as an ambassador, please check out the Career Connections website at www.career-connections.info.



CIP Society Update

Now Available: Institute's New Research on Cyber Risks

This is a critical time for the Canadian insurance industry to talk about cyber security, and the Institute has now taken a leading role in the discussion.

As we note elsewhere in this edition of *IQ*, the Insurance Institute this spring published *Cyber Risks: Implications for the Insurance Industry in Canada* to provide current context, address the unknowns, and advocate action by the insurance industry. The report is available for download at www.insuranceinstitute.ca/research.

Cyber risks are expected to increase for a number of reasons, including that many of the tools required to build an attack on global networks are readily available online; as well, the potential rewards from cyber crime continue to grow rapidly. The interconnectedness of our various devices in the Internet of Things provides new entry points to the system and increases our vulnerability.

Cyber warfare is an emerging risk to the critical infrastructure that is essential to support society. As Eric Schmidt, chief executive of Google, famously noted, the Internet is the first thing that humanity has built that humanity doesn't understand, and it is the largest experiment in anarchy that we have ever had.

Cyber Risks: Implications for the Insurance Industry in Canada is the first in a new

series, Emerging Issues Research Reports, shepherded by the CIP Society on behalf of its members and the industry.

CIP Society Symposium in Cambridge, ON

The successful CIP Society Symposium event held each year in April in Toronto is branching out to Western Ontario and will be held in Cambridge on Thursday, August 13, 2015.

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

This year's GTA event, with the theme "Bigger and Better: Growth in a Finite Industry," featured sessions including "Does Bigger Mean Better?" and "Growth: Challenges of Getting Bigger" and examined the nuances of various issues around growth and how to manage them strategically.

The first Symposium outside of the GTA, Symposium West has the theme "Critical Crossroads: Navigating the New Normal." The event will bring together bright minds to give talks that are idea-focused and cover a wide range of subjects, to foster curiosity and learning—and to provoke conversations that matter. A highlight will be "Up Front and Personal"—a popular segment at the GTA

Symposium event that gives attendees the opportunity to hear from executive leaders in a more intimate setting.

More information about Symposium West is available on the Hamilton/Niagara, Southwestern, and Conestoga chapter pages on the Insurance Institute website.

National Leadership Awards 2015

Nominations for the 2015 installment of the CIP Society National Leadership Awards closed effective June 1. The nomination packages will be reviewed by the award committee in the upcoming weeks, and an announcement of the 2015 honourees will be made in early September.

The Leadership Awards Program was established in 2009 to offer a special opportunity to celebrate outstanding individuals in the p&c community for their contributions to the industry and their respective organizations and communities. Since the program's inception, the CIP Society has proudly inducted 21 award recipients into the CIP Society Leadership Circle at convocations and ceremonies across the country. Last year, Johanne Lépine and Lynn Oldfield received the Established Leader Award, and Adrian Osti received the Emerging Leader Award. For more information, please visit the CIP Society section of the Institute website at www.insuranceinstitute.ca/cipsociety > National Leadership Awards.

Regional Meetings: The Institute "Web Servers"

As an association run by its members, the Institute can be thought of like an "Internet" in which information constantly flows between local and provincial institutes and the national Institute; between members and their elected representatives. One vital "server" in this network for communication between institutes is the regional meeting. Every year, at regional meetings across the country, the directors of local institutes meet with each other and with The Insurance Institute of Canada to discuss issues of local, regional, and national concern. These meetings are candid forums where your needs as students and members are discussed, opportunities for

cooperation between institutes are explored, and issues of national interest are examined.

This year, the **Western** regional meeting was held in Winnipeg April 15 and chaired by Glenda Ouellette, BA, MBA, FCIP, Regional Vice Chair. The **Quebec** regional meeting was held in Montreal March 26 and chaired by Chantal Gagnon, MBA, FPAA, Regional Vice Chair. The **Atlantic** regional meeting was held in Charlottetown May 7 and chaired by Darrel Coates, CIP, CRM, Regional Vice Chair.

Scholarships: A Helping Hand for Your Insurance Education

The Insurance Institute offers a number of scholarship programs for students enrolled at a Canadian post-secondary institution. Each scholarship offers something unique to the students and the region it represents. Take a closer look at our growing number of scholarships.

John E. Lowes Insurance Education Fund—Ontario

The Insurance Institute, along with the insurance community, has offered the John E. Lowes Insurance Education Fund for the last 22 years. Thanks are due in large part to John E. Lowes, BA, FIIC, 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.

We also thank the numerous individuals and organizations that have generously supported the Scholarship Program over the years. Interested individuals and organizations can become college or university contributors through the new Contributors' Program. Applicants can apply between now and Friday, September 25, 2015, 5:00 p.m. EST.

Toronto Insurance Conference (TIC) Scholarships—Ontario

Now in its third year, the Toronto Insurance Conference (TIC) is proud to offer the first-ever university scholarships for relatives of TIC brokers, partners, and staff. The scholarship annually offers financial assistance to relatives or dependents pursuing full-time Canadian university undergraduate degrees. With three scholarships available at a value of \$5,000 each, we encourage you to share this news with your business partners and staff,

as their relatives and dependents are eligible to apply, as well. Scholarship applications for 2015 will be accepted from now until Friday, September 11, 2015, by 5:00 p.m. EST.

Lloyd King Scholarships—Atlantic Provinces

The Lloyd King Scholarships award financial assistance for up to two qualifying residents of Atlantic Canada who are pursuing post-secondary education. Introduced in 2009, the scholarships continue to offer students a lending hand. An applicant must be employed in the property and casualty insurance industry or a dependent of, or immediately related to, an individual who is employed in the property and casualty insurance industry and a member of the Insurance Institute within Canada. Support the industry's future by encouraging students to apply for these scholarships. The deadline for submission is Friday, September 25, 2015, 5:00 p.m. EST.

How can you lend a hand to these great endeavours?

By encouraging students to apply, by attending events in support of the scholarships, and by giving generously, we make it possible for the Institute's scholarship programs to continue their work. Without industry support, these scholarships could not reach those who could benefit from them. Each of us benefits from encouraging students to pursue higher education.

For more scholarship information, please visit www.insuranceinstitute.ca/scholarships or contact your local institute or chapter office.

The Insurance Institute is on LinkedIn

We've expanded our social media presence to LinkedIn. Our company page provides updates on activities and announcements at a national level. We hope to add a LinkedIn group to grow the discussion soon.



To stay in the know about what is happening with your local institute or chapter—follow it on Twitter. Follow us, like us, share, and contribute to the conversation by visiting www.insuranceinstitute.ca/socialmedia and discovering our social networks.

IIC Annual Report Now Available

The Annual Report of The Insurance Institute of Canada for 2013–2014 has been printed. Copies are now available to members on request.

If you would like to receive your printed copy of the latest Annual Report, please send an e-mail to the Institute at iicmail@insuranceinstitute.ca or a fax to (416) 362-1126.

