



# Institute IQ Quarterly

Insurance Institute



François Faucher, BAcc, CA  
Chairman of the Board of Governors

## Bringing Value to Our Industry

I hope this newsletter finds you enjoying the warm and relaxing days of summer.

Soon we will be heading into the fall, which for the Institute brings the start of a new academic year. We are ramping up for an exciting new round of professional development offerings. If you have made the important commitment to continue your studies in our GIE, CIP, or FCIP Programs, watch for registration opportunities with your local institute or through the national Institute's programs.

A quick reminder: Entry into the current-track Fellowship Program delivered through

university Continuing Education departments closes December 31, 2011.

The new-track FCIP Program, however, continues to surge ahead with the introduction of its third course this fall, *Financial Management for Insurance Leaders*. I strongly encourage CIP graduates to continue their professional qualification with this industry-leading program that provides essential business knowledge specific to the p&c industry.

To help you better manage your Institute studies, Web-based delivery of Institute programs is becoming increasingly available across the country. Classes in CIP courses are conducted in real time, with students participating technologically from wherever they may be located. At the same time, we continue to offer self-study distance-learning courses that provide Web-based tutorials and assistance. And of course, our new Fellowship Program is delivered almost entirely in a Web-based format.

Industry participation in the Institutes has reached an all-time high this past year at 36,565 members. One in every three people in our industry is either a student or graduate of the Institute. Benchmarked internationally against like Institutes, Canada sets the standard by a wide margin.

Our demographic studies have clearly identified that more people will be retiring out of the industry in the next few years, so educating people in our business, particularly newer entrants, is critical for the succession of the industry.

*continued on page 2*

### WHAT'S INSIDE...

Registration Notes 2

Licensing and the CIP Program 3

2011 Annual General Meeting 3

Take Our Kids to Work Day 3

Convocation Ceremonies 3

Career Connections: Our Outreach is Hitting the Mark! 4

CIP Society Update 5

Institute Course Textbook and Student Resource Guide Update (English ♦ July 2011) 6

Meet Your Instructors 8

Onwards and Upwards 8

Institute Quarterly is published by The Insurance Institute of Canada  
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Toronto, Ontario M5C 1C4  
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## Bringing Value to Our Industry

*continued from page 1*

Regrettably, insurance is not a career choice that is top of mind for young adults. Our industry must proactively engage this next generation of potential industry talent if we hope to attract them into the insurance business. This is a big job, and the Institute's Career Connections Program is gaining good ground in this critical area.

During this past year, for example, our Career Connections team of staff and 362 Institute-trained Ambassadors has brought our careers message to 54,000 post-secondary and 120,000 secondary students, in addition to 7,000 high school students during 230 classroom presentations. Our Career Connections team has also reached 12,000 career changers and new Canadians. This is a snapshot of just some of our outreach, but clearly we are making significant progress getting the message out.

My term as your Chairman wraps up in a couple of months at our annual meetings in October, and so this will be my last message to you, our members.

Insurance is a people business, and we have a great responsibility toward our customers. So we need an Institute that supports our professionals in providing the best care to our customers in times of uncertainty. As I reflect on the terrific work that the Institute delivers, it gives me a great sense of pride in the value we bring to the industry.

This has been a truly wonderful experience for me. One of my special memories will be congratulating our new graduates as they so proudly walked across the stage at our convocation ceremonies across the country. They have demonstrated their knowledge and their ability to handle heavy workloads and personal responsibilities and yet find time to complete the program. By doing so, they have shown the leadership we need in our industry and have been role models to follow.

We have a great many volunteers across Canada contributing to the success of the Institutes: council and committee volunteers, instructors, seminar leaders,

markers, tutors, ambassadors, and a host of other important roles. My sincere thanks to each one of you for contributing in such a meaningful way.

I would also like to thank our Board of Governors and Executive Committee for the support they have provided me during this year in office. We are fortunate to have committed and passionate leaders who oversee the direction and governance of the Institutes.

I'll conclude my final message by thanking all of you for the opportunity to serve as your Chairman. It has been a most rewarding experience and indeed been my honor to serve the industry in this capacity.

Sincerely,

François Faucher, BAcc, CA  
Chairman of the Board of Governors

## Registration Notes

A new academic year is upon us! Some considerations to bear in mind as you plan your studies for the coming term:

**Fee Changes:** Sooner or later, everything changes; our fees are no exception. So if you intend to register for a distance-learning course, an examination, or a Fellowship course or buy an Institute text, remember to submit your payment according to **this** year's fee schedule and not last year's.

You will find this year's fee schedules in your 2011/2012 CIP and FCIP Program Syllabuses. Use our On-Line Registration Form and pay by credit card. Go to [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca) and click on "Designation Programs" in the left margin. Click on your program of interest (for example, "CIP"); then, click on "Register" along the bottom margin and follow directions from there.

**Remember Your Deadlines:** Mark the following dates on your calendars if you plan to take a distance-learning or an in-class course in September.

To write an examination for a distance-learning course in December, you have until September 30 to register at the standard rate. To write an examination for a distance-learning course next April, you have until November 30 to register at a reduced rate and until January 31 to register at the standard rate. Note that distance-learning registrations started May 1 for the December exams and will begin September 1 for the April exams. The sooner you register, the sooner you will receive your course materials and the more time you will have to study for the exam. Also note that the September 30 and January 31 deadlines for registration at the standard rate are also the deadlines to submit test papers for bonus

marks. If you register late for a distance-learning course, you may not leave yourself enough time to complete and submit test papers.

If you register for an in-class course instead, you have until October 15 to register with the Institute to write your exam in December. Be safe and send your registrations in early!

**Include Your Payment:** You are encouraged to pay for your order by credit card. Please use the on-line registration form to do this. If you are paying by cheque, feel free to use a paper copy of the on-line registration form; just print it and attach it to your personal or company cheque. Remember, we cannot process a registration form that does not have the funds attached. If your payment arrives after the deadline, a late-registration fee applies.

## Licensing and the CIP Program

Courses in the CIP Program are often used by students completing the provincial licensing requirements for independent adjusters and for brokers and agents.

In most provinces, the courses that compose the Claims Professional Series are now required for independent adjuster licensing, and increasingly, regulators are recognizing the courses in the Broker Professional Series to be applicable to study requirements for agent and broker licensing.

For further information, check with your provincial insurance superintendent or council or contact our Customer Service department at 416-362-8586 or toll-free at 1-866-362-8585.

## 2011 Annual General Meeting

The Annual General Meeting of The Insurance Institute of Canada will be held at Taboo Resort in Gravenhurst, Ontario, on Saturday, October 29, 2011. The meeting will begin at 3:30 p.m. and follow this agenda:

1. Notice calling meeting; roll call
2. Reading of minutes
3. Reports of officers and committees
4. Annual financial statement and auditor's report
5. Chair's address
6. Approval of acts of governors
7. Elections
8. Appointment of auditors
9. Such other business as may be properly brought before the meeting
10. Termination

François Faucher, BA, CA  
Chairman of the Board of Governors

Peter Hohman, MBA, FCIP, ICD.D  
Chartered Insurance Professional  
President and Chief Executive Officer

## Take Our Kids to Work Day



Do you have a child going into grade nine this year? On Wednesday, November 2, 2011, employees across Canada will introduce their grade nine sons and daughters to their places of work during the Learning Partnership's annual "Take Our Kids to Work Day."

"Take Our Kids to Work Day" provides grade nine students the opportunity to be introduced to a family or friend's career and to learn a bit about what different industries and companies have to offer. To complement this event, the Insurance Institute's Career Connections Program has

two options for your company to participate in: "Feed the Minds of Youth" events at local institutes and chapters and the "Feed the Minds of Youth" Event-in-a-Box.

"Feed the Minds of Youth" events are fun-filled, two-hour luncheon presentations held at institutes and chapters throughout the country. Through games and

*continued on page 7*

## Convocation Ceremonies

The new term is also the start of the season for ceremonies in honour of recent graduates. Our graduates have worked long and hard for their designations. They deserve our full recognition. Mark your calendar and take part in a special occasion. Let's support our local graduates!

### Newfoundland and Labrador

Saturday, November 5, 2011 (Dinner)  
The Capital Hotel (St. John's)

### Prince Edward Island

Wednesday, November 2, 2011 (Dinner)  
The Rodd Charlottetown (Charlottetown)

### New Brunswick

Friday, November 4, 2011 (Dinner)  
The Delta Beauséjour Hotel (Moncton)

### Nova Scotia

Thursday, November 3, 2011 (Dinner)  
The Casino Nova Scotia (Halifax)

### Ontario:

#### Cambrian Shield Chapter

Tuesday, November 8, 2011 (Dinner)  
Solo Trattoria (Sault Ste. Marie)

#### Southwestern Ontario Chapter

Thursday, November 10, 2011 (Lunch)  
The Best Western/Lamplighter Inn  
(London)

#### Ottawa Chapter

Friday, November 11, 2011 (Dinner)  
The Hilton Lac-Leamy (Gatineau, Quebec)

#### Manitoba

Friday, November 18, 2011 (Lunch)  
Hotel Fort Garry (Winnipeg)

#### Saskatchewan

Wednesday, November 16, 2011 (Dinner)  
The Hotel Saskatchewan (Regina)

#### Northern Alberta

Thursday, November 17, 2011 (Lunch)  
The Shaw Conference Centre (Edmonton)

#### Southern Alberta

Wednesday, November 23, 2011 (Lunch)  
BMO Centre, Stampede Park (Calgary)

#### British Columbia

Thursday, November 24, 2011 (Lunch)  
The Hyatt Regency Vancouver (Vancouver)

#### Victoria Chapter

Friday, November 25, 2011 (Dinner)  
The Victoria Golf Club (Victoria)

There will be more convocation ceremonies to follow in the months ahead. Look for details in the next edition of IQ.

## Career Connections: Our Outreach is Hitting the Mark!

Since 2003, Career Connections has been promoting career opportunities in the property & casualty insurance industry by encouraging young adults and career seekers to pursue one of the many skilled career professions available in our sector.

Based on the findings of the demographic research studies and consultation with our partners, Career Connections crafted and evolved our messaging to align with the changing face of the Canadian labour market and expanded the program's scope to include individuals aged 14–44. Thus, we are essentially talking about anyone “not already in the industry.”

This broader focus offers Career Connections the opportunity to provide front-line, industry-wide umbrella messaging and serve as a gateway for career seekers to find their place in insurance.

Over the summer, Career Connections released its annual Report Card showcasing our activities and achievements throughout 2010–11. To view a full version, please visit our Web site at [www.career-connections.info](http://www.career-connections.info).

In June, we also gathered with Ambassadors, industry and educational partners, and our Insurance Institute colleagues at Toast Our Success events in Toronto and Vancouver. These annual events are an opportunity to celebrate our year and honour those who work with us to connect career seekers to the insurance industry.

This year, 225 Ambassadors were recognized for their participation in career events, including presentations, panel discussions, and career fairs at secondary schools, on post-secondary campuses, and in communities across Canada. Our Ambassador Program roster reached an all-time high of 362 and saw the creation of two corporate collaborations at The Economical Insurance Group and The Cooperators that integrated the program into their respective overall talent management and employee engagement strategies.

Ambassadors are industry professionals who volunteer their time to help our audiences make a career connection through sharing their own experiences in the industry and promoting the variety, rewards, and inclusivity offered by a career in insurance. To learn more about being an Ambassador, please visit [www.career-connections.info](http://www.career-connections.info).

Career Connections is kicking off 2011–12 with a full slate of events. Currently, we are scheduled to participate in over 80 career events and conferences as a part of our Fall 2011 campaign.



*Attendees from Ontario were recognized for their time, expertise, and contributions as Career Connections Ambassadors at an evening event.*



*A small event was also held in Vancouver to recognize the contributions of Ambassadors in British Columbia.*

Our strategy is to employ multiple touch points to build awareness and continually increase the quality of conversations we are having at our events. Over the past year, we have noted a marked increase in the number of career seekers self-selecting insurance as a potential career path. We are excited to foster this trend and provide a range of opportunities for our audiences to engage our industry and insurance partners.

Our roster of events includes these:

- Teacher conferences focusing on business, family studies, guidance/ career studies, science, and geography,

where we can engage educators, promote our resources, and encourage the teaching of insurance and its applications in the classroom

- General career fairs at high schools, on campus, and in the community
- A series of presentations, networking events, and Careers in Insurance fairs—our goal is to host over 40 insurance-specific events.

Our key message is the value proposition of a career in insurance, emphasizing the variety of roles in and stability offered by the industry, the possibility for advancement, the reach of insurance into all sectors, and the challenging and rewarding positions available.

The 2011–12 term will see Career Connections building on our success in bringing this message to our audiences through the following:

- Re-tooled curriculum resources and career-planning materials
- Working together with HR partners, industry associations, and career practitioners to better understand and help create enhanced vehicles (including the Career Connections Job Site) to facilitate meeting recruitment needs
- Increased outreach to francophone students and career seekers through our French Web site and materials
- Continued enhancement of our outreach to career changers, including internationally trained professionals

To learn more about Career Connections, including upcoming events, new materials, and the Ambassador Program, please visit [www.career-connections.info](http://www.career-connections.info) or e-mail us at [cconnections@insuranceinstitute.ca](mailto:cconnections@insuranceinstitute.ca).



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## CIP Society Update

### National Insurance Conference of Canada (NICC)

Once again, the CIP Society is pleased to be a Platinum Sponsor of the National Insurance Conference of Canada (NICC), taking place September 25–27, 2011 in Vancouver. This leadership forum brings together senior executives from the P&C industry for a series of sessions that are impressive both in the scope of issues addressed and the calibre of recognized experts and industry leaders presenting. The CIP Society is particularly pleased that the featured speaker at our sponsored luncheon on Tuesday, September 27 will be Senior Deputy Governor of the Bank of Canada Tiff Macklem. The NICC is Canada's national insurance conference and provides plenty of value for participants.

This year's conference is not to be missed. For more information and to register, visit [www.niccanada.com](http://www.niccanada.com) or contact Laura Viau at (416) 368-0777, ext. 5, or e-mail her at [laura.viau@msaresearch.com](mailto:laura.viau@msaresearch.com).

### Professional Ethics

Watch for the next bi-monthly ethics column appearing in the September issue of *Canadian Insurance TOP Broker* magazine. In this column, entitled "Travelling Back in Time," we discuss some of the ethical implications brokers face when asked by their clients to do something they ought not to do—like backdate a file.

The CIP Society has been publishing regular columns on such topics of professional ethics as these since the spring of 2007. Revisit the articles archived on our Web site and pass them along to your direct reports or your Human Resources departments as reference material. Please visit the CIP Society Web site for past and future archived articles at [www.insuranceinstitute.ca/cipsociety](http://www.insuranceinstitute.ca/cipsociety) > Professional Development > Professional Ethics.

### MemberPerks

The CIP Society, in partnership with Venngo Inc., offers members the CIP

Society MemberPerks™ Program. It provides access to unique savings programs and offers value-added services from brand-name companies and those smaller shops around your home and office that you love to visit. They're called "perks," and we've wrapped them all up and brought them—nicely organized and easily accessible—to help you save your hard-earned money. The savings are real and include everything from shoes to computers to dining and travel. The number of perks is constantly growing, so be sure to sign up for the CIP Society MemberPerks™ newsletter and visit the site often to see what's new.

### National Leadership Awards

Thank you to all those who nominated a National Leadership Award winner for 2011. The selection committee is reviewing the nominations and making their selections. Nominators of winning candidates will be notified in July and August; nominators of the non-winning candidates will be notified thereafter. The industry will be notified of the National Leadership Award recipients for 2011 in a press release in early September. Each award recipient will receive his or her leadership sculpture at the most appropriate Institute convocation or meeting starting in November.

To learn more about the award recipients, now members of the CIP Society Leadership Circle, get connected at [www.insuranceinstitute.ca/cipsociety](http://www.insuranceinstitute.ca/cipsociety) > Professional Development > National Leadership Awards. You'll find profiles of the Award recipients, program information, nomination forms, and tips about nominating an Emerging or Established Leader.

If you missed your opportunity this year to nominate a leader you admire, please don't forget that you can nominate him or her next year! It's not too early to start the nomination process!

### Back to School/Back to Business

September always feels like an opportunity for a fresh start. Maybe it's time to renew

your commitment to your professional development. Or maybe it's a time to renew your commitment to give back to the industry.

In terms of professional development: What would you like to learn this year? What should your learning outcomes be this year? Where would you like to take your career? And how can furthering your education get you there? What continuing professional development credits do you need? What seminars are coming up that may meet your learning objectives? Why not talk with your local Institute manager to discuss what may be next for you or up and coming to meet your needs?

In terms of giving back to the industry: In what way would you like to make a contribution to the industry? Do you know how you can volunteer for the industry, the Institute, or the CIP Society? At the local and national levels, there are many opportunities to make a contribution.

Local institutes and chapters are always looking for members to instruct classes, to proctor exams, to give seminars, to participate on committees or their councils, to be part of the Career Connections Program as ambassadors who promote careers in the industry, to be subject matter experts on key insurance topics related to textbooks and curriculum, and much, much more. For example, the CIP Society National Council is currently looking to bring a large group of FCIPs together to edit the *Dictionary of Insurance Terms*. Anyone interested in participating in this project is asked to e-mail [cips@insuranceinstitute.ca](mailto:cips@insuranceinstitute.ca).



## Institute Course Textbook and Student Resource Guide Update (English ♦ July 2011)

| Course Text                                 | Text Edition Year | Text Addenda | Student Resource Guide | SRG Edition Year | SRG Addenda |
|---|-------------------|--------------|------------------------|------------------|-------------|
| 11 Principles & Practice of Insurance       | 2009              | -            | Included               | 2009             | -           |
| 12 Insurance on Property                    | 2010              | July 2011    | Included               | 2010             | July 2011 * |
| 12 Insurance on Property (Quebec)           | 2011 ♦ *          | -            | Included               | 2011 ♦ *         | -           |
| 13 Insurance Against Liability Pt 1         | 2011 or 2008      | -            | Included               | 2011* or 2010    | -           |
| 14 Auto Insurance Pt 1 (Alberta)            | 2007              | -            | -                      | -                | -           |
| 14 Auto Insurance Pt 1 (Atlantic)           | 2009              | Feb. 2010    | -                      | -                | -           |
| 14 Auto Insurance Pt 1 (B.C.)               | 2010 or (2008     | Feb. 2010 R) | -                      | -                | -           |
| 14 Auto Insurance Pt 1 (Manitoba)           | 2010              | Aug. 2010 R  | -                      | -                | -           |
| 14 Auto Insurance Pt 1 (Ontario)            | 2010              | Sept. 2010 R | Included               | 2011             | -           |
| 14 Auto Insurance Pt 1 (Quebec)             | 2011 ♦ *          | -            | Included               | 2011 *           | -           |
| 14 Auto Insurance Pt 1 (Sask.)              | 2007              | -            | -                      | -                | -           |
| 16 The Business of Insurance                | 2011 or (2010     | Dec. 2010)   | Included               | 2010             | July 2011   |
| 31 Property Damage Appraisal                | 1986              | July 2000    | -                      | -                | -           |
| 32 Bodily Injury Claims                     | 2005              | -            | -                      | -                | -           |
| 35 Insurance Against Crime                  | 1995              | -            | -                      | -                | -           |
| 36 Bldg Const., Fire Prot., & Basic Hazards | SCM text          | -            | -                      | -                | -           |
| 37 Industrial & Process Hazards             | SCM text          | -            | -                      | -                | -           |
| 38 Casualty Loss Prevention                 | SCM text          | -            | -                      | -                | -           |
| 39 Fraud Awareness & Prevention             | 2008              | -            | -                      | -                | -           |
| 40 Business Interruption Insurance          | 2001              | -            | -                      | -                | -           |
| 43 Specialty Lines                          | 2002              | -            | -                      | -                | -           |
| 45 Surety Bonds                             | 2001              | -            | -                      | -                | -           |
| 47 Reinsurance                              | 2003              | -            | -                      | -                | -           |
| 48 Automobile Insurance Part 2              | 2003              | -            | -                      | -                | -           |
| 49 Insurance Against Liability Part 2       | 2000              | -            | -                      | -                | -           |
| 66 Financial Service Essentials Part 1      | 2003              | July 2006 R  | -                      | -                | -           |
| 72 Intro. to Risk Mgmt & Com. Lines         | 2001              | -            | -                      | -                | -           |
| 81 General Insurance Essentials Part 1      | 2006              | -            | -                      | -                | -           |
| 82 General Insurance Essentials Part 2      | 2009              | -            | -                      | -                | -           |
| 110 Essentials of Loss Adjusting            | 2009              | -            | Included               | 2009             | -           |
| 111 Advanced Loss Adjusting                 | 2009 or (2008     | Apr. 2009)   | Included               | 2009             | Dec. 2009   |
| 112 Practical Issues in Claims Mgmt         | 2009              | -            | Included               | 2009             | -           |
| 120 Underwriting Essentials                 | 2008              | -            | Included               | 2011             | -           |
| 121 Advanced Underwriting                   | 2009 or 2008      | -            | Included               | 2009             | -           |
| 122 Practical Issues in U/W Mgmt            | 2009              | -            | Included               | 2009             | -           |
| 130 Essential Skills for Ins. Broker/Agent  | 2010              | -            | Included               | 2010             | -           |
| 131 Adv. Skills for Ins. Broker/Agent       | 2009              | -            | Included               | 2009             | -           |
| 132 Practical Issues in Broker Mgmt         | 2010              | -            | Included               | 2010             | -           |

\* Soon to be available

♦ New book: previous editions are obsolete

R Revised Version



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Insurance Institute

## Take Our Kids to Work Day

*continued from page 3*

activities, we help students understand how insurance works, as well as introduce them to the wide variety of careers within the insurance industry. The local institutes and chapters will arrange for guest speakers, lunch, and gifts for all those who attend. Contact your local institute or chapter to find out how you and your son or daughter can be a part of the event.

The **“Feed the Minds of Youth” Event-in-a-Box** is a collection of tools, materials, games, and activities that Career Connections has put together to help insurance organizations plan their own presentations and events at their offices for their employees' sons or daughters participating in “Take Our Kids to Work Day.” Career Connections will be happy to provide companies with this free kit, which will provide you with different activities, games, and ideas to introduce the property/casualty insurance industry to youth. To order your Event-in-a-Box, contact [cconnections@insuranceinstitute.ca](mailto:cconnections@insuranceinstitute.ca) or call 1-866-362-8585, ext. 2280.

Encourage your colleagues and organization to support this popular event by inviting grade nine students to your office on Wednesday, November 2, 2011 and by participating in “Feed the Minds of Youth.” Last year, more than 700 students were introduced to careers in insurance during this one-day event across the country.

To learn more about Career Connections and “Feed the Minds of Youth,” visit our Web site at [www.career-connections.info](http://www.career-connections.info) or contact your local institute or chapter at [www.insuranceinstitute.ca](http://www.insuranceinstitute.ca).

## Food for Thought

Literature adds to reality, it does not simply describe it. It enriches the necessary competencies that daily life requires and provides; and in this respect, it irrigates the deserts that our lives have already become.

—C.S. Lewis

## Meet Your Instructors

*(This is one in a series of occasional profiles of Institute instructors from across the country.—Ed.)*

### Brian Speirs, FCIP

Southern Alberta's Brian Speirs entered the insurance industry after being presented with a choice of a career in two different industries.

"I was offered two jobs the same day," said Brian. "I was looking for a career with diversity and, after careful consideration, I felt the job in insurance would be the most interesting."

Brian went on to spend the next 35 years in the industry, most of which were spent in claims with responsibilities that included development and implementation of various training programs. Looking back, he says he definitely made the right decision.

"In claims, you never know what new challenge to expect each day you go to work," said Brian. "I never had any doubt that I would spend my entire career in the insurance industry."

After five years as Vice President Insurance Operations for Sovereign General Insurance, Brian decided to start his own consultancy business in 2008, utilizing his wealth of experience to audit, lecture, and undertake training development for insurance industry clients.

His years of experience dealing with a range of complex situations gave him critical knowledge that he felt other industry professionals could benefit from.

"Policy wording can be difficult from time to time, so it is important that the policy is understood in terms of what the intent of coverage was," said Brian. "Insurance professionals also need to understand the different situations that may occur when dealing with an insured—and the different approaches that may be required."

Brian is a firm believer that, in the insurance industry, the best way to achieve career goals is through education. So, in 2009, he started teaching for the Insurance Institute of Southern Alberta. He says he likes to

make education interesting, with a lot of discussion and examples.

"I try to bring forward as many examples as I can from my claims background. For example, when dealing with statutory conditions, I explain how these apply in real claims issues," said Brian. "We also review recent events that apply to the subject matter we are dealing with. For example, when Japan suffered the earthquake and tsunami in March, we reviewed earthquake policy in class."

Now semi-retired, Brian spends much of his free time with his grandchildren and enjoying his favourite pastime, golf. "I thoroughly enjoy the sunshine, the challenge, and that great shot that doesn't happen too often," he said. "One of these days, I'll complete my game of golf at my favourite course and be two under par."

*Want to shine the spotlight on a special instructor? E-mail the Institute's Kristi Dallow, Business Development and Communications Officer, at [kdallow@insuranceinstitute.ca](mailto:kdallow@insuranceinstitute.ca).*

## Onwards and Upwards



**Dubois, Jean, BBA, MBA, FCIP, CRM, TPI**, has been appointed to the position of Vice President of The Boiler Inspection and Insurance Company.

**Fraser, Maureen, CIP**, has been appointed Vice President, Business Development, for Cunningham Lindsey Canada Claims Services Ltd.

**Hanley, Barbara, PEng, FCIP, CRM**, has been appointed Assistant Vice President of The Boiler Inspection and Insurance Company.

**Hughes, Derrick, BA, FCIP, CRM**, has been appointed Vice President of The Boiler Inspection and Insurance Company.

**Petrowich, Mark, BA, FCIP, CRM**, has been appointed Director, Commercial Lines, Calgary Branch, for AXA Pacific.

**Pivato, David, PEng, FCIP, CRM**, has been appointed Assistant Vice President of The Boiler Inspection and Insurance Company.

**Schols, Hans A., PEng, MBA, CIP**, has been appointed Global President and CEO of Data Insurance Licensing Systems Ltd. (DINS).