

Travelers CEO elected chair of Institute board

TRAVELERS Canada CEO Heather Masterson was elected chair of the board of governors of the Insurance Institute of Canada during its 68th annual meeting last week.

She joined Travelers Canada in 2015 as its chief operating officer and was named president and CEO the following year. Prior to joining the insurer, Ms. Masterson was president and CEO of the MGA Totten Insurance Group, chief marketing officer and executive VP of risk management and international client services at broker network giant Hub International and VP of AIG Worldwide.

She serves on the boards of a number of industry associations and not-for-profit organizations, including the Insurance Bureau of Canada, the General Insurance Statistical Agency and the Property and Casualty Insurance Compensation Corp.

Ms. Masterson has a bachelor of education degree from Memorial University of Newfoundland, a bachelor of arts degree from Dalhousie University and is a Fellow Chartered Insurance Professional.

Aviva Canada CEO Jason Storah was elected deputy chair of the institute and Valérie Lavoie, president and chief operating officer of Desjardins General Insurance Group, has been elected vice chair.

Former RSA Canada CEO Martin Thompson is immediate past chair.

The institute's four regional vice chairs for the coming year are Joanne Hampson, formerly with Wawanesa Insurance, for the Western provinces; Ross McDougall of broker McDougall Insurance & Financial for Ontario; Suzie Godmer, VP at claims adjuster Authentik, for Québec, and the Co-operators' Helen O'Donnell for the Atlantic provinces.

Divisional vice chairs are Paul Croft, of Aon Canada, for the academic area, and Intact Insurance's Rosalind Staples-Simpson for the professionals segment.

The IIC is the premier professional education body for Canada's p&c industry. Its membership of more than 40,000 includes over 18,000 active students in its formal programs. The institute is also the parent organization of the Chartered Insurance Professionals' Society, which serves more than 18,000 graduate Chartered Insurance Professionals and Fellow Chartered Insurance Professionals.

Education proves popular during pandemic

THE INSURANCE Institute of Canada has found p&c professionals remain eager to learn despite the challenges posed by pandemic restrictions.

CEO Peter Hohman told *Thompson's* last week that the number of graduates of its chartered insurance professional program is up 20% this year over usual levels.

"We thought for the first few months that people might step away from their studies, but they really got going. That really demonstrates the resilience of industry people."

The institute shifted to virtual program delivery as lockdown measures were implemented across the country. Mr. Hohman said that as restrictions ease, it plans to reintroduce in-person exams for those who are interested

next April.

Several new programs are also being introduced this year and next, including e-books for all of the Institute's mandatory CIP courses.

Meanwhile, he said the institute will begin its next round of demographic research in 2022. It will be working with the Conference Board of Canada to research the makeup of industry workforce and how it has changed since its last study in 2017.

The research will examine trends in the Canadian workplace, along with the state of gender diversity and inclusion and also the impact of the pandemic and of artificial intelligence on the future of the p&c industry.

The research will be conducted throughout 2022 with a report expected the following year.

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