



Communiqué

Spring 2018

What's New?

In April, the Canadian Council of Insurance Regulators (CCIR) chaired the 2018 Joint Forum of Financial Market Regulators (Joint Forum) and held its 2018 Spring Meeting, in Montréal, Québec.

Joint Forum of Financial Market Regulators

The Joint Forum brings together members of the Canadian Council of Insurance Regulators (CCIR), the Canadian Securities Administrators (CSA), the Canadian Association of Pension Supervisory Authorities (CAPSA) and representation from the Canadian Insurance Services Regulatory Organizations (CISRO).

Member regulators discussed subjects of common interest including: growth in automated financial advice; enforcement; compliance framework for insurance; fair treatment of customers; insurance cooperative supervision activities; the CSA business plan 2016-19; defined contribution pension plans; and, incentive management and transparency in financial services. The regulators also affirmed the importance of increased communication and information sharing in the rapidly evolving technological environment.

Ms. Judith Robertson, from the Financial Services Regulatory Authority of Ontario, provided an opening keynote presentation on the future of financial services regulation in Ontario. In a closing keynote presentation, Ms. Anita Anand, Professor of Law at the University of Toronto, addressed emerging issues for regulators and the impact of technologies in the regulatory environment.

Fair Treatment of Customers

The Fair Treatment of Customers Working Group obtained CCIR approval to proceed with public consultations on the Conduct of Insurance Business and Fair Treatment of Customers guidance document. In addition, the Canadian Insurance Services Regulatory Organizations (CISRO) confirmed their participation and the guidance is released as a joint venture. The 45-day consultation period commenced on May 3, 2018 and ends on June 18, 2018.

Segregated Funds

The Segregated Funds Working Group has been meeting with industry representatives through early 2018 and has received valuable feedback to finalize the prototype client account statement (prototype). At the spring CCIR meeting, the working group obtained approval in principle to release the prototype and revised Appendix IV of the position paper.

CCIR expects to release the revised Appendix IV and the prototype in Spring 2018. The prototype provides an example of how the expectations and requirements regarding disclosure can be satisfied and Appendix IV itemizes the minimum requirements that insurers will be expected to include in a client account statement with respect to segregated funds.

Natural Catastrophes and Consumer Awareness

The Natural Catastrophes and Consumer Awareness Working Group (Working Group) is focusing on the recommendations published in the August position paper by the Property Insurance Working Group. Initial steps have included exploring how to improve consumer understanding of insurance options and coverages, mitigation measures and disaster assistance. The Working Group will also work to identify best practices for regulators and insurers responding to natural catastrophes. Natural catastrophes and insurance remain a key priority for the CCIR and its members.

Annual Statement on Market Conduct

The second year of data collection through the Annual Statement on Market Conduct (ASMC) is underway. CCIR made minor changes to the content of the ASMC for year two, primarily to increase the clarity of the instructions and questions. CCIR hosted webinars in February and March of this year for both property & casualty and life & health insurers about the changes. Year two filings began on March 1st and the deadline for insurers to file was May 1, 2018.

Next Meeting

The CCIR's 2018 Summer Call will take place on June 20th, 2018.