



# Communique

Fall 2021

## What's New?

The Canadian Council of Insurance Regulators (CCIR) held its Fall meeting by videoconference on October 1<sup>st</sup>, 2021.

CCIR is pleased to announce that Mr. Robert Bradley (PE) has been elected as the new Chair. Mr. Bradley succeeded the outgoing Chair, Mr. Frank Chong (BC). CCIR extended its appreciation to Mr. Chong for his contributions and service.

CCIR welcomed new Members, Ms. Rowan MacPhail (YK), Chris Carter (BC) and Celestino Oh (NT). CCIR Members extended their appreciation to outgoing members Mr. Chong, Mr. Bradley Rowett (YK), and Ms. Chervahun Emilien (NT).

## Covid-19 Working Group

In March 2020, CCIR, with representation from the Canadian Insurance Services Regulatory Organizations (CISRO), formed a working group to coordinate engagement with the industry and support the development of consumer-focused solutions to issues arising from the pandemic.

Throughout the pandemic, CCIR met with the Canadian Life and Health Insurance Association (CLHIA) and the Insurance Bureau of Canada (IBC) to discuss and respond to issues resulting from the evolving work environment.

Members agreed that the Covid-19 Working Group had fulfilled its mandate and could be disbanded, recognizing that regulators and industry will remain in close contact as new issues arise.

## Travel Insurance Working Group

Members also agreed that the Travel Insurance Working Group had fulfilled its mandate and could be disbanded. CCIR will collect travel insurance data metrics through the Annual Statement of Market Conduct (ASMC) and monitor industry implementation of reforms on an ongoing basis.

## Fair Treatment of Customers

Following exchanges with the industry stakeholders and requests for clarification of the FTC Guidance, the FTC Working Group (FTCWG) has developed draft guidance on incentive management. Pre-consultations with industry stakeholders began in the Spring 2021 and will continue into the Fall.

## Segregated Funds

The Segregated Funds 2.0 Working Group is developing guidance to address the recommendations from the updated (June 2018) CCIR Position Paper. CCIR is actively engaged with the CLHIA and associations representing intermediaries (Advocis, CAILBA, IFB) in this exercise.

The joint CCIR and Canadian Securities Administrators (CSA) Committee has engaged with the CLHIA regarding the Total Cost Disclosure of information relating to performance and full costs of similar financial products. CCIR and CSA are moving in “lock step” to implement this initiative along the same timeline.

## OmbudServices Oversight Standing Committee (OOSC)

The OOSC continues to meet with the OmbudService for Life and Health Insurance (OLHI) and the General Insurance OmbudService (GIO) to fulfill its oversight mandate, understand complaint trends and issues experienced by consumers, and monitor developments in financial services ombudservice oversight.

## Fintech Working Group

The Fintech Working Group is reviewing submissions to its issues paper “Connected and Automated Vehicles and Their Impact on the Automobile Insurance Market.” The review will help determine whether further stakeholder consultations are required.



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## Cooperative Supervision Oversight Committee (CSOC)

CSOC published a report entitled “CCIR Cooperative Fair Treatment of Customers (FTC) Review – Consolidated Observations” in October 2021. The report provides a summary of key observations from the CCIR’s cooperative FTC reviews of insurance companies conducted between 2017 and 2021, and the individual FTC reviews of insurance companies in Member jurisdictions based on FTC principles. The report is available on CCIR’s website.

CCIR’s Best Terms Pricing (BTP) Working Group has been looking into the practice of BTP in commercial insurance. The Working Group has met with the Insurance Bureau of Canada, as well as some insurers and brokers. The Working Group expects to communicate more on the practice of BTP shortly.

## Annual Statement on Market Conduct (ASMC)

Changes to the Year 6 (2021) ASMC are complete and final versions of the forms were shared with the industry in September 2021.

CSOC expects to release its second public report on the ASMC data in November 2021. The report was approved by CCIR Members for publication and its purpose is to ensure transparency with industry on the data collected, trends and how the ASMC is used for supervision.

## Next Meeting

The CCIR’s Winter Call is scheduled to take place on January 20, 2022.