

## Minutes of the 2019 Annual General Meeting

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Thursday, June 20, 2019  
The Insurance Institute of BC  
1110 - 800 West Pender Street  
Vancouver, BC

A quorum being present, the President, Sharon Craver, called the meeting to order at 4:03 pm. Those in attendance were:

### **Executive and Staff**

President	Sharon Craver
1 <sup>st</sup> Vice President	Kerry McLaughlin
2 <sup>nd</sup> Vice President	Kelly Krakonchuk
Secretary-Treasurer	Sarah Tung
Past President	Not in attendance
Vancouver Island President	Melissa Stedman
Manager	Danielle Bolduc
Seminars & Events Coordinator	Winnie Hon
CIP Program Coordinator	Sandra Enriquez
Licensing Program Coordinator	Kaitlin Carmichael

### **Other Members of IIBC**

Jan Brownridge	Hugh Lindsay
Michael Dakin	Angela McIlDoon
Spencer Denton	Philip Neame
Mark Francis	Glenda Ouellette
Janice Giesbrecht	Jennifer Perry
Jason Hall	Vicki Rowan
Clement Ho	Leanne Taylor
	Carol Ann Slack

### **Notice of Meeting**

Proof of Notice of the Annual General Meeting e-mailed to all Members on May 16, 2019 was read by the Secretary-Treasurer, Sarah Tung.

### **Report on Quorum**

Sarah Tung, Secretary-Treasurer confirmed that the quorum had been met as required by the Bylaws.

### **Minutes**

The minutes of the 2018 Annual General Meeting were circulated to the membership. Jan Brownridge, seconded by Jennifer Perry moved adoption of the minutes.

*Motion carried.*

### **Academic Division Report**

Kerry McLaughlin, 1<sup>st</sup> Vice President, presented the Report of the Academic Division. This report included information on the activities of the Education Committee, the Thompson / Okanagan Committee, and the Marketing and Communications Committee. Glenda Ouellette moved for the acceptance of the report, seconded by Jan Brownridge.

*Motion carried.*

### **Professional Division Report**

Kelly Krakonchuk, 2<sup>nd</sup> Vice President, presented the Report of the Professional Division. This report included information on the activities of the Events Committee and Seminar Committee. Hugh Lindsay moved for the acceptance of the report, seconded by Jennifer Perry.

*Motion carried.*

### **Vancouver Island Chapter Report**

The newly re-elected President of the Vancouver Island Chapter, Melissa Stedman, presented the President's report of the Vancouver Island Chapter which was presented at their AGM on June 4, 2019. Vicki Rowan moved the acceptance of the report, seconded by Glenda Ouellette.

*Motion carried.*

### **President's Report**

Sharon Craver, President, submitted her report on the year's activities. Mark Francis moved the acceptance of the report, seconded by Mike Dakin.

*Motion carried.*

### **Financial Report**

Sarah Tung, Secretary-Treasurer, presented the Financial Report including the financial statements submitted by the auditors. Sarah moved the acceptance of the report, seconded by Jennifer Perry.

*Motion carried.*

### **Approval of Acts of Directors**

It was moved by Sarah Tung Secretary-Treasurer, that:

All acts, contracts, bylaws, proceedings, appointments, elections, and payments enacted, made, done or taken by the Governing Council, Officers and committees of this Institute since the date of the last annual meeting be hereby approved and confirmed.

Seconded by Jason Hall.

*Motion carried.*



### **Appointment of Auditors**

Sarah Tung presented on behalf of the newly elected Secretary-Treasurer, Debra Copeland. Sarah moved that:

BDO Dunwoody LLP, Chartered Accounts & Consultants, be appointed auditors for the ensuing year at a fee to be determined.

Seconded by Hugh Lindsay.

*Motion carried.*

### **Banking Resolution**

Sarah Tung, on behalf of the newly elected Secretary-Treasurer Debra Copeland, moved that:

The President, 1<sup>st</sup> Vice President, 2<sup>nd</sup> Vice President, Secretary-Treasurer, Past President and Manager or any two of them be authorised to sign cheques and that any one of them shall make deposits with the bank and endorse cheques for deposit and receive all paid cheques and other debit vouchers and give receipts thereof

And

The Manager alone be authorized to approve expenses / invoices / payments up to \$2000, the Manager plus one Council Member approve such amounts from \$2000 to \$24,999, the Vice President Operations (IIC) to approve such amounts from \$25,000 to \$74,999 and the President (IIC) approve such amounts \$75,000 and greater. These limits shall remain in effect as and until amended or rescinded at a future date.

And

The Insurance Institute of BC hereby grants the Insurance Institute of Canada continued authority to make payments on behalf of IIBC respecting all current authority levels.

Seconded by Leanne Taylor.

*Motion carried.*

### **Other Business**

There being no other business, Sharon Craver called a motion to adjourn the meeting which was seconded by Spencer Denton at 4:50 pm.

Respectfully submitted,

Danielle Bolduc, BComm, CIP

on behalf of

Sarah Tung, BCOM, FCIP, CRM

Secretary-Treasurer

*Insurance Institute of BC*

## Report of the Academic Division

I am delighted to present the following report that outlines the success of the Academic Division for the 2018-2019 term.

The Academic Division is made up of three areas: The Education Committee, Marketing & Communications Committee and Thompson / Okanagan Committee.

I will begin with the **Education Committee** chaired by **Angela McIldoon**, BA, FCIP, CPHR and vice-chaired by Liz Strocel, CIP of Wawanesa Insurance.

The mandate of this Committee is to maintain and improve the quality of educational services offered by IIBC to students in the GIE and CIP programs by assisting and supporting the Insurance Institute in the delivery of the Education program.

Highlights of this past year include:

- CIP in-class enrolment was 978 to a target of 1025 (-6%).
- While we continued to offer the traditional 3 formats of classes for the mandatory classes: evening, fast track and virtual, we continue to see a decrease in the registrations in the evening format, therefore cancelling a few evening classes.
- Fast Track and Virtual classes are the most popular format. Recognizing this continued trend we are increasing our virtual classes for the 2019/20 term.
- ICBC employee participation in the CIP program is a significant part of our CIP registrations with 272 registrations representing 28% of total registrations but down 40% from last year.
- BCAA continues to offer in-house CIP classes for licensing purposes (C130 & C131).
- CIP classes can be taken in several locations in the province including Vancouver, New Westminster, Surrey, Langley, North Vancouver, Victoria, Nanaimo and Kelowna.
- This term we added a C130 Fast Track class in Kelowna which consisted mostly of students working at Western Financial Group who is encouraging their employees to take the course offerings for licensing purposes.
- We organized two half day professional development sessions to provide our instructors with new skills and with training and networking opportunities. For the Winter session, due to our shortage of virtual instructors, the theme was "Teaching in a Virtual Format". Three current virtual instructors shared their knowledge, the session focused on: Set-up; Material/tools; Student Engagement
- Level 1 Licensing program (GIE) went about a complete rewrite of the learning materials last year. The new textbooks were launched in September. We exceeded our registration target by 5 students this term. 355 students, exceeding target of 350.
- We held our 13<sup>th</sup> Annual "Feed the Minds of Youth" event that included 24 attendees (parents / kids).

Great work from the Education Committee! I would also like to extend a huge thank you to Sandra Enriquez, BA (Hons), CIP, CIP Program Coordinator of the Insurance Institute of BC for all her hard work with the committee this year.

Next, the **Marketing and Communication Committee** is chaired by **Debra Copeland**, BA, FCIP of Intact Insurance and vice-chaired by Spencer Denton, BBA, CIP, CAIB of BFL CANADA

Their goal is to promote membership growth, generate interest in the Insurance Institute of British Columbia and in careers in the insurance industry and to increase brand awareness by identifying opportunities and assisting the Institute in developing Marketing and Communications programs.

Some of the Highlights of this past year include:

- CIP video campaign, we invested \$21,000 towards the national campaign.

- Full page CIP ads in *BC Business and Business in Vancouver magazines*.
- New this term was the Google Word Licensing Campaign. For a couple months in the Fall and in the Winter we ran the 2 campaigns. The campaign generated good results with:
  - 298 clicks
  - 339 site visits
  - An average time on site of 3 minutes.
- Broker focused initiatives including: Ads in the BC Broker magazine, “Salute” dinner bronze sponsorship, BC Insurance directory cover, and a mailing to the CAIB grads to invite them to enroll in CIP program.
- We were pleased to have a booth at the trade show for the first time at the IBABC conference in May 2018. And again in March 2019 at the IBABC tradeshow in Vancouver.

Another successful year for the Marketing Committee!

Our **Thompson / Okanagan Committee** is chaired by **Carol Ann Slack** CIP, of Economical Insurance.

Their objective is to increase the awareness of the Institute and its products to the Thompson/Okanagan community by creating opportunities and assisting the Institute with delivery.

Highlights of this past year include:

- May – Strata and Cannabis seminar was held with 30 attendees.
- July – hosted the 5<sup>th</sup> Annual Okanagan boat Cruise in Kelowna – we sold out with 75 attendees
- October – Intro to Business Interruption seminar was offered in Kelowna with a total of 44 attendees, very strong number for a Kelowna seminar!
- November - a Graduate luncheon with 29 attendees (8 Graduates: 5 CIP, 2 FCIP, 1 ACIP).
- February – Networking event in Kelowna –68 attendees

We appreciate the work done by the Thompson /Okanagan Committee to generate support.

While the committees and their volunteers work hard, we would not be able to do what we do without the ongoing support of **Danielle Bolduc** and the IIBC team. I would like to acknowledge how lucky we are to have such a strong and capable team who are absolutely a pleasure to work with. Danielle, your efforts and those of your team support our success. Thank you!

Respectfully submitted,  
**Kerry McLaughlin**, CIP, CRM, ACS  
 1<sup>st</sup> Vice President, Academic Division  
*Insurance Institute of BC*

## **Report of the Professional Division**

I would like to take this opportunity to thank everyone here today for showing your support for the Insurance Institute of BC.

I would also like to express my thanks to **Sharon Craver**, BBA, MBA, CIP, CRM for her dedicated work as our President this past year. She has led us through another successful year. Thank you Sharon. The Executive and Council very much appreciate your leadership this year.

I am pleased to present the following report that outlines the success of the Professional Division for the 2018-2019 term.

The Professional Division is made up of two areas: The Events Committee and Seminars Committee.

### **Events Committee**

The Events Committee was chaired by **Vicki Rowan**, FCIP, CRM, of Intact Insurance and Vice Chair **Jason Hall**, CRM of Willis Towers Watson. This was Vicki's first year as Chair of the Events Committee. Vicki has demonstrated strong leadership and great enthusiasm in her role. She led her committee through another successful year putting on a number of very successful events:

#### **Battle of the Bands**

The 10th Annual All Stars "Battle of the Insurance Bands", CIP Charity event, was held on March 1<sup>st</sup> at the Imperial which was a larger venue due to the popularity of the event. This event had another successful year and sold out with 575 attendees. The event raised \$17,400 split among 4 local charities (Greater Vancouver Food Bank, BC SPCA, Downtown Eastside Women's Centre, and the Covenant House).

#### **CIP Society Golf Tournament**

The 16<sup>th</sup> Annual CIP Society Golf Tournament was held at Hazelmere Golf Course on June 15, 2018. Once again, this very popular event was sold out with 152 players. We continue to offer the wine theme which is highly regarded by our golfers as we feature a different local winery every year. Our wine sponsor hosts a wine tasting station on the golf course as well as sponsors the wine served at dinner. Our prize sponsors contribute to the cost of the wine bottles given to each attendee to take home instead of the typical golf prizes.

#### **Convocation**

The Vancouver Convocation & Awards Luncheon was held on November 20, 2018, at the Pan Pacific Hotel. Our attendance was 375 attendees including 121 CIP Grads, 11 FCIP Grads, 17 Risk Management and 3 Advanced CIP grads. Everyone takes great pride in arranging and participating in this event, as it is the centrepiece for the education programs delivered by the Insurance Institute.

#### **Paint & Sip/Beer Tasting Events**

This year, we hosted a paint and sip in Langley, a beer tasting event in Vancouver and a Game Social in New Westminster. The goal of the games' night was to target a younger audience; we were pleased to see new faces.

### **Seminars**

The Seminars committee was chaired again this year by **Lianne Crawford**, CTDP, CIP, CAIB of HUB International Insurance Brokers and Vice-Chair **Carlos Caceres**, BA, FCIP of Gore Mutual. With Lianne's strong leadership, this committee continued to produce high quality and very successful Academic and CIP Society seminars.

They organized some great seminars for our members.

This past year included:

- Academic Seminars: 11 (target 10) with 346 attendees (average of 31.5 per seminar)
- CIP Society Seminars: 9 (target 8) with 448 attendees (average of 41.6 per seminar)

During this term, the committee planned a very successful Symposium which took place on April 24, 2018 in Burnaby. This year, the format was changed from a Forum in the Academic budget to a Symposium under the CIP Society banner. Our theme was West Coast Affairs. There were 6 seminars scheduled throughout the day, attendees selected 4 seminars of their choice to attend (You Can't Sue City Hall...or Can You?: Events Liability – the Good, the Bad and the Ugly; Car Sharing and the Future of Mobility; Is the Grass Greener? Risk Management with the Legalization of Marijuana; Smart Home Systems: Implications for Insurance Professionals; and Strata Dissolutions: Don't Get Wound Up in Strata Wind-Ups). Lunch included keynote speaker Marco Iannuzzi from the BC Lions. Marco's theme was "Finding Balance". We added a 1 hour cocktail reception at the end of the day.

### **Volunteer Acknowledgement**

The accomplishments of the Professional Division are the result of many dedicated, hard-working and committed volunteers. We've been so fortunate to have Chairs & Vice-Chairs with tremendous leadership abilities. We truly value what our volunteers do for the IIBC and for our members year-after-year.

To thank our Council & Committee volunteers, we hosted our Annual Volunteer Appreciation lunch for the Executive, Council Chairs and committee members at Steamworks restaurant. This was a well-attended event as always.

On a final note, I'd like to once again thank the IIBC staff for all they do all day every day for our members and our volunteers – a special shout out to **Winnie Hon**, DipT Seminar and Events Coordinator. They are a team of truly amazing people and led by **Danielle Bolduc**, BComm, CIP who continues to be the driving force at the IIBC.

Respectfully submitted,

**Kelly Krakonchuk**, CIP  
2<sup>nd</sup> Vice-President, Professional Division  
Insurance Institute of BC



## **Vancouver Island President's Report Annual General Meeting - June 4, 2019**

The Vancouver Island Chapter of the Insurance Institute of BC continues to maintain our membership presence with 677 members, as of April 30, 2019. This is up from 654 the same time last year. Our strong number of memberships ensures that our input on both the Provincial and National levels is heard.

We have an enthusiastic team of committee members on the Island. We could not have offered the many classes, events, and seminars without their valuable time contribution. We are very pleased to have several new members join our committee in 2018. Welcome aboard; Aaron Lukoni, Anya Biryuk, Shelley Ruggles, Alizan Dudenas, Lena Vorontsova, Marleen Richardson and Shannon McElroy.

I feel very fortunate to have the opportunity to work with a great group of executive and committee members.

I'm pleased to report that we successfully ran 8 seminars during the 2018-2019 fiscal year. We select seminars that include high quality topics and presenters, promote personal development, and reach out to an expanding audience base throughout Vancouver Island.

In addition to seminars we also offer several CIP courses per semester via evening classes or weekend fast track classes. During the 2018 – 2019 fiscal year we offered 9 different classes. These offerings would not be possible if it was not for the great group of instructors we have on the Island. Special thanks to Tara Parr, Sylvia Bernat, Dennis Summerhayes, Maurice McFadden, Lynda Crawford, Dale Rogoza and Graham Fisher for offering their time and expertise to instruct for the Institute.

We held our 12<sup>th</sup> Annual CIP Society Golf tournament on June 20, 2018 at Olympic View Golf Club. We had 88 golfers and an additional 10 attendees for dinner. This tournament is becoming one of the top tournaments for insurance professionals on the Island. This is in large part due to the generosity of all our sponsors who help make this a successful event. We look forward to our 13<sup>th</sup> Annual Golf tournament which is coming up on June 19, 2019 at Victoria's Olympic View Golf Course. We hope to see you on the Greens!

On September 27, 2018, we held our 7th Annual Past President's event at the Victoria Golf Club and had 20 in attendance. We were pleased to be able to hold the dinner at the Victoria Golf Club where the first Vancouver Island Chapter Convocation was held back in 1964. Reuniting with past acquaintances is what makes this a very special event for our Island chapter. We look forward to hosting this event for many years to come and hope to see even more Past Presidents in attendance.

In addition to the Golf Tournament and Annual Past President's dinner, the Vancouver Island Chapter also hosted 4 networking events during the 2018 fiscal term. We kicked off the year with our 1<sup>st</sup> Annual Peers & Beers event in Nanaimo which was held on April 4<sup>th</sup>, 2018 at the Longwood Brew Pub. The event was sold out with 30 guests in attendance. Thank you to Coastal Community & Claimspro for providing some great door prizes. Our 9<sup>th</sup> Annual Mid-Island Networking Event was held on October 4<sup>th</sup>, 2018 at the Grand Hotel in Nanaimo. There were 42 guests in attendance. Thank you to Triple Sevens Fire Consulting & Griffin Restoration for co-sponsoring. We held a new event in Victoria this year, a Meet & Greet Insurance Institute Education Trade Show. The Meet & Greet was held on October 17<sup>th</sup>, 2018 at the Comfort Inn & Suites. We had a total of 50 in attendance. Last but not least we held our 14<sup>th</sup> Annual Networking Event in Victoria at the Bard & Banker Pub on February 7, 2019 with 66 attendees. Thank you to Carfra Lawton Lawyers & Coast Capital Insurance for sponsoring the Victoria event.

Our Annual Convocation Awards Dinner & Dance was celebrated on November 16 2018 at the Victoria Golf Club. There were a total of 110 guests and we recognized 10 Graduates of the CIP program, 2 FCIP Graduates and presented 2 Risk Management Certificates and 1 Instructor Certificate.

During the past term, I had the opportunity to travel to the Western Regionals held in Edmonton on May 2<sup>nd</sup> to 4<sup>th</sup>, 2018. I also travelled to the National AGM in Quebec City from October 22<sup>nd</sup> – 24<sup>th</sup> 2018. These meetings provide valuable insight on how we compare to other chapters across the country and the new programs being offered by the Insurance Institute of Canada. The networking, information sharing and comradery with fellow IIC members has proven to be invaluable.

I am honored to work with a great group of council members who have volunteered their time, energy and expertise to plan each seminar, event and CIP class. I would like to thank the Vancouver Executive Committee for their continuous support of the Vancouver Island Chapter.

Speaking of Volunteers, on behalf of the Vancouver Island Chapter, the Insurance Institute of BC was pleased to issue gift cards to the 30+ individuals who volunteered for IIBC in the past year. Volunteers provided their time to IIBC as; proctors, instructors, ambassadors and /or committee members. We truly appreciate all the support provided to IIBC, without it our programs would not be the success that they are.

I have been on the committee for over 8 years in which time I have enjoyed all of the roles I have held. I look forward to my third term as President of the Vancouver Island Chapter and the opportunities this role has provided both personally and professionally.

Respectfully submitted,

Melissa Stedman, FCIP, CRM  
President, Vancouver Island Chapter  
Insurance Institute of BC

## President's Report

Good afternoon and thank you for attending the Insurance Institute of B.C.'s Annual General Meeting. As always, your support and presence today is greatly appreciated.

It is hard to believe that my year as President has come to a close. It has been by privilege to work with a very talented executive, council and staff, and I am proud of what we have accomplished this year.

On March 31<sup>st</sup>, we hit a record membership number at 5205 which is an increase of 7.5% over last year. Most of the increase comes from ICBC with an increase of 32% over last year. Vancouver Island also saw a 3.7% increase with 676 members.

You have heard the reports of our Vice Presidents, outlining the highlights and success of the various Committees, led by an exceptional group of individuals. We would not be able to deliver all the services we do without a very committed group of Insurance Professional volunteers who support us in so many ways. I would like to take a moment to recognize one of those dedicated volunteers that recently passed away, Eric Laity.

Eric worked tirelessly over the years to support our Institute. He was a CIP instructor, perhaps he taught some of you that are here today? Over the last couple of decades he was our CIP Exam Supervisor. I know that he personally supervised every exam that I wrote before I graduated with my CIP in 2009. Then I had the pleasure of proctoring exams under Eric's supervision. With Eric, you could always count on a smile and some quick wit. He was passionate about Insurance and loved what he did, which is why he was also recognized with an Award of Merit and was the Salute recipient of Insurance Person of Year. He will be missed!

In addition to the great outcomes Kerry and Kelly have reported, I would like to take a few minutes to report on the Insurance Institute of Canada AGM and Western Regional meetings.

### **IIC AGM – October 2018**

In October, I had the privilege of attending the Insurance Institute of Canada's AGM in beautiful and historic Quebec City with Kerry McLaughlin and Melissa Stedman.

As always, this event provided us with a great opportunity for us to exchange ideas with others from Insurance Institutes across Canada and of course, partake in social activities that bring everyone together and help create some camaraderie amongst the group.

The Insurance Institute continues to push forward with new and updated offerings that are relevant to our industry and have continued to support the work being done here in our province.

The AGM was very informative and we heard about the great work they are doing to advance the societies across Canada. Some highlights were:

- Computer Based Exams is now the new normal and students enjoy the benefits of getting exam results in a timely manner
- The launch of the new Commercial Insurance Program has been very successful, beyond initial expectations.
- The Advanced CIP Program continues as an offering for those without degrees as a path to the FCIP
- The FCIP program numbers are ahead of last year
- Rewrites of the CIP textbooks continues on plan, and feedback on the new textbooks has been very positive

Just this month IIC reported 40,372 members across Canada!

## **Western Regional Meeting – May 2019**

In early May of this year, Danielle, Kerry McLaughlin and Melissa Stedman attended the Western Regional Meeting in Saskatoon.

This was, once again, a great opportunity to hear about the great work of our other Western Institutes, and meet or reconnect with our Western Regional colleagues. The Western Institutes continue to have great financial results and lead the country in success!

Many successes were shared at the Western Regional Meeting:

- National & Western Membership: Great numbers nationally and at the local Institutes. It will be a record year for the Insurance Institute.
- CIP Graduates: Increase both nationally and in the west
- Financial Health: All Institutes are doing very well
- CIP Text Rewrite Update: The Insurance Institute have redesigned and launched 6 CIP textbooks and 2 GIE textbooks. 4 more CIP will be launched this Fall. The rest will follow in 2020.
- Social Media: Increasing our presence on social media including LinkedIn, Twitter and Facebook.
- Finally, thanks to a suggestion from our own Kerry McLaughlin at the AGM in October, IIC is implementing On Demand Licensing Exams: Custom Exam session with 4 weeks advance notice will now be offered for Level 2 exams (C130 & C131). Way to go Kerry!

## **In Conclusion**

Another busy and very successful year now comes to an end. We would not have the success that we have without the dedicated and talented team here in BC. I would like to express my sincere appreciation to Danielle for all her guidance to me as President. I would also like to recognize her ongoing support and dedication throughout the year along with her other members of the Insurance Institute team: Winnie Hon, Sandra Enriquez, newest members Kaitlin Carmichael and Anastasia Zhdanova and Donna Salahor on Vancouver Island.

I really have appreciated working with the Executive and Council. Their level of professionalism and enthusiasm and willingness to educate and promote the CIP brand is exceptional. This team, along with Danielle and her team, and all of the other volunteers are the reason for our success. Thank you.

I'd like to thank Danielle, executive, council, our membership and the people in this room for your trust and support.

I look forward to continuing to serve as your Past President.

Respectfully submitted,

**Sharon Craver**, BAA, MBA, CIP, CRM  
President  
Insurance Institute of BC