

# IIPEI Insider

THE INSURANCE INSTITUTE OF PRINCE EDWARD ISLAND

WINTER 2014

## From the “President”

Kathy Stewart, FCIP

On behalf of the Insurance Institute of Prince Edward Island I am delighted to introduce you to our inaugural newsletter. We hope that our newsletter will provide you with up to date information about our organization and all that we have to offer.

As an organization we are continually looking at ways to improve our communications with our membership, to achieve this we have entered into the realm of Social Media via Twitter, check us out at @InsuranceInsPEI.

It is my pleasure to take on the role as President of the Insurance Institute of PEI. I appreciate everyone for their support and help so far. We welcome your suggestions or comments and encourage participation in the institute. All the best to the students writing exams in the December session.

## Ask the Institute

We are very excited to announce a new initiative called ‘Ask the Institute.’ Because the Institute cares about your learning experience and success in our programs, this new source of information for students, members, and industry professionals answers the Institute’s most frequently asked questions.

With input from our members, ‘Ask the Institute’ was designed to answer the most common inquiries by current and future students, and is filled with “need-to-know” material in eight popular categories. The answers are presented in a manner reflecting Institute students’ experiences and will help you remove obstacles to your educational journey and get ahead in your career.

In addition to the written answers we’ve also integrated eight short videos with students and members providing their own answers to some of the questions that have been asked by current and potential students. Using videos of real students and members will appeal to audio learners, and especially to those students who are now taking their classes and seminars virtually.

We invite you to visit the website at [www.insuranceinstitute.ca/ask](http://www.insuranceinstitute.ca/ask) to see your fellow members. If you’d like any further information about “Ask the Institute,” or to suggest a question to be included in this resource, please contact [ask@insuranceinstitute.ca](mailto:ask@insuranceinstitute.ca).

## In This Issue

Welcome to our first edition of the IIPEI Insider. Our newsletter will be published three times per year. We hope you will find the information useful and interesting...and we also urge you to send us information if you are interested in contributing to the editorial content that we can share with our membership.

### IIPEI Christmas Meet & Greet

Wednesday, Dec 10, 2014  
5:00 pm

PEI Brewing Company  
96 Kensington Road

Come and meet your friends in the local insurance community for some Christmas cheer, hors d’oeuvres, and to celebrate the beginning of the holiday season!



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Twitter: @InsuranceInsPEI

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## IIPEI 2015 Winter Course Offering

IIPEI is pleased to announce that **C16: The Business of Insurance** is being offered for members of the Canadian insurance industry. If you are interested in registering for this course, please confirm ASAP by sending an email to [iipeimail@insuranceinstitute.ca](mailto:iipeimail@insuranceinstitute.ca) or by registering online at [www.insuranceinstitute.ca/pei](http://www.insuranceinstitute.ca/pei) and click on CIP Courses on the left!

The Business of Insurance is the capstone course in the CIP Program. While we recommend that you take this mandatory course as your last (10th) course, it must be one of the last three courses taken within a minimum of five completed courses. Now that you have a basic technical knowledge of insurance and risk, you will be exposed to the insurance industry in its broader context.

Wednesday nights  
starting January 11

Time: 6:30 pm (Atlantic)

Instructor:  
Tricia Hashie, FCIP

### Register Today!

[iipeimail@insuranceinstitute.ca](mailto:iipeimail@insuranceinstitute.ca)  
[www.insuranceinstitute.ca/pei](http://www.insuranceinstitute.ca/pei)



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## STUDY TIPS

In our very busy everyday lives it's hard to take the time we need to focus on studying. Here are a few simple hints that may help you prepare for your upcoming exams in December.

- Find a quiet place with no distractions. While studying it is important to concentrate and being able to focus without interruptions.
- Pick a time each week that you are going to study and stick to the schedule. For example every Tuesday and Thursday evening from 7:00 p.m. – 9:00 p.m. Decide when is the best time of day for you to study. Some people prefer the mornings while others prefer the evenings.
- Research shows that the majority of people can only concentrate for about 30 minutes at one time. Study for 30 minutes then take a break (get some fresh air, get a drink) and then get back to studying.
- Focus on one Chapter at a time. Each chapter has Objectives at the beginning to help you distinguish what is important in each chapter.
- Make notes! Sometime writing notes in your own words can help you understand concepts more easily. Simplifying things sometimes makes it easier to memorize.
- Find others in the industry (co-workers or friends) who are taking the same course or who have already taken the course to discuss what you have learned. Find someone to talk about the course and test your true understanding.

Stay Focused and Good Luck!

Tricia Hashie, FCIP  
Vice President, IIPEI

## Thank you to our Proctors from July 2014

Brent Stewart, CIP  
Jennifer Pilkington, CIP  
Shelly MacRae, CIP

Kathy Stewart, CIP  
Sherri MacNeill, CIP  
Tricia Hashie, FCIP

We are always in need of volunteer proctors! If you have your CIP and are interested in assisting, please send an email to: [iipeimail@insuranceinstitute.ca](mailto:iipeimail@insuranceinstitute.ca).

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# 13<sup>th</sup> Annual IPEI Golf Tournament

Submitted By Rob Landry, CIP

The annual IPEI golf tournament took place on Thursday September the 18<sup>th</sup>, 2104 at Anderson Creek Golf Club in Stanley Bridge. There were approximately 42 golfers in attendance with the lion's share of participants coming from the supply and service industries in the Insurance industry. Most participant representation came from on-island but there were some from Nova Scotia and New Brunswick as well!

The event is a non-competitive event which features a scramble format. For those of you that are new to the game of golf, a scramble format means that everyone hits their drive and then proceed to the best shot and everyone hits again from that preferred location! Continue this until the ball is in the hole! As a non-competitive event, there are no minimum number of drives required by any players and we also have a maximum two putt rule on every green to help keep pace of play rolling!

The weather was beautiful starting off however by 2:30 we had a heavy downpour and the golf was suspended and prizes were awarded.

A special thanks to the staff at Anderson Creek and the excellent meal that was served. As a bonus due to the rain, everyone was given a free round of golf at either Anderson Creek or Green Gables as a consolation and this was greatly appreciated.

Prizes were in abundance this year and special thanks to the many prize donors and participants who made the event a tremendous success..

## A very special THANK YOU to our 2014 hole sponsors below!

FirstOnSite Restoration  
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FixAuto  
Joose Environmental  
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Clark's Toyota  
Gaudet's Autobody  
Intact Insurance  
Cox & Palmer  
Boiler Inspection & Insurance Co.  
ICPEI



**Insurance Institute**  
Prince Edward Island

## **Executive & Council 2014-2015 Term**

### **President**

Kathy Stewart, CIP  
Hyndman & Company Ltd.

### **Past President**

Mark Hickey, CIP, CAIB  
Hickey & Hyndman Insurance Ltd.

### **1st Vice President**

Tricia Hashie, FCIP  
PEI Mutual Insurance Company

### **2nd VP/Treasurer**

Jennifer Pilkington, CIP  
PEI Mutual Insurance Company

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Cooke Insurance

Darlene Dunn, CIP  
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Rob Landry, CIP  
The Insurance Company of PEI

Jennifer McWilliams, CIP  
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Shelly MacRae, CIP  
Cooke Insurance

Brent Stewart, CIP  
Cooke Insurance

### **Marketing Coordinator**

Kent Hudson  
[khudson@insuranceinstitute.ca](mailto:khudson@insuranceinstitute.ca)  
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Photo from Left to Right: 2014 CIP Graduates - Rudy Smith, Kendall Docherty & Shawna Johnston. Missing from photo, Regan Thomas



Meg Cooke (left) is shown receiving the student achievement award for the student in the CIP program with the highest marks in courses taken this past year. The Award is sponsored by PEI Mutual Insurance Company and Blair Campbell is shown presenting the Award.



Shawna Johnston received the award for the CIP student graduating with the highest marks during the duration of their studies. The award is sponsored by the Insurance Brokers Association of PEI and Dan McInnis is shown presenting the award.

# Annual Convocation

IIPEI hosted its Annual Convocation and Awards Banquet on Thursday, October 30 at the Rodd Charlottetown Hotel.

Four graduates completed all of the requirements to earn their CIP designation. Kendall Docherty (PEI Mutual Insurance Co), Shawna Johnston (Cooke Insurance Group), Rudy Smith (PEI Mutual Insurance Co) and Regan Thomas (the Co-operators) all became graduates of the program!

The special guest speaker for the evening was Peter Hohman, the President of the Insurance Institute of Canada, who paid tribute to the graduates on their dedication and hard work! The Master of Ceremonies for the evening was IIPEI President, Kathy Stewart. Jennifer Pilkington, IIPEI Treasurer performed grace and IIPEI Vice President, Tricia Hashie introduced the guest speaker for the evening.

The evening was, as usual, extremely well attended with many industry representatives on hand! The event was also tremendously supported by many sponsors and supporters, including:

- Insurance Brokers Association of PEI
- Stewart McKelvey
- Cox & Palmer
- IFS Financial
- Aviva Insurance
- Economical Insurance
- PEI Mutual Insurance Company
- The Co-Operators
- Royal and Sun Alliance Insurance
- Crawford & Company
- ServiceMaster of PEI
- Paul Davis Systems
- Gaudet's Autobody
- Bill Koughan Autobody
- P&G Fire & Safety Inc
- Prince Edward Claims Services
- Wawanesa Insurance
- Winmar
- Insurance Company of PEI
- Travelers Insurance
- FirstOnSite Restoration
- DeLong & Associates
- Intact Insurance

The evening began with a social reception and then the graduates were "piped in" by Bagpiper Matt MacLaine. Guests were treated to a wonderful dinner from the Rodd Charlottetown, and then the graduates were presented with their certificates! Of course there were a few door prizes to hand out as well, prior to the completion of the ceremony.



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# CIP exams at the speed of thought

## Computer-based exams (CBE)

Speed, clarity and efficiency are key benefits when computer-based exams (CBE) are rolled out beginning in December 2015, according to CIP students participating in CBE testing.

The Insurance Institute of Canada is working towards the gradual introduction of computer-based exams for Chartered Insurance Professional (CIP) courses over a two-year period, beginning with a single course during the December 2015 exam session. Currently, all exams remain paper-based.

CBE testing took place in July 2014. CIP students testing the system cited several advantages of using computers to complete their exams. Chief among them is the ability to produce their answers quickly on a keyboard. “You are trying to write as fast as you are thinking, and that’s where I think there is a benefit of doing the exam on a computer,” said CIP student Carly Buchanan, who participated in the July testing. “Quite a few people nowadays are used to typing all day. You are a lot faster typing than you are writing, so you can keep up with your train of thought.”

CIP students writing an exam can also better interpret what they wrote. Editing exam answers on a computer is not only fast, but clean.

During a three-hour paper exam, “you just write everything down and it starts to look like a chicken-scratch on your paper,” said CIP student Alexandra Polianskaia. But CBE is “good for reviewing purposes,” she said. “You can see the answer you just wrote. You can read it better. It’s easier to edit and delete something....And it just makes sense.”

CBE even makes the non-linear thinkers among us more efficient. For example, it’s a common experience to have a ‘Eureka’ moment during an exam in which you remember an answer to one question while you are working on another.

forth on the screen to answer questions out of sequence.

It also keeps track of unanswered questions.

“With the paper exam, you can think you’ve answered everything and then, when you walk out of the exam, you talk to other people and realize, ‘Oh, I didn’t even answer that question,’” said CIP student Kylie Pemberton. “Whereas CBE essentially keeps track of what you’ve answered and what you haven’t answered. And it makes sure you’ve answered everything before you leave.”

CIP students praised the timing feature in test versions of the CBE. No more trying to find the clock on the wall behind you to see how much time you have left.

“That time piece was really good, just to keep me aware of where I was in my exam,” said CIP student Brett Logan. “I could see if I was 50% done, or if I was only 10% done so I had better hurry up. It gave me a good way to gauge my time. It just made the overall process more efficient.”

Computer-based exams will be scheduled three times each year, in April, July and December. Each exam period will consist of a three-week window, giving students the ability to organize their exams around busy work schedules.

CBE exams will be written at proctored exam centres. Sites will have a secure computer set-up, including screen protection and locked-down browsers.

A CBE pilot test will run in July 2015 for students registered in the CIP C66 course, *Financial Service Essentials – Part 1*.

Students registering for the course will be able to take advantage of the benefits of CBE.

Further updates and information about CBE will be made available on the Insurance Institute website as they become available.



CBE has a feature that ‘flags’ questions for follow-up, allowing students to toggle back and

# Plugging into the national p&c conversation

Fellow Chartered Insurance Professional (FCIP)

The Fellow Chartered Insurance Professional (FCIP) designation offers the chance to explore strategic issues in Canada's property and casualty insurance industry through exchanges with knowledgeable and motivated peers, inaugural new-track FCIP grads say.

The FCIP is the highest designation in Canada's p&c industry. Designed to develop leadership skills, the program offers a comprehensive business education with a p&c focus. The courses offer a broad view of the p&c industry through online discussions with FCIP candidates from across the country.

Nova Scotia FCIP grad Greg Crawford says he benefited from his exchanges with others during the program's emerging issues course, for example.

"Every organization handles emerging issues a little bit differently," says Crawford, manager of an insurance company's casualty unit. "It was interesting to review the text, and listen to the strategies and ways in which other people in the course were able to deal with the emerging issues that we all see as relevant to our industry at this time. That was one of the parts that I liked about the FCIP program."

FCIP grads from across the country and internationally completed six online courses covering topics in strategy, leadership, financial management, risk management and emerging issues. The final course, an integrative learning project known as the 'capstone' project, ties together everything that candidates have learned throughout the program.

For New Brunswick FCIP grad Joey Deschambault, the knowledge he gained in the program unlocked doors for him to discuss the company's strategic direction in risk management with his company's senior management.

"As we were going through the FCIP program, my company released a statement stating that they are now incorporating enterprise risk management into their operations," said Deschambault. "I was able to make contact with our CEO and vice president of enterprise risk management and get the lowdown on exactly what the company is doing. It was good, because I could actually understand what they were talking about and appreciate that my company was actually moving in the right direction."

FCIP grads gain the additional benefit of understanding how their companies' strategies fit within the overall context of the industry as a whole, p&c industry human resources representatives say.

"If the education was company-specific, you would be getting the networking within your organization, but you wouldn't get the look from outside your organization," said Ross MacMaster, vice president of human resources at Gore Mutual Insurance Company in Cambridge, Ontario. "One of the benefits of the FCIP is that you gain the benefit of diverse perspectives."

To hear FCIP grads talk about specific courses, go to the FCIP Virtual Tour, a multi-video presentation available on the Insurance Institute website. The videos and more information about the program, including program admission and registration deadlines, are available at [www.insuranceinstitute.ca/fcip](http://www.insuranceinstitute.ca/fcip).

Are you ready to explore your leadership potential? Take the FCIP Self-Assessment Quiz to see if the program is the right fit for you at this point in your career. A brief, eight-question quiz is available at: [www.insuranceinstitute.ca/AreYouReady](http://www.insuranceinstitute.ca/AreYouReady)



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# PEI Auto Reform - Lunch & Learn Seminar

## Limited Space Available - Thursday, November 27, 2014

On October 1, 2014 important changes to PEI's automobile insurance legislation came into force. These new provisions significantly alter the landscape of both the minor personal injury "cap" on general damages and the benefits available pursuant to Section B of the Standard Auto Policy.

Presented By:

# COX & PALMER

**Date:** Thursday, November 27th, 2014 (Pre-Registration Required)

**Time:** Registration: 11:45 a.m.  
Seminar: 12:00pm-1:30pm

**Through the generosity of our sponsor, Cox & Palmer, lunch is included in your registration fee at no additional charge to you! Lunch will feature:**

*Soup du Jour; Assorted Sandwiches; Assorted Sweets;  
Coffee/Tea/Decaffeinated Coffee*

**Location:** The Rodd Charlottetown Hotel, Charlottetown, PE – Dunes-Beach Room

**Fee:** \$25.00 (includes seminar, lunch and taxes)

### Seminar Details

Join lawyers from Cox & Palmer, one of PEI's leading insurance litigation firms, for a discussion of what you need to know about these recent and important changes to the law.

### Registration Form: PEI Auto Reform Seminar (Pre-Registration Required)

<b>Name:</b>		<b>Membership #:</b>	
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**NO REFUNDS ONCE REGISTERED – SUBSTITUTIONS WELCOME**  
**Return this form by fax/email no later November 25<sup>th</sup>, 2014 to:**

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