

2023 ANNUAL REPORT



TABLE OF CONTENTS

| | |
|-----------|--|
| 2 | Letter of Transmittal |
| 3 | Mission and Mandate |
| 3 | Vision and Values |
| 4 | Organizational Profile |
| 6 | Members of the Council 2022 / 2023 |
| 7 | Chairperson's Message - Manitoba Council |
| 9 | Chairperson's Message - General Council |
| 11 | Chairperson's Message - Life Council |
| 13 | Executive Director's Message |
| 17 | Active Licences |
| 18 | Examination Statistics |
| 19 | Complaint Statistics |
| 20 | Disciplinary Actions |
| 21 | Audited Financial Statements |



May 31, 2023

Mr. Scott Moore, Superintendent
Financial Institutions Regulation Branch
500 – 400 St. Mary Avenue
Winnipeg, Manitoba
R3C 4K5

Dear Mr. Moore:

I have the honour to submit, pursuant to Regulation 227/91 of *The Insurance Act* of Manitoba, the Annual Report for the Insurance Council of Manitoba.

This report, which covers the period from April 1, 2022 until March 31, 2023, provides an account of our main activities and a summary of our operations for the year, and includes the audited Financial Statements of the Council.

Respectfully submitted,


Stacey Aubrey, CIP
Executive Director
Insurance Council of Manitoba

/bck

466 – 167 Lombard Avenue
Winnipeg, Manitoba
R3B 0T6

T 204 988 6800
F 204 988 6801

www.icm.mb.ca

MISSION AND MANDATE

MISSION

Protecting Manitobans by licensing and regulating insurance agents, brokers and independent adjusters.

MANDATE

The mandate of the Council is to act in the public interest to protect Manitoba consumers of insurance products, and to regulate all licensees, agents, brokers, sellers of incidental insurance (ISI) and adjusters to ensure standards are maintained for public protection.

VISION AND VALUES

VISION

A modern, responsive, and trusted regulator that provides a high level of consumer protection and maintains positive relationships within the insurance industry.

VALUES/PRINCIPLES

INSURANCE COUNCIL OF MANITOBA has developed a set of core fundamental values which include:

- Integrity
- Respect
- Competence
- Cooperation

ORGANIZATIONAL PROFILE

The INSURANCE COUNCIL OF MANITOBA (Council) is responsible for administering and enforcing *The Insurance Act* of Manitoba, the regulations under the *Act* and the licensing rules as they relate to agents, brokers and adjusters.

LEGISLATIVE AUTHORITY

Council was established by Regulation 227/91 through delegated authority of the Superintendent of Insurance. The Superintendent is authorized to delegate to Council all or any of the powers, functions and duties that the Superintendent has under the *Act* and the regulations.

The Insurance Act of Manitoba allows for Council through its delegation:

- * **The power to issue or refuse a licence**
- * **The power to attach limitations or conditions to a licence**
- * **The power to cancel or suspend a licence**
- * **The power to fine or assess costs**
- * **The power to carry out investigations**

In addition, each Council may make rules for its own procedure; may prescribe the educational and other standards for agents, brokers and adjusters; may initiate and engage in programs of consumer protection; may make recommendations to the Minister; may establish ethical, operational and trade practices for agents, brokers and adjusters.

At March 31, 2023 there were 21,670 licences in force in the following areas of licence classifications:

- * Life Insurance, including Accident & Sickness Insurance
- * General Insurance, including Hail
- * Insurance Adjusters, including Hail
- * Restricted Insurance Agents (RIA's)

ORGANIZATIONAL PROFILE

ADMINISTRATION

The INSURANCE COUNCIL OF MANITOBA is the administrative arm of the Life Insurance Council and the General Insurance Council. The Council staff carries out the administrative function of the industry Councils, which includes administering examinations for application for a licence, the issuance of licences, investigation of complaints and the implementation of disciplinary decisions of the Councils.

Stacey Aubrey Executive Director

ADMINISTRATION

Brenda Knight Office Manager

Edna Chatziioannidis Administrative Assistant

COMPLIANCE DEPARTMENT

Ruby Calvez Director, Compliance

Donna Winstone Investigator

LICENSING DEPARTMENT

Sandi Saluk Director, Licensing

Kristin Denkova-Gavranovic Senior Licensing Officer

Colleen Davey Receptionist & Examination Coordinator

Yulia Gershtein Licensing Officer

Shairah King Licensing Officer

Qazi Hoq Licensing Officer

MEMBERS OF THE COUNCIL 2022/2023

Life Insurance Council

| Name | Position | Representing |
|--------------------------|------------------|---------------------------------------|
| Kayla Harold | Chairperson | Life Agents |
| Craig Shanks | Vice-Chairperson | Public |
| Andrew Anderson | Member | Life Agents |
| Carole Urias | Member | Life Agents |
| Lisa Churchward | Member | Public |
| Jean-Paul Craft | Member | Life Agents |
| Monica Bazan | Member | Life Agents |
| Jocelyne Prefontaine | Member | Insurance Companies |
| Emerito Guevarra | Member | Life Agents |
| Sofie Bruce | Past Member | Life Agents - term ended Oct 19, 2022 |
| Carol-Ann Borody-Siemens | Past Member | Life Agents - term ended May 31, 2022 |

General Insurance Council

| Name | Position | Representing |
|-------------------|------------------|---|
| Cindy Cassils | Chairperson | General Agents |
| Lyndon Friesen | Vice-Chairperson | Insurance Companies |
| Irwin Kumka | Member | General Agents |
| Keith Phillips | Member | General Agents |
| Elenor Nowosad | Member | General Agents |
| Justin Schinkel | Member | Public |
| Frederick Dobchuk | Member | General Agents |
| James Magnan | Member | Insurance Adjusters |
| Ryan Matthews | Member | General Agents |
| Lynn Rempel | Past Member | General Agents - term ended Oct 31, 2022 |
| Grant Rerie | Past Member | Insurance Adjusters - term ended June 3, 2022 |

Manitoba Council

| Name | Position | Representing |
|--------------------------|------------------|--|
| Cindy Cassils | Chairperson | General Council |
| Kayla Harold | Vice-Chairperson | Life Council |
| Lyndon Friesen | Member | General Council |
| Craig Shanks | Member | Life Council |
| Irwin Kumka | Member | General Council |
| Andy Anderson | Member | Life Council |
| Carol-Ann Borody-Siemens | Past Member | Life Council - term ended May 31, 2022 |

The Manitoba Council is composed of three (3) members appointed by each of the aforementioned industry Councils.

MANITOBA COUNCIL Report from the Chairperson



Firstly, I would like to express our sincere gratitude to the previous Chairperson, Carol-Ann Borody-Siemens, who exited in May, 2022. Carol-Ann's wealth of industry and governance experience assisted Manitoba Council with the oversight of the Insurance Council of Manitoba (ICM). She provided guidance through key personnel staffing changes, and achievement of goals on the 2020-2023 Strategic Plan.

After this year of changes, the Executive Director, and Directors of Licensing and Compliance settled into their new roles. A new investigator, with ICM experience, was hired to compliment the Compliance Department.

The ICM saw a nearly 10% growth in licences this year, which is the third highest on the books. The Licensing Department staff worked diligently this year and kept processing times well within their requirements of seven business days. Current processing times is within four business days as of the authoring of this report. The total licences as of March 31, 2023 was 21,670 compared with 19,749 in 2021-22.

The Compliance Department received a total of 22 new complaints. Ten life, nine general and three adjusters. A small number compared to the overall number of licence holders. For the 22 complaints, to date, a total of five resulted in disciplinary action taken with fines and costs levied.

The trend for examinations continued to grow at 3,969 this year. For comparison, there was an increase of 500 exams in this last fiscal quarter compared to the same time last year. Most exams written are Life (Harmonized LLQP).

Technology is ever evolving and ICM continued with plans for upgrades on projects that included disaster recovery review and back-up servers for ICM. Multi-factor authentication (MFA) was introduced for all users of the licensing portal and for all staff devices. Technology upgrades in the office allowed for hybrid meeting models (in-person/virtual) for all Councils. This allowed for an efficiency of costs, personal time and convenience for members that may be outside Winnipeg. Full participation from all Council Members is a priority. Cyber security is a key focus going forward with safeguards, plans and staff training implemented.

MANITOBA COUNCIL Report from the Chairperson

Members from all the industry councils and staff convened in the late Fall to create a new Strategic Plan for April 1, 2023 to March 31, 2026. The Strategic Plan preparation kept its focus on ICM's mission, mandate, and values. The ICM vision was updated to *"a modern, responsive and trusted regulator that provides a high level of consumer protection and maintains positive relationships within the insurance industry."* The three main objectives that came out of the planning session were:

- 1) Champion Advancements in Regulatory Framework.
 - a) Deliver on corporate licensing phase 1 and phase 2;
 - b) Harmonize licensing rules;
 - c) Deliver on fee schedule amendments.
- 2) Improve the Stakeholder Experience.
 - a) Optimize digital processes;
 - b) Harmonize licensing and compliance systems;
 - c) Improve examination system and processes.
- 3) Improve Communication Effectiveness.
 - a) Develop and implement communication strategies;
 - b) Develop and implement the start of a series of videos, webinars, shorts for the stakeholder;
 - c) Expand professional development opportunities and career support for staff.

I wish to thank all the members of the industry councils for their valued input to the development of the Strategic Plan and their continued service at council meetings.

We continued to focus on communication with the Superintendent of Insurance, the entity from which our authority is delegated, and would like to thank the Superintendent for his engagement with us this past year.

I am grateful for the opportunity to serve the ICM and our industry.

Respectfully submitted,



Cindy Cassils, CAIB

GENERAL COUNCIL Report from the Chairperson



The General Council continued to place the highest priority on fulfilling the Insurance Council of Manitoba's mandate to act in the public interest to protect Manitoba consumers of insurance products and ensure standards are maintained for public protection.

As the province entered a post-pandemic phase, the General Council continued with a blended model of in-person and secured video conference meetings and hearings.

Level 1 General Agents Licensing Rules

On May 1, 2022 the Superintendent of Insurance moved forward with finalizing the Level 1 General Agents Licensing Rules amendment, and ICM communicated the same to stakeholders. On behalf of the General Council, I wish to express our sincere appreciation to the Superintendent for working to achieve this goal for the betterment of the whole industry.

General Insurance Licensing Qualification Review and Examinations

The General Council members were asked to consider a proposal from the Registered Insurance Brokers of Ontario, and other such entities, for harmonization of an entry level education course in jurisdictions across the country. General Council Members voted to support the recommendation. GILQR (General Insurance Licensing Qualification Review) Committee was formed with representation from provincial and territorial jurisdictions. The Insurance Brokers Association of Canada (IBAC) and Insurance Institute of Canada (IIC) will create curriculum based on the recommendations from the GILQR Committee.

The topic of a review of ICM's General Challenge exams was raised and an Ad Hoc Committee was created to review the exams and ensure they remained current with relevant questions. ICM's overall examinations are increasing exponentially. During this last fiscal quarter, ICM saw an increase of 500 examinations compared to the same quarter in the previous year.

Communication with Community of Stakeholders

Reports of potential unlicensed activity were brought to our attention this year. Each was respectively investigated, reviewed and addressed by the Council. The Executive Director communicated the activities to the Superintendent. The General Council felt it prudent to issue a reminder notice to all stakeholders that any activity falling within the definition of an "agent" must be done by a licensed individual, as unlicensed activity is prohibited. Further, operating agents are responsible for their agents and will be held accountable for all insurance activities of the agency. By licensing agents, brokers, and adjusters, ICM ensures adequate education and experience standards are met and continued, and that individuals are financially reliable by maintaining continuous professional liability insurance (Errors and Omissions coverage), to protect the public.

GENERAL COUNCIL Report from the Chairperson

Adjuster Licensing Rules

The proposed amendments for the Adjuster Licensing Rules were brought back for discussion and reviewed by General Council. The process began with the former Adjuster's Council (2018) and there was consensus that these should be given attention to move forward for submission to the Superintendent. Council examined the proposed changes and added some further suggestions for harmonization with fellow jurisdictions in the western provinces. On November 1, 2022, the final proposal was submitted to the Superintendent for review.

Licensing Statistics:

As of March 31, 2023, there were 21,670 licences administered by ICM, and of those 6,892 were General Insurance (up from 6,215 last year), 378 were Insurance Adjusters (up from 352 previously), and 607 were Restricted Insurance Agent licences (a decrease of 1). The Licensing Department is functioning 100% within their service requirements of seven (7) business days. As the writing of this report, the department is reviewing new applications within four (4) days of being submitted. This is a testament to the efficiency and dedication of the employees.

Disciplinary Matters:

The General Council deliberated on a variety of disciplinary matters including misconduct, product suitability, unlicensed activity, and code of conduct. A total of 22 complaints were filed this fiscal year, and of those nine (9) were general agents and three (3) insurance adjusters. This represented a very small portion compared with the total number of licensees.

During this past year General Council members participated on the Manitoba Council and various sub-committees including Communications, Incidental Sale of Insurance, and Continuing Education.

This year we welcomed two new members. James (Jim) Magnan was appointed as the Independent Adjuster representative. Jim is a familiar face to many years of industry experience and having served on ICM's Adjusters Council. Ryan Matthews was appointed in March 2023 and brings over 10 years of industry expertise to council. Two members exited General Council; namely, Lynn Rempel and Grant Rerie. I wish to thank both for their dedication, with special thanks to Grant for being in service to ICM Councils (Adjuster, General and Manitoba) for the past decade.

I am grateful for the opportunity to serve on the Insurance Council of Manitoba and give back to our industry.

Respectfully submitted,



Cindy Cassils, CAIB

LIFE COUNCIL Report from the Chairperson



Life Council has once again experienced it's share of growth and change this past year.

We began to see an uptick in demand for in-person licensing examinations, following an extended period when the online option administered and proctored by Durham College was favored. ICM continues to offer its examinations 2 days per week, accommodating up to 56 exam writes weekly. Embracing online examinations came with a unique set of challenges and led to the creation and implementation of a policy outlining how the ICM will deal with instances of alleged cheating moving forward. This policy was published on the [ICMs website](#), along with others on such topics as paying of Referral Fees and Sharing of Commissions, for the benefit of industry.

The trend in fiscal year-over-year growth in the number of licences issued has not abated. With an increase of 1,219 licences in the life category, and an almost 10% increase over all categories, this marked the 3rd highest jump in licences in the organization's 30-year history. The ICMs Licensing Department has worked diligently this past year to meet its service standards, whilst thoroughly screening applications and bringing files to Council for further review whenever suitability is in question. Maintaining an additional occupation, other than the sale of insurance, has become increasingly common throughout the industry and in some instances can increase a licensee's risk of being in a conflict of interest situation. Life Council weighs the potential for conflict of interest, undue influence and other such risks and assesses each case on its own merit before deciding whether to issue the licence or not, with or without a condition (which limits the scope of the licensee's activities), or a guidelines letter (which serves as a general reminder of the licensee's responsibilities).

Life Council received 10 new complaints this reporting period, adding to the 12 which carried over from the previous fiscal year, and closed 11. The Council has the authority, through delegation by the Superintendent of Insurance, to take disciplinary action with respect to a current or former licensee, and did so on two occasions:

- A former licensee, for engaging in the act of rebating when they reimbursed a Manitoba consumer of insurance \$7,200 over a 3 year period to off-set an insurance company rating.
- A current licensee, for holding out as an insurance agent while disqualified and for conducting unlicensed activity while disqualified, having failed to update their errors & omissions insurance information on the ICM portal.

LIFE COUNCIL Report from the Chairperson

On several occasions, following extensive investigation, Council determined that while there were minor infractions, formal disciplinary action was not warranted and instead issued Letters of Caution to the licensees. Such letters remind licensees of their obligations under *The Insurance Act* of Manitoba, its Regulations and Rules, and can include recommendations to improve the licensee's practices in order to avoid future complaints.

On behalf of Life Council, our best wishes go to departing Council members Carol-Ann Borody-Siemens (Life Agent and former Chair of both Life Council and Manitoba Council, serving from 2015 to 2022) and Sofie Bruce (Life Agent serving from 2020 to 2022). Each offered their own unique energy and enthusiasm in service to our industry, and for that we thank them. Life Council wishes to welcome Monica Bazan, who was appointed in June 2022, Jocelyne Prefontaine, who was appointed in August 2022, and Emerito Guevarra, who was appointed in early March 2023. Monica has over 20 years of licensed Life and A&S experience as well as expertise in communications; Jocelyne represents the insurance companies on the Life Council, and brings operational expertise to her role on Council; and Emerito brings over 20 years of industry experience to council table. We look forward to continuing to work with them.

Manitoba Council members and ICM staff, past and present, are also to be commended for their management and leadership which saw the organization through COVID-19 and all that it entailed, and who continue to look into the future and see a path forward in a post-pandemic environment.

I am grateful for and look forward to the continued opportunity to serve alongside my fellow Council members.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Kayla Harold', with a long horizontal flourish extending to the right.

Kayla Harold B.Sc.

EXECUTIVE DIRECTOR'S MESSAGE



It is an honour for me to offer my report for the 2022/2023 fiscal year.

This has been an exceptionally productive year for the Insurance Council of Manitoba (ICM), with several completed projects occurring including the implementation of new governance policies allowing staff and councils to conduct operations in a consistent and documented manner, the implementation of a new phone system allowing easier flow and access to ICM staff, the addition of three new terrific employees, Edna Chatziioannidis, Qazi Hoq and Donna Winstone, who bring added expertise and flavor to the ICM, increased harmonization of the continuing education definitions allowing a more comprehensive area of study to be approved for annual credit hours, implementing changes to the General Insurance Agents Licensing Rules allowing for the ability for level 1 licence holders to work inside the office of a general insurance agency or out of a home office approved by that agency, and much more.

The 2020-2023 Strategic Plan wrapped up on March 31, 2023 with the completion of the majority of listed items. Over the past 5 months, we have been working on the creation of new priorities for the new 3-year Strategic Plan which begins April 1, 2023. These priorities were guided by a Strategic Planning Session which occurred in November 2022 and was attended by all Council members and all ICM staff, allowing full and complete input into the identified priorities.

This past fiscal year found the Council moving secure platforms for council business, which allows for fully electronic council meetings to occur, and enables council members to attend meetings at any place at any time. The system has been found to be very user friendly and offers additional internal benefits to the ICM staff for handling of disciplinary matters.

Council and Committee Work

Five new Council member appointments were made to the industry Councils this past fiscal year.

- The General Insurance Council was pleased to welcome James (Jim) Magnan and Ryan Matthews. Jim is a licensed Level 4 Insurance Adjuster who has been in the industry for 30+ years. His role on Council is to represent the Insurance Adjusters and provide expertise in this area. Jim previously held a Council Member appointment on the Insurance Adjusters Council between 2007 and 2014. Ryan brings over 10 years of industry experience to the council member role and is dually licensed for Life/A&S and General Insurance. We look forward to both Jim and Ryan's continued participation on the General Council.
- The Life Insurance Council was pleased to welcome Monica Bazan, Jocelyne Prefontaine and Emerito Guevarra. Monica has held Life and A&S licences for 20+ years, and brings additional communications expertise to the council. Jocelyne represents the insurance companies on the Life Council, and brings operational expertise to her role on Council. Emerito brings over 20 years of industry experience to the council member role, and

currently holds both a Life Insurance Agent Licence and a General Level 3 Operating Agent Licence. We look forward to their continued participation on the Life Council.

Life Council had to say good-bye to Carol-Ann Borody-Siemens in May 2022 and to Sofie Bruce in October 2022. Carol-Ann was the Life Council Chairperson in addition to being the Manitoba Council Chairperson. Her areas of expertise did not stop at life insurance products, but extended to small business operations, all areas of financial products, property and casualty products, and beyond. Carol-Ann brought a fresh perspective to the Councils and moved the ICM into a new direction. We thank her for all of her efforts and successes over the past 6½ years and wish her all the best in her new adventures. Sofie served on the Life Council for just over 2 years, and was a valuable member of the Council during her time. We wish to thank her for her service on Council, and wish her the best of luck for the future.

General Council bid farewell to Grant Rerie in June 2022 and to Lynn Rempel in October 2022. Grant served on 3 different Councils (Insurance Adjusters Council, Manitoba Council, and General Insurance Council) at the ICM between 2013 and 2022. We wish to extend our utmost and sincerest THANKS for his dedication and commitment during his service on the three councils. Grant brought his A-game each and every meeting he attended, and Council was very lucky to have his vast knowledge in his area of expertise (adjusting). We wish him well. Lynn was a great contributor to the General Insurance Council for 4½ years and will be dearly missed at the table. Her expertise in the broker world and bringing this expertise to Council's table will be large shoes to fill. We thank Lynn for her valued contributions.

The compilation of the councils are included within the early pages of this Annual Report. We wish to thank all council members for their continued dedication to ICM's mandate of acting in the public interest to protect Manitoba consumers of insurance products, and to regulate all licensees, agents, brokers, sellers of incidental insurance (ISI) and adjusters to ensure standards are maintained for public protection.

A special thank you is extended to all Committee participants for their work on the Incidental Sale of Insurance (ISI) Committee, Continuing Education (CE) Committee, Communications (Comms) Committee, and the newly formed General Regulatory Examination Ad hoc Team (G.R.E.A.T.) Committee, as well as to staff members Brenda Knight, Sandi Saluk, and Ruby Calvez for their work on many management team projects throughout the year.

Licensing and Examinations

Examinations at the ICM office have substantially increased in the last fiscal quarter of this year, with an increase of 500 more examinations than the same period in the prior fiscal year. Overall, this past fiscal year saw an increase of 21% in examinations as compared to the prior fiscal year. Since November 2021, examinations have been offered with the choice of writing on-line with Durham College or writing in-person with the ICM office. 58% of applicants chose to write on-line this past fiscal year.

There has been continued growth in overall licence classes with an increase in total active licences in all classes of 9.73%. As of March 31, 2023, there were 21,670 active licences with ICM. This is the third highest year in the ICM's 30-year history. Even with the large increase to

licence holders, the ICM licensing department continued to meet service requirements of reviewing applications within 7-business days, with the majority of applications being reviewed within 4-business days.

Detailed licensing and examination statistics are available within the *Licences Active* and *Examination Statistics* of this Annual Report.

Compliance and Investigation

The number of new complaints received by the ICM increased slightly during this fiscal year from 20 to 22. The total number of carried forward complaints from the prior fiscal year was 23 and the total number of closed complaints during this fiscal year was 19. This results in a total of 26 outstanding complaints as of March 31, 2023.

Detailed statistics on compliance are available within the *Complaint Statistics and Disciplinary Actions* of this Annual Report.

Code of Conduct quizzes for all industries are available and qualify for continuing education credit, which improves and strengthens the knowledge of licence holders of conduct requirements and expectations. These are available on the ICM website at <https://icm.mb.ca/compliance-and-enforcement>.

Technology

The ICM and the Manitoba Council value the ever evolving technology and the requirement for the ICM office to stay on top of upgrades to the vastly utilized licensing management system (online portal), which is utilized by 20,000+ users ranging from licence holders, authorizers, third party authorizers, continuing education accredited course providers, and ICM staff. This involves ensuring the ICM has very robust disaster recovery and back-up servers in place, along with secure protection which involved the implementation of the multi-factor authentication (MFA) this past year. As for many, cyber security is a key focus with safeguards, plans and staff training being implemented this past year.

Governmental Relations

The ICM welcomed Cliff Cullen as the Minister of Finance in the last quarter of this fiscal year, and welcomed Szilveszter (Silvester) Komlodi as the Deputy Minister. We wish to extend our gratitude towards the prior Deputy Minister, Richard Groen, who provided a great working relationship with the ICM during his time as the Deputy Minister. We look forward to a great continued working relationship with the new Minister and his office.

The Minister of Finance appoints individual's to the ICM's industry Councils (both Life and General). These terms occur for no more than three years, and no member may serve more than ten consecutive years. Council members provide the expertise, perspective and skills required for ICM to be able to fulfil its mandate, and we are grateful for all of these individuals who willingly give their time and hard work in the interests of the public good.

The ICM is a delegated authority of the Superintendent of Insurance. The ICM continues to have a strong relationship with the Superintendent of Financial Institutions at the Financial

Institutions Regulation Branch, J. Scott Moore, with continued regular meetings where discussions on items of mutual interest to industry occur, while continuing to operate within our mandate of consumer protection.

Administrative Matters

The ICM currently has twelve full time positions, with ten currently active employees, one employee on leave and one vacancy. The ICM celebrated two staff members with 5+ years of service, two staff members with 10+ years of service, and two staff members with 20+ years of service. The dedication that this staff shows to the ICM and brings each day to their daily workload and special projects is remarkable. We appreciate many more years to come and to utilize the continued expertise of these employees.

The ICM considers retention of qualified and educated staff a priority, and values staff continuing education. This fiscal year, staff education expenditures increased over 300%, with 6 salaried staff participating in outside education. As part of ICM's continued growth, staff education will continue into the new fiscal year where we will be focusing on bettering our overall communication.

Public Interest Disclosure

Regulation 173/2008 which took effect December 1, 2008 designated the Insurance Council of Manitoba as a body subject to the *Public Interest Disclosure Act*. The ICM has been granted an exemption from the obligation to develop procedures to manage disclosures and designate an officer under Sections 5 and 6, however is obligated to report on any disclosures of wrongdoing that are received. As of March 31, 2023, no disclosures of wrongdoing were received by the ICM.

Financial Report

The ICM continues to maintain a favourable financial position as a result of prudent and restrained fiscal planning by the Manitoba Council. ICM remits 44% of licence and miscellaneous/other fees and 15% of all examination fees to the Minister of Finance. Additionally, 100% of all fines assessed in disciplinary matters are payable to the Minister of Finance. In 2022/2023, total fees in the amount of \$1,592,379.80 were remitted to the Minister, and fine payments in the amount of \$10,700.00 were forwarded.

A copy of the audited Financial Statements for the fiscal year 2022/2023 is included in this report.

Respectfully submitted,



Stacey Aubrey, CIP
Executive Director

ACTIVE LICENCES at March 31, 2023

LIFE INSURANCE COUNCIL

| | |
|-------------------------------------|---------------|
| Life | 6,886 |
| Accident & Sickness | 6,907 |
| Total Life Council Licences: | 13,793 |

GENERAL INSURANCE COUNCIL

GENERAL INSURANCE

| | | |
|--------------------------------|---------|--------------|
| General Insurance Agent | Level 1 | 2,943 |
| General Insurance Agent | Level 2 | 2,170 |
| General Insurance Agent | Level 3 | 1,172 |
| General Operating Agent | Level 3 | 482 |
| Auto Only | Agent | 10 |
| Automobile | Agent | 1 |
| Hail | Agent | 114 |
| Total General Licences: | | 6,892 |

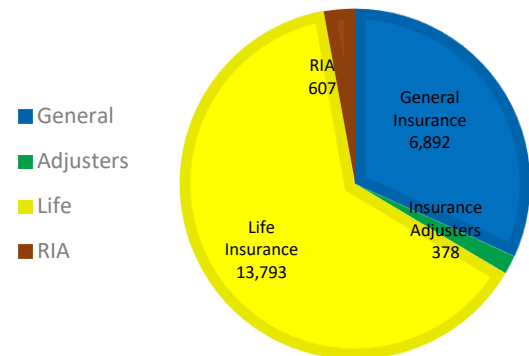
INSURANCE ADJUSTERS

| | | |
|---------------------------------|-------------|------------|
| Adjuster | D/R | 30 |
| Adjuster | Independent | 208 |
| Adjuster | Assistant | 58 |
| Hail | Adjuster | 82 |
| Total Adjuster Licences: | | 378 |

RESTRICTED INSURANCE AGENTS

| | |
|--|------------|
| Auto/Equip | 370 |
| Customs Broker | 0 |
| Deposit Taking | 48 |
| Freight Forwarding | 1 |
| Funeral Director | 39 |
| Mortgage Broker | 35 |
| Portable Electronics | 5 |
| Sales Finance Company | 36 |
| Transportation Service | 0 |
| Travel Agency | 68 |
| Vehicle Rental Business | 5 |
| Total Restricted Insurance Agents Licences: | 607 |

TOTAL LICENCES AT MARCH 31, 2023 21,670



Active Licences at March 31, 2023

| Description | 2022/2023 | 2021/2022 |
|-----------------------------|---------------|---------------|
| Life Agents | 6,886 | 6,294 |
| Accident & Sickness Agents | 6,907 | 6,280 |
| General Agents | 6,892 | 6,215 |
| Restricted Insurance Agents | 607 | 608 |
| Agents Total | 21,292 | 19,397 |
| Adjusters | 378 | 352 |
| Grand Total | 21,670 | 19,749 |

EXAMINATION STATISTICS April 1, 2022 - March 31, 2023

LIFE INSURANCE COUNCIL

HARMONIZED LLQP

| | | |
|---------|-----|-------|
| Written | - | 3,952 |
| Passed | 79% | 3,111 |
| Failed | 21% | 841 |

Total Life Council Examinations: 3,952

GENERAL INSURANCE COUNCIL

GENERAL INSURANCE

All Classes

| | | |
|---------|-----|----|
| Written | - | 13 |
| Passed | 31% | 4 |
| Failed | 69% | 9 |

Total General Examinations: 13

INSURANCE ADJUSTERS

All Levels

| | | |
|---------|------|---|
| Written | - | 4 |
| Passed | 100% | 4 |
| Failed | | 0 |

Total Adjuster Examinations: 4

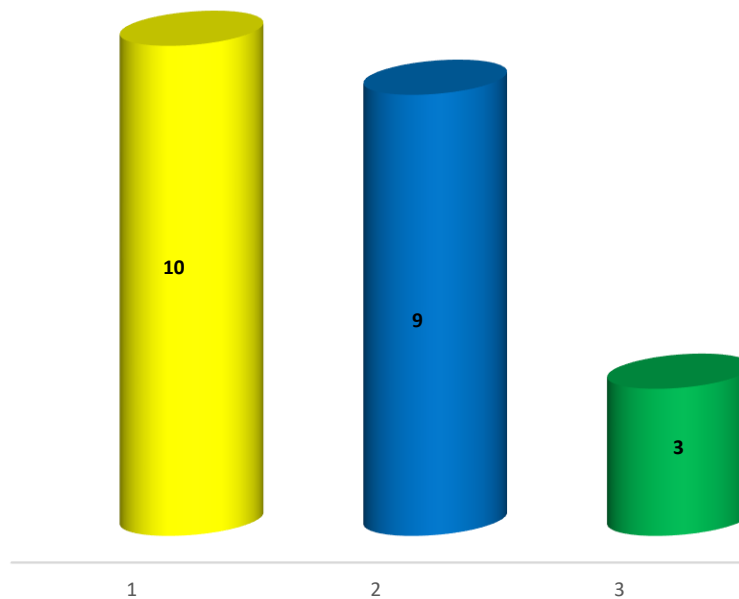
INSURANCE AGENT AND ADJUSTER LICENSING EXAMINATIONS

| | Written | | Passed | | Failed | |
|------------------------|--------------|--------------|--------------|--------------|------------|------------|
| | 2022/2023 | 2021/2022 | 2022/2023 | 2021/2022 | 2022/2023 | 2021/2022 |
| Life (Harmonized LLQP) | 3,952 | 3,276 | 3,111 | 2,391 | 841 | 885 |
| General | 13 | 8 | 4 | 2 | 9 | 6 |
| Agents Total | 3,965 | 3,284 | 3,115 | 2,393 | 850 | 891 |
| Adjusters Total | 4 | 2 | 4 | 2 | 0 | 0 |
| Grand Total | 3,969 | 3,286 | 3,119 | 2,395 | 850 | 891 |

COMPLAINT STATISTICS - April 1, 2022 - March 31, 2023

| | |
|--|----|
| Total number carried forward from previous year | 23 |
| Total number of complaints opened between April 1, 2022 and March 31, 2023 | 22 |
| Total number of complaints closed between April 1, 2022 and March 31, 2023 | 19 |
| Total number of complaints outstanding at March 31, 2023 | 26 |

| New Complaints Per Council | 2023 | 2022 |
|----------------------------|-----------|-----------|
| Life | 10 | 11 |
| General | 9 | 9 |
| Adjusters | 3 | 0 |
| Total | 22 | 20 |



Disciplinary Action Taken

| Action | Life | General | Adjusters | Total |
|--------------------|----------|----------|-----------|----------|
| Fines and Costs | 2 | 2 | 1 | 5 |
| Grand Total | 2 | 2 | 1 | 5 |

DISCIPLINARY ACTIONS - April 1, 2022 - March 31, 2023

Fines and Costs

| | |
|--------------------------------|--|
| Life Insurance Agent | Fined \$200.00, assessed costs of \$500.00 |
| *Life Insurance Agent | Fined *\$5,000.00, assessed costs of *\$2,500.00 |
| General Insurance Agent/Broker | Fined \$2,000.00, assessed costs of \$3,000.00 |
| General Insurance Agent/Broker | Fined \$8,000.00, assessed costs of \$3,000.00 |
| *Insurance Adjuster | Fined \$500.00, assessed costs of *\$2,500.00 |

All fines imposed are payable to the Minister of Finance and are not retained by Council

All or part of investigation costs may be assessed and are retained by Council

**Fines and/or Costs uncollected for current fiscal year (April 1, 2022 – March 31, 2023)*

Appeals filed to the Provincial Insurance Agents' and Adjusters' Licensing Appeal Board

Total New Appeals Filed - 0

Total Pending Appeals - 1


Total Appeals Concluded - 0

Application under the Court of Queen's Bench for Judicial Review

Judicial Reviews Filed - 1

Total Pending Judicial Appeals - 1

Total Judicial Appeals Concluded - 0



466 – 167 LOMBARD
AVENUE WINNIPEG,
MANITOBA
R3B 0T6

T 204 988 6800
F 204 988 6801

CONTACTUS@ICM.MB.CA
WWW.ICM.MB.CA