



ICM Says Goodbye and Thank You to Two Long-term Council Members

In June 2024, **Cindy Cassils** retired from her appointment on the General Council and the Manitoba Council. ICM wishes to extend our heartfelt thanks for her dedicated service with both Councils - her contributions have been truly invaluable. During her tenure, she played a pivotal role in ensuring seamless operations during the challenging developments arising from COVID-19. Her efforts ensured that ICM continued to function effectively during the pandemic. Her involvement in amending the General Insurance Agents Licensing Rules, particularly focusing on changes to allow Level 1 General Licence Holders to work under supervision out of a home office approved by a general insurance agency, was instrumental. Additionally, her assistance in revising the Adjuster Licensing Rules from 5 levels to 3, aligning with other Canadian jurisdictions, has been a significant achievement. Cindy was also a key player in updating several policies and policy manuals, and her expertise in this area did not go unnoticed. Her participation in various subcommittees and her willingness to lend her expertise whenever needed has greatly benefited the ICM. The ICM is deeply grateful for her 6 years of service and dedication. Her impact has been profound, and we wish her all the best in the future.

In July 2024, the Life Council bid farewell to a remarkable member, **Carole Urias**. Carole dedicated nine years of service to the Council, completing three 3-year terms. Her contributions have been invaluable, and her presence will be greatly missed. Carole played a crucial role in multiple Strategic Planning sessions and was an active participant in implementing significant changes to our regulatory framework. As a member of our Continuing Education (CE) Committee, she provided insightful updates to the CE definitions, ensuring they remain relevant and effective. We extend our deepest gratitude to Carole for her unwavering commitment and hard work. Her dedication has left a lasting impact on the Life Council. We wish her the very best in all her future endeavors.

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